



**Technology Services update**  
**Scheduled application / service outages**  
 Oct. 22, 2020

Due to necessary infrastructure security patching, the following applications / services outages are scheduled for ALL Horizon areas:

<b>Application</b>	<b>Outage</b>	<b>Impacted</b>	<b>Scheduled outage</b>
Kronos (Workforce ESP & timekeeper)	<b>Full outage across three days</b>	Full system – All users (major update)	From Oct. 26 at 6:30 p.m. to Oct. 29 at 8 a.m.
Lanier	Partial outage	Dictation by phone	Oct. 27 from 7 p.m. to 9 p.m.
Lanier	Full outage	Full system, EXCEPT dictation by phone	Oct. 28 from 9 p.m. to 11 p.m.
WMS (Emerald Dynamine System)	Full outage	Full system	Oct. 28 from 9 p.m. to 10 p.m.
VSysOne	Full outage	Full system	Oct. 28 from 9:30 p.m. to 10:30 p.m.
McKesson (Moncton Area)	Full outage	Moncton ONLY	Oct. 28 from 10 to 11 p.m.
Monthly downtime of servers	Click on area for more details: <a href="#">Moncton</a> <a href="#">Fredericton</a> <a href="#">Area and Upper</a> <a href="#">River Valley</a> <a href="#">Miramichi</a>		

During the above downtime periods, the impacted system functions will not be accessible.  
 Please refer to downtime procedures for applicable procedures during the outage.  
 Thank you for cooperation.

**\*\*PLEASE POST THIS NOTICE FOR STAFF\*\***

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Monthly downtime of servers**

*In addition to what has been identified on the first page, outage also includes the following:*

<b>Start date:</b> Wednesday, Oct. 28	<b>Start time:</b> 9 p.m.
<b>End date:</b> Thursday, Oct. 29	<b>End time:</b> 12 a.m.
<b>Impacted zones / areas:</b> <b>Moncton area</b>	
<b>Impacts on users:</b> The regularly scheduled computer system maintenance downtime is on Oct. 28, 2020 from 9 p.m.to 12 a.m.	
<b>Additional user information / attachments:</b> The following details outline system unavailability:	
<b>9 to 9:30 p.m.</b>	PICIS: OR Manager, QM Enterprise and Dietary Manager
<b>9:30 to 10 p.m.</b>	Meditech-Moncton area (Downtime EMR link unavailable for the first 10 minutes)
<b>9 p.m. to 12 a.m.</b>	All other systems ( <b>Excluding Meditech</b> ) five to10 minutes each
<ul style="list-style-type: none"> <li>• Downtime EMR Link (Moncton Area) is available on your desktop (or on the start menu). Click Open/Run, enter user ID and password. This EMR link provides a retrospective view only- No New Data will be available until the downtime is complete.</li> <li>• <b>New admissions / transfers</b> may not be available until after the downtime for:             <ul style="list-style-type: none"> <li>○ McKesson AcuDose Cabinets: includes New Patient Order(s).</li> <li>○ Emerald Dynamine</li> <li>○ Allscripts Patient Flow: includes discharges</li> </ul> </li> </ul>	

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<b>Start date:</b> Oct. 28	<b>Start time:</b> 9 p.m.
<b>End date:</b> Oct. 29	<b>End time:</b> 3 a.m.
<b>Impacted zones / areas:</b> <b>Fredericton and Upper River Valley Area</b>	
<b>Impacts on users:</b> <b>Unavailable</b> from 11 p.m. to 12 a.m.: Optical Imaging  <b>Unavailable</b> 12 a.m. to 1a.m: Draeger Innovian Anesthesia  <b>All</b> Windows server systems will be <b>unavailable</b> between 9 p.m. and 3 a.m.  The following systems <b>will not be affected</b> during this downtime: Meditech and PACS Imaging	
<b>Additional user information / attachments:</b> This outage is required in order to conduct regular server maintenance activities.	

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<b>Start date:</b> Oct. 28	<b>Start time:</b> 9 p.m.
<b>End date:</b> Oct. 29	<b>End time:</b> 12 a.m.
<b>Impacted zones / areas:</b> <b>Miramichi Area</b>	
<b>Impacts on users:</b> This is a reminder of our monthly downtime. All systems may be affected with <b>exception</b> of the Meditech, PACS (X-ray) and e-mail systems. Please note that Emerald may be affected during this downtime. Please close any documents or applications not mentioned above before the downtime window to ensure the least possible disruption to your work.	
<b>Additional user information / attachments:</b> Please do not contact the Information Systems Service Desk during this downtime window unless it involves an emergency with the above mentioned systems that are <b>not</b> affected. i.e.: all other systems such as Intranet, E-learning, Careware, Printing outside Meditech. If you have any questions, please feel free to contact the Information Systems Service Desk at 1-844-354-4357 or <a href="mailto:service@snb.ca">service@snb.ca</a>	

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