# NEXT GENERATION IMAGING (NGI) "GO-LIVE" ACTIVITIES

## PLANNING

- Determine high-level implementation milestones
- Create initial Go-Live project plan
- Confirm software version(s) for deployment
- Manage and prioritize product roadmaps
- Review existing research on stakeholders from hospital site

## DISCOVERY

- Collect site specific information (e.g. contacts, exam volumes, # of devices, numbers and types of staff, physical locations, PC count, departments, etc.)
- Identify site "champions"
- Observe clinical and operational workflows
- Document workflow issues / one-offs
- Review & update site's workflow
- Identify configuration requirements

## SYNTHESIS

- Assess workflows against product functionality and configurations
- Document anticipated changes to workflow (good or bad)
- Start to develop solutions for site's custom workflows or one-offs
- Update Go-Live plans based on information gathered during discovery

## TRAINING

- Generate updates to product Quick Start guides
- Conduct product evaluations with clinical staff as pre-training
- Generate documentation for user training and user messaging
- Coordinate with local hospital staff on training logistics
- Execute training with clinical and operational staff

## GO-LIVE

- Implement site specific configurations and testing (e.g. interfaces, network, etc.)
- Confirm modality testing is conducted
- Daily status calls to manage open issues and ensure coordination across teams
- Regular site readiness updates to hospital leadership
- Workstation and PC deployment and testing
- Onsite Go-Live support (by both UPMC and vendor teams)
- Conduct user observations and gather feedback from Go-Live

## POST GO-LIVE

- Management support items punch list
- Onsite and remote user support (both UPMC and vendor teams)
- Conduct user observations and gather feedback
- Provide tips to improve clinical users' workflow

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