

This is a statewide alert for all users of AKAIMS. The system will be taken offline for system back-up and installation of extensive upgrades in two weeks, during the fourth week of May. This will also include Report Manager. **Please disseminate this information to all staff who will be affected by lack of access to records.**

The Alaska Automated Information Management System will be down from Sunday evening May 22 through Wednesday May 25th, with the anticipated time of completion around 5:00 PM on Wednesday.

There are a number of things to consider as you prepare for this unprecedented down time of the system. No client records will be available at all during this time, nor the forms to fill in for any services. Consider carefully what will be needed while the systems are offline. Preparation may include printing blank forms, which are available in AKAIMS Support. Click on Help, then on Resources, and then on Forms. Preparation may also include printing documents from certain client files, to have on hand while the system is unavailable. These will likely include assessments, treatment plans, and notes, among others. If your agency staff meet regularly and use reports, these must also be printed in advance, to have available for those three days.

Please inform all users of the system in advance of this down time. The helpdesk will sent out a second alert as the date nears. You will also receive notification when the system is back online.

If you have any questions, please contact the helpdesk at (907)269-0864 or Lisa.Good@alaska.gov.

Thank you,

Lisa

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