



ICT Review

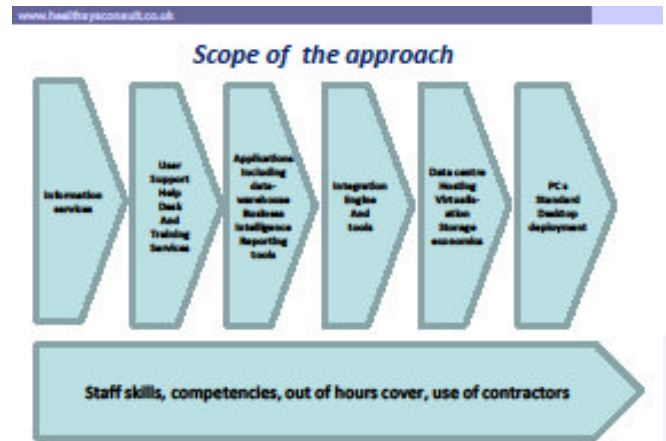
As Trusts are wrestling with the mantra of doing 'more for less' one of the areas for review is internal ICT services.

HealthSystems has a comprehensive approach conducted by experienced professionals which enables us to come to the right conclusions for your organisation. We have seen the emergence of pan-Trust and pan-PCT services – there will be an increased focus on harvesting the economies of scale in the light of pressure on budgets. We can advise on the best approach reviewing options such as moving services into a trading entity with service agreements, partnering with private sector organisations, forming joint ventures to keeping services in-house with a greater emphasis on service levels and costs.

The scope of our work can include the following:

- A review of information services.
- A review of User Support, Help Desk and End-user Training arrangements and facilities. Attention will be paid to harmonisation of service level agreements and response times.
- staff rotas, to examine avoidance of any payment of overtime and 'on-call' arrangements so as to 'normalise' working patterns and hence reduce costs.
- systems administration, backup, user administration, and e-mail management, and the use of intranet, web-enabled and portal services.
- A review of the applications portfolio in each Trust against a functional template so as to identify gaps, duplication – in the event of which comparisons of the utility, technology platform and position in product lifecycle will be made. This will include any data warehouse, business intelligence and other application packages

- Examination of all supply contracts with a view to reducing any duplication, break clauses, and opportunities to renegotiate where applicable to making cost savings.
- A review of any integration engines or other integration or messaging tools.
- A review of hardware and data centre facilities and utilisation of hardware, data storage and disaster recovery arrangements. Consideration will be given to use of storage economics, virtualisation and other such technique, the feasibility of hosting in a data centre either in existing premises or externally provided facilities will also be examined.
- A review of the stock of peripheral devices – printers, scanners, barcode readers, card readers, pcs, monitors, display boards with particular attention to whether a standard desktop is deployed in each facility .
- We will also look at the establishment levels, the skills and competencies, qualifications, out of hours, on-call, us of contractors in each Trust.



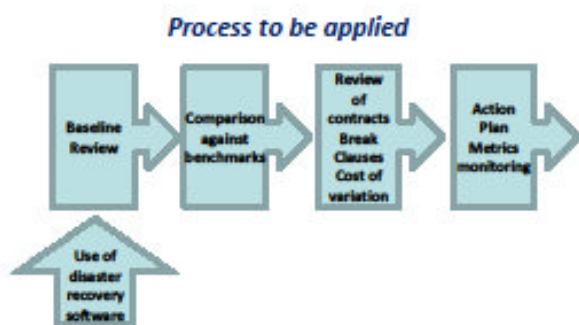
Our approach includes five key elements:

A baseline review which will include analysis of asset registers and use of disaster recovery software to interrogate infrastructure and systems and document it; Comparison of baseline reviews to seek opportunities for savings, making comparisons against benchmark data to look for cost/performance/age disparities outliers, duplications, and overlap in hardware or service or application portfolio, skills and

competencies to generate an opportunity list. We will also seek opportunities to achieve economies of scale in provision of hosting, data centre and storage facilities.

A review of commercial agreements in each site to look for opportunities for harmonisation, cost saving opportunities, this will include review of opportunities to re-negotiate in order to qualify opportunities to make savings.

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This is shown in the diagram above.

Our principal deliverable from this review will be a costed action plan detailing opportunities for making savings. We will document the supporting rationale for each recommendation that we make.

HealthSystems is a specialist e-health consultancy with extensive experience of working in health IT and with extensive experience of designing, configuring, and consolidating ICT services. We have extensive experience of procurement, commercial negotiations, providing interim services in Trusts including tertiary referral centres and major teaching institutions. We have worked both in the NHS and the independent sector all around the country. We have extensive market, supplier and product knowledge and experience. We are currently providing services to a number of NHS Trusts on component based strategies. Given below are a range of customer references.

Organisation	Project
Chelsea and Westminster	FAMIS procurement and Disaster Recovery Plans
Grampian Health Board	Consolidation of ICT across all sectors, primary, secondary, community and mental illness services including support of remote care facilities to support the Highlands and Islands
Bristol	Consolidation of Laboratory Information Management Systems (LIMS)
Sussex Health Information Services	IT service configuration
Inner West London PCTs shared IT service	IT strategy and consolidation
The Royal Marsden	IT strategy, procurement, systems integration and interfacing, end-user training and service desk management
Salford Health and Social Care Community IT Strategy	Salford Health and Social Care Community IT Strategy
East Kent	Local Implementation Strategy (LIS)
Avon, Somerset & Wiltshire Strategic Health Authority	Baseline Assessment of 8 acute trusts (two of which have two main sites) 2 mental health trusts 3 ambulance trusts 12 primary care trusts 3 shared services organisations
Brighton	IT strategy

Our people are all experienced professionals – health informaticians, clinicians, information managers, application specialists, Human Resource, Finance and operational managers. We bring a wealth of experience of dealing with these issues to focus on your problems and achieve significant improvements.