

SERVICE CATALOGUE

IT Services

IT Support and Management Services

SERVICE AREA: SERVICE DESK

SERVICE DEFINITION

Users can contact the Service Desk via the phone or an online web form for all their ICT service needs.

The Service Desk is open 8-8 Monday to Friday excluding UK Bank Holidays.

Out of hours cover is provided 24 hours a day 7 days a **week for urgent matters**.

[Click here](#) for further information

SERVICE AREA: INCIDENT MANAGEMENT

SERVICE DEFINITION

The Service Desk manages incidents from initial report through to resolution. All incidents will be categorised and dealt with appropriately.

Major Incidents will be escalated to the appropriate manager and the Major incident Procedure will be followed.

A major incident is defined as-

- Affects a large number of users
- Mail server is down
- Has implications for patient safety
- Any clinical system is off (e.g. PAS)
- Has implications for critical business processes
- Phone system down to a site.

[Click here](#) for further information

SERVICE AREA: TASK FORCE

SERVICE DEFINITION

Sites will receive regular, proactive, scheduled visits by an IT technician who will tour buildings asking users if they have any issues and apply associated preventative measures to ensure issues are resolved without the need of a formal helpdesk incident to be created by the customer. This service means that users who find it difficult to describe their issues over the phone can demonstrate the issue to someone at their desks. This is partly a training role as many of the issues are “How do I?” queries.

[Click here](#) for further information

SERVICE AREA: PROBLEM MANAGEMENT

SERVICE DEFINITION

Problems are identified when the same incident occurs repeatedly.

Extensive Incident Management reporting methods such as MTBI (Mean Time between Incidents) and Frequency of Incidents by CI (Configuration Item) allow early warning of problems.

The Health Informatics Service Desk Management team monitor incident activity constantly and meet every week to pass possible problems on to the Operations teams for Root Cause Analysis.

The Operational teams investigate the root causes and submit changes into the C.A.B (Change Approval Board) to rectify the problems.

[Click here](#) for further information

SERVICE AREA: SERVICE REQUESTS

SERVICE DEFINITION

Standard requests

Standard service requests can be defined as requests that are expected, repeated and documented.

For example -

- Change of name after marriage/divorce on email accounts or log-in
- New user set-up
- New standard PC or laptop or blackberry
- Request for leaver's accounts to be closed

Non Standard Requests

Examples of non-standard requests-

- Additional software
- Customization or development of applications
- Special mouse or keyboard requests
- All other requests for non-standard kit

Complex requests

Office moves and new technology roll-outs involve multiple teams and careful planning. The implementation needs to go through C.A.B (the Change Approval Board) to ensure it doesn't conflict with other changes or events and relies on the availability of users, trainers and technicians.

[Click here](#) for further information

Service Integration and Management

SERVICE AREA: CHANGE AND RELEASE MANAGEMENT

SERVICE DEFINITION

Health Informatics has a robust procedure to ensure change to systems or infrastructure causes minimum disruption to our Customers.

A Change Approval Board (CAB) is held weekly and all changes have to be authorised by the Board before they are implemented.

The CAB ensure that the planning of the change has been adequate in terms of -

- Risk analysis
- Back-out plan
- Testing (where appropriate)
- Scheduling
- User agreement

The Helpdesk manager attends the C.A.B. along with the heads of networks and development and the people effecting the changes. The Helpdesk manager is the point of contact for the Customer and will email users to notify of changes as well as liaise with users over scheduling down-time for changes.

Large changes or “Releases” are often dealt with in Projects as they may require a change to the way users use the systems and will therefore necessitate training and perhaps a change in the supporting business processes or procedures. These are managed with the Customer.

[Click here](#) for further information

SERVICE AREA: AVAILABILITY MANAGEMENT

SERVICE DEFINITION

The HIS uses a range of tools to monitor the availability and performance of systems, servers and data centres. A range of software is used to as monitoring tools -

- Cisco Works
- Microsoft SCOM
- Microsoft SCCM
- HP ICE
- SNM PC
- ION IX Control Centre
- Symmetrix Perform Analyser
- Jacarta

Key performance indicators are recorded and trended. Data is captured from hardware, operating system, application and client component levels to provide a detailed view of the system topology and provide a holistic overview of service health.

Automated alerts and notifications contribute to proactive system management, intended to resolve issues before they impact on user experience and ensuring that comprehensive historical data is instantly available for fault diagnosis and analysis.

Visual dashboards for key systems (such as EDMS) also ensure a maximum awareness of current system status across diverse IT departments and functions.

[Click here](#) for further information

SERVICE AREA: SERVICE CONTINUITY MANAGEMENT

SERVICE DEFINITION

The HIS is responsible for the Disaster Recovery and the Customer is responsible for Business Continuity. This are aligned within the Disaster Recovery Policy.

Each service provided by the HIS is classified by business criticality. There will be a four tier classification of services each with a target recovery timescale.

[Click here](#) for further information

SERVICE AREA: CONFIGURATION MANAGEMENT

SERVICE DEFINITION

Health Informatics manages the network architecture and manages the installation and upgrade of software and hardware.

The HIS manages assets via a Service Catalogue, which records vital information including Business owner and agreed downtime. The Service Catalogue has an IT view, SLA view and a Customer view.

[Click here](#) for further information

SERVICE AREA: USER DEVICES

SERVICE DEFINITION

The HIS provides a standard PC / laptop configuration.

Roaming profiles enabling the User to log on to any PC within the COIN and have full access to their personalised desktop.

Windows XP, SP3 and Windows 7 capability.

Deployment of software and systems is automated. (See Change & Release Management)

[Click here](#) for further information

SERVICE AREA: EMAIL SYSTEM

SERVICE DEFINITION

A locally hosted and centrally managed mail system (Exchange / Outlook) provides secure mail and calendaring features to health users and affiliated organisations.

Standard features include industry leading anti-virus and anti-spam, content filtering, mail encryption and tiered mailbox levels according to requirements (see below).

Availability is maintained by leveraging best practice implementations of Microsoft operating system and Exchange application high-availability features, storage area networks, multiply redundant network infrastructure elements and a robust disaster recovery plan.

Performance and availability are monitored using Microsoft System Center Operations Manager which provides a complete system health perspective for technical staff.

Mailbox Sizes are available in variable sizes dependant on Users requirements-

- Premier (10Gb)
- Executive (2Gb)
- Standard (300Mb)

[Click here](#) for further information

SERVICE AREA: IT SECURITY

SERVICE DEFINITION

The HIS takes responsibility for ensuring the IT Infrastructure, systems and the data contained within them are secure at all times.

IT Security is monitored and governed by an IG Steering Group.

[Click here](#) for further information

SERVICE AREA: SCALABLE DATA STORAGE

SERVICE DEFINITION

The HIS has consolidated multiple and disparate areas of data storage into two resilient and replicated enterprise level storage area networks. (SANs) All critical systems data is stored on the SANs.

Systems are managed on tiered storage, with 3 levels of speed. Systems are classified as Gold, Silver or Bronze depending on their criticality and performance requirements. The systems are automatically moved to the appropriate tier depending on the performance required at the time.

Secure and customisable Home Folders for each User and unlimited creation and customisation of Group Folders is available.

[Click here](#) for further information

SERVICE AREA: COMMUNITY OF INTEREST NETWORK

SERVICE DEFINITION

The Community of Interest Network (COIN) is a unique feature to this HIS. The COIN links all of our customers' sites to the data centre and to each other.

The Cisco based platform provides high quality, high capacity foundation over which our services are delivered, removing the reliance on the low performance and problematic national N3 network and supports voice, data, wireless and video capability.

[Click here](#) for further information

SERVICE AREA: VOIP PHONE SERVICES

SERVICE DEFINITION

The Voice Over Internet Protocol (VOIP) telephony is carried across the COIN and offers significant benefits both financial and in terms of operational efficiency.

VOIP offers –

- No rental or maintenance costs
- Free VOIP TO VOIP call on the COIN
- Reduced NHS tariff for external COIN calls
- Increase functionality

The HIS manage the installation and the on-going support of VOIP

[Click here](#) for further information

SERVICE AREA: REMOTE WORK

SERVICE DEFINITION

The HIS provides remote working and access via mobile device and VPN access to the network.

The HIS provides and supports the use of Blackberry mobile phone devices for receiving emails on the move, on a competitive tariff with no call charges between Blackberry devices.

VPN and mobile devices to be purchased by Customer.

[Click here](#) for further information

Professional & Bespoke Projects

SERVICE AREA: TRAINING

SERVICE DEFINITION

New Users

The HIS will train every new employee when they join the organisation. This will include basic Windows / Microsoft and the appropriate clinical systems.

System Enhancements

Refresher training provided to all appropriate staff

New Systems

The HIS will support the roll out of new systems by providing roll-based training.

Training is delivered-

- Classroom
- One to one
- Flexible training in the clinical setting
- Web based multimedia / video support
- System implementation training
- Go Live support / floor walking

[Click here](#) for further information

SERVICE AREA: EXECUTIVE INFORMATION SYSTEM

SERVICE DEFINITION

The HIS provides data warehousing capabilities with the provision of a front end system. The system is capable of in depth analyses to be carried out by information analysts and basic reports to be used by a wider audience.

The EIS Team provides the below services-

- Incident fixing
- System Administration
- Maintaining data
- New Requirements
- Ad Hoc Queries
- User Support

[Click here](#) for further information

SERVICE AREA: SUPPORT OF IM&T PROJECTS

SERVICE DEFINITION

The HIS will create an annual programme of projects and plans for the health economy and local organisational specific initiatives that will be delivered within financial year and funded by LIS board governed and approved income.

The HIS provides Project Management to manage system implementations and the corresponding organisational change.

[Click here](#) for further information

SERVICE AREA: LIBRARY & KNOWLEDGE SERVICE

SERVICE DEFINITION

The LKS provides proactive services to support evidence based practice and the knowledge requirements of its customers. Access is via the physical library, the website, email and phone.

Services provided are-

- Document supply
- Enquires
- Literature searching
- Outreach Service
- Training
- Knowledge Service*

*The Knowledge is a unique service that is customised to customers' needs and alerts them to new local, regional, national and international information.

[Click here](#) for further information

SERVICE AREA: DATA QUALITY

SERVICE DEFINITION

The Data Quality team is responsible for ensuring that data entered into the hospital Patient Administration System and other hospital systems adhere to national requirements for data completeness, accuracy and quality.

The Data Quality team provides the following services-

- DQ dashboards A&E, Outpatients, Inpatients, CDS datasets, NHS Numbers
- Benchmark to measure the quality of data across the organisations to identify areas where improvement can be made
- Amends inaccuracies that cannot be corrected at source
- Carry out regular audits to analyse a selection of records against source material, where available. The audits will ensure the continued improvement of data quality.

[Click here](#) for further information

SERVICE AREA: WEB SERVICE MANGEMENT

SERVICE DEFINITION

The HIS provides website management services. This service has been designed to meet the individual requirements of our customers.

The following web services and support is provided-

- Project Management of new websites
- Support for the lifetime of the site
- www and nww web hosting services
- Content Management System – Easy to use editorial tool
- Training on the CMS

[Click here](#) for further information

SERVICE AREA: SYSTEM ADMINISTRATION

SERVICE DEFINITION

User Access Management and the administration of the critical clinical systems is provided by the HIS.

The System Administration Team provides-

- Role based access to systems
- Account creation, modification and deletion of critical clinical systems and network accounts
- Integration with Human Resources Starters and Leavers
- Clinical System testing and release management
- Implementation of system releases to ensure DH ISN compliance

[Click here](#) for further details

SERVICE AREA: HIS GOVERNANCE

SERVICE DEFINITION

1. HIS ensures that the key principles of Information Governance are upheld by setting clear policies and guidelines for all NHS employees in relation to Information Governance Management, Data Protection, confidentiality, Information Security, Clinical Information, Secondary Uses, and Corporate Information
2. The HIS continues to achieve the required standards in all areas of the Statement of Compliance
3. A risk assessment is performed on every incident and they are managed internally through to resolution by IG manager and IT security Engineer dependant on the specified incident. i.e. technical issue or Information governance / data quality / human issue.
4. The Information Governance team carries out "mapping information flow" exercises
5. IG Toolkit preparation and submission services for primary and secondary care.
6. The Information Governance Department proactively visits and meets departments and managers to discuss Data Security and Information Governance Issues - [Click here](#) for further information

SERVICE AREA: ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

SERVICE DEFINITION

The EDMS (Electronic Document Management System) enables the delivery of the electronic health record at the point of care.

EDM provides-

- Safe and secure system for electronic records
- A clinically led intuitive design
- Easy to use interface
- Records are quick to find
- Access is fast and flexible
- Complete record available in primary care

The HIS provides a bespoke designed scan on demand service and archiving solution which reduces the need for storage of clinical paper documents.

[Click here](#) for further information