BITS AND BYTES

Welcome to BITS AND BYTES

We hope you enjoy this first edition of **BITS AND BYTES**, a periodic newsletter we've launched to keep you informed of IT happenings and to communicate helpful IT information. If you have suggestions or input for future editions, please contact the editor, Tara Rousseau at x4255.

Sandra Armstrong, CIO

IT 24/7 Help Desk: Help is a Phone Call Away!

Did you forget your password? Is your printer acting up? Are you getting strange error messages?

Call the UCHC IT Help Desk any time, 24 hours a day, 7 days a week and a friendly voice will help you with your technology problem. More than 50% of the time, our proficient staff will be able to resolve the problem immediately over the phone. If we need to dispatch a technician to your location, we will do so as promptly as possible, based on the severity of the issue.

The Help Desk is managed by IT Director, Donna Mineo. Should you have any questions or concerns about the Help Desk, feel free to contact Donna at x4609 or use our convenient IT suggestion box at the link below. We'd appreciate your feedback: after your problem is resolved, we hope you'll take a minute to respond to our brief customer survey.

Help Desk X4400
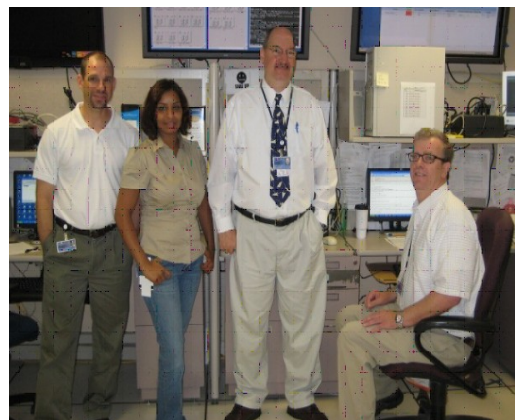
Help Desk staff members: Gary Frutchey, Chantel Rivera, Bob Wilkie, Fred Decker

IT suggestion box link:

http://www.surveymonkey.com/s.aspx?sm=pdzs9jxlcS7S7dKDdUSw2Q_3d_3d
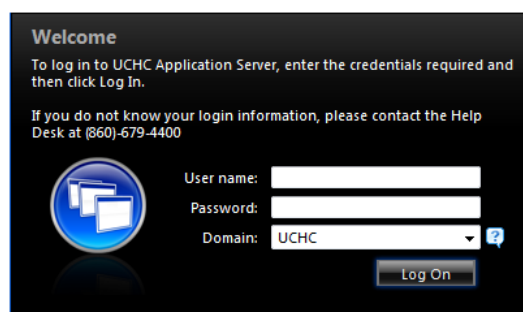
IT Offers New and Improved Access to Citrix

Effective July 1st the current remote access site (https://Remotepss.uchc.edu) will be replaced with https://remote.uchc.edu.

The new site is already available and can be used at any time prior to July 1st. This new remote access site utilizes the Citrix web client which offers a faster and more reliable connection. You may visit http://itweb2.uchc.edu/ECS/ UserGuides/RemoteAccess-setup.htm for updated instructions to access the new site.

Please remember to modify any book-marks or shortcuts you may have cre-ated. Also, please notify any vendors you have that might use this site to gain access into the UCHC network.
If you have any further questions, please contact the IT Help Desk at x4400

The new logon page

Another Upcoming Retirement: FRS/HRS

After 20+ years of devoted service, the UCHC FRS and HRS systems are beginning retirement preparations. Extensive work is underway to replace these existing sys-tems with the state-of-the-art SunGard Banner Finance/HR system, which will bring significant improvements in functionality and reporting flexibility, as well as new and enhanced self-service options for employees.

SciQuest, a new eProcurement system, will also be implemented as part of this effort, streamlining the procurement process and enabling users to directly access con-tracted vendors' websites to place real time orders.

A large team of IT, Finance, Research, Purchasing and HR employees are focused on implementing this advanced new technology, lead by Jeff Lundstrom, Project Manager for Banner Finance and Claudette Shalagan, Project Manager for Banner HR and SciQuest. The team has been making steady progress developing a comprehensive project plan, completing the new Chart of Account design and developing Finance and HR business process models. An early peek at the exciting new eProcurement capa-bilities will be provided in August, when a stand-alone pilot with limited vendors will be launched.

Stay tuned for more details of project activities in future issues of ***BITS AND BYTES***. In the mean-time, please feel free to contact Jeff (x7125) or Claudette (x4706) for more information.

A StARR is Born!

Finding volunteers for clinical trials is a challenging and costly endeavor. Now help is on the way! Partnering with the research community, IT has developed the Study And Recruitment Registry (StARR). StARR is a maintained website of active clinical trials, which will allow potential research volunteers to browse through clinical trials information and register to participate in current or future trials. IRB approval for StARR has been obtained and production rollout is pending testing, currently underway.

Featured Employee: Ellen Faucher

UCHC IT would like to introduce Ellen Faucher, AVP Enterprise Applications. Ellen joined our organization early this year to assume leadership responsibility for our Enterprise Systems department. Ellen holds a bachelor's degree in Computer Information Science and came to us with extensive senior level IT management experience including more than a dozen years focused on health insurance and managed care systems solution delivery. She also possesses broad back office administrative (financial, HR, purchasing, etc) systems solution and service delivery experience.

Ellen's unit consists of Clinical Applications Support headed by Rob Darby, Internal Application Development and Third Party Vendor System Support headed by Jeff Jorczak, plus Data and Information Reporting Services headed by Glenn Boice. She has a passion for providing high quality solutions that add business value and places constant focus on ensuring effective IT service delivery. She is located on the third floor of the Munson Road building and openly welcomes all opportunities to meet, learn, partner, and assist with UCHC business customer automation needs.

Ellen Faucher
AVP Enterprise Applications

Coming Attractions

Working with our customer partners, IT will be implementing the systems below this summer:

- Chemotherapy Order Sets
- OrthoView (Orthopedic digital templating)
- SABA e-Learning
- Research Time and Effort
- Exchange 2007 upgrade
- New clientless VPN solution

About Bits and Bytes

BITS AND BYTES is distributed periodically by the Information Technology Department. Submit suggestions to the email address below.

We're on the Web!

http://itweb.uchc.edu/