

# ICT Directorate Update to the BENPCT Board

21 May 2008

For the period February - April 2008  
Gerard Kilgallon

ICT Directorate

ATTACHMENT 4.3

# Finance

- The ICT Directorate is expected to break even for the financial year.
- A number of new items were purchased at the end of the year including:
  - SAN (Storage Area Network)
  - VM Ware and consolidation equipment
  - Citrix hardware
  - Auditing systems
  - Network troubleshooting review & analysis
  - Internet monitoring software

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# Staff & Premises

- There are 3 staff who have been absent with illness for more than 4 weeks.
- The contract for the Interim ICT Director – Jan Chadaj has been extended until October 2008.
- The Directorate is utilising contract staff to cover for sickness and vacancies in order to maintain current service levels.
- The Agency relocated to a temporary suite (18) 2nd floor at Waterlinks in January 2008.
- Work to prepare suite 21 for occupation by the SSA was complete mid-April.
- The SSA moved into suite 21 over the weekend of 24th April with minimal disruption to services provided to end-users.
- Staff survey action list created and approved; all issues either complete or started / ongoing.

# Server Room

- Work on the new server room facility supplied by NDR is now progressing after resolution of contractual issues.
- The key activity for the server room now is the installation of the new N3 data links by Virgin Media - this has been assigned as the highest priority connection by the Programme Manager.
- 2 separate data links will be installed to provide resilience.
- A server consolidation and virtualisation process will also take place to reduce the number of servers that will be required to support the current IT infrastructure.

# Projects & Operations - I

- Work on the N3 COIN is now progressing well - more than 30 sites are now fully live, an additional 30+ sites have both new data links in place and are awaiting migration to the new network.
- Safeboot – a new NHS wide agreement is now in place and new processes and procedures are being developed.
- The SSA ICT Directorate has undergone a recent audit, now complete – a draft report is expected shortly
- The helpdesk has been very busy with a significant increase in calls– much of this increase can be attributed to the new call centre telephone system, however there are indications that a large number of calls are still being lost.
- No further progress has been made on the Active Directory project.

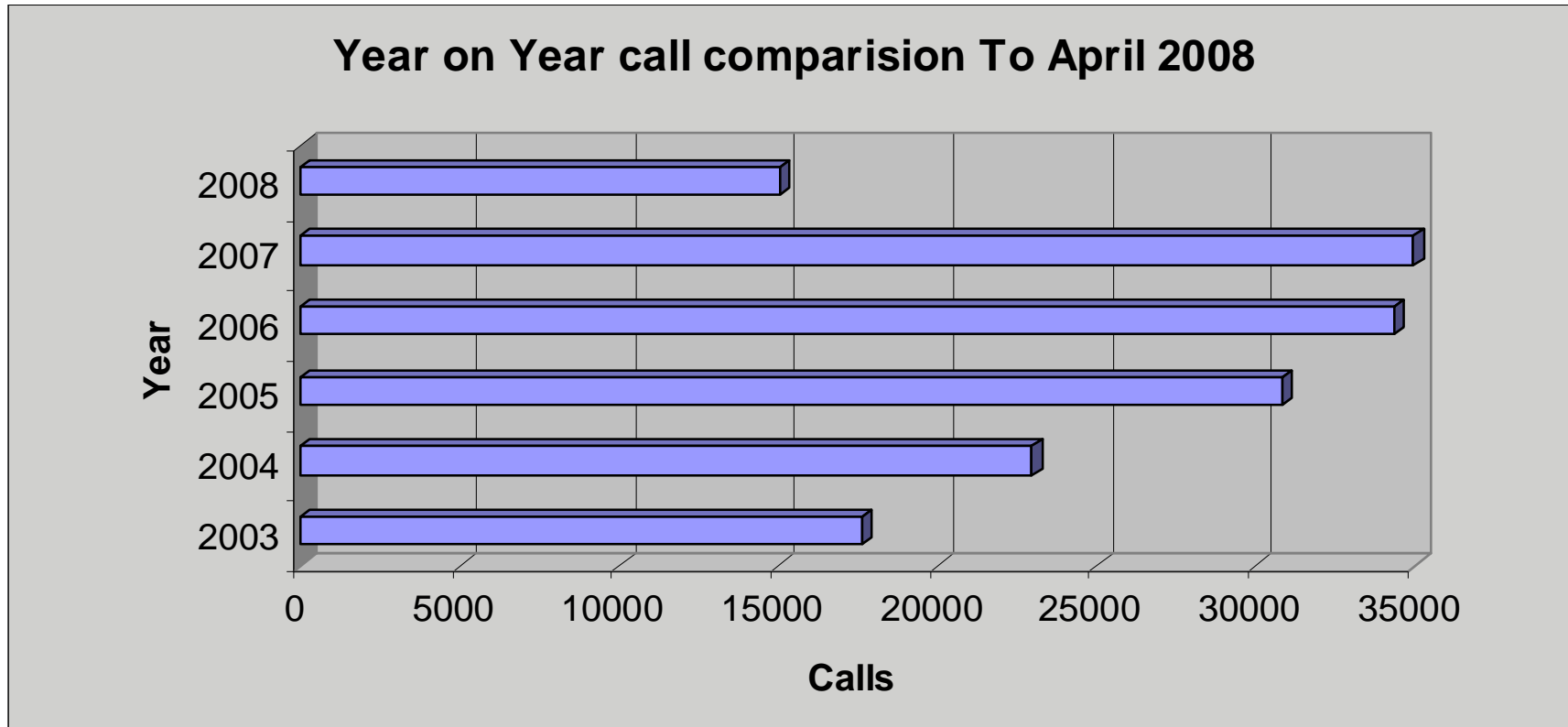
# Projects & Operations - II

- BENPCT Wellness programme - the ICT Directorate has created a proposal for the support of this item and is investigating technical options for the rollout to involved staff.
- De-commissioning of St Chads as an SSA site.
- Citrix Pilot successfully completed.
- The Programme Plan and Risks & Issues Log for the ICT Directorate can be found on the Intranet here:

<http://nww.pctnet.wmids.nhs.uk/webrequest.aspx?ID=1193>

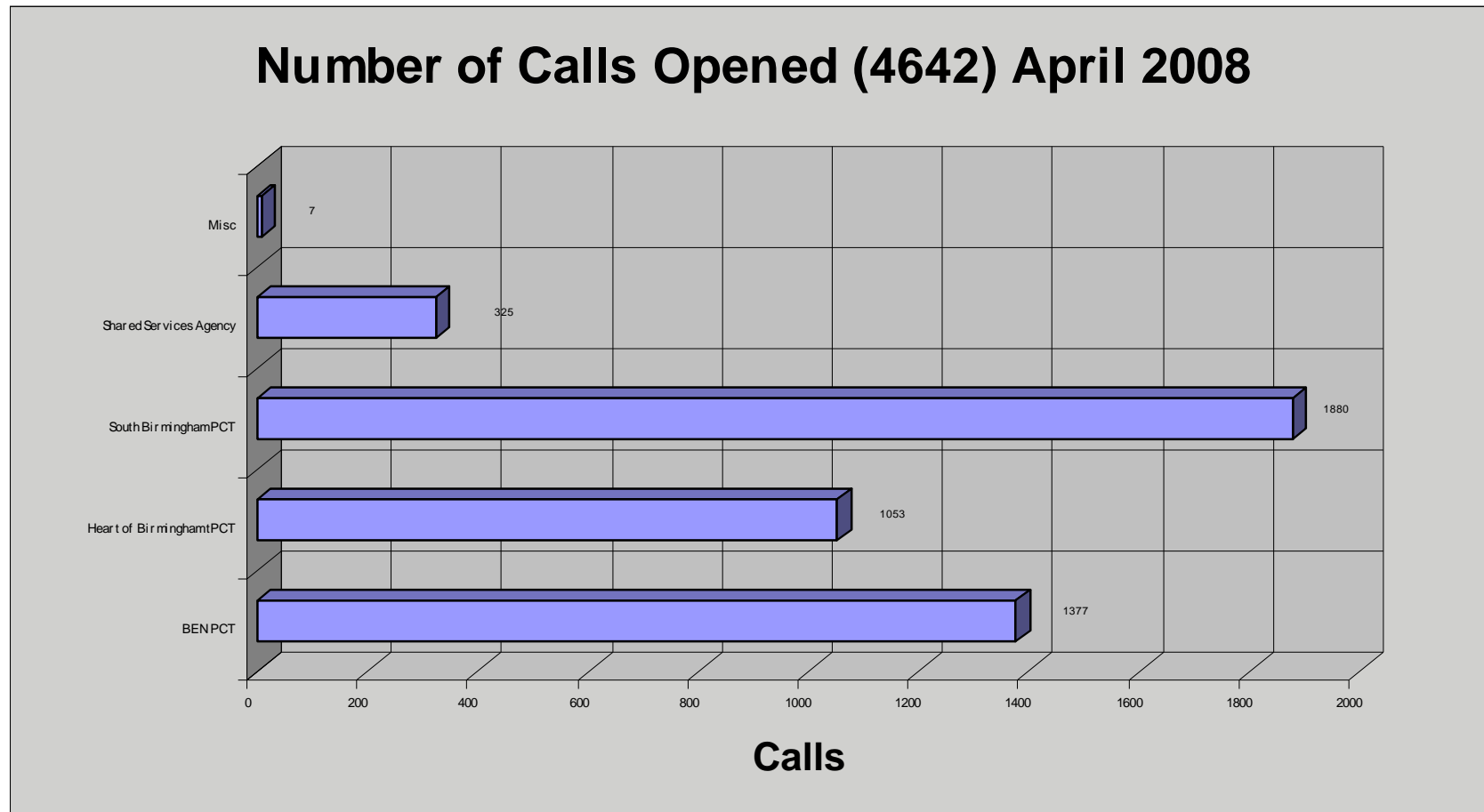
### Charts I

Annual comparison showing monthly SSA Activities recorded in the Service Desk Management System - activities include Incidents raised by users with the Service Desk and other internal support activities (Note increased activity in 2008)



## Charts II

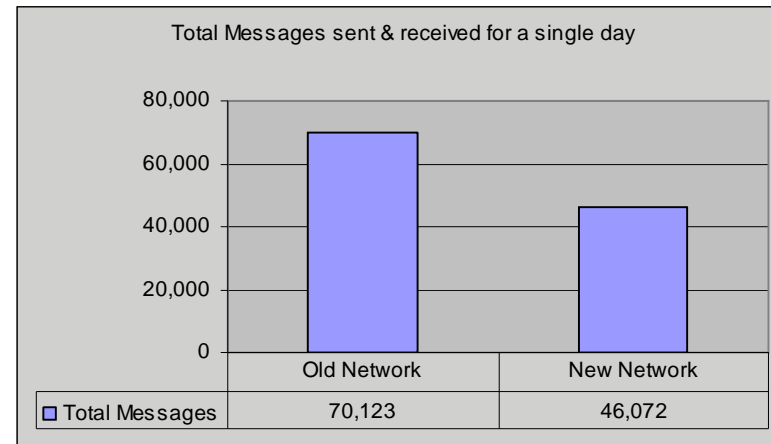
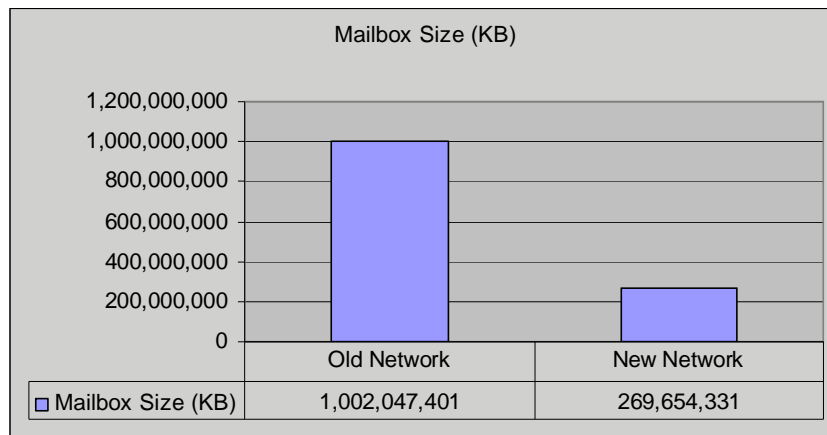
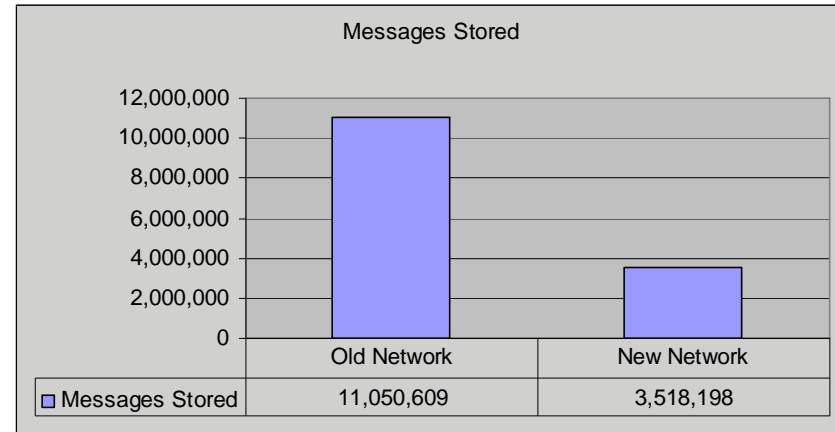
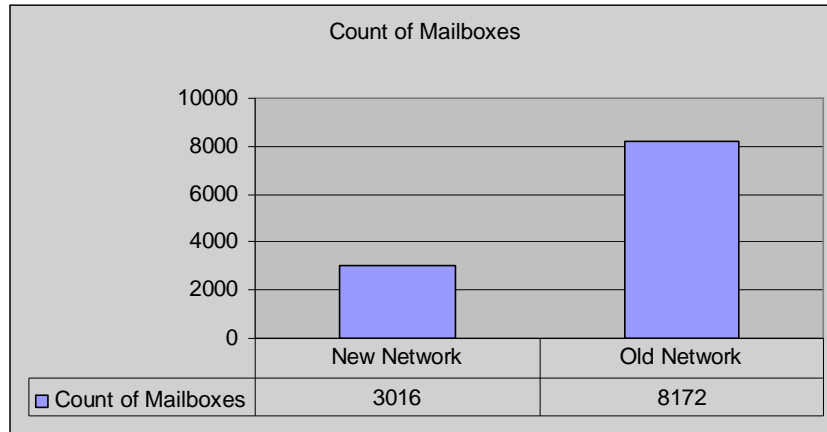
Breakdown by PCT of activities opened with the Service Desk for April 2008



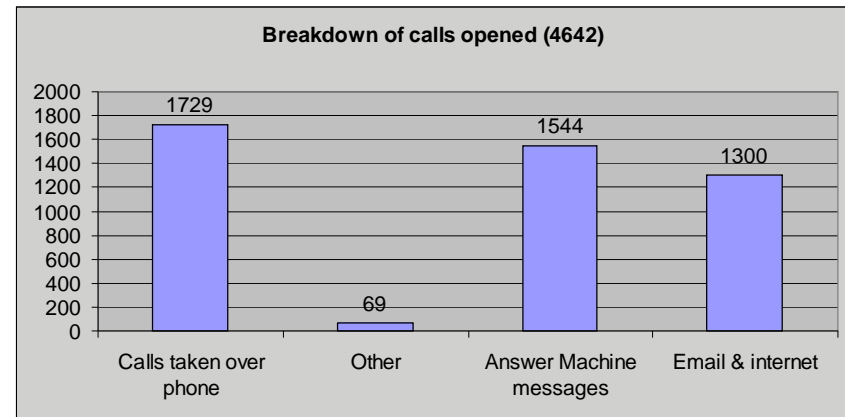
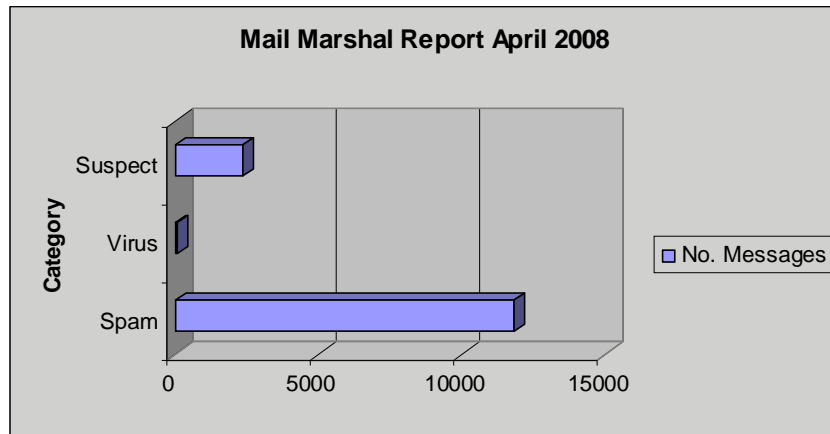
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**Charts III**

April e-mail analysis, note total space for e-mails = 1.2 Terabytes  
 new network = Exchange 2003, old network = Exchange 5.5.



Charts IV – Analysis of e-mails blocked by Mail Marshal and a  
breakdown of calls opened by the method used to contact the Helpdesk



### Charts V

Internet traffic analysis Aril 2008 – broken down by site. Facebook remains the site generating the greatest amount of bandwidth traffic.

