

## The Network Core IT Project

As part of our PIVOT project and ongoing IT Systems transformation, network and internet connections at the MLH primary and secondary Data Centers require reconfiguration, resulting in actual and/ or potential system outages. These outages will affect key clinical and communication systems. To plan for effective clinical care, maintain patient safety, and to minimize the organizational impact, preparation with downtime procedures is required.

- During these events, we anticipate disruption to “Night Hawk” radiology services’ ability to read and promptly return imaging results; to mitigate this issue, in-house coverage by radiologists will be necessary.
- Other clinical and operational disruptions associated with systems downtime are anticipated and will require careful planning by all departments.

• For any questions or concerns related to Radiology during upcoming network outage, please page the on-site Radiologic Technologist at each MLH facility (see table at right)

Facility	Pager #
BMH	1196
LMC	5333
Paoli	0054
Riddle	7524

## Outage Windows

- Event 1: Already completed**
- Event 2: October 1<sup>st</sup>, 2017 - Sunday morning**
  - 3 hour outage window -- 00:00 (12 AM) to 03:00 (3 AM)
  - Onsite radiologist to provide services at each facility; one radiologist per acute hospital
- Event 3: October 8<sup>th</sup>, 2017 - Sunday morning**
  - 3 hour outage window -- 00:00 (12 AM) to 03:00 (3 AM)
  - Onsite radiologist to support acute care facilities
- Event 4: October 15<sup>st</sup>, 2017 - Sunday morning**
  - 6 hour outage window -- 00:00 (12 AM) to 06:00 (6 AM)
  - Onsite radiologist to support acute care facilities
- Event 5: October 22<sup>nd</sup>, 2017 - Sunday morning**
  - 2 hour outage window -- 00:00 (12 AM) to 02:00 (2 AM)
  - Onsite radiologist to support acute care facilities

## Considerations

At the conclusion of the project the organization will benefit from a more secure and robust technical environment. These changes now will help minimize future outages.

- Hardware and network activities have been isolated into multiple events to minimize the organizational risk and clinical / operational impact, and to aid in troubleshooting should there be any issues.
- This event needs to be completed by 10/31/17 due to acceleration of competing priorities (i.e., the PIVOT project and other organizational infrastructure initiatives).
- All departments should be prepared to exercise their downtime procedures for the full outage window should it be necessary. During the October 15<sup>th</sup> event (Event 4), all departments will be expected to implement downtime procedures for the full outage duration.
- You will be receiving additional details about the outages closer to the events.

## Frequently Asked Questions (FAQs)

- **What Clinical systems will be affected?** All Clinical and Operational systems will be affected by the work being done during these outage windows.
- **Will I be able to call-in externally to the hospitals during the downtime?** We anticipate interruptions in some external communications. Radiology has planned for this, and we advised departments to assess the need for similar planning.
- **Will internal hospital communications be disrupted?** “Walkie-Talkies” will be provided by MLH Security in the event of internal communication disruptions.
- **Who will be available for assistance or troubleshooting during the outages?** In addition to the **Help Desk**, there will be an IT Command Center and an on-site presence of IT and Clinical Informatics personnel to assist with troubleshooting during the system outages. MLH System Safety/Security is engaged and working with the project team, as well. Additional information and reminders will be distributed prior to the system outages via IS Service Advisories.