

From the Office of Clinical Informatics Physicians, APNs, and PAs Newsletter "AMBULATORY"

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System Disruptions Reminder

Disruptions/Downtime/Performance Issues:

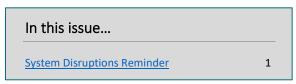
If unexpected disruptions/downtime/performance issues occur, check the NLH Intranet IS System Status page to see if the issue is posted, if not, contact the Help Desk. Northern Light Health.

- Click **Menu** on the top of the Home Intranet page.
- o Click **IS System** Status to open.
- Often issues may be resolved quickly and they are not reported on the IS System Status page.
- Information on the IS System Status page includes the identified issue, workarounds, and approximate resolution time (if known), and is updated as more information is obtained.

Routine Maintenance:

- Oracle Cerner regularly schedules and facilitates routine maintenance. These events may require a service disruption or downtime. You will be notified in advance if a planned disruption or downtime is required.
- Capacity Management and Transfer Center undergo weekly maintenance (Wednesday PM Thursday AM).

<u>Tip</u>: Bookmark the <u>IS System Status</u> page for quick access to view reported issues.



Member Sites

Employee Forums

IS System Status

Clinical Applications

Campfire

Portals

Webmail

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