

## Enterprise Version 11 – Migration

### General questions and answers:

- When do migrations start? We are tentatively scheduled to begin migrations this fall.
- When will the migrations take place? Weekends.
- Will there be down time? Yes. If so, how long?
  - Existing v10 users, there will be no down time except for your scheduled migration weekend. On the weekend of your migration, the process will begin that Friday evening at 9pm and complete the following Monday at 6am. You will have limited access to your v10 data during your migration weekend. All updates (add, change, modify, delete, etc.) and/or modifications made in your v10 database during your migration weekend will NOT be saved or replicated to your new v11 database on Monday morning.
  - Existing v11 users, system access will be interrupted from Sunday 12pm thru Monday 6am.
- What are the benefits of migrating? The short answer, 1) prepare for MU 2) take advantage of the many improvements made in v11. More details will be shared and discussed in upcoming user group sessions.
- Are there costs associated when I migrate to v11? Yes. The final cost will be provided at a later date. Cost will be on a per provider basis and includes online training material and documentation via your client portal, formal classroom training, onsite go-live support, and other application specific benefits. Additional go-live support hours can be purchased separately.
  - Travel fees to neighbor islands are NOT included. Please note that we will try to schedule multiple neighbor island offices to migrate on the same weekend if possible to distribute travel related costs.
- Who do I contact to schedule my migration? All coordination will be done through our v11 migration coordinator. Contact information will be provided at a later date.
- When can I schedule my migration? Scheduling will be on a first come, first serve basis as space is available. For those electing to participate in MU, remember to consider date specific requirements when determining your implementation schedule. Once your implementation date has been submitted, the migration coordinator will contact you with your confirmed migration date.
- How do I prepare for the migration? TeamPraxis will provide recommendations to help you prepare. More specifics will be provided in a future announcement.
- What has changed? The overall user interface, menu structure and look-and-feel has remained the same. The most significant changes are in HMP, Note, Orders & Results and the clinical desktop & ACI (Add Clinical Item) screens. We will go over these in more detail in the user group sessions.
- Do you have online copies of the v11 announcements? Currently, we post all the announcements on our website - [http://www.teampraxis.com/help\\_desk/v11\\_comm](http://www.teampraxis.com/help_desk/v11_comm). Once the client portal is completed, the announcements will be posted there as well.