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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



		Agenda Item	7.3
Freedom of Information Status		Open	
Reporting Group	Digital Service Management Group (DSMG)		
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Chaired by	Carl Mustad, Head of ICT Operations		
Lead Executive Director (s)	Matt John, CDO		
Date of last meeting	03 October 2019		
Summary of key matters considered by the Group and any related decisions made.			
<ul style="list-style-type: none"> - Terms of Reference (ToR) – These were updated to reflect the new organisation name and were previously reviewed and approved in the June meeting. - Local and National major Incidents (MI). The following major incident reports were received:- <ul style="list-style-type: none"> o Welsh Laboratory Information Management System (WLIMS) outages (3rd April and 16th May) final report from NHS Wales concise review report presented - <i>No impact on patient care reported. Failure of WLIMS causes operational issues in primary and secondary care.</i> The impact in hospitals is significant when Pathology implement Business Continuity Processes as test results are provided manually for urgent tests and the rest are delayed. The outage in April lasted from 16:00 (3rd April) – 02:30 (4th April) with intermittent and complete outages. The outage in May lasted from 09:30 – 18:46 with intermittent access. WLIMS outages are reported to the Pathology Service Management Board, NWIS were asked to assess the MI reporting process and involve appropriate technical representation in the investigation and reporting as the existing group may not understand the technical issues and root cause of the problems. o Blaenavon Data Outage on 29th June – Final Report. <i>No impact on patient care reported.</i> The outage on Saturday 29th June was caused by a cooling failure within the Blaenavon Data Centre (BDC). It should be noted that the BDC is owned and operated by Shared Resource Service (SRS) (a joint venture of three Councils in that region and Gwent Police) and provides hosting services for councils, police and NHS Wales. The failures started at 14:00 and all systems were shutdown by 16:03. This had an impact on all national service provided by NHS Wales Informatics Service (NWIS). The main impact for Swansea Bay was the loss of the WLIMS Pathology System which was prioritised for recovery. WLIMS was unavailable until 02:00 (30th June) but not operationally signed off until 09:00 on 30th June. On Monday morning a number 			

of GP sites could not access their clinical systems (EMIS and Inpractice Systems hosted in Blaenavon). The report detailed outage times for systems across NHS Wales, lessons learned and noted that discussions were ongoing with the service provider to provide assurances on the availability of the BDC. A number of recommendations were identified for SRS to reduce the likelihood of a similar outage including. The main recommendation was to ensure regular cleaning (at least annually) of the condensers. This process has already been performed following the failure and the supplier has determined that the probability is that the same problem will not occur. Other recommendations included changes to power to stop other units cutting out in the event of a similar failure. The group noted that the SRS final report is awaited and asked for this to be provided once available.

- ICT Outages (Local) - *No impact on patient care*

As a consequence of the water leak at NPT Hospital on 18th July, power was switched off on half of the area on the 2nd floor of the hospital. This included an area where telecommunications was hosted. The main issue from an ICT perspective was the loss of Nervecentre which provides alerts to Cisco WiFi phones to NPT, Singleton and Morriston hospitals. Nervecentre has replaced the traditional bleep systems and used to communicate alerts such as cardiac arrest, fire etc. The resilient link did not engage automatically and the system was unavailable for 2 hours until the service was restarted following resumption of power and ICT staff attending site. After investigating the issue, NerveCentre will be upgrading the current software to invoke automatic failover. In the meantime a manual process to failover has been identified and documented for action until the system is upgraded.

- **Service Level Management and Performance Analysis**

- The Group received an overview of the national (NWIS) Service breached calls report and noted that the issues in recruiting network staff which resulted in the majority of calls which were not responded to within agreed timescales.
- The SBU Service desk Key Performance Indicators (KPIs) were provided and the SMG noted the increase in demand and the effect this had on the service desk. The group also acknowledged the increase in resources required annually, agreed in principle with Finance Leads, to support the consistent growth in the ICT infrastructure and device estate.

- **Departmental Digital Service Updates** – Pathology, Radiology, Pharmacy and Human Resources services were represented and provided verbal updates on ICT matters.

- **Radiotherapy:** Radiotherapy are pursuing a demographic feed for their MOSAIC medical oncology system, which is currently delayed due to NWIS resource limitations. NWIS were asked to investigate and report back on progress.

- **Pathology:** Apart from the BDC outage which affected multiple systems, it was reported that there were further incidents during this reporting period. NWIS planned WLIMS failover from NDC to BDC arranged for October 19th. This will affect the Health Board with Pathology LIMS unavailable for 6 hrs. Communications have been agreed and arranged to plan for this event and the laboratory has tried and tested business continuity arrangements. Electronic Test Request (ETR) roll out across 4 sites (including POW) is slow and resource is limited to one person on secondment from Pathology. The layering of additional projects such as piloting the phlebotomy module for NWIS and validating GP Test Requesting (GPTR) is also taking up resource. Disaggregation of IT services required for Bridgend boundary realignment is currently being assessed. All Wales procurement of a new national pathology WLIMS, expected roll out is 2023/24. Cellular Pathology has several digital initiatives that are in progress.

- **Radiology:** No direct access to Hywel Dda images, this has been an ongoing issue since Hywel Dda upgraded their PACS and complaints have been received from Orthopaedics. Synapse v.5 upgrade is scheduled for 26/10/19 and expected to address this problem. The process for importing Radiology reports into the Welsh Results Reporting system has started. 7 million clinical reports will be available in the Welsh Clinical Portal (WCP) which will be made available across the Health Board and wider NHS Wales. It is expected that this process will take 3-4 weeks to complete. The NPT Radiology Information System (RADIS) is currently part of the Bridgend RADIS and a working group (Swansea, NPT and NHS Wales Informatics Service) has been formed in order to deliver a single RADIS solution for Swansea Bay and disaggregate RADIS from Bridgend. It is anticipated that this will be completed in 2020.

- **Pharmacy:** An update was provided on Pharmacy and Medicines Management. No significant operational issues were reported in this period. Additional devices have been installed to improve business continuity in the event of a pharmacy system outage. Noted that the Hospital ePrescribing Medicines Administration (HEPMA) rollout to NPT is planned for November 2019 and part of this includes a system upgrade in October. It was also noted that the All Wales HEPMA solution will be provided by JAC (SBU current Pharmacy and e-Prescribing system). Other updates included:-
 - New Pharmacy robot (Morrison)
 - 2 potential future schemes
 - Prescription Tracking Software – to allow process tracking of all discharge and outpatient prescriptions within the Pharmacy workload

- Robotic Process Automation for Homecare team Pharmacy invoicing and Morriston Hospital Pharmacy invoicing

- **Infrastructure –**

- An update was provided on options for delivering hosted services for SBU as these service are currently provided from 3 data centres i.e. Princess of Wales (which will go to Cwm Taf), NPT and Morriston Hospitals. A consolidation into 2 data centres is required and involves building at least one on site data centre. It was agreed that further consideration for using a local Data Centre (DVLA) should be undertaken prior to commissioning a business case for a new Data Centre.
- A paper was provided on the status of **Office 365**. It was noted that the old agreement ended on June 30th 2019 and the new agreement would be substantially higher due to the Digital Transformation Agreement between UK Government and Microsoft. In order to migrate to the cloud based services that O365 provides, the setup of a national Programme Board has been established in order to move forward. Resources will need to be provided both nationally and locally in order to accelerate migration and adopt tools which can transform digital services going forward including collaboration tools for the HB, nationally across NHS Wales, strategic partners, patients and citizens.
- It was noted that there are plans to replace the Polycom systems which would include removing the desktop client. Office 365 services (Skype online and Teams) would replace this. Currently Polycom is the main Video Conferencing Service for Multi-Disciplinary Teams as the picture quality and connectivity to medical equipment is superior.
- The Group acknowledged the progress made on the migration of computers from Windows 7 to **Windows 10**. In January 2020, Microsoft will stop issuing critical updates for Windows 7 which represents a cyber security risk. 83% of laptops and computers are now running on Windows 10.
- The Group had a presentation on the scale of replacement of out of support systems. A report will be provided at the next SMG on options to replace these systems which will represent a cyber security risk going forward.
- The group were also informed that a strategic agreement was made to implement the Signal system at Morriston Hospital. This is based on the existing system in Singleton Hospital which significantly removes duplication, paper and helps hospital flow.
- **Welsh Language Update –** The SMB were reminded that correspondence with patients needs to be provided in Welsh and English and were asked to ensure that action plans were in place to comply with the requirement. It was agreed that the compliance would not be managed by the SMG, it was appropriate for this to sit under the Welsh language group.
- **Cybersecurity –** SMB were presented with a cyber update.
 - Cyber Security Manager appointed, starts November 2019. Crucial position to formulate Cyber strategy and address gaps in Cyber Security identified in the Cyber Assessment Framework in order to have robust infrastructure and process to comply with the Directive on security of network and information systems (the **NIS Directive**)
 - Adoption of national tools agreed in readiness for national funding of 2 x Band 6 Cyber Security staff to proactively respond to threats identified from the national tools
 - ESR module launched for Cyber Security awareness training. Exploring whether this training can be made mandatory, given the potential of data loss and outages caused by staff that are unaware of the risks posed by Cyber criminals

- **Risks and Issues** – An overview was provided of the current risks contained on the Informatics risk register, the new risks that have been added and updates on the overall Risk Management progress made during the last quarter. The report also highlighted other risks for consideration by Service Delivery Units for inclusion on their individual Risk Registers.

Key risks and issues/matters of concern of which the Group needs to be made aware:

- **Risk Log** –
 - o The Welsh Patient Administration System (WPAS) is running on outdated hardware, located in Morryston and NPT Hospitals, which represents a risk of an outage caused by a component failure. NWIS have been implementing recommended changes on the equipment hosted in the National Data Centres (NDC) in readiness for the WPAS service to move there. The transfer to the NDC is planned for January 2020 following a further risk assessment.
 - o The network manager for ICT Operations has recently left the organisation and this has left a gap in in-depth technical knowledge. Options to increase network and telecommunications support arrangements are currently being considered in conjunction with Cisco (the main provider).
- **Business Continuity** – In line with the debrief on the Morryston network failure, work continues to improve access to telephony and key systems in the event of a future failure.

Delegated action by the Group:

No delegated action was taken by the Group at this meeting.

Main sources of information received:

- WLIMS Concise Review Report
- Blaenavon Data Centre Outage (v003) and Organisation feedback documents
- NWIS Operational Services Summary June v1 and July
- SBU ICT Outage Report (NPT Flood July 2019)
- Breached Call Report June and July 2019
- Service Desk KPI and Change Management Presentation
- NWIS LAN Refresh November 2019
- Morryston Data Centre SBAR
- O365 Update paper
- Future of Welsh Health Video Service
- Window 10 Migration Progress Report
- Windows Server Migration Assessment (Movere)
- Singleton Signal Presentation
- Departmental Updates
 - o Pharmacy
 - o Pathology
 - o Radiology
- Cybersecurity Report
- Informatics Risk Management Report

Matters referred to other committees	
No matters were referred to other committees at this meeting.	
Date of next meeting	20 January 2020

Appendix 1

Governance Framework – Diagram shows reporting arrangements for Digital Service Management Group

