

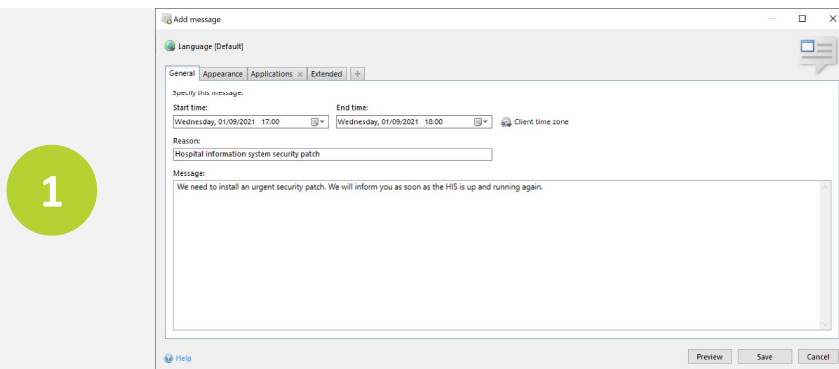
### Inform about short-notice IT security patches at a hospital

#### Challenge: effectively informing users about a short-notice security patch in a hospital IT system

Hospitals run 24 hours a day. Many healthcare organisations also have extremely heterogeneous IT environments, each of which having several hundred applications in use. This means that the affected users must be informed effectively, when an urgent security patch is being installed.

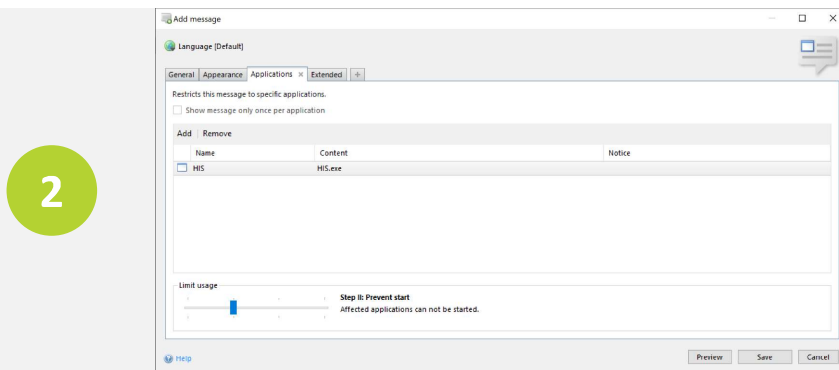
#### Solution: IBI-aws restrictions

IBI-aws works as an independent communication channel. As well as sending a early warning to the user group, you can use the IBI-aws restrictions to directly and precisely inform each user who tries to use the hospital information system during the patching. Doing so will reduce call volumes for the service desk, and help users plan their activities sensibly.



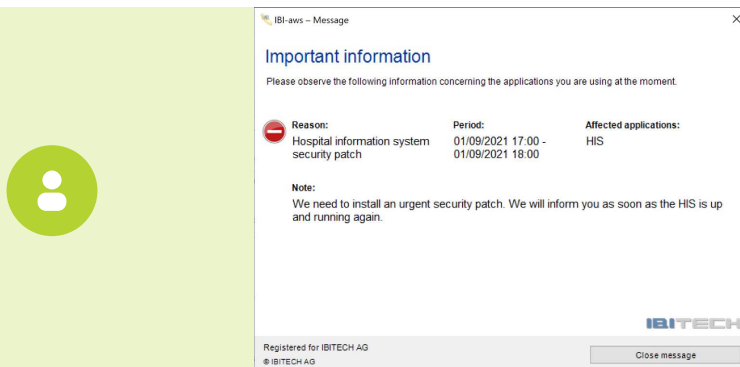
1

Create an application specific message



2

Choose restriction “Application” and, for example, “HIS”



3

How it looks to the user