

List of Tasks and Responsibilities

The tasks and responsibilities of the Customer IT Admin, the GE HealthCare FE and the HPE Vendor are listed in the table below. The objective is to prepare the AW Server installation in the best possible way.

NOTICE

The AW Server hardware supplied by GE HealthCare must be installed in a server local/data center (HPE ProLiant DL380 Gen11 Server Low Tier and High Tier). If the AW Server hardware supplied by GE HealthCare is to be installed in the exam or control room, then it must not be directly or indirectly in contact with the patient. The AW Server must be located outside the Patient Environment (1.5m around the patient table) based on EN 60601-1 and ANSI/AAMI ES60601-1).

NOTICE

The customer is responsible for locating the server in compliance with any local or national codes.

NOTICE

If you received the Digital Software Kit(s) (eDelivery Software Kit(s)), you must download the kit(s) and create the USB media from home, as there is no Internet on site and the connection can be slow from outside the site. Refer to the applicable installation workflow from the Service Manual.

NOTICE

Generate the licenses file before you go on site, as there is no Internet on site and the connection can be slow from outside the site. Refer to the applicable installation workflow from the Service Manual.

NOTICE

Physical AW Servers are in a pre-installed condition which makes installation faster. This condition can break if the machine is turned on and boots, but the process is not completed and the computer is switched off again. Please tell the IT Admin explicitly not to switch and turn on the AW Server before you can start the installation.

Table 1. Preinstallation Tasks

Main Task	Task or requirement	Responsible
Physical Server Description	HPE Vendor delivers the HPE DL380 based physical server hardware, with the RAID and the iLO Service Processor's login credentials properly configured, to GE HealthCare.	HPE Vendor
	GE HealthCare supplies the HPE DL380 based AW Servers and an optional rack to the customer.	GE HealthCare FE

Main Task	Task or requirement	Responsible
AW Server Configuration Preparation	GE HealthCare Project Installation Manager and / or GE HealthCare FE prepare the AW Server configuration with the Customer OnBoarding Tool. Collecting and consolidating the required information in the tool before going to the site to start the Installation Tasks ensures smooth installation at the customer. Refer to the integrated Tutorial available within the Customer OnBoarding Tool. The Customer OnBoarding Tool is available at https://customer-onboarding.apps.ge-healthcare.net on GE HealthCare computers / network OR at https://aw-customer-onboarding.gehealthcare.com on external (customer) devices / network as needed. The access is restricted to the GE HealthCare Project Installation Manager and / or GE HealthCare FE with valid SSO account according to your service areas / countries. Your access group(s) will entitle you to manage the customers in the given Country. To acquire access: 1. Navigate to the MyAccess – Request homepage: https://gehealthcare.saviyntcloud.com/ECMv6/request/requestHome 2. Click Start an Access Request, select Myself and Application on the Request Access page. 3. Search for Prod - Ping Directory on the application page and click the pencil at the right side – Modify current account. 4. Click Next at the bottom of the page. 5. Search in the Available Entitlements for APP_Customer_OnBoarding_<YOUR COUNTRY> like: APP_Customer_OnBoarding_Belgium_BE APP_Customer_OnBoarding_Czech_Republic_CZ APP_Customer_OnBoarding_Hungary_HU APP_Customer_OnBoarding_United_States_US APP_Customer_OnBoarding_France_FR 6. Click the + sign to select the APP_Customer_OnBoarding_<YOUR COUNTRY> requested for access. 7. Click Next and then Submit the request.	GE HealthCare
Site Preinstallation Specifications	Customer supplies a local to rack the physical server, electrical outlets to power it and network connection outlets to connect it (see Environmental for HPE DL380 servers).	Customer IT Admin
	GE HealthCare FE supplies the hardware installation requirements prior to installing the physical server (see HPE DL380 Hardware installation requirements).	GE HealthCare FE
	GE HealthCare FE supplies the network requirements prior to installing the physical server.	GE HealthCare FE
	GE HealthCare FE supplies the environmental , structural , electrical and air cooling requirements of the room intended to host the physical server prior to installing it.	GE HealthCare FE
	GE HealthCare FE informs the customer on the equipment needed to handle the physical server prior to installing it.	GE HealthCare FE
	GE HealthCare FE supplies the dimensions, weights and floor loading characteristics of the physical server prior to installing it.	GE HealthCare FE
	GE HealthCare FE supplies the mounting and shipping requirements of the physical server prior to installing it.	GE HealthCare FE
	GE HealthCare FE supplies the minimum requirements the customer computer should meet prior to installing the AW Server Client.	GE HealthCare FE

Main Task	Task or requirement	Responsible
Site-readiness Survey	GE HealthCare Project Installation Manager initiates the Site-readiness survey and actions.	GE HealthCare
	GE HealthCare Project Installation Manager makes contact with the customer IT admin or infrastructure operatives and verifies the site readiness, and/or drives the processes to get the site ready.	GE HealthCare
	GE HealthCare FE completes the site readiness checklist with the help of the customer, to ensure that the site infrastructure and administrative requirements are met before AW Server installation on site (see Physical AW servers Site-readiness survey).	GE HealthCare FE / Customer IT Admin
	GE HealthCare FE completes the site readiness checklist with the help of the customer, to ensure that the customer PC requirements are met before AW Server Client installation.	GE HealthCare FE / Customer IT Admin
Remote Connectivity with RSvP	Customer provides and maintains Broadband connection to support RSvP access functionality. NOTE Eligible products include an up-time commitment during the warranty period, provided Customer maintains a Broadband connection in accordance with GE HealthCare specifications and allows GE HealthCare to remotely monitor performance of the products via this connection. GE HealthCare will provide details of this up-time commitment for eligible products.	Customer IT Admin
Remote Connectivity for AW Server Clients	Customer may want to allow AW Server clients (AW Server Client Software and/or web-based client (Web Client)) to connect from remote locations (e.g. from clinician’s home). In this case, the hospital VPN (Virtual Private Network) or an equivalent enterprise security solution must be ensured between remote clients and AW Server. WARNING  AW Server shall always be run over the hospital internal network, which is NOT accessible from any public networks. VPN (virtual private network) or an equivalent enterprise security solution must be used for accessing the hospital network from any external network. Running AW Server on any network accessible from the public internet could lead to patient privacy and safety issues. The access management to the hospital's internal network the AW Server runs on and the management of the network security solution for remote access is under the strict responsibility of the hospital.	Customer IT Admin

Main Task	Task or requirement	Responsible
Licenses Generation	For AW Server and legacy applications, GE HealthCare FE generates licenses, using the eLicense tool: https://elicense.gehealthcare.com/elicense Refer to the applicable installation workflow from the Service Manual	GE HealthCare FE
	For web-based AW Server Client (Web Client), and the imaging fabric applications, GE HealthCare FE generates licenses, using the Flexera licensing (FlexNet Operations (FNO)) tool: https://gehealthcare.flexnetoperations.com/flexnet/operationsportal/logon.do Refer to the applicable installation workflow from the Service Manual NOTE The licenses file can be uploaded to the AW Server only for 7 days from its generation . The same licenses file can be uploaded only once to an AW Server (in case of reinstallation of licensing/platform, the licenses file can be downloaded several times within the 7 days expiration).	GE HealthCare FE
Security and Privacy	GE HealthCare FE asks the customer to define new passwords that follow the new password strength rules. Those new passwords will be set at installation time.	GE HealthCare FE / Customer IT Admin
Software Kit	GE HealthCare FE delivers the Software Kit with the OS and the AW Server media.	GE HealthCare FE

Table 2. Installation Tasks

Main task	Task or requirement	Responsible
Site Readiness	GE HealthCare Project Installation Manager schedules the physical delivery & installation when the pre-installation work is complete, and the site is ready for the installation.	GE HealthCare
Hardware Installation	GE HealthCare FE installs the HPE DL380 based physical server, factory preloaded with OS and AW Server software.	GE HealthCare FE
Server Installation/Configuration	GE HealthCare FE loads and configures the AW Server on-site, as well as installing the Advanced applications.	GE HealthCare FE
	GE HealthCare FE generates licenses on-site, using the eLicense tool.	GE HealthCare FE
Client Installation	GE HealthCare FE installs the AW Server Client on one Client PC for the purposes of demonstration.	GE HealthCare FE
	Customer installs the AW Server Client on their PCs.	Customer IT Admin
	Customer identifies and retains an AW Server point person at their sites who will be trained by GE HealthCare to install / reinstall /uninstall future AW Server clients and use the GE HealthCare provided troubleshooting tools to maintain the clients.	Customer IT Admin

Table 3. Post-Installation Tasks

Main Task	Task or requirement	Responsible
Troubleshooting	GE HealthCare FE troubleshoots all problems with the AW Server.	GE HealthCare FE
	GE HealthCare FE resolves all software-related problems.	GE HealthCare FE
	Customer completes the GE HealthCare provided diagnostic task checklist prior to contacting GE HealthCare service and send AW Server Client error reports to GE HealthCare Service when reporting any issues.	Customer IT Admin

Main Task	Task or requirement	Responsible
Maintenance	GE HealthCare FE manages (does not execute) AW Server maintenance.	GE HealthCare FE
	Customer manages CA signed certificates (manages certificate expiration).	Customer IT Admin
	GE HealthCare FE manages self-signed certificates (manages certificate expiration).	GE HealthCare FE
	Customer maintains own's PC (Hardware, Operating System, Displays...) and Network (Hardware and Software) connection between these PCs and the AW Server to always meet defined minimum specifications.	Customer IT Admin
	Customer maintains DICOM nodes.	Customer IT Admin
	Customer maintains DICOM printers.	Customer IT Admin
	Customer manages "Users" (inc Active Directory integration, group creation, etc).	Customer IT Admin
	Customer manages audit log repository.	Customer IT Admin
Hardware Break-Fix	HPE Vendor performs the break-fix process for HPE ProLiant DL380 Gen11 Server, according to warranty / break fix model.	HPE Vendor
HP Servers Firmware, BIOS and iLO Upgrade	Customer continuously reviews the HP Server’s Firmware, BIOS and iLO technical publications to search for critical bugs and vulnerabilities. Customer continuously upgrades the HP Server’s Firmware, BIOS and iLO to fix the critical bugs and vulnerabilities. GE HealthCare FE checks firmware, BIOS and iLO versions at the time of planned maintenance and advises customer to upgrade if versions are not up to date.	Customer IT Admin / GE HealthCare FE

Remote access connection with RSvP

AW Server is delivered with an RSvP Agent. The RSvP Agent allows to manage devices remotely via Field Force Automation (FFA) and provides secure connectivity between GE Medical devices and remote operators.

RSvP functionalities can directly be accessible through the ”Broadband connection”, if available for your site Image source system.

Customer is responsible for providing and maintaining an appropriate Broadband connection at the site that GE Healthcare may use to provide remote diagnostic service for the products. Eligible products include an uptime commitment during the warranty period, provided that the Customer maintains a Broadband connection in accordance with GE Healthcare specifications and allows GE Healthcare to remotely monitor performance of the products via this connection.

GE Healthcare will provide details of this uptime commitment for eligible products.



WARNING

AW Server shall always be run over the hospital internal network, which is NOT accessible from any public networks. VPN (virtual private network) or an equivalent enterprise security solution must be used for accessing the hospital network from any external network. Running AW Server on any network accessible from the public internet could lead to patient privacy and safety issues. The access management to the hospital's internal network the AW Server runs on and the management of the network security solution for remote access is under the strict responsibility of the hospital.

AW Server Client Software Deployment on Windows PC

The GE Service representative will install AW Server Client software on one Client PC for the purposes of demonstration. It is the customer responsibility to install AW Server client software on Client PC's within the facility.

- Microsoft Installer, or currently known as Windows Installer is a file format used for the installation, maintenance and removal of software on Microsoft Windows based systems.
- The AW Server client software is MSI compatible.
- The AW Server client software can be deployed over the facilities network using MSI technologies. It is the customer's responsibility to configure and manage the deployment of the AW Server Client software.
- The AW Server client MSI is located on the AW Server SW & Docs media in client directory.
- Please see your GE Service representative for additional details.