**Definitions**

1Core Clinical Application – HEO/Wiz Order Entry, HED Nursing Documentation, AdminRx Bar Code Medication Administration, Star HER, Medipac ADT/Hospital Billing, Epic Clinical Appointment Scheduling/Provider Billing, VOOM Outpt. Order Entry

2Application is “Down” when the server (ar equivalent) for that application is down and users are unable to access or work in the application at all.

3Application is “Unstable” when some features are not work or when most/all functionality is working for some users but not others

* Application can be used for patients admitted prior to a set time but new patients are not available in the application due to ADT feed issues
* Some features (eg. Ability to download vital signs from bedside monitors) are not working for at least some users but substantial functionality is working w/o issues for others
* The application is not available for users in one or more locations but is working fine for others, often due to network issues specific to a building or network segment
* The application is available to users who are signed onto a CWS/AWS but no new sessions can be established (usually related to virtual functionality, *shared session*, or authentication problems)