

Managing Technology

A Scottish NHS Perspective

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Managing Technology – The Need for a Framework

- 145,000+ IT users
- 370,000+ IT devices
- 8,000+ IT applications
- 1,500+ locations
- = challenges in management
- meet changes in eHealth clinical need

Managing Technology – Keeping up

- IT enabled health
- Consumerisation of IT
- Health at Home and IoT
- Big Data
- Cyber Security
- Cloud Technologies

Managing Technology – Sharing Knowledge

- Growing levels of maturity for boards in Scotland
- Incident Management widely adopted
- Change, problem, configuration growing in uptake
- Looking collectively at supporting technologies
- Sharing experience to promote use

Managing Technology – Preparing for the Future

- Common approach = easier collaboration
- Standards based model allows other agencies to link up
- Transition to managed services made easier
- Automation technology woven into processes
- Future ready

.....something old and something new.....

- Modern Applications
- Legacy Infrastructure
- Continuity of Business
- Resource Availability
- Supportive of business needs

Managing Technology – The Browser issue

- More and more systems web based
- Cloud emphasises this approach
- New systems bring modern requirements
- Mixing old with new technologies on the desktop

Managing Technology – The Browsium Project

- Requirement identified at Infrastructure Leads
- Collective discovery of available products
- Product selection and national deal procured
- Product available for all boards to use

Managing Technology – The Browsium Project

- Early adopters identified
- Knowledge and experience sharing through user implementation groups
- Transferable configuration items shared in central portal
- On-going peer support across board areas

Managing Technology – Knowledge Through Sharing

- Specialist groups with national membership
 - Infrastructure (NILG)
 - Security (ITSOF)
 - Networks (STAG)
 - Telecommunications (TSG)
- Cyber Security Information Sharing Partnership (CiSP)
- Local Health and Social Care Partnership Groups

Any Questions?

Thank you for listening