eHEALTH
NEWSLETTER

A monthly newsletter brought to you by the eHealth Communications Team.
If you wish to contribute please contact us at communications.ehealth@hse.ie

Digital Transformation Project of the Year

Two eHealth Teams shortlisted for the
Tech Excellence Awards 2023

By Linda Reck
eHealth Communications

Great news in this year's Tech Excellence Awards with two eHealth teams shortlisted under the **'Digital Transformation Project of the Year'** section. The Scheduled Care Transformation Programme and the MN-CMS Programme have both been included in the shortlist this year.

The Tech Excellence Awards are Ireland's badge of honour in the tech sector, and they represent the most prestigious achievements, recognising the skills, innovation and determination of the technology business and its people.

This year the event marks its 21st anniversary and it will take place on 25th May in the Royal Marine Hotel, Dublin.

We wish both teams the very best of luck and hopefully there will be plenty of celebrations on the night for one of our eHealth teams.

If you and your team are interested in applying to any of the award bodies this year, eHealth Communications have created an eHealth Awards Support Hub. We are collating documentation from previous award submissions and a list of mentors who have been through the process previously and will guide you through your submission with helpful tips and tricks and the dos and dont's of the process. If you would like access to this information, get in contact with us at:

communications.ehealth@hse.ie.

INSIDE THIS ISSUE

www.ehealthireland.ie

Bringing improved population wellbeing, health service efficiencies and economic opportunity through the use of technology-enabled solutions.

Integrated Community Case Management System (ICCMS)

By Stephen O'Connell
Senior ICT Project Manager

The ICCMS will be the core ICT system which will support the patient journey through our Community Services. The programme is in the initiation phase with approval in principle issued by the Digital Government Oversight Unit, received in June 2022.

Since then, the ICCMS Programme Team have been working through development of the Public Spending Code Business Case, standing up the Peer Review process and developing the tender documentation, with the aim of issuing the tender in Q2 2023.

What will the Integrated Community Case Management System do?

The ICCMS will:

- Be capable of recording and storing Patient/Service User Demographics.
- Support Engagement and Communication with Patients/Service Users and within Service teams.
- Support the Clinical Engagement with Patients/Service Users and within Service teams.
- Provide functionality to support alerts and notifications.
- Provide business intelligence capabilities.

been gathered to date. The workshop was facilitated by members of the wider eHealth Community Health Team and the National Community Operations Team. Five service user personas were used to provide structure and focus at the workshop and included the user experience across each of the Community Health Service Areas in scope for ICCMS.
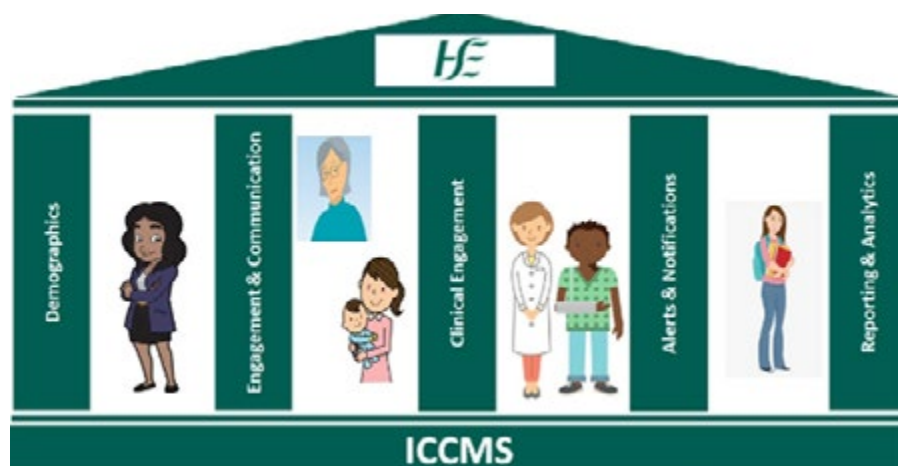
1. Enhanced Community Care (ECC)
2. Mental Health
3. Disabilities
4. Primary Care
5. Child Health Screening

their role and expertise.

Each persona journey followed the core pathway:

- Referral
- Triage
- Assessment and Planning
- Treatment
- Intervention and on-going care
- Review
- Discharge

Prior to the workshop, the ICCMS Programme Team ran briefing sessions for attendees where they were given

an overview of the ICCMS programme. This included an outline of what they

Requirements Gathering Workshop

The ICCMS Programme Team recently hosted a full-day workshop in The Ashling Hotel on Wednesday 8th March to validate the requirements which had

Each persona allowed attendees to input into a patient journey and the requirements of an ICT application to support it. These personas each had a separate room which enabled attendees to focus on an area which was relevant to

were to expect during the day. Each attendee was given a worksheet to capture feedback and inputs from the teams they were representing ahead of the day itself.

In total over 160 people attended across the day. Each session run in the morning and repeated in the afternoon to maximise the number of people who could attend. A cross section of staff was important to create a complete and comprehensive representation of all services, staff and support function representatives.

Integrated Community Case Management (ICCMS)

The day was exceptionally collaborative with almost 1,000 lines items of feedback gathered throughout. Feedback from attendees has been overwhelmingly positive.

The ICCMS Programme Team are continuing to work through this significant volume of feedback to ensure that the requirements published to the market are aligned to the needs of the Service.

You can read more about ICCMS on ehealthireland.ie/iccms

eHealth Training & Development

A schedule of our upcoming courses is listed below:

Managing People Using HR Policies

Date	Duration	Venue	Start & Finish Times	Closing Date
08/06/23	1 day	The Richmond Education and Event Centre No 1 North Brunswick Street, D7.	09:30 – 17:00	25/05/23
08/11/23	1 day	The Richmond Education and Event Centre No 1 North Brunswick Street, D7.	09:30 – 17:00	25/10/23

Administration Development Programme

Date	Duration	Venue	Start & Finish Times	Closing Date
11/10/23 12/10/23	2 days	The Richmond Education and Event Centre No 1 North Brunswick Street, D7.	09:30 – 17:00	30/09/23

If you are interested in attending any of these programmes and have line-manager approval to do so, please **enrol via HSeLanD.**

If you are experiencing problems trying to locate or enrol onto a course, please **review our support documents**.

Alternatively please contact **ehealth.training@hse.ie** and we will be happy to assist you.

Parking at **The Richmond** is limited and offered on a first come, first-served basis. Smithfield Car Park is 5mins from the venue. **Click here** if you wish to book in advance. View our 2023 eHealth Training Prospectus **here**

Resources and Supports to help with common mental health difficulties

By Norma Deasey
Campaign Manager, HSE Communications

The HSE is running a public awareness campaign to highlight the common signs of mental health difficulties (ongoing stress, low mood, anxiety and sleep) and to signpost people to available resources and supports. Many people can experience these difficulties and the campaign encourages users to explore the information and resources available on the mental health hub and find supports that may help them.

Digital support forms the backbone of this campaign. Mental health content on the HSE website was restructured to optimise it for search, follow our content design principles and better meet user needs. This easy-to-find information on self-help and support will hopefully give users more options to manage common difficulties themselves and prevent more serious issues developing.

The self-help supports are provided in the content or as links to external content. Support formats include online videos and courses, guides, apps and online counselling.

Some examples of the supports include:

- Stress control - an online programme to help you to recognise stress, understand how it affects you and learn how to overcome feelings of stress.

- Minding your wellbeing – a series of 5 videos to help you develop a positive outlook using mindfulness, gratitude, self-care and resilience.

- Online cognitive behavioural therapy (CBT) – an online CBT platform to help you change specific negative thoughts and behaviours that cause stress and anxiety.

We are continuing to iterate and improve the content. The digital team is creating an online quiz to provide users with self-help tips based on their responses. The format of the quiz has been tested with users. This ensures that we develop a tool that is easy to use and meets the needs of our users.

Your Opinion Counts

Staff Survey

By Linda Reck
eHealth Communications

The Your Opinion Counts Staff Survey went live on Tuesday 2 May for the month.

This year staff have the option to enter a draw for 1-of-6 €300 One4All vouchers. This survey is designed to gather your thoughts and insights on various aspects of your work, including your job satisfaction, workplace culture, and opportunities for growth and development.

The information you provide will help to better understand your needs and experiences and identify areas where we can improve workplace practices.

Your responses will be kept anonymous and confidential. Your participation is voluntary, but we strongly encourage you to take this opportunity to share your thoughts and ideas.

Accessing the survey
Staff members should enter their health service email address to verify that they are a healthcare worker. Doing this will not compromise their anonymity. Staff without a work email address can call the survey helpline for an access code on 091 775 953. This helpline is open Monday to Friday from 9am to 5pm and Saturday from 10am to 1pm.

The survey is being conducted by Core Research, an independent market research company, on behalf of the Executive Management Team and National HR. You can take the survey here.

Your Opinion Counts Staff Survey 2023
Open from 2 May 2023 to 31 May 2023
Take the survey and give your feedback on how we can improve our health service. There is also the option to enter a draw for one of six €300 One4All vouchers.
Helpline number: 091 775 953
The helpline is open Monday to Friday from 9am to 5pm and Saturday from 10am to 1pm.

Welcome to another month for our eHealth Book Club. Our book club meeting will take place today:

Tuesday 9th May, 2023 at 1pm via MS Teams

New members are always welcome to join and you can email us on: **communications.ehealth@hse.ie** We meet on the second Tuesday of each month at lunchtime. If you haven't read the book you are still encouraged to join us for a chat and a cuppa. Its always fun to link in on a teams call that isn't work related!

HSE Launches first National Diversity Equality & Inclusion Hub & Strategy

By Maria Barry
Diversity, Equality & Inclusion Manager, HSE.

In January this year, the HSE launched a new Learning Hub to provide managers and staff with resources and information on Diversity, Equality and Inclusion (DEI) topics.

Available now on HSeLanD, the Hub will assist managers and staff with day-to-day topics that come up in the workplace relating to diversity, equality and inclusion, including the nine grounds outlined in the Employment Equality Acts 1998 – 2015 (age, civil status, disability, race, family status, gender, membership of the Traveller community, religion and sexual orientation) and how these protections impact on the workplace.

Providing advice and guidance on diversity, equality and inclusion enquiries is a key function of the HSE's national DEI team. In 2022, many enquiries were received by the team in relation to a broad range of topics, in particular enquiries relating to support at work for staff with disabilities (also known as Reasonable Accommodations), such as assistive technology, software, workplace ergonomics, communication and literacy support. Other enquiries related to engaging with HSE staff networks, information on organisational policies and guidelines, guidance on inclusive terminology and language and recruitment and selection related enquiries. "The number and range of enquiries continue to grow each year, highlighting the need for a Learning Hub. Having these resources to hand,

all in the same place, will have a really positive impact in supporting staff efforts to create an inclusive and positive workplace culture in the HSE", said Michele Guerin, HSE Equality Officer. "The DEI team is available to offer support and information to staff and managers on DEI topics and contact with our team is always welcome."

Commenting on the new Hub, Ray Leonard, Counsellor/Therapist HSE National Counselling Service and Co-Chair of Reach Out Network, the HSE's staff network for LGBTQIA+ (Lesbian, Gay, Bisexual, Transgender, Queer, Intersex and Asexual) staff and their Allies said, "I feel excited by what I see in the DEI Hub. It holds so much potential for supporting a vital element of our working lives, namely a positive Health Service where we are encouraged to contribute to the delivery of the service from within the richness of humanity as it uniquely manifests through each one of us. It's inspiring."

"I think the Hub will prove a game changer in terms of shining a light into unexplored areas of bias and marginalisation and promoting cultural change throughout the HSE. The Hub will give a voice to highly able staff who feel they have no voice. I would highly recommend it to staff and managers in the HSE" said Dr. Patricia Walsh, Consultant Psychiatrist and Multi-Disciplinary Team Lead.

The Hub supports the HSE's first National Diversity, Equality and Inclusion - Staff Site (hse.ie), which was launched in

January this year. Developed to help implement the HSE's People Strategy 2019-2024, this strategy sets out the main priorities and actions to enhance diversity, equality and inclusion in the HSE. The six strategic priorities outlined in the DEI Strategy collectively support the development of an organisational culture where employees are valued and supported, and work in an environment free from discrimination.

Before the Hub was launched, an internal accessibility audit was carried out on the functionality of the platform by members of the HSE's Digital team.

"The Hub contains information and resources which are relevant for all staff in the HSE, regardless of grade, position or geography" said Maria Barry, Diversity Equality and Inclusion Manager. Maria added, "Topics relating to diversity, equality and inclusion are constantly evolving so we encourage all staff to regularly dip in and out of the Hub. The Hub will be updated on an ongoing basis as new information becomes available".

The DEI Hub can be found here. Go to Hubs & Resources > Diversity, Equality and Inclusion Hub.

If you have any feedback on the Hub or would like to share any resources for inclusion on the Hub, please contact diversity.hr@hse.ie

National Cancer Information System (NCIS)

Roll-out continues

By Donal Mullins
Senior Project Manager

Connolly Hospital Blanchardstown from L-R: Shanti John, Eileen Daly, Siobhan Lines, Jason Giltrap, Elena Ardaiz, John Doran, Louise Collins, Dolores Donegan, Thomas Byrne, Shiphrah Samuel, Witold Marzec, Marcello Bruno, Brendan O'Shea, Meadhbh Lysaght, and Bernie Love.

The objective of Right Care, Right Time, Right Place is being steadily realised within the NCIS Programme now that 11 of the planned 26 sites have joined the shared national cancer information system. Cancer Multi-Disciplinary Team Meeting, Tumour Record, ePrescribing of Systemic Anti-Cancer Therapy (SACT) use the linked record making the central NCIS record available to treating teams where the patient presents.

Q1 2023 has seen NCIS site installation projects completed in South Infirmary Victoria University Hospital and Connolly Hospital Blanchardstown with Donal Mullins and Thomas Byrne leading the projects for eHealth. The eHealth National NCIS Project team in collaboration with the NCCP and Local Project Teams worked in unison to implement the project successfully in these sites.

You can read more about the NCIS here

SIVUH from L-R: Ger White, Ronan O'Connell, Prof. Seamus O'Reilly, Niamh O'Connell, Donal Mullins, Eimear McGuinness, Marie O'Brien, Jennifer Lynch, Fiona Hetherston, Lynda Downing, Jackie Depuis, Olivia O'Donovan, Marita Baker, Caroline Meade, and Caoimhe O'Leary.
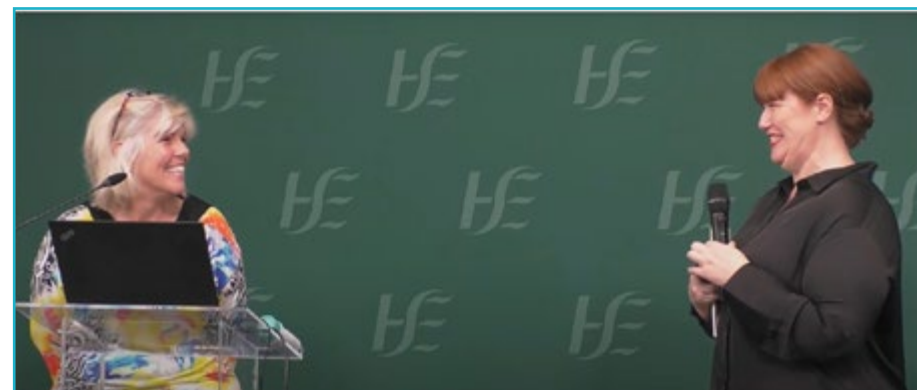
HSE
Staff Webinar
Menopause
with Dr. Deirdre Lundy

By Linda Reck
eHealth Communications

The HSE Communications team held a menopause webinar with Dr. Deirdre Lundy, Lead Medical Officer, Complex Menopause Services, NMH, Holles Street, Dublin.

Dr. Lundy addresses several questions that were submitted prior to the event. For anyone who had a very specific question around symptoms, Deirdre's advice is to speak to your GP. You can also visit any of the Well Woman or Family Planning clinics around the country for menopause advice.

The aim of this talk was to:

- Share information to help staff prepare for or navigate this challenging and transitional stage of life, including what to expect, symptoms and what you can do.

- Share information to help managers and colleagues to be more informed about menopause and make accommodations for team members.

Feel free to share the webinar with any colleagues who might be interested in the topic.

Click HERE to view the webinar in full.

Aster Guardians
Global Nursing Award
2023 & RPA

By Linda Reck
eHealth Communications

Jincy Jerry

The Mater Misericordiae University Hospital, Ireland

Jincy Jerry, Assistant Director of Nursing for Infection Prevention and Control at The Mater Misericordiae University Hospital has been shortlisted in the final ten for the Aster Guardian Global Nursing Award 2023 which received over 52,000 entries from 202 countries.

The award event will take place in London on 12th May 2023. Along with being honoured on the biggest global stage for nursing excellence, the winning nurse will also receive $250,000. Jincy was nominated for her work to increase quality and patient safety and has developed digital, device and service innovations. The challenges faced by Ireland's healthcare infrastructure during the Covid-19 pandemic pushed her to learn and implement these solutions to fulfil repetitive, high-volume tasks using Robotic Process Automation (RPA) and relieve IPC nurses in the Mater Hospital of time-consuming administrative tasks. These solutions contributed to enhanced coordination, better workforce management, systematic practices, and a lower burnout rate among the staff. She won the Prix Hubert Tuor Innovation Academy Award in 2021.

The Robotic Process Automation (RPA) project in the Mater also won recognition for Best Use of Information Technology at the 2020 Irish Healthcare Awards. This is a huge personal achievement for Jincy, and to have a health care professional from the Irish health system shortlisted in this international event is of huge significance. Jincy recently spoke at the eHealth Automation Conference event held in Kilkenny Castle. The RPA Centre of Excellence is currently hosting and supporting the Mater IPC automation and will be involved in further automation initiatives that Jincy is planning in the Mater Hospital in the near future.

Wishing Jincy every success with her nomination and if you would like to read more about Robotic Process Automation (RPA) click here for information.

eHEALTH CONNECT DASHBOARD

https://www.ehealthireland.ie/ehealth-connect/

Creating Conditions for Change & Integration

By Elaine Birkett
Organisation Development and Change Practitioner

The Organisation Development & Design team (Improving Change Capacity) have launched a new resource Creating Conditions for Change & Integration, which recognises the importance of:

- Focusing on people and culture as a key platform for change.

- Understanding the complex nature of health and social care services.

- Assessing readiness so that 'change makers' know when and how to intervene appropriately..

They have created a short explainer clip to accompany this resource linked here. Creating Conditions for Change and Integration is available in hard copy on request by emailing:

changeguide@hse.ie.

You can dowload the template for Creating Conditions for Change and Integration here.

The team have created a case example of applying this new resource to a change project (an AI Presenter was used) and you can view the video here.

You can follow for more on Twitter @HSEchange_guide and LinkedIN page - Health Services Change Matters to stay up to date on training opportunities and resources on change.

PETS Corner

This is Benji. He is a 16 and a Half year old Shih Tzu and lives with Patrick Keaveney.

He will be 17 in June this year and according to Patrick, Benji is somewhat of a medical mystery! However he is going strong and you will find out exactly how strong if you go near his food!
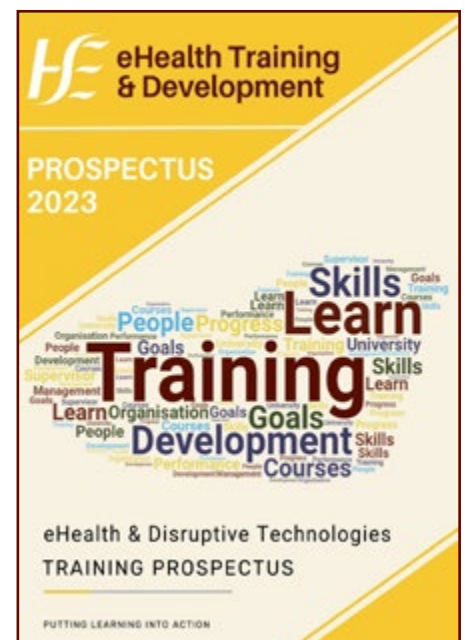
Benji loves cuddles and snoozes and following them around the house… lots of following!!

If you would like us to feature your pet(s) in this section of our Newsletter, get in contact by emailing -
communications.ehealth@hse.ie

Benji

**We want to hear from you!
Send your articles to:-**

communications.ehealth@hse.ie

2023
TU Dublin Career Fairs

By Sean Toner
Training & Development

The annual TU Dublin Career Fairs took place in March and April of this year. Aoife Walsh, Tadhg Pentony and myself, Sean Toner were in attendance to represent eHealth at each Career Fair in the University's Tallaght, Blanchardstown and Grangegorman Campus'.

The events proved to be a great success as students from a variety of study disciplines spoke with the team about the possibility of joining eHealth and helping to grow our organisation for the future.

Recruitment:
eHealth.recruitment@hse.ie
eHealth.hr@hse.ie

Employee Relations
Employeerelations.ehealth@hse.ie

Training & Development
eHealth.training@hse.ie

Mobile Telephony
Mobile.queries@hse.ie
Mobile.ne@hse.ie

Finance
Finance: infrastructure.orders@hse.ie
Capital: revenue.po@hse.ie

Executive Support:
DSHmgt.Support@hse.ie
New Staff: NewStaffIT.ehealth@hse.ie

Communications
Communications.ehealth@hse.ie

National HR Conference

Enhancing Healthcare Delivery through our People

By Thelma Pentony
Training Specialist

The National HR Conference 'Enhancing Healthcare Delivery through our People' took place on April 20th in the Clayton Liffey Valley Hotel.

Presentations on the day included an Introduction to RHA's by Jo Shortt, Assistant National Director Change Planning & Delivery RHAs. Developing and Leading Positive Organisation: Insights from Positive Health Sciences, Prof. Ciaran O'Boyle.

Future Development in ICT impacting HR by Tom Laffan, Corporate Services & IIS Delivery Director and Robotics as an Enabler for HR, Kevin Kelly, General Manager (RPA Centre of Excellence & Business Services CRM) pictured here.

Closing address was by Bernard Gloster, CEO.

Photographed above is Tom Laffan, Delivery Director Corporate Services & IIS.

Photographed above is Kevin Kelly, GM Robotics Process Automation (RPA).

Photographed above Allyson Donnelly, Employee Relations and Tom Laffan, Delivery Director Corporate Services & IIS.

Above Tom Laffan, Delivery Director Corporate Services & IIS and Kevin Kelly, GM RPA both spoke at the event in the Clayton Liffey Valley Hotel

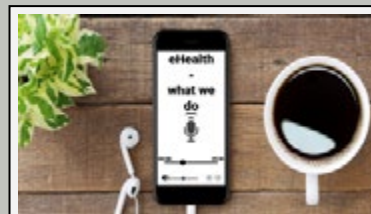Access each playlist below by clicking on the image.

Our eHealth YouTube Channel can only be accessed by the links published here.

If your team would like more information on how you can utilise this platform for your teams' benefit, contact:

communications.ehealth@hse.ie

Sharing Insights

Backstage with eHealth

HSeLanD

Health & Wellbeing

The last Lunch & Learn on 21st April, 2023 was the CHI Update with Deirdre O'Connor and John Gilmartin. As the sessions are 30 minutes in duration The L&L team ran out of time to answer all of the questions that were submitted by attendees. Below are the remaining Q&A's from the session:

Q: At what point does patient access to the MyChart Patient portal end for the patient?

End of access for the patient portal is an organisation driven decision, there's no technical limitation.

Q: Are there safeguards in place if devices accidently or maliciously are lost or stolen?

Apologies, I am not clear if this is in relation to a staff device or a patient losing a device that has access to the patient portal. As the previous question was in relation to the PP, I'll assume that. The patient has to log into the portal with credentials, so the portal should time out.

Q: Will there be retrospective information included on the MyChart patient portal or is it information from a point in time?

The patient portal allows patient access to the EHR. So, the information converted into the EHR for go live will be available in the portal. This is caveated with the organisation still making a decision what subset of that information is available to a patient e.g., genetics aren't usually shared, sensitive results and reports. And information (decided during the implementation process) can be released to the portal by a clinician once the patient has been informed / has had an appointment to discuss the information.

Q: Role of the IHI in the integration?

CHI is currently seeding our iPMS. We are aiming to call the IHI system when registering or updating patient demographics.

If you or your team would like to present a Lunch & Learn session, please contact the team at:

LunchandLearn.ehealth@hse.ie.

The latest list of lunch and learn sessions are listed below.

All sessions take place on Fridays at 12.30 unless otherwise stated. These sessions have been hugely beneficial for us to learn about the work going on in teams across eHealth.

Coming up soon:

19th May 2023
Your National Service Desk
with Geraldine Kilkenny

2nd June 2023
SNOMED
with Theresa Barry

If you missed some of the previous sessions, most of them are available on the Discovery Zone on HSeLanD.

View this handy guide on how to find the Discovery Zone on HSeLanD

Mediation Service

By Thelma Pentony
Training Specialist

Mediation is an effective and positive way to resolve issues, difficulties and disputes in the workplace. Mediation is a voluntary process of conflict prevention and resolution that allows the parties in dispute the opportunity to address and resolve their issues in a confidential and private environment.

The Mediator's role is non-judgmental and non-directive. The Mediator helps the parties to identify their issues and needs and to explore how those needs can be addressed. Mediation is a collaborative process that improved communication, address outstanding issues, defuses emotions and highlights areas of agreement.

How to access the service
The Mediation Service can be accessed by contacting HR or by HSE National Mediation

Services directly on 046 9251255 or email: mediation.nationalhr@hse.ie

For more information visit:
Mediation on healthservice.ie

Photographed above: Joan Smith a trained Mediator with the HSE.

eHealth
CAREERS

To find out about any positions that have been advertised for eHealth, please go to our eHealth Careers Page on ehealthireland.ie.

You can contact the HR Team on ehealth.recruitment@hse.ie

UPCOMING EVENTS

The Clancy Brothers Music Festival returns to Carrick-on-Suir for its 16th year, with live music and events over the June Bank Holiday Weekend for all the family to enjoy.

Concerts include the Rory Makem and Dónal Clancy, Clancy Family Concert, The Wood of O, Emer Dunne, Gael Force 4, Musical Society Goes Folk! Vol.5 in the Strand Theatre, and a Variety Concert in the Brewery Lane Theatre.

Bike Week

Bike Week is a celebration and promotion of the benefits of cycling and takes place from Saturday 13th May to Sunday 21st May. Cycling is one of the most sustainable forms of travel and a family friendly activity.

Events are happening in communities across the county, see here for more info

Slane Castle Viking Festival

The 2023 Viking inspired festival and market will be held in the grounds of Slane Castle on 20 May - 21 May 2023, with fun and activities for all the family. 40 foot longships will be on the river, alongside hundreds of Viking artisans, performers, traders, musicians and warriors from across Europe. This is a living history festival to be experienced with all senses - an interactive experience where adults and families can step back in time – see, touch, hear and smell what life was like a thousand years ago. **Click Here**.

Shine Festival on 27th May is a sporting event, where 32 teams from all across Ireland will come to Emo, Co. Laois to compete in a series of obstacle courses and head to head events.

Teams from different sporting backgrounds will battle it out in front of 5,000 spectators. Only one Team can earn the crown of Ireland's Fittest Team.

Laois Taste will be present with their 27 local food producers showcasing the best of food and drinks in Laois. Many businesses, crafters, entertainers, vintage car groups, and food trucks will be on site to make this event a day out for all the family.

Dogitude Festival is Ireland's largest dog lovers' festival and it returns to Causey Farm on May 27th & 28th.

The festival will host a variety of activities for pups and owners alike, including a sheepdog trial, a dog agility competition and breed meet ups.

All dogs can benefit from the socialisation offered through this event, and the seminars from expert speakers give owners an opportunity to learn more about caring for a pet.

eHealth
New Recruits

Introducing our new colleagues to the eHealth community.

Kim Berry
CSE Officer Application Registry

What is the top destination on your must visit list?
Dominican Republic.

What has surprised you about your job so far?
How welcoming and nice everyone was, first day nerves were put at ease instantly.

If you could have dinner with anyone, dead or alive who would it be and why?
Audrey Hepburn – one of my all-time favourite actresses since the first time I watched the movie 'Breakfast at Tiffany's'.

Adrianna Szmaglinska
Grade V ICT Support Officer

What is the top destination on your must visit list?
Lofoten Islands, Norway.

What has surprised you about your job so far?
The amount of work and resources that went into Covid response!

If you could have dinner with anyone, dead or alive who would it be and why?
J.R.R. Tolkien – would love to pick his brain about some lore from The Lord of the Rings world.

Bernadette Raftery
Senior Project Manager in A2I/HIDS

What is the top destination on your must visit list?
Peru.

What has surprised you about your job so far?
The number of different departments, bodies and organisations that the team interacts with on a day-to-day basis.

If you could have dinner with anyone, dead or alive who would it be and why?
Barrack Obama.

Sri Hari Gunasekaran
Service Strategic Application Services

What is the top destination on your must visit list?
CIO Fran Thomson's office.

What has surprised you about your job so far?
Being my first public, I am amazed to see the large volume of applications across different regions in place to manage an entire national health care.

If you could have dinner with anyone, dead or alive who would it be and why?
John Forbe Nash Jr. Greatest mathematician to create fundamentals of game theory. I would ask him to talk about his phd thesis Non-Cooperative Games (29 pages).