

BPCSSA ICT Directorate

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Status Report

REPORTING PERIOD: *October - December 2009*

Projects		Operations	
<p>Current Status</p>	<p>Trend since Last report</p>	<p>Headlines</p> <ul style="list-style-type: none"> Active Directory site migrations completed. CITRIX Project Phase 1 complete. Temporary solution in place for BEN File Server problems. St Chads server room vacated 	
<p>Current Status</p>	<p>Trend since Last report</p>	<p>Headlines</p> <ul style="list-style-type: none"> IT Clinics – very positive feedback. These will become standard practice. Number of activities recorded is up on the same period in '08 We are still experiencing a high level of abandoned calls on the Helpdesk. S-FAP07 issues 	
<p>Main Achievements</p> <ul style="list-style-type: none"> The Active Directory Migration project is complete – a tidy process will start in January to disabled old domains and migrate any users missed by the main project work. Citrix upgrade – all sites and users completed. Phase II of the project will start in January to focus on printing. Further IT clinics held – very positive feedback. E-mail servers at St Chads – one server has been de-commissioned, one server rebuilt at the Golden Cross Data Centre. St Chads is now empty. Temporary upgrade/fix for File and Print servers in place for BEN and SBCH – longer term fix agreed and orders placed. Recruitment of permanent and fixed term staff to replace agency staff underway. Renewal of the Trainers in Health contract with the Department of Health for 2 years. Root Cause Analysis of all calls instigated Road Map draft submitted for approval Reorganisation draft submitted for feed back 		<p>Next Period</p> <ul style="list-style-type: none"> Further IT Clinics & site visits to review IT issues will be standard practice Service improvement project started for incident management NHS Mail migration in 2010 – discussions on-going, Business Case will be produced shortly Migration of users from Exchange 5.5 platform to Exchange 2003 or NHS Mail – this includes all GP email accounts. NHS Infrastructure Maturity Model (NIMM) assessment will be started with support from Connecting for Health to benchmark progress Infrastructure Technology Roadmap complete and agreed by Trust Boards. Business input to IT road map strategy Implement Server Infrastructure upgrade – this will address the issues with the File servers which caused significant issues for users. Improved Helpdesk feedback system pilot results IM+T business review meetings to maintain strategy alignment Implement first stage of IT reorganisation Agree balanced budget for SSA Directorates for 2010/11 	
<p>Slippage and Remedial Action</p> <ul style="list-style-type: none"> IG Audit actions are behind schedule for completion – many actions require long term changes and business input. Changes to ownership made to address resolution Work is on-going to improve and develop further day-to-day operational practices and procedures in the Infrastructure Support Area of the Directorate based on ITIL and project best practice Citrix environment – there are reported issues with the new Citrix for a small number of users these are being urgently investigated – this may delay the end date. Phase II of the project will resolve the issues and is underway. S-FAP07 – there were a number of operational and strategic issues with this key server. Key cause of the problem was email archive folders (PSTs) - the server was replaced by a more powerful machine as a temporary fix. A longer term solution is also being worked on and has been approved by all 3 Trusts. 		<p>Risks & Issues</p> <ul style="list-style-type: none"> Exchange 5.5 environment – this platform is no longer supported by Microsoft and there is a risk of reduced service or even loss of service in the worst case. A plan to migrate users from this platform is being worked on. Funding for the N3 Community Of Interest Network (COIN) – CfH have reduced their funding commitment over the 5 year period by £400,000. SSA Finance finalizing the impact. Email archive folders (PSTs) stored on network drives is a major long term issue – the recent upgrade to the BEN File and Print Server has provided temporary respite from this issue. The SSA ICT Directorate is predicted to over-spend for the year 2009-10. Cost cutting measures have been introduced and contracts re-negotiated to reduce costs. SSA directors have agreed that the Agency as a whole will break even and that differences in predicted spend will be balanced. A large number of contract staff are being used to maintain service levels – see overspend. 5th Floor Server Room continuing issues – rackspace bought at ICM to re-locate BEN servers Major infrastructure and future service support costs must be included in all future PCT clinical projects to ensure IT funding – will be identified in road map. <p style="text-align: center;">This report does not include SSA issues specific to other Trusts</p>	