

MEDICAL SIMULATION TRAINING CENTER (MSTC) SOFTWARE, HARDWARE, AND HELP DESK SUPPORT

Ensuring information technologies support the mission

MicroHealth provides medical simulation training software development and integration to 25 MSTC sites across the globe. This includes supporting site configurations and personnel with help desk support, solutions development, security management, training, and technology enhancements.



THE ISSUE

MSTCs provide realistic medical training to Active, Reserve, and National Guard soldiers. Each site trains over 2,500 medical and non-medical (all combatants) Soldiers using direct instruction on the latest battle-field trauma and critical care techniques in a high-stress combat environment. **This complex system requires continual software updates and system development to ensure the baseline remains up to date with defense, technology, and security requirements.** There are more than 22 current and 3 planned MSTC sites globally.

OUR IMPACT

The MSTC system of systems uses both hardware and software technologies to ensure the highest level of realism and training capture for after-action review with trainees. **The lab creates the necessary closed space to ensure any changes maintain the integrity of the system.** This includes assessing new immersive reality hardware, integrating new hardware, system changes, software updates, security updates, prototypes, and training course instruction.

A key component of the MSTC Post-Deployment Software Support (PDSS) Lab is the Help Desk. Personnel are on standby 24/7 to provide efficient and timely responses to both urgent and routine tickets from MSTCs.

MSTC PDSS LAB

- Provide fielded system baseline to conduct troubleshooting on reported issues and bugs
- Test releases and patches
- Develop prototypes
- Conduct system development
- Demo technology enhancements

KEY BENEFITS

- 24/7 technical support
- Online secure portal
- Technical and simulation community support
- Knowledge Library
- Help Desk ticket tracking and status updates
- Provide feedback to technical team and product owner
- Request and deliver training

