



TO: 2018 Upgrade Leadership Communication
LSU Attendees
LLUHC – Ambulatory Super Users
FROM: Mark Zirkelbach, CIO
DATE: November 1, 2018
SUBJECT: Time change to cause LLEAP downtime

On Sunday, Nov. 4, due to the end of daylight savings, users will not have access to LLEAP from 12:50 a.m. (daylight saving time) to 1:10 a.m. (new time).



During those 80 minutes, please use downtime procedures and the “Supports Read Only (SRO)” screen to view patient data. Instructions are below.

Normal usage will resume at 1:10 a.m.

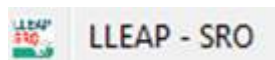
If you have any questions, please contact the Service Desk at ext. 48889.

Downtime Directions

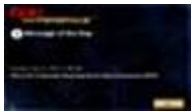
Supports Read Only (SRO) – Accessible from any workstation. This shadow server is a near-real-time copy of Production and will be used during downtime.

a. From the start menu  select the select the LLEAP-SRO Icon .

b. From the Citrix folder  select the LLEAP-SRO icon



c. Log into SRO using your standard login and password.

The system will display a message that you’re viewing SRO  and you will be able to view, but not update data.