CARESTREAM PACS & CDA System Administrator Training for IT profile

CATALOG # 1927094

Target Group	*Duration (days)*	*Participant number /session*
IT Specialist or equivalent profile	4 days	Min. 4 – max. 6 persons

Course Location	
Technical & Innovation Center- Genova EAMER P.na S-Lorenzo- Porto Antico 16128 -Genova Tel: (+39) 010-2450 –826 Fax: (+39) 010-2450 –883	

Objective & Learning outcome

The Carestream PACS & CDA System Administrator (SA) training is designed for Hospital IT Specialists or equivalent professional profiles that is expected to proficiently perform administration tasks on the installed systems. It provides a thorough understanding of hospital adopted architecture and workflow PACS solution.

The participant will gain an in-depth knowledge of installed system building blocks and a clear understanding of all the SA operations including: administration workflow optimization, basic troubleshooting, maintenance, and issue information reporting.

 After completion of this training, the SA will be able for both PACS & CDA to:
- Perform regular preventive maintenance according to the Carestream Health documented procedure
- Perform system check trough the dedicated script.
- Collect information about any faced problem and make necessary adjustments, as for troubleshooting checklist, or escalate the problem with relevant information to the CS Service Support reference.
- Understand the CSH problem escalation process and correctly apply the escalation procedure.

Participants will also gain familiarity with system technical documents such as the online user manual, administrator manual and other tools that support the optimization of expected activities.

Training program Content

Training is delivered by Carestream Health specialists at a Carestream Health training facility and with equipment supplied by Carestream Health. This course is structured to integrate theoretical and hands-on sessions that maximize applying the learning.

Course introduction

Deep Workflow analysis of installed PACS solutions (Theory)
   Complete Image & data flow, Data migration, Storage concepts, User rights and privileges, License policy.

Training program Content
System architecture solutions (Theory)   Deep description of hospital adopted architecture solutions.

Carestream PACS building blocks (Theory and Hands on)
    Workflow manager, Database Admin Tool, IS-link, Pre-fetch, E-mail module, DICOM parsing &
    DICOM Configuration, Carestream Client, Info-router, RIS-PACS workstation, Web Client, User
    Management, Service PC or other remote access solution, CD direct.
    Detailed configuration information on all of the above items

System Service (Theory and Hands on)
-    Periodic maintenance (Theory and practical exercises)
        System backup, HW and SW check, database check by automatic monitoring script (GUI) and
        server remote connection; Check Image and data flow integrity - example: Modality to Satellite
        Work Flow Manager (WFM) to Main WFM to Clinical Data Archive (CDA) solution; Logs reading
        (GUI & server side), Study Reconciliation & data integrity check, RIS-PACS communication
        check, Cluster GUI monitoring.
-    Troubleshooting (Hands on and exercises)
        Problem detection by user interface modules and server connection - example: Failed
        movement commands, failed user login, missing RIS reports, processes down, file system about
        full, failed DB backup; Logs collection (Text and GUI), Processes restarting, Problem fixing or
        reporting according its complexity, Search for mis-identified studies (Wrong patient ID or name)
        and problem description.
-    Contingency plan and special procedures (Theory)
        Description, Activation, Management
-    CD Direct Troubleshooting
        Reboot process, check available media, check & management CD queue, check CD Direct
        configuration.
-    Demonstration of workflow through Info-router

Statistics (Theory and practical examples – included in system service)
    Use of interfaces to collect data and make relevant statistics, describe how to archive and share
    statistics results

System Security (Theory)   Security logs (by user Interface)

CDA building blocks (Theory and Hands on)
    Hardware components (including introduction to different architecture solutions), CDA DICOM
    Architecture & principles, Backup workflow, System Interface (GUI)

CDA System Service (Theory and Hands on)
Periodic activity (Theory and practical exercises)
    Netbackup (if installed) monitoring and check, Problem detection, Logs (Text and GUI), Problem
    fixing, Escalation process and problem description

Prerequisites

Before attending, the participant should have the following pre-requisite:

Must

- Basic knowledge of PACS environment and digital imaging workflow
- Basic computer and networking skills
- Electronic and IT basic background (Servers, Clusters, RAID systems, Archiving & back-up devices)
- DICOM – HL7 basic knowledge

Highly recommended

- Language: fluent technical English

Requested student tools

No special requirements

Deliverables

Training Material
Certificate of attendance

Other information

Training, where possible will be performed in English.
The course fee includes all manuals, instructions, and provided training tools. It does not include travel, accommodation or subsistence.

Note about safety:

Carestream Health will undertake all necessary precautions to ensure compliance with safety standards. It is the customer's responsibility to ensure that whilst on their site the System Administrator complies with and works within the expected local Health and Safety requirements and guidelines.

Tuition & Cancellation Policy

Please get in contact with your Carestream Health representative.

Travel, lodging, meals, and car rental fees are not included in the tuition.
The cancellation policy is:
90 days before course start date . . . . 100% refund
Between 89 and 15 days . . . . 50% refund
Less than 15 days . . . . .0% refund

In the event that a course has less than 3 participants, Carestream Health reserves the right to cancel the course.

If a course is cancelled, we will make every effort to enroll you in the next available course.

Schedule

- Classes begin first day at 2.00 p.m. and conclude last day at 1.00 p.m. All other days the timetable is: from 9 am to 6 p.m.. Any class timing changes will be communicated.

- Participants must allow at least 3 hours between completion of class and travel departure.

- The program is structured with lectures, participant self-study readings, and lab exercises.

For details, please get in touch with:

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