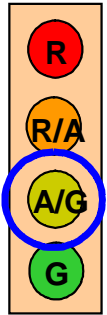
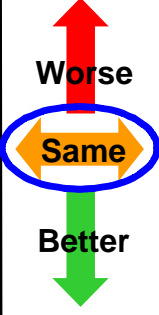
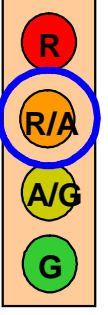
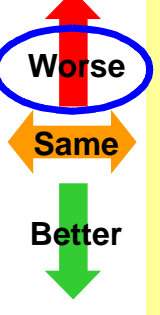


## BPCSSA ICT Directorate

COMPLETED BY: *G B Kilgallon*

### Status Report

REPORTING PERIOD: *August - September 2009*

Projects			Operations		
<b>Current Status</b> 	<b>Trend since Last report</b> 	<b>Headlines</b> <ul style="list-style-type: none"> <li>Active Directory migration now into final phases.</li> <li>CITRIX Project well underway – testing about to start.</li> </ul>	<b>Current Status</b> 	<b>Trend since Last report</b> 	<b>Headlines</b> <ul style="list-style-type: none"> <li>Number of activities recorded is up on the same period in '08</li> <li>We are still experiencing a high level of abandoned calls on the Helpdesk.</li> <li>S-FAP07 file server issues</li> <li>Email issues</li> </ul>

### Main Achievements

- The Active Directory Migration project is making excellent progress, with 6 sites left to do and 4141 active users of the new system.
- One of the old NT4 domains has been de-commissioned
- Citrix upgrade – 75 sites and 1300 users completed
- First joint meeting of ICT Leads held. Agreement to review Pan Birmingham Helpdesk(South owned) & Change Board (SSA owned) to ensure effective governance and security of IT systems & implementations
- Birmingham & Solihull N3 Community of Interest Network (COIN) now 100% complete – the old network has been switched off.
- Business case for email archive solution produced
- First three IT clinics held successfully
- Service improvement project started for incident management

### Next Period

- Further actions on the issues highlighted by the Conficker worm outbreak.
- Continued roll-out to users of the new Citrix environment and de-commission old environment including user awareness training
- AD migration project continues – all sites complete, missed users revisited, most NT4 domain controllers finished.
- Internet Filtering and Blocking software review and procure – Business Case in progress
- Plan for removal of other NT based servers which will not be addressed by the AD project.
- 4 Further IT Clinics & site visits to review IT issues planned
- NHS Mail migration in 2010 – discussions on-going, Business Case will be produced shortly
- Link to BEN clinical projects aligning SSA strategy
- Email archive project starts – if supported by PCTs
- File server environment business case to be created
- ICT Strategy and roadmap linked to PCT strategies has been produced as is being reviewed for distribution

### Slippage and Remedial Action

- All projects have been impacted by the need to support the operations area with the S-FAP07 issues.
- IG Audit actions are behind schedule for completion – a number of changes have been made to progress this work.
- Kim Gowers has taken over day-to-day running of the Server Admin Team – this will allow more focus on resolving long term operational issues and strategy in line with all PCT priorities.
- 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. A proposal for a Phase II for the project to resolve the issues has been agreed by the PCTs. This includes user awareness training.
- 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) contributing to over loading - the server was stabilised and work is on-going to produce a long term plan for the services provided by this server.
- Conficker virus recommendations to be planned and priced

### Risks & Issues

- Old NT based e-mail servers at St Chads – these are too risky to move, alternative plans will need to be made. Suggested strategy is to use ICM Disaster Recovery services to mitigate this risk – cost £2,000 p.a. (est). Plus a capital project to bring environment up to standards
- Domain servers still running Windows NT – this platform is no longer supported by Microsoft. The Active Directory migration work will address this issue. (The number of Windows NT Server has been reduced)
- 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 issue – a business case for an email archive solution has been sent out for agreement and funding.
- 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 – this is budgeted in the forecast spend
- 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