



## E1E Go-Live Support Available 24/7 as of September 24

With the updated Epic1 system ready to go-live this weekend, **Saturday, September 24**, the Epic1 team has plenty of support for staff at all Community hospitals.

Look for **Super Users** in **blue shirts** and At-the-Elbow (ATE) staff with **blue lanyards** to get the quickest support.



During Go-Live the *preferred* process for reporting an issue or incident is:

1. **First:** Super Users are your first point of contact.
2. **Second:** ATEs are back-up to Super Users.
3. **Third:** If you cannot locate a Super User or ATE, only then should you use the new [Self-Service Portal in ServiceNow](#).
4. **Fourth:** Contact the E1E Help Desk: **314-273-5000**.

## Go-Live Support Model

E1E end users will be supported by four (4) major groups: Super Users, At the Elbow (ATE) Support, Epic1 Help Desk resources, and Department Leaders.

### Department Leaders\*

- Operational Owners & Team Leads
- Rounding on key departments
- Assisting with support and operational workflows and escalating issues for prioritization

### Epic1 Help Desk

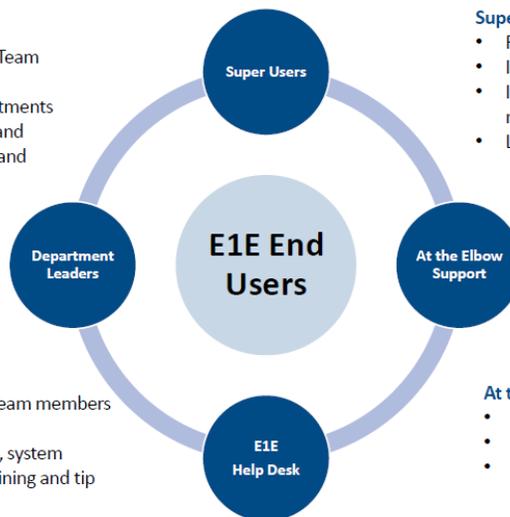
- Staffed by IT/Epic1 team members 24/7
- Focused on break fix, system monitoring, KPIs, training and tip sheets

### Super Users

- First point of contact for end users
- Includes in staffing super users
- Involved in all of support updates, meetings and communications
- Long term support

### At the Elbow Support

- Back up to Super Users
- Epic and Technical field support
- Epic1 application specialist



\*Department Leaders to leverage QRGs/Tip Sheets and Job Aids to assist end users