



- Controls provide reasonable assurance that network availability is monitored, documented, and communicated.
- Controls provide reasonable assurance that all critical Savvis network systems are backed up where appropriate and recoverable.

**Information Security – Corporate Systems and Network**

- Controls provide reasonable assurance that corporate devices and critical systems are configured with appropriate security.
- Controls provide reasonable assurance that critical system events are identified and tracked.
- Controls provide reasonable assurance that firewall availability is documented and implemented for all corporate production zones.
- Controls provide reasonable assurance that all critical Savvis firewall components are backed up where appropriate and recoverable.

**Global Change Management**

- Controls provide reasonable assurance that changes and enhancements to the production systems are properly authorized and approved to help ensure minimal impact to Savvis customers and production systems.

**Managed Storage**

- Controls provide reasonable assurance that storage services provided to the customer, are monitored to determine the security and availability of customer data.

**Managed Backup**

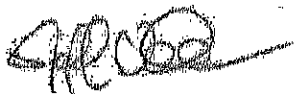
- Controls provide reasonable assurance that backup services provided to the customer, are monitored to determine the security and completion of customer backups.

**Managed Hosting**

- Controls provide reasonable assurance that managed customer servers are configured and administered with appropriate security.
- Controls provide reasonable assurance that managed customer servers are monitored and maintained to address operational risks in a timely manner. Monitoring and maintenance are performed to ensure maximum uptime for managed customer servers.

The 2011 SSAE16 report was prepared for Savvis, the users of the services and the independent auditors of those users; it is not designed for purposes of marketing Savvis' services to prospective Savvis customers.

Sincerely,



Jeff Von Deylen  
Senior Vice President, Global Operations



## ACS LOCAL WORKSTATION INSTALLATION GUIDE

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## Introduction

The purpose of this guide is to provide a detailed description of the installation steps for the ACS Local Workstation tool. This tool was designed to be used in the event a hospital could not use the enhanced Web Based Workstation tool. It can be downloaded and saved onto your computer to ensure successful and efficient data entry at your hospital. The Local Workstation installation package can be downloaded by visiting: <https://acslocalworkstation.outcome.com/app/download.html>

## Installation Requirements

The following requirements need to be met prior to initiating the installation of the ACS Local Workstation:

- Operating System: Microsoft Windows XP, Vista, 7
- 100 MB available hard disk space
- 1 GB RAM
- Microsoft Internet Explorer 6 or higher with JavaScript enabled
- Java Runtime Environment 6 or higher
- Adobe Flash Player 9 or higher
- Internet Connection: Broadband (512 Kb/s or greater)
- A centrally located install of MS SQL Server 2005 or 2008 (Express or Standard Edition)
- You will need Administrative rights to your computer in order to successfully complete the installation

## Database Setup prior to installation

- A centrally located install of MS SQL Server 2005 or 2008 (Express or Standard Edition)  
(NOTE: ACS NSQIP strongly recommends this install be in a centrally accessible location on your hospital's network. SQL Server should be installed on a central machine so that any computer in the hospital network that has a copy of the ACS Local Workstation software can access that database. In addition, installation on a dedicated machine improves performance and maintenance (backup). Installing the database locally on an SCR's computer can create connectivity problems.
- The administrator will need to create a new database instance and login with DDL and DML privileges for the ACS Program in MS SQL Server.
- Network connectivity should be enabled to allow access to the database from client computers (Some versions of SQL Server disable remote connections by default); the administrator might have to create a Windows Firewall exception to accept remote connections.

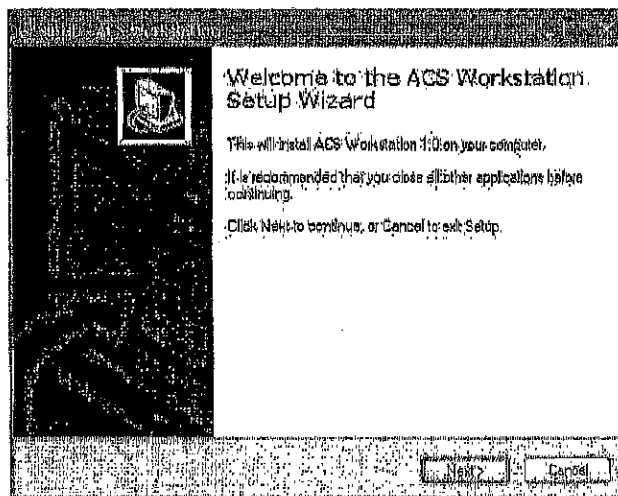
# OUTCOME™



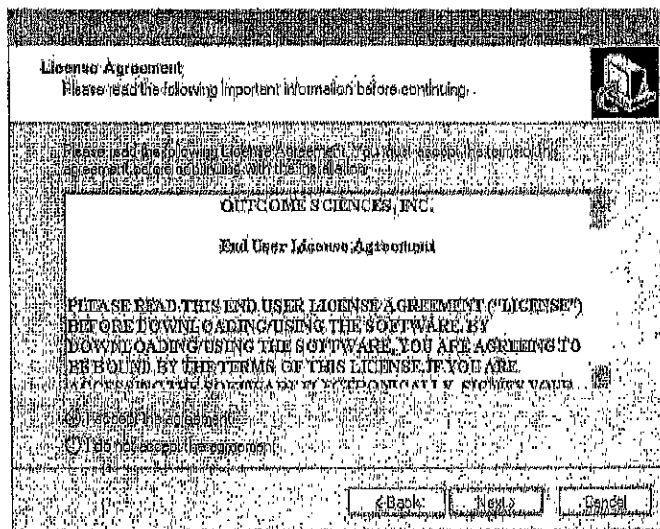
## Step 3

Double clicking the installation package of the ACS Local Workstation application will evoke a "Setup Wizard" window, which requires the user to follow each of the prompts presented to install the application.

Begin the wizard by clicking on "Next."

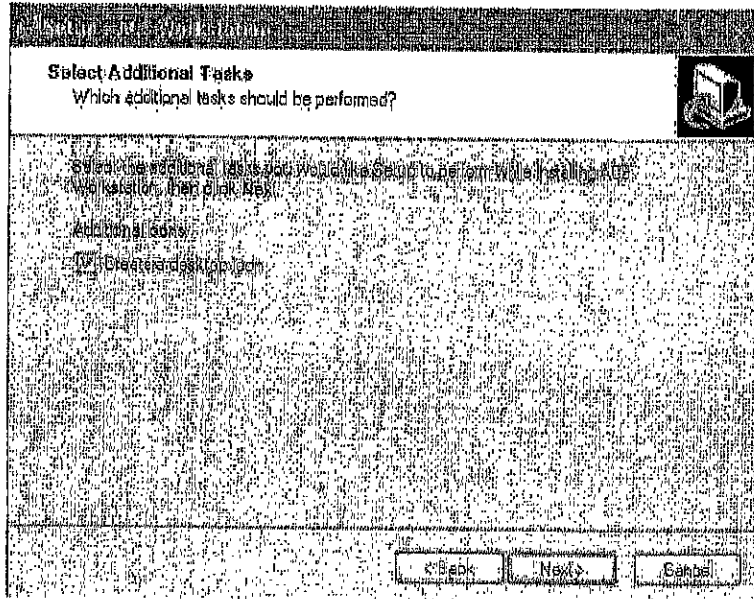


You will be asked to review and accept the End User License Agreement. Select "Accept" and click on "Next" to move to the next screen.

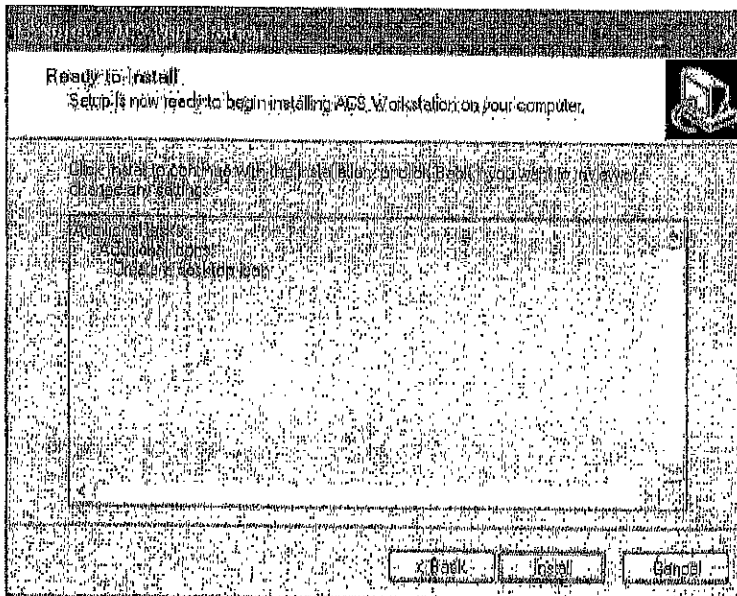




It is recommended that you create a desktop icon for easier access.



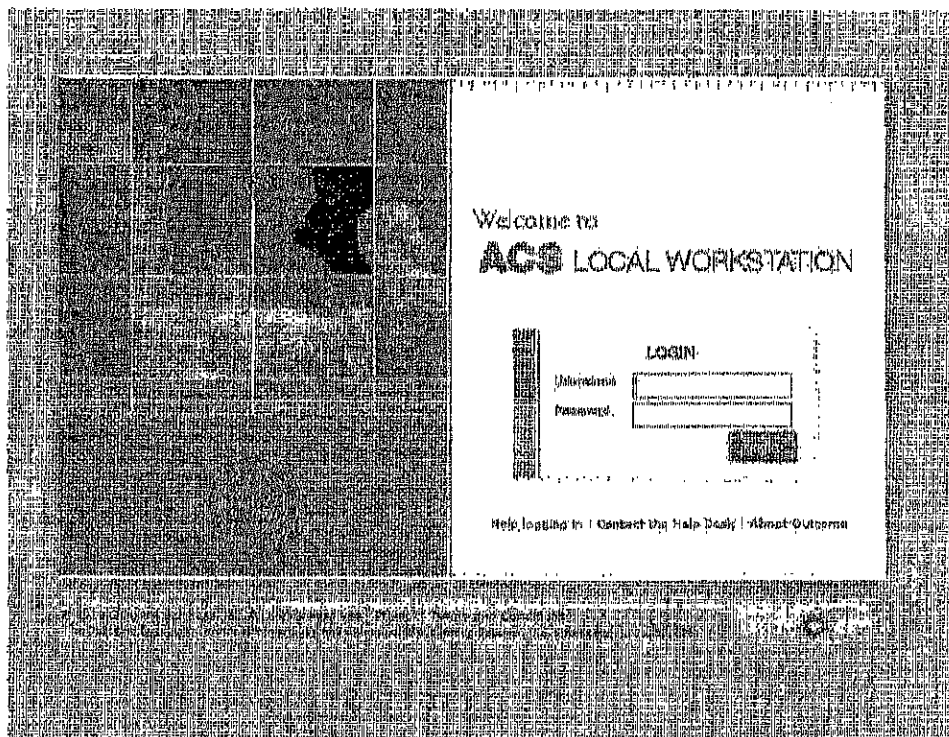
The installation wizard will display a list of components that will be installed. Click on "Install" to finalize the installation.





The application will launch a browser and bring you to the main login page for data entry. Entering your username and password will grant you access to the ACS Local Workstation.

Please see screenshot below:

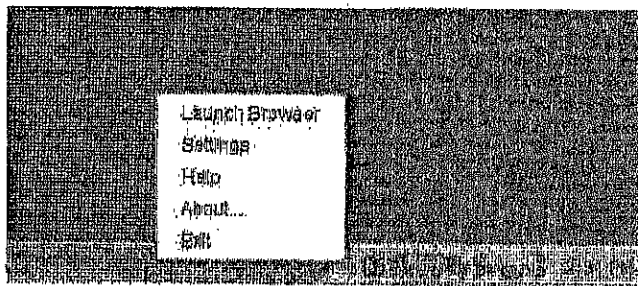


**NOTE:** Please refer to the Troubleshooting section of this manual for any error messages received during the installation process.



## Configuration Options

If the ACS Local Workstation is running on your computer the application icon will place an icon on the system tray. Right clicking on the application icon will display a list of the following options:



**Launch Browser:** Allows you to launch a new application window

**Settings:** Allows you to configure your database connection settings

**Help:** Opens the ACS Local Workstation User Manual

**About:** Provides information on the current version of the application

**Exit:** Clicking on this option will allow you to exit the application





## Using the Latest Version

When a new version of the desktop application is released, the user will be alerted to the availability of the newer version upon launching the application and entering their username and password. The user will be instructed to download and install the updated version from the project web site.

You must exit the ACS Local Workstation application running on your desktop before proceeding. Follow steps 1-3 as described in the "[Installation Process of ACS Local Workstation](#)" section above.

Please note that you will not need to update or change your database configuration settings. The installation will only replace the current installation. No data will be lost as a result of the update.

A new version of the Local Workstation is available. You must download and install this new version. Please exit the Local Workstation application that is running on your desktop before proceeding.

Application Information	
Version:	1.0.01
Release Date:	06/07/2010
Installation Size:	32.4 MB

- SYSTEM REQUIREMENTS
- Microsoft Windows XP, Vista, 7
  - 100 MB available hard disk space
  - 1 GB RAM
  - Microsoft Internet Explorer 6 or higher, with Java/JSP enabled
  - Microsoft Flash Player 9 or higher
  - Java Runtime Environment 6 or higher
  - Microsoft SQL Server Database

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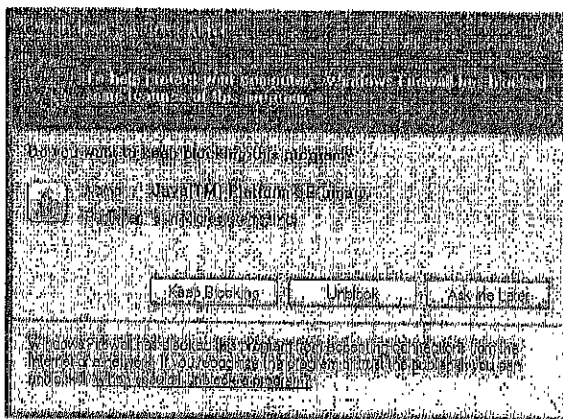
## Troubleshooting

You may encounter the following messages during the installation process of the ACS Local Workstation. Please follow the instructions below for resolving these issues:

**Missing Java Environment message.** The following error will display if Java Runtime Environment 6 or higher is not installed prior to the ACS Local Workstation Installation. Please download the Java environment by clicking the link above and repeat the installation process.



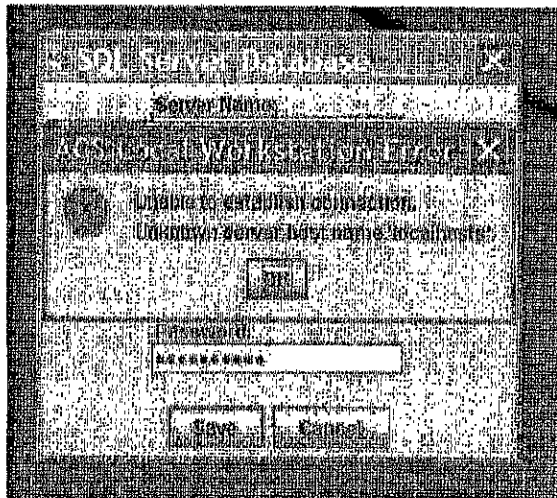
**Blocked Java message.** The following error will display if the firewall settings on your computer block the Java Environment. Please click on "Unblock" to remove this message.



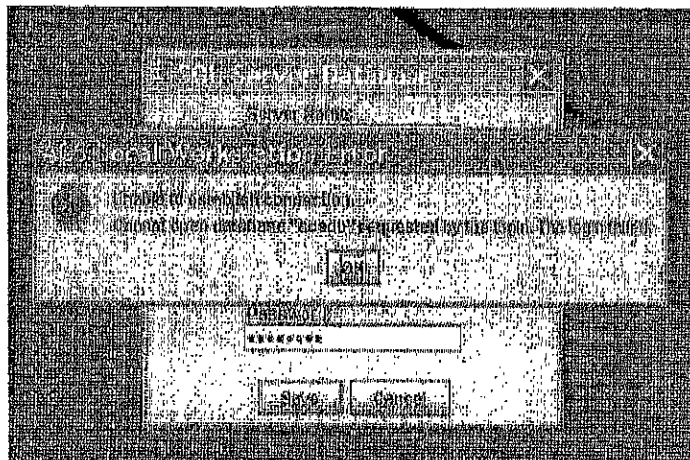


## Connectivity messages:

- 1) The following message will be displayed if the name of the machine where SQL Server is installed was entered incorrectly. Please enter the correct name and click on "Save".

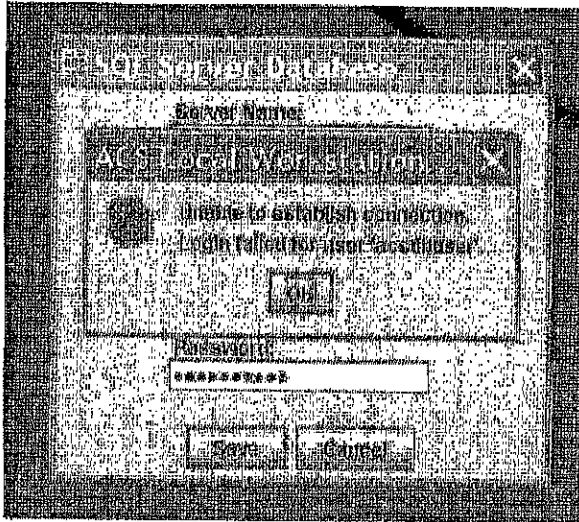


- 2) The following message will be displayed if the database name was entered incorrectly. Please re-enter the correct database name.

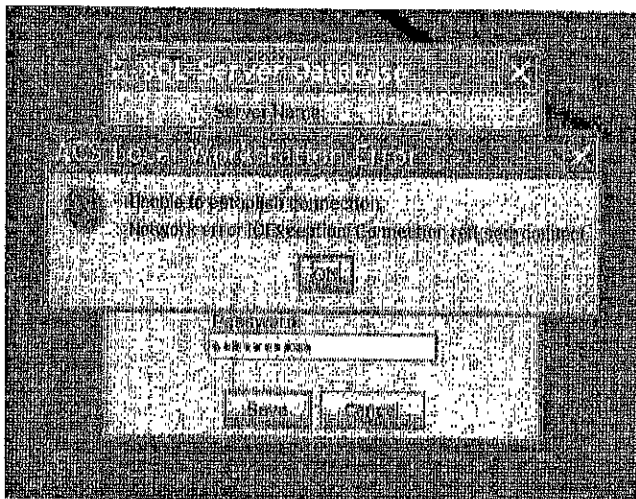




- 3) The following message will be displayed if the database username and password was entered incorrectly. Please re-enter the correct username and password and click on "Save".



- 4) The following message will be displayed if the port number for the database server was entered incorrectly. Please re-enter the correct port number and click on "Save".





## Questions/Concerns

Please contact the ACS NSQIP and ACS BSCN Technical Support teams at 1-877-600-7237 or email:

ACS NSQIP: [techsupport@acsnsqip.org](mailto:techsupport@acsnsqip.org)

ACS NSQIP Pediatric: [techsupport@pediatric.acsnsqip.org](mailto:techsupport@pediatric.acsnsqip.org)

ACS BSCN Bariatric: [techsupport@acsbscn.org](mailto:techsupport@acsbscn.org)

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## **1. Security/Compliance for Web-based Workstation**

**1.1. *Please describe the procedures that cover the physical computer security (e.g. room access, fire, flood, etc.)?***

All servers used to host customer/site applications are housed in a commercial co-location facility. These facilities provide access control, fire protection, power conditioning, backup power (UPS and generator), High-speed internet access, cooling and hands-on assistance when needed. Access to these facilities is controlled by access lists, key cards and biometrics.

**1.2. *Are environmental conditions monitored seven days a week, 24 hours per day?***

The data centers are manned and monitored 24x7x365 by employees of the data center provider. This includes access and environmental conditions.

**1.3. *What is Outcome's system back up procedures?***

All databases and application code, configuration files, and artifacts are backed up nightly and transmitted by private network to Outcome's central data facility in Cambridge. Data are backed up to tape and archived by a nationally recognized archival vendor.

**1.4. *Regulatory Compliance***

All of Outcome's solutions are fully privacy compliant and mesh seamlessly with an organization's existing privacy protocols. Outcome has worked closely with the ACS to ensure privacy compliance, such as the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the EU Privacy Directive.

**1.5. *Does the Enhanced Web-based Workstation meet HIPAA requirements?***

The Enhanced Web-based Workstation uses encryption to protect data "in motion" as it travels from point to point over the internet. This encryption is done using secure sockets layer and bit key applications sufficient to render the information travelling over the internet as "unusable, unreadable, or indecipherable to unauthorized individuals" consistent with HIPAA and the HITECH Act. When the data arrives in the ACS NSQIP database and is data "at rest" in Outcome's servers, it is no longer encrypted; however, it is secured and protected by stringent application level controls, network controls and physical access controls. In addition, Outcome utilizes secure, off-site hosting facilities that are monitored 24x7x365, with access controlled by security personnel and/or biometric security systems. Access to PHI by workforce members of ACS and/or Outcome is limited in accordance with HIPAA rules applicable to business associates. This is the same security level for online and workstation data with the exception of the locally stored PHI.



The above steps meet or exceed federal requirements for information security and privacy and are consistent with industry standards for data privacy.

**1.6. Reliability**

Outcome focuses not only on collecting but also on securing data. Outcome offers a secure facility and failover processes to keep your data safe. Outcome maintains system security through both physical and logical methods. Databases are maintained in a secure, access controlled and monitored facility. The mechanisms employed are in-band processes (encryption, authentication, and intrusion detection), out-of-band processes (user identification, secure storage and back-up, data redacting, and non-modifiable audit trails), and system redundancy. Additionally, an external assessment of system security is routinely performed by an independent, expert third party.

**1.7. How is access to the system maintained?**

Access to the Outcome system is based on defined user roles. These roles determine the specific menus, tasks, and information to which a user has access. By integrating this technology with standard procedures for user definition, password selection and updating, and other features, we can prevent unauthorized access to the study and secure information.

Outcome's security standards meet or exceed those established for privacy protected and/or other sensitive HCFA information sent over the Internet.

**1.8. How are the systems access controlled on the server and client workstation including encryption method, capability to view passwords and password integrity?**

Systems are accessed via individual username and password. Passwords are encrypted at the browser using a DES encryption key and transmitted to the server where they are compared to the encrypted password stored in the database. The communication of the encrypted password is secured using SSL. Passwords are never visible in unencrypted format.

**1.9. How is disaster recovery setup (Hot, Warm, Cold or Other)?**

It depends on the point of failure, if the App server or Instance fails the recovery is warm, if the database fails the recovery is hot (clustered oracle).

**2. Enhanced Web-based Workstation and Local Workstation Features and Functionality**

**2.1. What is the new Enhanced Web-based Workstation?**

The Enhanced Web-based Workstation is an online application which can be easily accessed 24/7 from any computer with Internet access. Sites will not be required to purchase any servers or take extra security precautions as the entire platform is hosted and maintained by Outcome Sciences

**2.2. What browsers can be used to access the Enhanced Web-based System?**

The suggested browser is Internet Explorer 7.0 or higher, but the following additional browsers are also supported, Firefox 2 or higher, Safari 3 or higher

**2.3. What Username and Password will I use to access the system?**

Users will use Usernames and Passwords that they currently use to access ACS NSQIP.

**2.4. Will the system allow me to change my password?**

Users can change their password and update their contact information at any point in the Enhanced Web-based Workstation

**2.5. We participate in multiple programs. How will we access each program?**

A separate username and password will be provided to you for each program.

**2.6. If I log in with an incorrect password will I be locked out of the system?**

After 5 unsuccessful login attempts users will be locked out of the system and will need to contact the ACS NSQIP Tech Support Desk for a new password.

**2.7. Will the system automatically log me out if I am inactive?**

The system will provide a warning message after 55 minutes of inactivity that the user will be logged out in 5 minutes. After 60 minutes of inactivity the system will automatically log out.

**2.8. What are the specific password requirements?**

Passwords must be 6 characters in length and must contain at least 1 number and 1 letter.

**2.9. Will the Enhanced Web-based Workstation allow us to track patient sampling?**

Patient sampling will continue to be tracked externally of the Enhanced Web-based workstation

**2.10. How will data be entered in the demographics form?**

Data in the demographics form can be entered both manually and via data automation tools

**2.11. What is the Local Workstation?**

The Local Workstation is software that is installed on a user's local computer. The Local Workstation will require MS SQL Server and IT support to install.

**2.12. Does the Local Workstation require having administrative access for installation?**

Administrative privileges are required for the installation of the local workstation

**2.13. What system requirements are needed to support the Local Workstation?**

- The minimum system requirements are as follows:
- MS Windows (No specific operating system)
- Java Runtime Environment (v6+), downloadable from <http://java.com/download>
- Internet Explorer (v6; (v7+ recommended)) with JavaScript enabled
- Flash Player plugin (v9+), downloadable from <http://www.adobe.com/products/flashplayer/>
- 100 MB of disk space
- 1gb RAM

**2.14. Will anti-virus software affect the local workstation installation process?**

Anti-virus software will not affect the ability to install or use the Workstation. However, the user will need to have privileges to install programs.

**2.15. Is active x required?**

Active X is not required.

**2.16. What type of Database server will my Local Workstation need?**

The local workstation will need to connect to MS SQL Server (Express or Full Edition).

**2.17. What custom fields are available with the Enhanced Web-based Workstation?**

A separate section of the case form allows for each hospital to have access to custom fields. Currently each hospital will be able to utilize 10 custom "text" fields, 10 custom "integer" fields and 5 custom "date" fields to capture hospital specific information.

**2.18. Will the existing CPT codes and ICD-9 codes dictionaries be maintained? Will the codes be updated for any of the programs?**

The CPT and ICD-9 codes look up functionality will be maintained. Data entry of CPT and ICD-9 codes in patient cases will be enhanced by easier navigation and search options of the platform

- 2.19. Will we continue to have the "repeat above date" feature as well as "set all fields to 'No' feature as we have now?**

The "Repeat above date" feature will continue to be available for a number of fields. The "set all features to No" feature will be replaced by form control functionality. In many fields an option to select all responses of a section of a case to "Unknown" will be available. Similarly, some fields will default to "No" upon creating a new case. Details of these functionalities will be provided in future trainings and documentation.

- 2.20. How will new software release versions be distributed and deployed?**

Enhanced Web-based Workstation: Updates to the Enhanced Web-based Workstation will be applied automatically by the system. Updates are done on Saturday mornings.

Local Workstation: Only updates to local PHI will require an update to the Local Workstations. Local users will be notified when there are updates.

- 2.21. Will sites be notified of regularly scheduled updates to the system?**

Users will be notified in advance of any system changes to the functionality of the Enhanced Web-based and Local Workstations.

### **3. Data Automation**

- 3.1. Will data automation be available for all programs?**

Data automation will be available for the ACS NSQIP.

- 3.2. Will data automation be supported for the Enhanced Web-based workstation and Local Workstation?**

Data automation will be supported for both types of workstations

- 3.3. Will there be changes to the data table structure and schema of our database?**

The structure and schema will be changed for the local workstation.

- 3.4. Will there be a feature to manually upload files to the platform?**

An XML Uploader will be available for hospitals to upload data to the ACS NSQIP program. Detailed steps on the XML Uploader functionality will be provided to hospitals the week of May 24th 2010 and this will replay the existing QCMitt functionality.

- 3.5. Will a web service be available?**

Web Services will not be available for the initial release.

#### **4. Data Migration**

##### **4.1. *Will we need to modify our existing XML specifications?***

The new XML specifications will be very similar to the current format. Minor modifications might be required to conform to the new specifications. Detailed XML specifications will be provided to hospitals the week of May 24<sup>th</sup> 2010.

#### **5. Integration**

##### **5.1. *Will the workstations link to Electronic health records?***

At this time, there will be no integration between the Local or Enhanced Web-based Workstation and electronic health records.

#### **6. Online Reports**

##### **6.1. *Will my hospital be able to run our existing reports?***

All reports that exist in the current system will continue to be available in the new Enhanced Web-based workstation once the migrated data is available. The reports can be run on demand and will provide real-time information. The new platform allows for increased filtering and exporting capabilities. Reports can be printed and exported to Excel and .csv formats. Until the data has fully migrated to the new platform, sites can continue to run reports on the QCMetrix platform.

#### **7. Preparatory Steps for Transition**

To help ensure a smooth transition to new Enhanced Web-based workstation or local workstation, some preparatory steps can be started before moving to the new system. The first step in planning for your system upgrade is to determine if you will be using the new Enhanced Web-based workstation or the local workstation. This will become important as we get closer to the transition day, but may require working with the entire site team to make the correct choice.

The transition will take place in several steps and each step will be communicated as the time approaches. The following steps are part of the overall upgrade to the new system. Along with each of these steps is information or actions that are needed to complete the step.

##### ***Step 1: Local Data Migration Test Phase***

**Description:** During this phase a local migration utility will be distributed to test the process of extracting your local PHI information from the existing system

**Information Required:** In order to run this utility you will need to know the current location and connection information for the existing PHI data store. Specifically, you need to know the ODBC connection string, username and password.

**Actions:** The migration utility (more information on availability will be forthcoming) will be run to validate the structure and ability to connect to your existing database.

***Step 2: Workstation Installation (local workstation sites only)***

**Description:** During this phase the local workstation installation will be performed. Note this is only for the local workstation sites, not the new Enhanced Web-based workstation sites.

**Information Required:** The local workstation installation requires connection parameters to the new database for PHI (see actions). Specifically, you need to know the ODBC connection string, username and password.

**Actions:** The local workstation requires a MS SQL Server Express or higher database.

***Step 3: XML Uploader Installation (QCMitt replacement) and Local Data Migration***

**Description:** During this phase the new uploader utility will be installed and the local migration utility will be run to migrate your local PHI Data.

**Information Required:** You will need to know your username and password to the new system. Also, if your site installed the local workstation you will need to have the connection information to the new PHI database.

**Actions:** During this phase you will log into the system to validate your username and password, install the new uploader, run the migration utility resulting in PHI uploader files and use the new uploader to migrate the local PHI information.

**8. General Program and Transition Questions**

**8.1. *Who should I contact for support?***

For general program support related to the transition, please contact Amy Hart at 312-202-5213 or email: [ahart@facs.org](mailto:ahart@facs.org).

For technical support related to the transition, please send emails to [techsupport@nsgip.org](mailto:techsupport@nsgip.org).

**8.2. *Where can I find updated information about the transition online?***

The recent webinars can be found on the secure portion of the ACS NSQIP website at [acsnsqip.org](http://acsnsqip.org). For SCRs, the information is posted on the "SCR Toolkit" portion of the website. For Surgeon Champions, the materials are posted on the "Reports" page.

**8.3. How can I view the recorded webinars?**

Recording of the webinars are posted with the transition information on the secure portion of the website (See above).

**8.4. Are there any changes made to the existing cycle structure?**

There are no changes to the existing cycle structure.

**8.5. Are there any changes in the timeframes for data entry?**

Time frames, with the exception of some differences during the transition period will remain the same. Data entry timeframes during the transition period will be fully explained in the "Getting Started" Toolkit and during SCR data collection training webinars to be held the week of May 24<sup>th</sup>.

**8.6. Some existing functionalities were not displayed on the webinars. Will those be available?**

The recent webinars featured only a brief overview of the new Enhanced Web-based workstation. Complete functionality will be available for the launch day of June 1st 2010. Training will be available for Web-based users June 1<sup>st</sup> and June 2<sup>nd</sup>. Training for Local users will be June 7<sup>th</sup> and June 8<sup>th</sup>.

**8.7. What training do you provide for the ongoing support of the system?**

Trainings will be available through self guided online modules and scheduled webinar sessions.

**8.8. Can we use both the Enhanced Web-based Workstation and the local version concurrently**

Local Workstation Users can log into the Web-based Workstation to run reports. Local PHI will not be available from the Web-based Workstation for local workstation users, but Local users will be able to see all other data as read only. Local users will not be able to update data through the Web-based Workstation. Web-based users will not have access to the Local Workstation.

**8.9. I am participating in a pilot program, are there additional steps that I need to take?**

No additional steps are needed at this time.

**8.10. What will happen to my existing data?**

Users will migrate local PHI to the Web-based and Local Workstations at the "go live" date. All other existing data for Web-based Users will be available from the Outcome system on July 16<sup>th</sup>. For local users existing data will be available August 14<sup>th</sup>. A detailed overview of the data migration schedule will be included in the "Getting Started" Toolkit.

**8.11. *Have changes been made to the existing forms and data fields that are currently captured?***

Minor changes have been made to the existing forms and data fields that are currently collected. Information regarding the changes will be included in the "Getting Started" Toolkit and will also be covered during the SCR data collection training webinars to be held the week of May 24<sup>th</sup>.

**8.12. *If I choose the Local Workstation can I move to Enhanced Web-based Workstation at a later date?***

It will be possible to move to the Enhanced Web-based Workstation after go live. Sites will need to contact ACS to change their settings to a Web-based Site and then they will need to migrate their Local PHI into the Enhanced Web-based Workstation.