EDGE 3 LAUNCH
FREQUENTLY ASKED QUESTIONS

WHY & WHEN?

Why is EDGE being updated?	Some of the technology which was used to build the current version (EDGE 2) framework is now out of date and no longer a viable option for supporting EDGE development into the future. We know that some of our subscribers would like to embed and integrate EDGE into their hospital ecosystem and the capability to do this within EDGE 2 was limited. Our team took the careful decision to rebuild EDGE from the ground up as a whole new version, utilising new technology to support substantial development in the long term.
When is EDGE 3 available?	The aim is to launch EDGE UAT (User Acceptance Testing) in 2022 to Lead Admins. This will be followed by the live launch for all Users.

GENERAL

UAT (User Acceptance Testing)

What is required from Users regarding the launch of the UAT version?	Your Knowledge Officers will be working with your network/regional support leads to support you during the roll out of EDGE 3 UAT and the live EDGE 3 Production launch. At present, we only ask that you are running an up-to-date browser. See: **edgeclinical.com/edge-3** for details.
Will this require a new URL and login?	The URL will be released when Lead Admins across all organisations have their EDGE UAT accounts activated. Any existing EDGE BETA Lead Admin logins will work. Users can request an account via their Lead Admins and their Lead Admins can provide them with one, together with selected test data (sites, global projects, etc.).

Production (Live)

Do I need to run the update myself?	No, this update will be made by our Development team.
Will there be any downtime/disruption to the EDGE service?	Where possible we will minimise any disruption to the EDGE service, users will be given advance notice of any downtime.
Will I need a new login to use EDGE 3?	No, your username and password will remain the same.
Will there be a different URL?	No.
Will all organisations be updated at the same time?	Yes, all organisations will be updated at the same time country by country.
Will I be able to access the previous version (EDGE 2) whilst the update is happening or post update?	Right up until EDGE 3 is live you will be able to access EDGE 2. Once the update is run, EDGE 2 will not be accessible.
Is the latest version of EDGE more expensive?	No, the cost of EDGE remains the same.
What is the main difference between versions? What is changing?	The look and feel of EDGE is changing to a modern, slick design and user interface. EDGE 3 will bring an improved User experience using new browser technology, with a faster turnaround for new functionality development as well as an improved help and support centre. After release, along with continued development and improvements, we are planning to open access to an API that should allow you to develop integrations with your own systems and reporting services.

GENERAL

Production (Live) (cont'd)

What new functionality will be available?	We have spent the last couple of years reviewing EDGE 2 and several features will be updated with suggestions you have made, including improvements to workflows, delegation logs, custom forms and fields (previously known as entities and attributes), calendars, and finance. More information will be provided in the EDGE 3 Familiarisation videos.
Will you still run monthly updates with new features after EDGE 3 is released?	Yes, development will not stop post launch of EDGE 3. We will continue our roadmap of improvements.
How is the audit changing?	Auditing in EDGE 2 was part of a legacy solution that, whilst complete in the functionality it offered, also resulted in a vast amount of redundant data being stored. EDGE 3 has moved to a more intelligent way of storing field level changes which reduces unnecessary data storage whilst improving performance and allowing field level auditing to be implemented.

Your Data

Is there a minimum dataset required for EDGE 3?	No there is not.
What happens to the current data held in EDGE including saved reports/ documents?	The update from EDGE 2 to EDGE 3 will make no changes to the underlying database tables. All data, including saved reports, will be in EDGE 3.
Are users expected to do any data checks following the switch to EDGE 3?	No.
How will this affect the CPMS API?	CPMS API will be fully tested prior to go live.
Who is responsible for validating the new version?	The EDGE team are responsible for validating the system. This is not a responsibilty of the subscribing organisation.

Training & Support

I am a Lead Admin; will I need to have training on the latest version?	Lead Admins should not require full retraining on EDGE. Changes will be highlighted and made available through the EDGE 3 Familiarisation videos with plenty of additional support within the KnowledgeBase. Your Knowledge Officers will also be available for Q&A sessions with each region/country.
As a Lead Admin, will I need to retrain all my staff?	Following the release of the EDGE 3 Familiarisation videos, launch of EDGE UAT and the Knowledge Officer Q&A sessions, it will be expected that Lead Admins will cascade the relevant information to staff to ensure a smooth transition between versions.
Will there be training available for end users?	The KnowledgeBase within EDGE 3 will provide end users with training and support materials. All Users should also receive support from their Lead Admins.
Where can I go for support/ questions before EDGE 3 is released?	You can visit our dedicated EDGE 3 webpage which will be kept up to date with the latest information. Admins can also keep an eye on the monthly newsletter 'Knowledge' and EDGE 3 email communications which are sent to all Users.
Where can I go for support/ questions after EDGE 3 is released?	Within EDGE 3 you will find a new KnowledgeBase which will be packed with help and support materials to assist you. If you are an end user, then you can also contact the nominated Lead Admin at your organisation for further support.