Q: What is the HAN? Why is it important?
A: The HAN is an all hazards notification system meant to alert multiple individuals, groups, and organizations simultaneously. HAN provides a secure and collaborative, information sharing systems amongst local, tribe, hospital, state, federal, and cross-jurisdictional partners. This common environment brings together dissimilar organizations that need to interact in a uniform approach during health response and recovery.

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Q: What information does HAN provide?
A: Information surrounding developing health and hazardous situations, response and recovery efforts, plans, guidance and other situational awareness is provided in a secured access web portal.

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Q: Why are we switching HAN systems?
A: Our contract for our current HAN system expires October 2015. Further, the product system that our current HAN is based upon is no longer being updated or supported.

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Q: What is the process for selecting a new HAN system?
A: A formal Request For Proposal (RFP) was posted to the Oregon Procurement Information Network (ORPIN). This starts the process to invite vendors to provide details on their company's product. The project team then evaluates the vendor's responses to determine the best choice. The project team works with a state contracts liaison through the entire process.

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Q: Is the new system going to be different?
A: Yes.

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Q: Will the new system be able to contact me via email, phone, text, etc?
A: Yes. This is a primary requirement of the next HAN system.

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Q: Will there be a charge for accessing the system, receiving alerts, or sending alerts?
A: No.

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Q: Will the new HAN have the same capabilities as the old HAN?
A: Yes and no. The core capabilities of multi-system alerting will be present, but there may be some features that are not. With any new communication system, there will be new features that the old

system did not have. More details will be available after a vendor system is selected.

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Q: Will the new HAN have a document library?

A: Not sure yet. Not all communication systems provide a document library or repository. As a contingency plan, we are looking at different options that offer document storage and sharing capabilities.

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Q: What will happen to all the documents stored on the old HAN?

A: The state HAN Administrators are in the process of backing up the library to multiple storage devices. The folder structure will remain the same as it is now. State staff will be able to pull electronic copies and provide them to you.

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Q: Will the new HAN be used for business continuity and disaster recovery efforts?

A: Yes. The new HAN system will continue to play a critical role in staff notifications for exercise and real events. If your organization does not currently use the HAN for these efforts, you are strongly encouraged to do so.

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Q: Will the new HAN be used for Oregon Communicable Disease (ORCD) notifications?

A: Yes.

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Q: Will I need to re-register for the new system?

A: Yes.

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Q: I have heard that some users will be uploaded en mass. Is this correct?

A: Yes. In order to quickly regain the ability to notify key positions, certain roles and the users associated with them will be grouped and uploaded. This will make the on-boarding of existing users occur more quickly.

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Q: What are the dates for the New HAN implementation?

A: This is still TBD, but we hope to have a system in place on or before September 30th, 2015.

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Q: Will the current HAN system continue to be used through June/July/August?

A: Yes. The HAN is our mission critical communication system. We will continue to use the current HAN.

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Q: I am a new LHD/Tribe/Hospital employee who needs to be on the HAN. Should I wait until the new one is online?

A: No. If you are in a position that needs to be notified directly of a health or safety situation for your organization, you should be added to the current system. If unsure, please follow-up with your local HAN Administrator or email: HAN.Oregon@state.or.us.

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Q: Should I take the training on the current HAN system?
A: Probably not. We want to be sensitive to your time and learning about the old system only to switch to a different platform wouldn't be fair.

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Q: Who will have access to the next HAN system?
A: The same groups and users that are on the current HAN system.

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Q: How will I receive training for the new HAN?
A: Multiple webinars will be scheduled to present training and system walk-throughs. User guides and Quick Reference Cards (QRCs) will be developed once a new HAN system is selected.

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Q: Will the Hospital Capacity (HOSCAP) or Volunteer Mobilizer (SERV-OR) systems be changing?
A: No.

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