Software Implementations: A Desktop Support Perspective

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• Welcome & Introductions

• Agenda Review
  ◦ About me
  ◦ What were they thinking?
    • Why did they sell it this way?
  ◦ Challenges of small vs. enterprise deployments
  ◦ Reputation building
  ◦ Conclusions
Goals

- Understand Potential Issues
- Program for the enterprise
- Do not compromise security
- Protect/Secure PHI
- Educate your Salespeople
- Support your customer
• Self Proclaimed “Computer Geek”
• Self-Taught Many Skills
- Self Proclaimed “Computer Geek”
- Self-Taught Many Skills
- Multi-Industry Experience
- Former Business Owner
- 12 Years In Healthcare
- Windows Guy
- My Forecast – Apple Wins
- My Current Role

About Me
Topic One: What Were They Thinking?
Topic One:
What Were They Thinking?

2.1. Minimum Hardware:
   Pentium III, 1 GHz, 256 MB RAM (for Thin Client)
   Disk space: 10 GB
   True Color Display
   Video card memory: 64MB
   Screen Resolution: 1280x1024

2.2. Preferred Hardware:
   Pentium IV, 2 GHz, 1 GB RAM
   Video card memory: 256MB
   Screen Resolution: 1600 x 1200

2.3. Minimum Software:
   Windows 2K, XP SP2 x32
   .NET 2.0 Runtime, Direct X End-User Runtime (June 08) (only for Thin Client)

2.4. Preferred Software: Windows XP SP2 x32,
   MS Word 2000, XP or 2003, if reports are used

2.5. Bandwidth requirement: 5 Mbps and <30 ms ping time
You cannot run [redacted] from this user account.

You have logged onto Windows with the Limited user account named 'jsmith2'.

The [redacted] Program MUST be started from a user account with Administrator privileges in order for your therapy results to be recorded. You are logged on to your computer as a 'Limited User'. You must Exit the [redacted] program, log off your computer and log back under an 'Administrative User' account.

If you need assistance please call [redacted], Inc.
888-810 [redacted] Toll-free
480-983 [redacted] Arizona

Version: 7.31

Visit our support site at http://www [redacted]echsupport.com/
Topic One:
Why Did They Sell It This Way?

- Poor Documentation
- Administrator Access Required?
- Inability to Scale (no Silent Install)
- No Testing Capability
- Misrepresentation
• XP Still Around
• User Profile Differences
• Windows 7 UAC
• Windows 7 Added File/Folder Security
Topic One: Why Did They Sell It This Way?

QUESTIONS?
• Understand Potential Issues
• Program for the enterprise
• Do not compromise security
• Protect/Secure PHI
• Educate your Salespeople
• Support your customer
Topic Two: Small Scale & Enterprise Deployments
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• Small deployments are easy
• Enterprise deployments are complicated
  ◦ Tech calls – pre & post sale
  ◦ Lab tests
  ◦ Site pilots
  ◦ User focus groups
  ◦ Training and deployment strategizing
Designing for the enterprise = Solid foundation for growth
QUESTIONS?

Topic Two: Small Scale & Enterprise Deployments
Goals

• Understand Potential Issues
• Program for the enterprise
• Do not compromise security
• Protect/Secure PHI
• Educate your Salespeople
• Support your customer
- Security is key
- Protect PHI
  - Dual authentication support
  - Complex passwords
  - Activity/Audit/Error logging
  - LDAP integration
- Support Encryption and Antivirus SW
- Version controls
• Do’s & Don’ts
  ◦ Don’t misrepresent features
  ◦ Don’t say it’s in the next version unless it is
  ◦ Don’t modify a customer’s computer without IT authorization
  ◦ Do accept requests and ask questions
  ◦ Do explain why a question or request is not possible or impractical
  ◦ Do avoid saying no without offering an opportunity to escalate or discuss further
  ◦ DO – BE HONEST – own up to errors/mistakes
• Build Relationships With Sales Team
  ◦ Talk to Senior Developers re: experiences
  ◦ Educate them on the product, not the brochure
  ◦ Advise them to get the customer’s IT department involved before the sale.
QUESTIONS?

Topic Three: Reputation Building
Goals

- Understand Potential Issues
- Program for the enterprise
- Do not compromise security
- Protect/Secure PHI
- Educate your Salespeople
- Support your customer
• Successful SW Deployments Occur When:
  ◦ Product is technically sound
  ◦ Documentation is correct
  ◦ Features are not misrepresented
  ◦ Security is strong
  ◦ Enterprise deployments are supported
  ◦ Customer support is friendly and competent

• A Happy Desktop Manager will recommend your product to everyone.

Conclusions
• Thank you for listening
• Feel free to contact me
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