



**Bulletin #11e – COVID-19 – Scheduled Application Service Outages – Mar 25 2020**

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

Application	Outage	Impacted	Scheduled outage
Lanier	Full Outage	Full system , EXCEPT Dictation by phone	March 25 <sup>th</sup> , 2020 from à 9 p.m. to 11 p.m.
WMS (Emerald Dynamine System)	Full Outage	Full System	March 25 <sup>th</sup> , 2020 from 9 p.m. to 10 p.m.
VSysOne	Full Outage	Full System	March 25 <sup>th</sup> , 2020 from 9:30 p.m. to 10:30 p.m.
Kronos (Workforce ESP & timekeeper)	Full Outage	Full System	March 25 <sup>th</sup> , 2020 from 9 p.m. to 11:30 p.m.
Monthly downtime of servers	Click on Area for more details: <a href="#">Moncton</a> <a href="#">Fredericton Area and Upper 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\*\***



**Notification of scheduled application/service outage or update**

**Application/Service:**

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

<b>Start date:</b> Wednesday, March 25 <sup>th</sup> , 2020	<b>Start time:</b> 6:30 p.m.
<b>End date:</b> Wednesday, March 25 <sup>th</sup> , 2020	<b>End time:</b> 9:30 p.m.
<b>Impacted zones/areas:</b> <a href="#">Moncton area</a>	
<b>Impacts on users:</b> The regularly scheduled computer system maintenance downtime is on <u>March 25<sup>th</sup>, 2020</u> from 6:30 to 9:30 p.m.	
<b>Additional user information / attachments:</b> The following details outline system unavailability:	
<b>8:30 p.m. – 9 p.m.</b>	PICIS: OR Manager, QM Enterprise and Dietary Manager
<b>6:30 p.m. – 9:30 p.m.</b>	All other systems ( <b>Excluding Meditech</b> ) 5-10 minutes each.



**Notification of scheduled application/service outage or update**

**Application/Service:**

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

<b>Start date:</b> March 25 <sup>th</sup> , 2020	<b>Start time:</b> 10 p.m.
<b>End date:</b> March 26 <sup>th</sup> , 2020	<b>End time:</b> 2 a.m.
<b>Impacted zones/areas:</b> Fredericton and Upper River Valley Area	
<b>Impacts on users:</b>	
<p><b><u>The following Windows Network systems will be UNAVAILABLE from 10 p.m. to 11 p.m.:</u></b>          GE Muse, Phillips IBE</p> <p><b><u>The following Windows Network systems will be UNAVAILABLE from 11 p.m. to 12 a.m. (Midnight):</u></b>          Optical Imaging</p> <p><b><u>The following Windows Network systems will be UNAVAILABLE from 12 a.m. (Midnight) to 1 a.m.:</u></b>          Draeger Innovian Anesthesia</p> <p><b><u>All remaining Windows Network systems will be UNAVAILABLE between 10 p.m. and 2 a.m.:</u></b></p> <p><b><u>EXCEPTIONS - The following systems WILL NOT BE AFFECTED during this downtime:</u></b>          Meditech and PACS Imaging</p>	
<b>Additional user information / attachments:</b> This outage is required in order to conduct regular server maintenance activities.	



## Notification of scheduled application/service outage or update

### Application/Service:

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

<b>Start date:</b> March 25 <sup>th</sup> , 2020	<b>Start time:</b> 7:30 p.m.
<b>End date:</b> March 25 <sup>th</sup> , 2020	<b>End time:</b> 10:30 p.m.
<b>Impacted zones/areas:</b> <a href="#">Miramichi Area</a>	
<b>Impacts on users:</b> This is a reminder of our monthly downtime. All systems may be affected with EXCEPTION 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 NOT 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> .	