

Birmingham Primary Care   
Shared Services Agency

BENPCT Board Report  
SSA ICT Directorate February 2008  
Period: November – December - January

Version 1.00

February 2008

ICT Directorate  
Birmingham Primary Care Shared Services Agency  
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## S U M M A R Y

**Management** - the reporting period has been relatively quiet (with December especially quiet) with no major incidents to report. The Directorate continued to operate with Gerard Kilgallon and Didier Meert managing the Directorate reporting to Jonathan Tringham. Jan Chadaj joined the agency at the start of January as interim ICT Director (6 month period) and has implemented a number of activities across the Directorate.

**Active Directory** - progress on this project has been limited; work has been done to migrate more of the SBPCT infrastructure from their Poseidon domain to the SSA managed Apollo domain. It is clear that in order to properly progress this key piece of work some additional resources are required by SSA who can be dedicated to the project. A short paper discussing this item was discussed at the Stakeholder meeting but no agreement was reached – further discussions will take place with the ICT Leads.

**Birmingham & Solihull N3 COIN** - progress on the project has been slow, mainly due to a commercial issue that arose with the provision of the firewall. The Firewall implementation is now underway but another delay has been reported (2 weeks expected) – a small number of sites have been installed using a temporary solution and these will be migrated once the Firewall is live. The dedicated Project Manager (Raza Hussain) is in place, working alongside the BT Project Manager.

**Waterlinks move** - the SSA ICT Directorate started the move to a temporary location at Waterlinks on the 25<sup>th</sup> January, the move was complete by the 3<sup>rd</sup> February. Normal service was maintained throughout the move and the new helpdesk number was successfully launched. The Directorate will then move to the permanent location once the required fit-out process has been completed – now expected to be April 2008.

**Exchange 2003** - over 2,500 e-mail accounts are now operating on the new Exchange 2003 environment – this is estimated to be over 40% of the active user base. The migration to NHS Mail will be discussed with the ICT Leads and a plan for this activity agreed – current expectation is that we might begin to migrate the GP related e-mail accounts to NHS Mail in June/July.

**Internet Activity** - Facebook continues as the website (see pages 6 & 7) which generates the greatest amount of download traffic – in December over 500 unique users accessed the site, generating over 6.2% of the total recorded internet traffic on the proxy server located at Waterlinks. The picture for November was similar with Facebook the leading site for bandwidth usage. Other popular sites include Google, BBC, eBay and Argos. The data for January is not currently available due to a server crash.

A copy of the high level programme plan for the SSA ICT Directorate is included at the end of this report (see page 8).

## **Operations**

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Service overview:

- backup failures – the average over the period is about 4.5% failure rate, the main reason (39%) being no media found – there is no change in this area.
- email traffic analysis – the number of e-mails stored on the servers is now over 13,500,000 –the rate of increase is slow. Overall traffic levels have remained at about the 2,000,000 per month level. Space on the Exchange Servers is still a concern and is closely monitored.
- helpdesk call load (see page 5) – the activity recorded for November, December & January (3,409, 2,220 & 3,576 respectively) shows a 10% increase over the same period in the previous year – this is mainly due to a very busy January.

## **Finance**

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Current position – currently expected to break even over the year – however there is still a problem with the LIG/LIS funding of recurring items. There is general agreement that this needs to change but no practical alternative is yet in place.

## **Personnel**

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At the start of January 2008 Jan Chadaj was appointed as Interim Director of ICT for a 6 month contract working 2 to 3 days a week.

Recruitment – a number of posts are currently being worked on,

- Fixed Term member of the Web Development Team to cover a secondment – expected to start at the end of January 2008.
- Replacement for the Student Placement position – which is part of the Server Administration Team – now in place.

The Helpdesk Team Leader resigned and left the organisation during January, the Systems Support Officer resigned and will leave the organisation in February.

## **Projects**

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The team are working on a number of major projects (some of which will require additional resources):

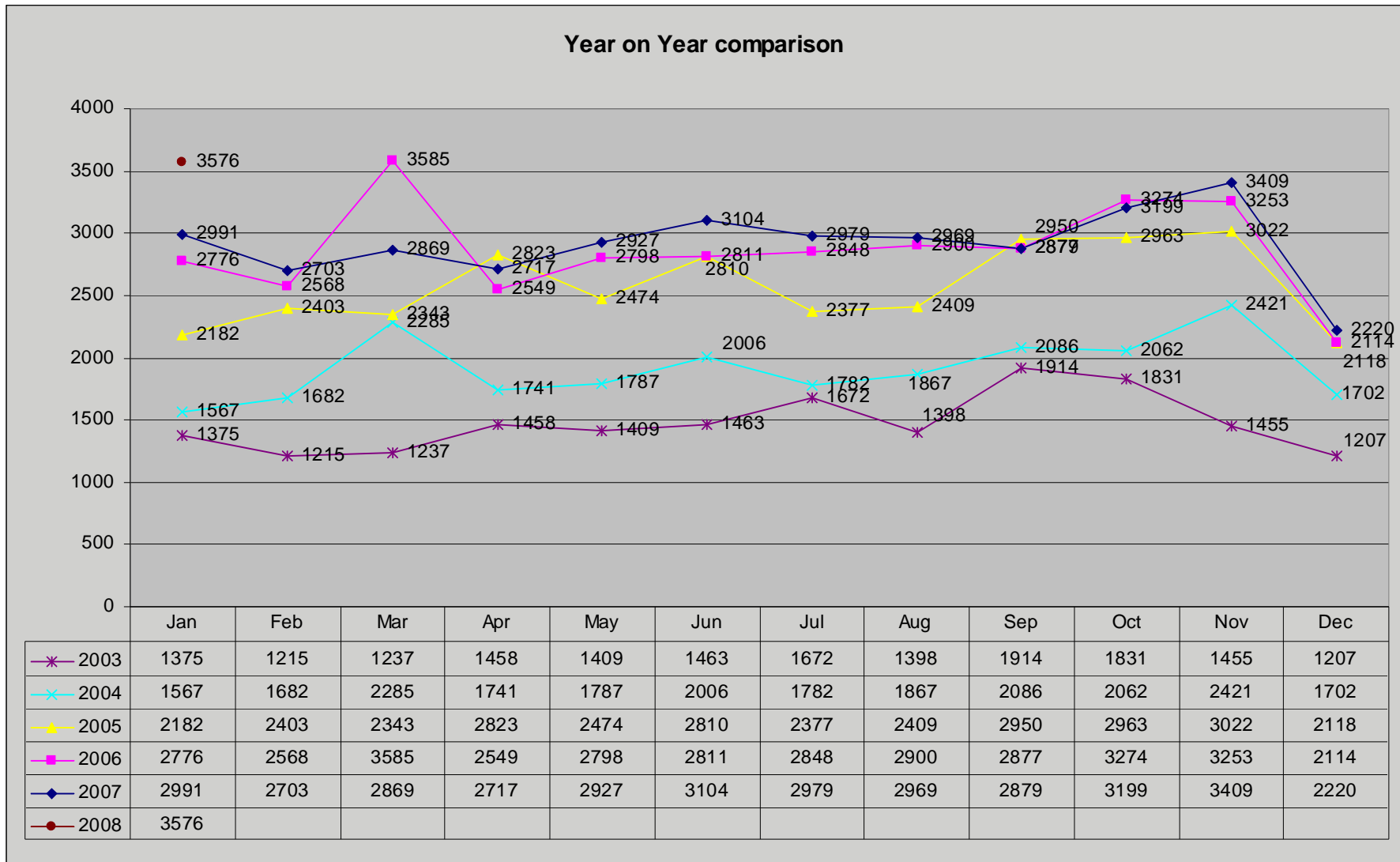
- Active Directory – this project will require additional dedicated resources and was discussed at the January stakeholder board – no agreement has yet been reached with regard to the resources and funding.
- N3 COIN – 1 member of the Technical Services team will be dedicated to this project for the foreseeable future. The key activity now underway is the provision of the firewall – until this is in place no new sites will be implemented for the COIN.
- Server Room – the data connection is the key activity at this time, the team have started to look at consolidation and decommissioning of redundant equipment – this activity will also include virtualisation of some servers.
- Office Relocation – SSA ICT moved to Waterlinks during the last week of January – a new helpdesk number was successfully launched using the new VOIP system which will provide greater functionality to the team. The servers will be moved from St Chads at a later date.

We completed a number of projects in the reporting period, some of which are:

- Carnegie Centre Estates & Facilities staff were migrated to the new Apollo Active Directory domain – about 30 users were migrated. All the users were operating normally by lunchtime following the overnight migration.
- White Swan LIFT site – a non-N3 10Mb link was installed to provide access back to the existing network.
- Newtown Health Centre's existing data connection was upgraded from a 512Kb ADSL link to a 2Mb connection.
- Assisted with the move of HOBPCT staff from Bartholomew House to Landsdowne Road Health Centre – 6 workstations and 1 printer.
- The Progressus Mental Health Training package was installed on a SSA server and tested with HOBPCT and BENPCT training departments.
- The DATIX system was upgraded to the latest version.
- Remote access to the Telecare system was installed and tested for the Terence Higgins Trust Clinic.
- We completed Phase I of the installation of the PACS Viewer software for SBPCT.
- BHWP & Cancer Network – the SSA ICT Directorate took on board the support for the Birmingham, Health & Well

Being Partnership and Cancer Network (about 25 users), migrated the users to our infrastructure and supported their move to the CIBA building.

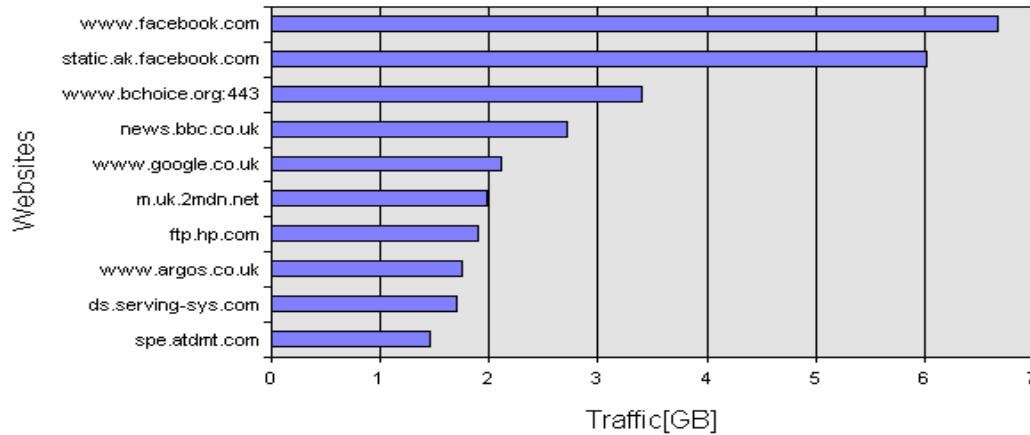
**ATTACHMENT 4.3**



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December	Site	Unique Users	Requests	% of Total Requests	Bytes In	% of Total Bytes In	Bytes Out	% of Total Bytes Out	Total Bytes	% of Total Bytes
1	www.facebook.com	540	143325	0.50 %	6.52 GB	3.30 %	147.65 MB	0.60 %	6.67 GB	3.00 %
2	static.ak.facebook.com	558	870093	2.80 %	5.28 GB	2.60 %	756.56 MB	3.00 %	6.02 GB	2.70 %
3	www.bchoice.org:443	45	127948	0.40 %	2.97 GB	1.50 %	431.63 MB	1.70 %	3.39 GB	1.50 %
4	news.bbc.co.uk	796	121684	0.40 %	2.61 GB	1.30 %	98.88 MB	0.40 %	2.71 GB	1.20 %
5	www.google.co.uk	2732	226306	0.70 %	1.95 GB	1.00 %	163.83 MB	0.70 %	2.11 GB	0.90 %
6	m.uk.2mdn.net	2408	192255	0.60 %	1.87 GB	0.90 %	106.15 MB	0.40 %	1.97 GB	0.90 %
7	ftp.hp.com	18	84	0.00 %	1.89 GB	0.90 %	124.28 KB	0.00 %	1.89 GB	0.80 %
8	www.argos.co.uk	505	360136	1.20 %	1.31 GB	0.70 %	442.39 MB	1.80 %	1.75 GB	0.80 %
9	ds.serving-sys.com	1585	34183	0.10 %	1.65 GB	0.80 %	56.95 MB	0.20 %	1.71 GB	0.80 %
10	spe.atdmt.com	2503	72645	0.20 %	1.42 GB	0.70 %	47.66 MB	0.20 %	1.46 GB	0.60 %
11	newsimg.bbc.co.uk	909	383842	1.20 %	1.14 GB	0.60 %	279.79 MB	1.10 %	1.42 GB	0.60 %
12	www.sikhroots.com	1	904	0.00 %	1.41 GB	0.70 %	620.24 KB	0.00 %	1.41 GB	0.60 %
13	www.bbc.co.uk	1062	371433	1.20 %	1.12 GB	0.60 %	269.71 MB	1.10 %	1.38 GB	0.60 %
14	ser11.apollo.zeus.internal	229	104204	0.30 %	1.21 GB	0.60 %	58.20 MB	0.20 %	1.27 GB	0.60 %
15	profile.ak.facebook.com	489	302137	1.00 %	952.11 MB	0.50 %	248.73 MB	1.00 %	1.17 GB	0.50 %
	<b>All Others</b>		<b>27398856</b>	<b>89.20 %</b>	<b>167.16 GB</b>	<b>83.40 %</b>	<b>21.50 GB</b>	<b>87.60 %</b>	<b>188.66 GB</b>	<b>83.80 %</b>
	<b>Total</b>	<b>6616</b>	<b>30710035</b>	<b>100.00 %</b>	<b>200.47 GB</b>	<b>100.00 %</b>	<b>24.54 GB</b>	<b>100.00 %</b>	<b>225.01 GB</b>	<b>100.00 %</b>

**December Chart & Graph**



**ATTACHMENT 4.3**

No	Site	Unique Users	Requests	% of Total Requests	Bytes In	% of Total Bytes In	Bytes Out	% of Total Bytes Out	Total Bytes	% of Total Bytes
1	www.facebook.com	595	230549	0.50 %	10.72 GB	3.60 %	226.00 MB	0.60 %	10.94 GB	3.30 %
2	www.bchoice.org:443	61	273420	0.60 %	5.54 GB	1.90 %	889.69 MB	2.30 %	6.41 GB	1.90 %
3	static.ak.facebook.com	626	1120773	2.40 %	4.67 GB	1.60 %	952.91 MB	2.50 %	5.60 GB	1.70 %
4	m.uk.2mdn.net	2687	341579	0.70 %	3.49 GB	1.20 %	188.03 MB	0.50 %	3.68 GB	1.10 %
5	news.bbc.co.uk	940	162185	0.30 %	3.49 GB	1.20 %	130.11 MB	0.30 %	3.62 GB	1.10 %
6	ds.serving-sys.com	1787	56150	0.10 %	3.11 GB	1.00 %	87.58 MB	0.20 %	3.20 GB	1.00 %
7	include.ebaystatic.com	733	104491	0.20 %	2.68 GB	0.90 %	47.12 MB	0.10 %	2.72 GB	0.80 %
8	www.google.co.uk	2915	316513	0.70 %	2.43 GB	0.80 %	217.54 MB	0.60 %	2.64 GB	0.80 %
9	download.microsoft.com	84	188	0.00 %	2.55 GB	0.90 %	121.01 KB	0.00 %	2.55 GB	0.80 %
10	ad.yieldmanager.com	1358	188109	0.40 %	1.27 GB	0.40 %	1.24 GB	3.30 %	2.51 GB	0.70 %
11	spe.atdmt.com	2849	116774	0.20 %	2.39 GB	0.80 %	75.25 MB	0.20 %	2.46 GB	0.70 %
12	www.bbc.co.uk	1232	580615	1.20 %	1.59 GB	0.50 %	426.94 MB	1.10 %	2.00 GB	0.60 %
13	profile.ak.facebook.com	554	510603	1.10 %	1.49 GB	0.50 %	399.82 MB	1.00 %	1.88 GB	0.60 %
14	my.supplychain.nhs.uk	53	862359	1.80 %	1.28 GB	0.40 %	599.29 MB	1.60 %	1.87 GB	0.60 %
15	photos-a.ak.facebook.com	501	843728	1.80 %	1.06 GB	0.40 %	795.49 MB	2.10 %	1.83 GB	0.50 %
	<b>All Others</b>		<b>41066780</b>	<b>87.80 %</b>	<b>249.28 GB</b>	<b>83.90 %</b>	<b>31.32 GB</b>	<b>83.60 %</b>	<b>280.61 GB</b>	<b>83.90 %</b>
	<b>Total</b>	<b>6252</b>	<b>46774816</b>	<b>100.00 %</b>	<b>297.03 GB</b>	<b>100.00 %</b>	<b>37.47 GB</b>	<b>100.00 %</b>	<b>334.51 GB</b>	<b>100.00 %</b>

**November Chart & Graph**

