

## 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.
  - Click **Menu** on the top of the Home Intranet page.
  - 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).

**Tip:** Bookmark the [IS System Status](#) page for quick access to view reported issues.

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