

To: HB/Trust Chief Executives
CC: NIMB Members
ADIs

17th August 2018

Dear Chief Executive

Informatics Business Continuity Incident

On 3rd August 2018 we experienced some problems with the Active Directory System operating across NHS Wales. Whilst this did not have a significant impact on Services and no Patient Harm has been identified as a result, it did have an affect with some Users ability to access some Services for short periods of time on the Friday and, I therefore felt it would be helpful to ensure that you were appropriately briefed.

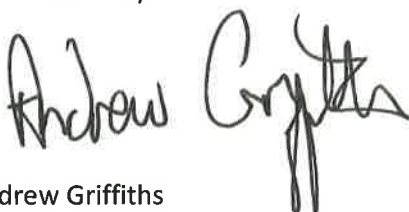
Attached for your information is an initial technical review of the incident and the actions taken to resolve it. This report is issued as part of a full investigation that will be overseen by the Service Management Board, in this case the Infrastructure Management Board, to ensure that all necessary corrective actions are undertaken and importantly lessons learned in terms of minimising any future incidents and the processes that should be followed.

I am pleased to say that the actions of the technical staff across NHS Wales in fixing the incident, meant that we were able to minimise the impact to Service Users and ensure that it was resolved in a safe and measured fashion and the Informatics Planning and Delivery Board has expressed its thanks to all involved.

We will continue to work closely with each organisation and recognise that reliance on digital technology has increased over recent years. This makes it all the more important that we continue to invest in the resilience of these services and regularly test any contingency plans.

If you require any more information, or would like further clarification, please do not hesitate to contact me

Yours Sincerely



Andrew Griffiths
Chief Information Officer NHS Wales
Director of NHS Wales Informatics Service