**REMINDER – TECHNICAL DRESS REHEARSAL BEGINS JULY 3**

Technical Dress Rehearsal (TDR) is a very important coordinated activity that is conducted in two phases (TDR 1 and TDR 2) to test every workstation, printer, scanner, etc., to ensure that they are ready for our October 1 Epic go-live.

During **TDR 1 (July 3-28)**, Desktop Technicians will visit each department/unit to validate the physical placement and connectivity of the devices. Is the right equipment in the right place? Is it properly labeled? Does it have power and network connectivity? During **TDR 2 (July 31 - August 25)**, Epic Analysts will be in every department to verify that software launches correctly and that printing is set up properly to ensure workflows are not disrupted at go-live.

Visit the **Go-Live Readiness** page on **IS/Epic Central** to learn more.

**DON'T MOVE THAT DEVICE!**

As technical dress rehearsal approaches, **devices (e.g., workstations, printers, scanners, phones)** CANNOT be moved or they will NOT work when we go live with **Epic on October 1**. Also, please do NOT remove signs affixed to devices.

**INFRASTRUCTURE UPDATE**

- **COMMUNICATIONS SYSTEMS AND TOOLS ASSESSMENT**

To further enhance the services we provide to patients and caregivers, the UMass Memorial Information Services Team is evaluating existing communication systems and tools (e.g., telephony, video conferencing, web collaboration and conferencing) across the organization. In support of this effort, UMass Memorial has engaged two consulting firms – ConvergeOne and UniComm – to investigate the requirements and uses of these systems and tools. We will be meeting with various business leaders across the system in July. Watch for more information.

- **SERVICENOW – VOICE OF CUSTOMER**

Now that ServiceNow (our new ticketing and service delivery tool and self-service portal), has been available for several months now, Information Services would like to get feedback from users on how to improve the service. To accomplish this, they will be hosting several “voice of customer” meetings through July. If you would like to participate, please contact Katie Carr at katie.carr@umassmemorial.org

- **SEEKING A CONSISTENT END USER EXPERIENCE BETWEEN THIN CLIENTS AND PCS**

Work is underway to expand the use of FollowMe Desktop (FMD) to regular PCs so that they work the same way as thin clients (FMD devices). This will address security concerns around documentation and users not logging off PCs appropriately. Additionally, FMD sessions will automatically follow users from device to device whereas currently, FMD sessions only automatically follow users who go from thin client to thin client. This change will only be made on shared devices.

This change is first being made in the Intensive Care Units at the University Campus and Geriatric Psychiatric Unit at Clinton Hospital as these areas have many PCs and very few thin clients. The goal is to have these areas complete by the end of June and then continue through the rest of the organization. Watch for more information.

- **END USER EXPERIENCE AND ONE LOGON AT HEALTHALLIANCE**

A variety of technical enhancements are underway at HealthAlliance (HA). As part of this effort, HA went live with ONE LOGON (Imprivata) on Monday, June 26.
The Internet Explorer (IE) browser will be upgraded from version 9 (IE9) to version 11 (IE11) on Windows 7 workstations on July 3. This is an essential step as we prepare for the Epic go-live. View FollowMe Desktop (FMD) will not be impacted by this change and will remain on IE9. View FMD will be upgraded to IE11 at a later time.

Many of the current challenges with IE9, such as videos, websites, etc. not being viewable, will be improved by moving to version 11. Additionally, IE11 is faster and has improved security and privacy features.

For the latest information on the IE11 upgrade, please see the IS Notice from IS Communications.

**WE’RE ALMOST THERE! CONSIDERABLE TECHNICAL INFRASTRUCTURE IMPROVEMENTS**

Below are the various activities associated with the investment UMMHC is making in its infrastructure and to improve the end user experience along with the status of each entity.

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>DEFINITION</th>
<th>University</th>
<th>Memorial</th>
<th>Hahnemann</th>
<th>Clinton</th>
<th>Marlborough</th>
<th>HealthAlliance</th>
<th>Community Healthlink</th>
<th>Community Medical Group</th>
<th>Revenue Cycle</th>
<th>Office of Clinical Integration (OCI/ACO)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WAN</strong></td>
<td>Circuits that provide connectivity between our entities and offices</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>July</td>
<td>In Progress</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Core</strong></td>
<td>Infrastructure that connects our entities to the WAN</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>July</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Distribution</strong></td>
<td>Network systems that aggregate connectivity from different buildings on a campus or different floors in large buildings</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>July</td>
<td>In Progress</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Access Layers</strong></td>
<td>Network systems where we plug in devices (workstations, printers, etc.)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>July</td>
<td>In Progress</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Wireless</strong></td>
<td>Enables wireless connectivity</td>
<td>July</td>
<td>July</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>TBD</td>
<td>FY’18</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Data Center</strong></td>
<td>Off-site location that houses all network and application infrastructure</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>TBD</td>
<td>TBD</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>