

VANTAGE workflow solution

Service Responsibility Matrix (SRM)

The SRM defines the responsibilities (e.g. infrastructure, network, application) required to install, implement, and provide steady state support for the VENTANA VANTAGE solution. We created this quick-reference guide to help your team clearly understand the deliverables required to execute the VANTAGE solution as we partner to ensure exceptional performance at your lab.

Category	Function	Responsible Party	
		Our team	Your team
VANTAGE server	Install server into rack		IT
	Connect network, power, KVM		IT
	Install VMWare ESXi operating system	VANTAGE installer	Note: if the VANTAGE solution will be hosted in your VM environment, these responsibilities reside with your team
	Create virtual machine	VANTAGE installer	
	Install Microsoft Windows Server operating system	VANTAGE installer	
	Configure network settings		IT
	Install anti-virus, backup & monitoring tools		IT
	Install Microsoft SQL Server(r)	VANTAGE installer	
	Install VANTAGE application	VANTAGE installer	
	Join server to domain (if required)		IT
	Install certificate authority	VANTAGE installer	IT
	Establish remote access	VANTAGE product support	IT
LIS interface	Install & configuration		IT/LIS vendor
	Testing	VANTAGE product support	IT/LIS vendor
	Steady state support – LIS application		IT/LIS vendor

Note: please notify us if you are planning an upgrade

Category	Function	Responsible Party	
		Our team	Your team
VANTAGE workstations	Drill required holes for workstation mounting		Facilities
	Provide network cables & active ports to each touch- screen location		IT
	Provide power to each touch-screen location		Facilities
	Install VANTAGE workstation (PC & peripherals)	VANTAGE installer	
	Install Windows operating system	VANTAGE installer	
	Configure network settings		IT
	Join workstations to domain (if required)		IT
	Install anti-virus, backup, and monitoring tools		IT
	Install certificate		IT
Steady state support	Hardware/network support		IT
	VMWare ESX updates		IT
	Windows updates	Note: Service packs will be installed at the time of application upgrades	IT
	System backups		IT
	System monitoring		IT
	Anti-virus monitoring		IT
	Monthly server reboots		IT
	Weekly workstation reboots		IT
	SQL server updates	VANTAGE product support	
	User administration	Application accounts	Windows accounts
	VANTAGE application	VANTAGE product support	
	Remote access		IT
	Microsoft Windows® Server operating system upgrades		IT (May require a license fee)
	Microsoft SQL Server® operating system upgrades		IT (May require a license fee)
	VMWare upgrades		IT (May require a license fee)
VANTAGE upgrades	VANTAGE product support	IT	
Hardware upgrades		IT	

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N2288-1 0513C