

What is occurring?

GE Healthcare will be migrating to the Microsoft Azure cloud for our ShiftSelect Clients starting in March through end of April 2017.

Why is this conversion needed?

Our team has decided to move ShiftSelect to the Azure cloud, which aligns with the overall GE Digital Healthcare strategy. Azure will allow ShiftSelect to maintain our agile software delivery model, enhance our change management processes to better respond to client needs, and expand access to the Azure toolsets for advanced support and monitoring.

How will it impact our organization?

During the migration, there will be some downtime similar to our maintenance window (i.e. 6pm to 10pm PST during a week night). GE Healthcare will be doing everything we can to minimize the amount of time for the outage. The URL of your application will not change as a result of the migration. Once your site is migrated, your organization will use the same URL and login information. If your site utilizes SFTP for interfaces, data backups, or uploads to and from the ShiftSelect site, a change to that connection will be required as the connection URL for those processes will be changing.

When will I be notified of the conversion date and time?

GE Healthcare will contact you as soon as possible with your scheduled conversion date and time. We will strive to give at minimum one week's notice.

Will there be any downtime?

We currently anticipate an outage of approximately 2-3 hours per client during the data migration process. You will be contacted as the time gets closer with more details and your scheduled migration time.

What if our organization has third party interfaces?

A new SFTP URL will be given for interfaces. GE Healthcare will work with clients directly to set up their new SFTP site.

What do we need to do to prepare for the conversion?

If your site does not utilize SFTP (interfaces, data-backups, uploads, etc) then the only required preparation is in scheduling a time slot for the migration window. Our support team will be reaching out to you shortly to coordinate the scheduling of the migration.

Centricity™ ShiftSelect® Move to Azure Cloud – Frequently Asked Questions

If your site does utilize SFTP (interfaces, data-backups, uploads, etc.) then please work with your internal IT department to gather configuration the information and details about your current SFTP setup. This information will be helpful in scheduling your migration time slot as we will coordinate the changes of the migration to coincide with the SFTP configuration changes; this will eliminate connectivity issues and will avoid any downtime for SFTP systems. Our support team will be reaching out to you shortly to coordinate the scheduling of the migration.

Who should I contact if we have any questions or issues?

Please do not hesitate to reach out to our support team at 866.472.6810 or create a case on Client Connections.

What will occur if the transition occurs during my facility's Open Shift Phasing?

The migration process will be scheduled to occur during a weekday between 6pm to 9pm PST. If you have questions or concerns that this will interfere with an Open Shift Phase please inform the Support team of the potential conflict and we will plan for an appropriate scheduling time to avoid the Open Shift Phase.