

MODERNIZING HEALTH CARE CONNECTIVITY PROJECT

As part of the Modernizing Health Care Connectivity (MHCC) initiative, *network infrastructure throughout Queen Elizabeth Hospital needs replacement, **which means there will be a need for 5 upcoming network outages throughout QEH.*** Please keep in mind that these are not full datacenter outages and are much more targeted towards the areas covered by the TRs being worked on. **Please communicate this information with your team.**

NOTE: Please be aware of the QEH Outage Schedules for Access Switch Cutovers Start July 16th, that will result in service being up and down during the outage windows and could potentially result in calls to the Service Center.

Outage Details:

- Over the planned 5 outages, all LAN rooms (TRs) at the QEH will be transitioned to new network infrastructure, the outages and TRs affected were grouped to isolate and limit the outage impact to their respective locations.
- High risk facilities such as ER will require additional planning and consideration and were scheduled last, allowing additional time to work out further mitigation where necessary.
- We anticipate the need for Go-No-Go meetings prior to outages 2-5 to determine that appropriate risk mitigation is in place and allow a real time assessment, giving us the possibility to delay cutting over TRs posing risk until it is mitigated the night of the outage, or delaying a TR from being cut over until the next outage window. An example of a delay would be an ambulance on route that would require an area being cut-over to remain operational for a short or extended period of time to support immediate medical care.

Scheduling:

- Two timelines are provided below, the first providing a primary suggested date, and the second an alternate date should the initial dates be unsuitable.
- Additional consideration will be required to evaluate facilities, administration and patient care functions impacted by the outage such as door swipes, that will likely need to be mitigated by potential internal resources such as security staff being available to open doors and monitor access while the outage is in progress (after hours).

During each outage

- All Health PEI networks will be unavailable during each outage period. This includes both wired and wireless networks.
- All computers and devices that rely on Health PEI network access will lose connectivity to all applications, data, and network resources.

Post Outage

- ITSS will validate all connectivity upon outage completion
- ITSS will continue to monitor the network environment on site the next day should issues arise.

Although the initial July 16th outage date will not allow for the full minimum 30 days' notice discussed, its scope is also very limited and will not have the same impact as the higher risk outages planned for September onward.

The scope of the outage for the July 16th cutover was reviewed with [@Ed Malone](#) and the facilities team, we believe that the only impacted areas are the library. There is a lot more certainty in the scope of the impact due to the new TR being built and completed this year.

<u>Outage No</u>	<u>Outage Date</u>	<u>Backup Outage Date</u>	<u>Outage Window</u>	<u>TR#</u>	<u># of Switches</u>	<u>Location</u>	<u>Notes on impact and mitigation</u>
1	July 16th	Sept 17th	11 PM - 5 AM	TR18	2	Upper Level - New TR for Library	Very low risk, impact very predictable due to few switches and new built TR
				Total	2		Facilities are aware, limited communications and support required

2	Sept 17th	Oct 22nd	11 PM - 5 AM	TR13	7	Main Level - Ambulatory Care Centre	Go/No-Go meeting with stakeholders required prior to start of outage
2	Sept 17th	Oct 22nd	11 PM - 5 AM	TR14	9	Lower Level - Same Day Treatment	Need to evaluate required downtime procedures and resources
2	Sept 17th	Oct 22nd	11 PM - 5 AM	TR11	7	Lower Level - Near Shipping/Receiving	Post cutover support required
2	Sept 17th	Oct 22nd	11 PM - 5 AM	TR15	2	Lower Level - Within TR2	
				Total	25		
3	Oct 22nd	Nov 22nd	11 PM - 5 AM	TR5	11	Main Level - OR 24/7	Go/No-Go meeting with stakeholders required prior to start of outage
3	Oct 22nd	Nov 22nd	11 PM - 5 AM	TR17	5	Main Level - Same Day Surgery 9-5	Need to evaluate required downtime procedures and resources
3	Oct 22nd	Nov 22nd	11 PM - 5 AM	TR4	7	Main Level - Radiology 24/7	Post cutover support required
3	Oct 22nd	Nov 22nd	11 PM - 5 AM	TR10	6	Main Level - CTC	
				Total	29		
4	Nov 22nd	Jan 21 2026	11 PM - 5 AM	TR9	4	Main Level - Pastoral Care	Go/No-Go meeting with stakeholders required prior to start of outage
4	Nov 22nd	Jan 21 2026	11 PM - 5 AM	TR3	6	Lower Level - Unit 8	Need to evaluate required downtime procedures and resources

4	Nov 22nd	Jan 21 2026	11 PM - 5 AM	TR8	3	Main Level - Unit 3	Post cutover support required
4	Nov 22nd	Jan 21 2026	11 PM - 5 AM	TR16	<u>2</u>	Main Level - Within TR1	
				Total	15		
5	Jan 21 2026	Feb 25th 2026	11 PM - 5 AM	TR12	10	Main Level - Emerg	Go/No-Go meeting with stakeholders required prior to start of outage
5	Jan 21 2026	Feb 25th 2026	11 PM - 5 AM	TR7	<u>9</u>	Upper Level - Lab	Need to evaluate required downtime procedures and resources
				Total	19		Post cutover support required

For more information, contact htiwari@ihis.org