

October 15, 2018

**TO:** ALL NATIONAL CLINICAL TRIALS NETWORK (NCTN) MEMBERS

**FROM:** SWOG Operations Office

**RE:** SWOG Data Operations Center – Move Dates and Network Downtime

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**MEMORANDUM**

This communication is to provide advance notice of the upcoming physical move of the SWOG Data Operations Center at Cancer Research And Biostatistics (CRAB) planned for October 19 through October 21, 2018. Due to the complexities involved in moving our servers, furniture, phones and equipment, the move must be staged over a few days to ensure all systems are running as expected by Monday, October 22.

**In the unlikely event that those dates change we will contact you immediately.**

What this means for you:

1. **OPEN** will not be able to connect to the SWOG database to process any registrations starting at 9:00 a.m. PT (12:00 p.m. ET) on Friday, October 19 through Sunday, October 21. Please plan accordingly to ensure enrollments occur before or after this window.
2. The **CRA Workbench** will not be available during this window. This includes data submission (for pre-RAVE studies), query management, and access to your expectation and IPR reports.
3. The **Specimen Tracking System** will not be available during this window. Please plan accordingly to log and ship any specimens before this date.
4. **RAVE** will be available for data submission on RAVE studies. There will be no interruption and any data entered will be uploaded to the SWOG database on Monday, October 22.
5. Please note that **SWOG Data Operations staff** will also be unavailable by phone or email starting at 5:00 p.m. PT on Thursday, October 18 through Sunday, October 21. Emails received during the server downtime will be retained and will become accessible once service is restored.

All data on our servers are backed up regularly. Anything submitted will be backed up and secure before the servers are shut down. All systems are expected to be back up and running by 12:00 a.m. PT on Monday, October 22.

Please forward this communication to all applicable internal staff and contacts that participate in SWOG-coordinated trials. Should you have any concerns or questions **prior** to this outage, please contact us at [datamanagement@crab.org](mailto:datamanagement@crab.org). As noted above, this email address will not be available during the server downtime.

The new address for the SWOG Data Operations Center is below. Phone, fax and email will remain the same.

SWOG Data Operations Center  
Cancer Research And Biostatistics  
1505 Westlake Ave. N., STE 750  
Seattle, WA 98109  
Tel: 206.652.2267  
Fax: 800.892.4007