



## Dragon Medical© 360 | Network Edition Upgrade Agenda

### Purpose

The *Dragon Medical* Upgrade Installation Training and Admin Support is designed as web-based training for IT personnel responsible for the system installation. Training and Admin Support includes system design changes, ability for compliant management and optimization. This training is designed with a class size of no more than four staff at a time per class.

### Overview

Scheduled Web Meetings for preparation, execution of upgrade, testing, and Administrator training will be scheduled in blocks of time – Sessions - to complete the upgrade as needed.

### Client Preparation

Participant requirements:

- Upgrade Installation CDs; SP3 Server as appropriate.
- Access, passwords and knowledge of current Server design and NE installation and License Key
- On Premise Server (to be continued) or Upgrading to NMS in the cloud (to be used in conjunction with Dragon Medical 360 | Direct or other Speech AnyWhere Service products)
- Ensure there is a Last Known Good for each 1.x profile – Run the LMO on all profiles and look for failed LMOs.

### Agenda

**Stages:** Defined by Users who need to participate, the order of occurrences, and/or preparedness

**Sessions:** Separately scheduled occurrences.

**Day:** Up to 8 hours of Sessions combined to satisfy Days sold on the contract. Additional Days can be purchased to satisfy the Stages/Sessions determined as the process unfolds. Example: Compliance Team wants to be part of the design and roll-out of Sites, Groups and Users or complicated networks that need additional assistance.

Upgrade Stages 1-5	Time (approx.)
<b>1. Discovery call – What’s coming, client future plans</b> <b>a. Compliance Officer / Optimization</b> <b>b. Decision Makers / impact to future (Cloud based, SaS, iPhone Apps, etc.)</b>	<b>2 hrs.</b>
<b>Session I:</b> <ul style="list-style-type: none"> <li>○ Discuss roles &amp; responsibilities</li> <li>○ What’s included in the upgrade</li> <li>○ Changes to data distribution</li> <li>○ Intended go-live date</li> <li>○ Coincide with EHR upgrade</li> <li>○ Who’s required to attend Technical review</li> <li>○ Any plans to move to Connect (Dragon Medical Direct)</li> <li>○ How will you train the users</li> <li>○ Who’s responsible to conduct training</li> </ul> <p>Audience: IT, Application Support Personnel and Compliance Officer</p>	

<p><b>2. Technical call – Server prep, set-up, clean-up, etc.</b>  <b>a. Upgrade from Enterprise (considered new)</b></p>	<b>4 hrs.</b>
<p><b>Session I:</b></p> <ul style="list-style-type: none"> <li>○ Review storage requirements</li> <li>○ Discuss profile backups</li> <li>○ Review NMC sites/users</li> <li>○ Review architecture <ul style="list-style-type: none"> <li>▪ Splitting SQL or other components, etc.</li> </ul> </li> <li>○ Upgrade path <ul style="list-style-type: none"> <li>▪ If they have vSync, DMNE system must be at SP3 or higher before upgrading to NE 2.0 <ul style="list-style-type: none"> <li>• This also means that vSync will need to be SP3 or higher</li> </ul> </li> </ul> </li> <li>○ Build up a new environment or upgrade existing</li> <li>○ Review profile optimization-determine need to do a PO upgrade and force adaptation, etc.</li> <li>○ Review desktop deployment method</li> <li>○ SSO integration changes</li> <li>○ Data distribution discussion</li> <li>○ Architect and plan – diagram, plan</li> </ul>	
<p><b>3. Upgrade</b></p>	<b>10 hrs.</b>
<p><b>Session I: Upgrade to SP3 if currently a 1.0 SP2 or below customer</b>  <b>Upgrade vSync</b></p> <ul style="list-style-type: none"> <li>○ Must be completed BEFORE any clients are upgrade to NE 2.0</li> <li>○ NMS, PO, Speech Nodes, &amp; Speech profiles can be upgraded before this is finished.</li> </ul> <p>Requirement for upgrading to 2.0</p>	
<p><b>Session II: Pre-upgrade Requirements:</b>  Create Master Profiles Directory for 2.0 profiles.</p> <ul style="list-style-type: none"> <li>○ Data Distribution preparation <ul style="list-style-type: none"> <li>▪ Remove Vocabulary and Text and Graphics commands from Data Distribution Directories and store. Save and remove any .dat or .txt files from Data Distribution directories. Leave Step-by-Step and Advanced Scripting commands</li> </ul> </li> <li>○ Utilities – SN collections and put in path for 2.0 profiles</li> <li>○ Put in paths at Site level for 2.0 profiles</li> <li>○ Go to NMC &gt; Organizational Details and add an Organization Token</li> <li>○ POS Upgrade</li> </ul>	
<p><b>Session III: Upgrade to 2.0 Components</b>  <b>Begin Upgrade of User Profiles per Site</b></p> <ul style="list-style-type: none"> <li>○ PO Server upgrade</li> <li>○ Speech Node upgrade</li> <li>○ NMS upgrade consult/instruct</li> <li>○ Validation and check out</li> <li>○ Install new NMS software certificates</li> <li>• <b>System validation</b> <ul style="list-style-type: none"> <li>○ NE 1.0 connectivity test</li> <li>○ NE 2.0 connectivity test</li> <li>○ Validate that profile is on Master User Profile directory</li> <li>○ Validate that LMO runs &amp; creates backup of profile</li> </ul> </li> <li>• <b>Customer performs profile upgrades (clicks the button)</b> <ul style="list-style-type: none"> <li>○ Small set of clients upgraded first to use for training before pushing to all clients in department/hospital</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>○ <b>NMC – Administrator Training</b></li> </ul>	<b>4 hrs.</b>
<p><b>Session I: Differences/updates on NMC- Changes in 2.0</b>  <b>Client changes</b>  Profile handling by User</p> <p><b>Console review &amp; training</b></p> <ul style="list-style-type: none"> <li>○ Train Admins on NMC changes &amp; reports</li> </ul>	

<ul style="list-style-type: none"> <li>○ Train physician support staff on client changes</li> <li>○ Client changes</li> </ul>	
<p><b>Session II: Choices/changes – Sites, Groups and Users</b></p> <p><b>Auto-Texts and Commands: Creation, Management, and Inheritance</b></p>	
<p><b>4. Post Profile upgrade – upgrade and trouble-shooting – size dependent assistance</b></p>	<b>4 hrs.</b>
<p><b>Session I: Post upgrade meeting</b></p> <ul style="list-style-type: none"> <li>○ How to check to make sure that a site is finished upgrading</li> <li>○ Ensure that they can dictate and have their commands</li> <li>○ Discuss that this the point where they can begin client upgrades for that site</li> <li>○ Replace macros with lists &amp; advanced scripting back into DDT directory</li> <li>○ Any necessary follow-up</li> </ul>	
<p><b>Total Days</b></p>	<b>3 Days</b>