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 compliance management and optimization. This training is designed with a class size of no more than four staff 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 DVDs; SP3 (or higher) Server as appropriate.
- Access, passwords and knowledge of current Server design and NE installation
- New License Key
- On Premise Server or Upgrading to NMS in the cloud (to be used in conjunction with Dragon Medical 360 | Direct or Dragon Medical 360 | SpeechAnywhere Service products)
- Last Known Good for each 1.x profile
    - Tip: Run the LMO on all profiles and look for failed LMOs.

Agenda

Stages: Defined by Resources who need to participate, the order of occurrences, and/or preparedness
Sessions: Separately scheduled blocks of time.
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 environments that need additional assistance.

Upgrade Process: Stages 1-5	Time (approx.)
1. Technical discovery call Audience: IT Server and Desktop, Application Support, Compliance Officer	**2 hrs.**
Session 1.1: o Roles & responsibilities o Review Upgrade contents o Data distribution changes o Intended go-live date o Coincide with EHR upgrade o Technical Review attendees o Use/Future Use ▪ Dragon Medical 360 | Direct ▪ Dragon Medical 360 | SpeechAnywhere	

2. Technical Preparation Audience: IT Server and Desktop	**4 hrs.**
Session 2.1: o Review storage requirements o Discuss profile backups o Review NMC sites/users o Review architecture (splitting SQL or other components, etc.) o Review Upgrade path o Build up a new environment or upgrade existing o Review profile optimization-determine need to do a PO upgrade and force adaptation, etc. o Review desktop deployment method o SSO integration changes o Data distribution discussion o Architect and plan – diagram, plan	
3. Upgrade Audience: IT Server and Desktop	**10 hrs.**
Session 3.1: Upgrade to SP3, if needed	
Session 3.2: Pre-upgrade Requirements o Create Master Profiles Directory o Data Distribution preparation o Enter Paths o Add Organization Token o Upgrade Profile Optimizers o Review NMC data and structure o Review of size and state of back-up o Review vSync	

Session 3.3: Upgrade Components
o Begin Upgrade of User Profiles per Site
  o Profile Optimizer Server upgrade
  o Speech Node upgrade
  o NMS upgrade consult/instruct
  o vSync
  o Install new NMS software certificates
o System validation
  o NE 1.x connectivity test
  o NE 2 connectivity test
  o Validate profile is in Master User Profile directory
  o Validate optimizer runs & creates backup of profile
o Customer performs profile upgrades
o Desktop upgrade and testing	

4. NMC – Administrator Training Audience: Clinical Application Specialists, Dragon Administrators	**4 hrs.**
Session 4.1: Review of Upgrade o Client changes o Profile handling by User o Console review & training o New NMC Features and Reports	
Session 4.2: Sites, Groups and Users o Auto-Texts and Commands ▪ Creation ▪ Management ▪ Inheritance	
5. Upgrade Review **Audience:** IT Server and Desktop, Application Support	**4 hrs.**
Session 5.1: Post upgrade meeting o Site upgrade completion o Test dictation and validate command set upgraded successfully o Begin Client upgrades o Replace macros with lists & advanced scripting back into data distribution directory o Review Next Steps	
Total Days	**3 Days**