

# IT Update

## **New Email System Coming to HSC**

Yes, it is true, University Health Care will be converting to a new email system in mid 2006. After a rigorous evaluation and hands-on testing process, which involved technical and non-technical staff from across the Health Sciences campus and lower campus, the Microsoft **Outlook** system was selected to replace GroupWise.

A new email system does NOT mean new email address; current email addresses will remain the same.

### **When and How?**

The implementation will take place in phases over a period of several months. Accounts will be transitioned in groups, not all at once.

A proposed implementation schedule is posted on the New Email Website.

### **What should I do?**

To ensure a smooth transition, we need your help, starting with a thorough review of the email messages currently saved in Inboxes and folders. There are limitations on how much data can be transferred from current email accounts to the new system, and we don't want to migrate unnecessary email messages and attachments.

Visit the New Email Website for instructions on how to clean out your mailbox by deleting old and archived messages.

### **Why are we doing this?**

In 2003, the campus Information Technology Council formed a committee to study campus email needs and outlined a future direction for a collaborative campus email and calendaring system. A new system will provide the opportunity for a unified campus system and improve our ability to share Address Books and Calendars across campus. Outlook also provides additional features and better integration with third party software.

Additional information about the new email system, including a list of approved mobile computing devices can be found on the New Email Website,

**<http://uuhsc.utah.edu/newEmail>**.

## **Star-Trek Like Technology Live in the ED**

A new Star-Trek like technology is now live in the Emergency Department.

Vocera, a wireless voice communication system, replaces two-way radios recently used among Emergency Department (ED) staff, giving them the ability to talk with one another instantly, hands-free, wirelessly and in real-time.

With the limitations of two-way radios, including security, cost efficiency, and real-time communication, Vocera was the solution of choice and is expected to bring the ED highly sought after results.

“Vocera will increase work flow, assist in patient care turn-around time and patient satisfaction,” said Mark Johns, Senior Systems Analyst for ITS. “In addition, it is cost-effective in that it interfaces with our current networks.”

The communication system is powered by the wireless network, which for the first phase of the Vocera project, can be accessed on the first floor of the hospital where 150 ED staff members, including nurses, doctors, health unit coordinators, security and AirMed staff utilize the technology.

To communicate with others, users wear a communication badge, a device weighing less than two ounces. The badge, equipped with a microphone and speaker, is clipped to a shirt or worn on a lanyard and enables instant two-way conversation without the need to remember a phone number or manipulate a handset.



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To initiate communication, a user controls the badge with spoken commands. After the call button is pushed, the badge is connected to the server and the genie is ready for a variety of commands, including “call,” “page,” “conference,” and “broadcast” among others.

Additional Vocera features include: speech recognition; call by name, by function, by group; broadcast calling; push-to-talk mode; call blocking and call screening; conference calling and group messaging; call transfer and call forwarding; voicemail and text messaging; away and hold buttons; and audio playback of text or email messages.

With all the Star-Trek like features Vocera provides, it wouldn't be complete without a tribute to Trekkies. The creators added a few quirky commands including a “beam me up” command complete with a beaming sound and a “goodbye” command that echoes back, “Live long and prosper.”