

## Downtime Announcement From Informatics

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| <b>Sites Affected</b>          | <ul style="list-style-type: none"><li>• TBRHSC</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Service(s)<br/>Impacted</b> | <p>All network devices, including computers, phones and printers on 3<sup>rd</sup> floor Cancer Centre will be unavailable.</p> <p>Areas include Chemotherapy, Specialty Pharmacy, Telemedicine, Research, Health records.</p> <p>CC Health records faxing will be forwarded to Health records main fax number. Building services Mechanical systems will have monitoring available with a short downtime.</p>                                                                          |
| <b>When</b>                    | <p>Date: May 24<sup>th</sup> to 25<sup>th</sup><br/>Start Time: 8:00 hrs EST<br/>End Time: 17:00 hrs EST</p>                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Action<br/>Required</b>     | <p><b>Prior to Downtime:</b></p> <ul style="list-style-type: none"><li>• Ensure that you log out of the network computers</li><li>• IT will be onsite to assist with temporary equipment for those on site.</li></ul> <p><b>Following Downtime:</b></p> <ul style="list-style-type: none"><li>• Reboot or restart your computer</li><li>• Once the computer has finished restarting, log in again.</li><li>• IT will be onsite to confirm connectivity following the downtime</li></ul> |
| <b>Why</b>                     | <ul style="list-style-type: none"><li>• Re-cabling work in a 3<sup>rd</sup> floor network closet to add capacity for future projects</li></ul>                                                                                                                                                                                                                                                                                                                                          |

**Ensure this information is distributed / posted for all affected staff.**

**Questions or comments?** Contact TBRHSC/SJCG Help Desk  
(807) 684-6411 | 1-888-291-9636 | [help@tbh.net](mailto:help@tbh.net)