

# ODT ICT Update

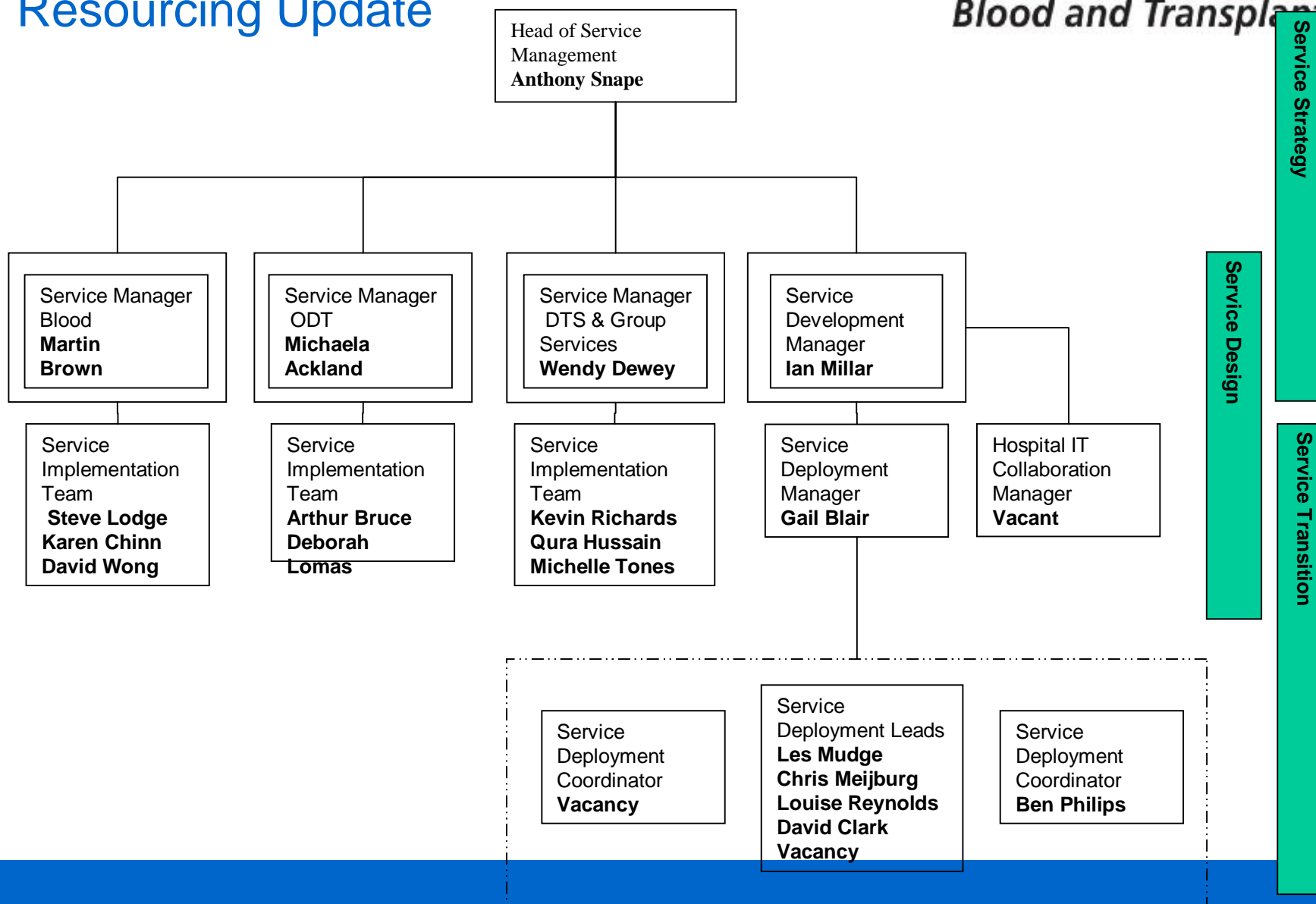
11<sup>th</sup> September 2015

Organ Donation & Transplantation

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## Resourcing Update



# ODT Project & BAU Change Status

Type	Summary	Description	Owner	Expected Live Date	Project Status	IT Status	Commentary
Project	ODT Infrastructure Refresh	Renew ODT server and network infrastructure at Stoke Gifford required to support other projects.	Alan Daly	Oct-15	G	G	Mostly complete, left with a few servers to decommission mid Sept. Tidy up work due to be done.
BAU	EOS Upgrades	On going migration of EOS instances from the old to the new infrastructure and then bringing all platforms to the current 2.12.2 release.	John Richardson	Sep-15	N/A	G	Issue with external access for Sapient, under review. These environment moves were not part of the Infrastructure Refresh project.
BAU	Windows 2003 - 2008 Upgrade	Migration away from unsupported operating systems.	Steve Thomason	Sep-15	N/A	G	EOSUAT now on Windows 2008. Rest need to follow. Subsequent task due to removal of Windows 2003 support from Microsoft.
Project	Donor Registration Transformation	To drive efficiencies and removes risk by providing the SNOD community with an IPAD application which uploads data to NTxD and EOS systems automatically.	John Richardson	Apr-16	A	A	Dependent on Windows 2008 upgrades regression testing; due to complete mid Sept. See above.
Project	National Hub	To deliver a fundamnetal change in the Organ pathway, by changing the relationship between SNOD's and Duty Office. Programme will also involve the replacement of the National Tranplant database.	Ben Hume	Apr-16	A	A	High level strategy agreed and business case and finance for 2015/16 financial year agreed. Programme Mgr to start October 1st. Delay to ICT systems selection process may impact 2015 project timescales and deliverables.

# ODT Project & BAU Change Status

Type	Summary	Description	Owner	Expected Live Date	Project Status	IT Status	Commentary
Project	ODR Opt Out	Changes to the Organ Donation Register to support the forthcoming Welsh Opt out legislation. Management of ODR database also outsourced to Northgate.	John Richardson	Dec-15	A	A	System changes and transfer of responsibilities made but additional changes required after initial go live. Detailed operational readiness assessment to be undertaken, prior to December legislative go live.
BAU	Urgent Heart	Urgent heart allocation scheme, allocation process changes.	Ben Hume	Dec-15	N/A	G	Now been scheduled for release and is in the planning stages under the DRT release.
Project	Oracle 12 Upgrade	Move away from an unsupported version of Oracle database technology which underpins NTxD etc.	Gary Dawson	Mar-16	G	G	Outline Business Case in progress.
BAU	Duty office visual management	Get rid of whiteboards in the Duty Office. Whiteboard has now 50 plus registered patients.	Mick Stokes	TBC	N/A	G	Currently in system testing. Not yet commenced UAT but closed. Defect being review/resolved as written today. No projected release date until resolution (and resource to explore the issue).
BAU	Big Word	Linguistic service (Translation service for SNODs).	Alison Gain	Mar-15	N/A	R	No progress made due to other business and ICT commitments.
Project	Disaster Recovery Move	Migrate Disaster Recovery suite from Aztec Park to NHSBT Filton.	Alan Daly	Oct-15	A	A	Some telecoms concerns on timescales but working with Vodafone to address - all in hand.
BAU	ODR - Scottish Datafeed	Suspended data feed from GP Scotland - reintroduction of this.	John Richardson	Dec-15	N/A	G	On track however this has slipped already due to Scotland.

# ICT Key Initiatives Status

Initiative	Description	Owner	Due Date	Status	Commentary
Platform Selection	To implement the IT platform centric approach to ICT capability across the business.	James Fishwick	Oct-15	A	Tender documentation complete; now going through procurement process; National Hub business case signed off; need an implementation partner before any development can commence. Expectation is Nov/Dec-15.
New Desktop	To carry out a Beta trial of a potential new desktop solution in Liverpool to inform a project for desktop replacement across the whole business.	Andrew O'Connor	Jan-16	A	Investigating Atos desktop solution as DH use Atos for ALB desktop services. Business case anticipated in Jan-16.
Data Centre Move	Plan and implement the move of the data centres from Elstree, Colindale and Bristol to a third party provider.	Alan Daly	Nov-15	G	Detailed implementation plan being developed.
Service Management	To implement a Service Management approach across ICT.	Anthony Snape	Dec-15	G	SLA/OLA work started, Service Management Process Assessment Framework tools in place but running behind, new appointees selected.
Networks & Telecoms Tender	To ensure we are receiving best value for money for our networks and telecoms by engaging in a tender against the PSN framework.	Alan Daly	Sep-15	G	Business case due to September board.

## ICT Change Freeze

### **What is the IT Change Freeze?**

The change freeze is a period of time in which change to 'Production' or 'Live' IT services will be subject to an additional level of restriction and in most instances cannot be made. It is also possible that during the change freeze certain Development and Test environments for services hosted by NHSBT will not be available on an ad-hoc or consistent basis.

### **Why is it needed?**

NHSBT ICT will be moving data centre equipment and network links to outsourced data centres provided by Specialist Computer Centres PLC (SCC) in Birmingham. To minimise risk and maximise service and resource availability it is important that all non-critical change is suspended while this work takes place.

### **What change will be limited?**

The change freeze will apply to any change which is not classed as restoring normal service for 'Production' or 'Live' environments or services. Any software development, testing and deployment work can continue subject to the availability of such platforms as per above, and so long as no new infrastructure or changes to infrastructure are required, for example firewall changes. If there are resource conflicts for the IT Operations or QA teams between change requirements and the data centre move work then the data centre move will be prioritised to ensure adherence to schedule. Any projects that are planning to go live between now and the start of the change freeze must either prove failover between existing data centres as part of their operational acceptance testing or confirm that the change will not impact failover and agree this exemption with the Infrastructure Hosting Technical Design Lead.

### **When will it be in force?**

The change freeze will be in place between 1<sup>st</sup> November 2015 to 1st April 2016. Exemptions to the change freeze will be managed through the IT Change Advisory Board (CAB) and any exceptions would require an impact assessment on the data centre move project and approval by the Technical Design Lead for Infrastructure Hosting project.

## Service Availability – August 2015

<b>Pulse</b>	99.95%	Some customers reported login issues and forced disconnections within PULSE GUI.
<b>Hematos</b>	99.90%	Customers reported that any new logins to Hematos were unsuccessful. Existing sessions were unaffected.
<b>EOS</b>	100%	
<b>OBOS</b>	100%	
<b>Donor Portal</b>	100%	
<b>ODR</b>	100%	
<b>NtxD</b>	100%	



## Major Incidents in August

PRB0040107/ ITINC0022271	Remote Voice Recording unavailable	<p>Full impact of issue identified as P1 on 13/08/15.</p> <p>QA arranged the RCA meeting for 07/09/15 at Birmingham New Street.</p>
PRB0040108/ ITINC0024363/ ITINC0024398	Performance and login issues due to disk space use on National File Server NBSCOL23	Awaiting MI Report from Stuart Halson before arranging PMI

## Open Problems



Microsoft Excel  
07-2003 Workshee



*Blood and Transplant*

Thank You