



QUARTERLY REPORT: SSA ICT

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Creating a Healthier Future

Finance

- The ICT Directorate is currently forecasting an overspend for the end of the financial year – the main cost pressure is staff related.
- A number of contract staff are in place to cover sickness and other short term needs.
- A number of Business Case documents have been created and agreed by the PCTs – including Active Directory and Citrix. Other business case proposals will be forthcoming as a result of recent audits - e.g. Internet Filtering and Blocking.



Staff & Premises

- There is 1 member of staff who has been absent with illness since March 2008.
- The contract for Jan Chadaj, has been extended until March 2009.
- The Directorate is utilising contract staff to cover for sickness and vacancies in order to maintain current service levels.
- Beverley Capewell left the SSA in October, Didier Meert will leave the SSA in November – an interim replacement for Didier is in place - Ian Charlton-Bailey.
- Three new Team Leader roles have been developed – Iqbal Mahal is the Team Leader for the Technicians Team, Jabar Mohammed for the Support Engineers and the Helpdesk Supervisor is Bolaji Akinwale.
- A detailed training plan is in place for all staff and work is on-going to finalise Personal Development plans.



Server Room

- Work on the new server room facility at Golden Cross is progressing.
- The N3 links are in place - but will require some re-work by N3SP to provide the required load-balancing solution.
- A number of servers are now running at the Golden Cross site – including the Exeter servers.
- The hardware for the virtual environment has been deployed but there are issues with the software required.
- There is a delay moving the Exchange 2003 environment - this is causing users performance issues with Outlook.
- Several other suppliers have been involved to review the current issues and suggest a way forward.



Projects & Operations - I

- Work on the N3 COIN is almost complete – BT have completed the delivery of all circuits – only 2 sites remain to be migrated to the COIN (BDH & Waterlinks).
- Safeboot – a project to update all PCT laptops with Safeboot has been completed. Any remaining or new laptops will be treated as BAU.
- The SSA ICT Directorate has undergone a recent audit and a number of actions agreed – a plan can be seen on the SSA ICT Portal on the Intranet.
- The operations & helpdesk teams are very busy with a significant increase in activities.
- The Active Directory project is now in planning and recruitment with an expected start date of January 2009 - although preliminary activities will continue until then.
- The Citrix upgrade project is now in planning.

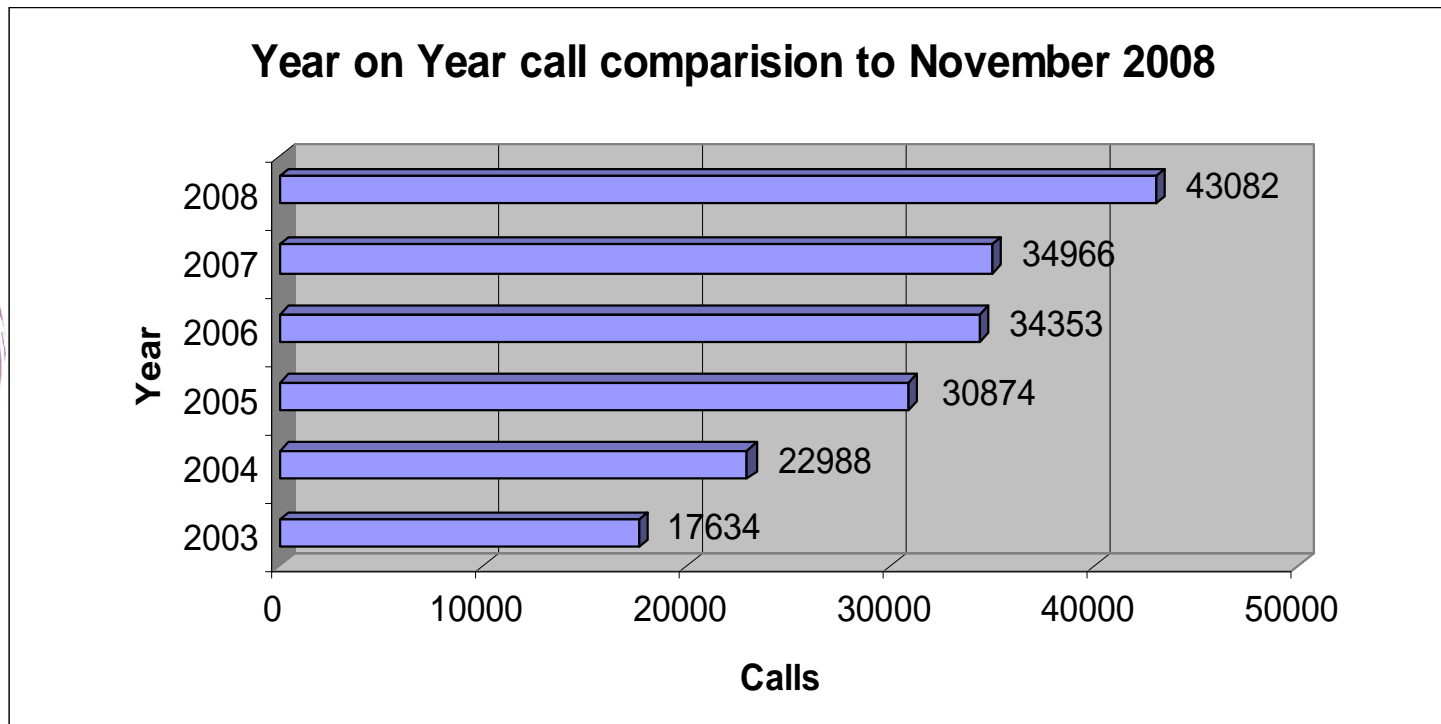
Projects & Operations - II

- VOIP - additional work has been carried out in preparation for the switch over to an integrated voice & data network at Waterlinks
- BCC - the Directorate has supported the development of the infrastructure for the Intermediate Care Centre at Perry Tree (BEN) and Norman Power (HOB) - these centres will be going live shortly.
- Major operational Issues in the reporting period:
 - MHH network - the whole of the MHH site was effected by a network issue which prevented users from working normally. After several days of interrupted service the issue was identified and resolved.
 - COIN ADSL - over the reporting period a significant number of COIN ADSL sites experienced downtime and poor performance from the COIN N3 network. BTN3 made a number of changes to their ADSL network that appear to have stabilised the issues. SSA ICT are continuing to monitor this.
 - Waterlinks Server Room - there were several problems in the Waterlinks 5th Floor server room which caused much disruption to users at Waterlinks (mainly). The problems included a water leak in the room and an electricity problem caused by fault wiring.
- The Programme Plan and Risks & Issues Log for the ICT Directorate can be found on the Intranet in the SSA ICT Portal.

Charts I

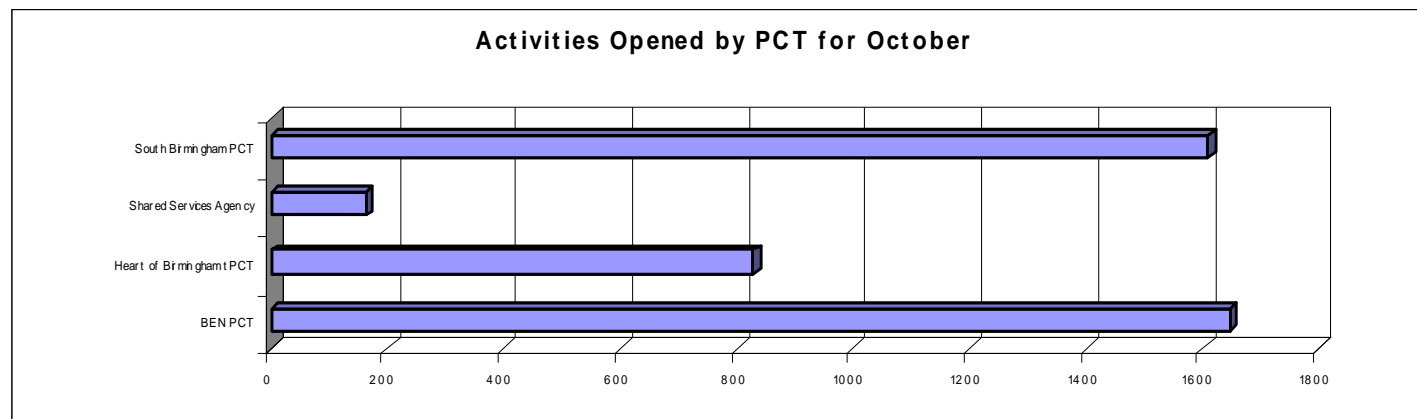
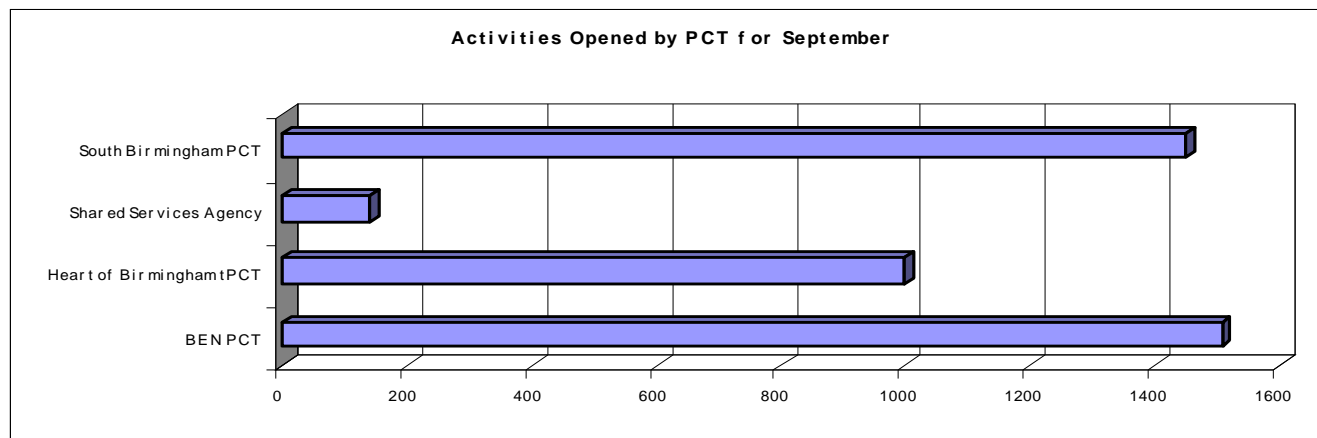
Annual comparison showing monthly SSA Activities recorded in the Service Desk Management System - activities include Incidents raised by users with the Service Desk and other internal support activities

(Note increased activity in 2008 – current expectation is that by the end of 2008 total volume will be well over 45,000 activities)



Charts II

Activity breakdown by PCT.



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

