

This is a courtesy notification from the TBRHSC/SJCG Help Desk to inform you of upcoming maintenance at TBRHSC.

Although no outage is expected during this maintenance period, please be advised of the details below:

Name of Maintenance Event: Cisco Firewall Upgrade

Date: Tuesday, April 30th and Wednesday May 1st

Maintenance window: 20:00 until 00:30 on both days

Service outage expected: No outage expected

Applications/Services involved with maintenance:

Citrix - Meditech, Mosaik, 3M Coding, Fluency, Monaco SIM

Internet Access (TBRHSC/SJCG only), Novari, MedeCare, Point-Click-Care

Internal to TBRHSC/SJCG – same applications as above

We do not expect any loss of service, however there is a potential risk in the event of a hardware or software upgrade failure.

As always, users should be aware of downtime procedures in the case an unplanned downtime or service impact occurs.

If you have any questions, please contact the Help Desk at 807-684-6411 or help@tbh.net

Ensure this information is distributed / posted for all impacted staff.

Questions or comments? Contact TBRHSC IT Service Desk.
(807) 684-6411 | 1-888-291-9636 | help@tbh.net