



IT Advisory



Systems affected	<ul style="list-style-type: none">• All Ballad Health Systems
Facilities affected	<ul style="list-style-type: none">• All facilities
Scheduled impact dates/times	<ul style="list-style-type: none">• June 20 between 12:30 a.m. – June 24 at 5 a.m.
Description	<ul style="list-style-type: none">• During this time, the IT Network team will upgrade the network software in both the primary and secondary datacenters. This upgrade is necessary to keep Ballad Health systems current and secure.• The software upgrade is large in nature and necessitates multiple efforts nightly to fully complete it. IT is pushing this upgrade out in a phased approach to ensure we are taking the necessary precautions to eliminate or minimize issues.• Please be aware that there may be a need to reboot a system or restore services due to unexpected issues. It is likely Ballad Health team members will not realize this has occurred as the majority of the issues will be taken care of by the IT Network team in the background.
Duration	<ul style="list-style-type: none">• June 20 between 12:30 a.m. – June 24 at 5 a.m.
Action Required	<ul style="list-style-type: none">• Ballad Health team members can be proactive by preparing in advance any workflow items, such as reports, prior to the upgrade timeframe.• No specific action is expected of Ballad Health team members; however, if there is an issue that causes workflow interruption, the IT Service Desk will immediately send an IT Alert.
Contact information	<ul style="list-style-type: none">• Ballad Health team members are encouraged to contact the IT Service Desk for any issues that occur. The IT Service Desk may be reached at 423-431-6290.• If you have additional questions regarding this service update, please contact the Service Desk at 423-431-6290.

**Additional
information**

- The IT department will be standing ready to expediently resolve any issues that may arise.
- IT will be in touch with facility house supervisors to continuously monitor the upgrade from an end user perspective, so quick action may be taken if an issue does occur.