

A monthly newsletter brought to you by the eHealth Communications Team. Thanks to all of our contributors this month. If you wish to contribute please contact us at [communications.ehealth@hse.ie](mailto:communications.ehealth@hse.ie).

## HSE Cyber-Attack—one year on



This month as it will be the first anniversary of the Cyber-Attack we asked some of our colleagues to reflect on the year gone by. Helen Coughlan, Technology Officer; Martina Burns, Acute Delivery Director, Christine O'Donoghue, eHealth Recruitment Lead and Michael Redmond, Deputy CIO gave their experiences of the cyber-attack and how it impacted their area.

### But first, an overview from Fran Thompson, CIO:

It has been one year since the Cyber Attack on the HSE.

The 14<sup>th</sup> of May 2021 is a day that most people in the HSE will remember. The cyber-attack had a devastating impact on our ability to provide health services across the country.

The rebuild effort took many months to complete and thanks to the efforts of 1000's of people in the Health Service and all our external partners we were able to rebuild our ICT infrastructure. We have all had to adapt and change since the cyber-attack, there are stricter protocols and controls in place in order to protect our services which by their

nature impact how we provide our ICT services.

Cyber security requirements are a new reality for all organisations, they are challenging and ever changing. The PWC report into the cyber-attack commissioned by the Board and CEO provides a blueprint for the organisation to ensure that we can defend the health service in the future. This will be a multiyear plan which will improve the cyber profile of the organisation and embed resilience into our delivery of ICT services.

**Fran Thompson**  
Chief Information Officer



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The next Lunch and Learn sessions coming up are listed below:

### **iPM—at the heart of Healthcare**

Friday 30th May, 2022

Presented by Breeda Feeney, iPM Programme Manager

### **Pivoting from Front-Line Clinical to Tech Solutions**

Friday 3rd June, 2022

Presented by Cathal Collier, ICT Programme Manager and Stephanie Cremen, ICT Delivery Analyst

All sessions take place on Fridays at 12.30 unless otherwise stated.

If you would like to view previous Lunch & Learn 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](#)



## **After the Cyber Attack is Over**

By Helen Coughlan, Technology Officer.

How to describe the last two years – a time of, if not fully black, at least grey swans. A global pandemic followed by a Cyber Attack – certainly not in the 2019-2021 plan. If you google quotes on the unexpected, one of the top hits will be, “The best things happen unexpectedly”, followed by “There is some sort of magic in the unexpected”. Well I would have to say .. not always!!

The HSE, having weathered the storm which was COVID-19 was “unexpectedly” subject to a significant cyber-attack which culminated on May 14th with significant corruption of the IT estate. I say “unexpectedly”, but organisations should always expect cyber-attacks and countries should always expect global pandemics, and to be fair as an organisation the HSE do. We plan, we simulate, we imagine, we practice, but reality tops all of this – As another quote would say ... “There is no undo in real life”.

### **The HSE Cyber Attack – What actually happened?**

The technical root cause of the ransomware attack in the HSE occurred 3 months prior to the actual incident, when a laptop was breached as a result of a phishing email with a malicious excel document attachment. This initial threat was the entry point for more sophisticated threats including credential harvesting and human operated ransomware. This enabled the execution of reconnaissance tooling that was used to collect data to support the final ransomware attack which resulted in the encryption of 80% of the HSE server and device estate

severely impacting the delivery of clinical services across the health service.

### **Where did it leave the HSE?**

“Never waste a crisis”, they say and how right that is. The cyber-attack provided opportunities to drive through some of the security improvement initiatives which had been proceeding at a measured pace aligned to the organisation’s capacity for pain. This was a reasonable position given the nature of the crisis being faced by global healthcare providers in 2020 and early 2021. However, in the midst of the roaring fire of cyber-attack, these changes were deemed mandatory and immediate. There was the view that the pain wouldn’t register in light of all the other discomfort. So the pace was increased – configurations were hardened, accounts were locked down, password complexity increased, trusts between domains and computers broken, remote access consolidated and locked down, external vendor access tightened. The dial had been moved, never to be moved back.

However, as the pain of cyber diminished, the newly inflicted wounds of Cyber Control started to twinge and many services were not happy. Cyber control means the easy options were no longer available, which was not a major challenge for modern applications but heavily impacted some of the HSE legacy applications which either died on the operating table or needed life support for the foreseeable future.

[Continued to next page..](#)

This was further exasperated by the additional pain brought about by enhanced cyber protection controls in the immediate aftermath of the attack, which placed load on legacy systems, with limited capacity to support, resulting in performance challenges and service impacts. The HSE continues to enhance the Cyber Security maturity through modernisation initiatives, segregation of legacy and the implementation of new control platforms with the backdrop of the above.

So, the legacy of the cyber-attack lives on, creating daily challenges for IT staff and it is set to remain long after the memory has faded. The challenge is similar in many ways to the COVID-19 impact on the health service in Ireland, which requires our clinicians to restore services while delivering on the vision of Sláintecare but with the long COVID-19 shadow threatening progress. Similarly in IT, the dual shadow of COVID-19 and cyber-attack hang over the opportunities to progress our vision. We need to focus on the positive learnings gained delivering change through a crisis, and continue to leverage the ways of working that enabled the fantastic response to both COVID-19 and the cyber-attack. On a more sombre note, as we drive on with our strategy, we should not lose sight of the fact that there has been limited opportunity for staff to professionally and personally recover from what were traumatic events. From the perspective of our staff, the similarity between IT and the clinical side of the HSE is indisputable – they have a level of loyalty, professionalism, resilience and care which goes above and beyond and is a distinctive quality highly regarded outside the organisation. They shone through the crises and we now need to mind them.

### What now?

A subsequent board commissioned report by PWC found that the level of Cyber Security maturity, Cyber Security capability (specifically leadership) and Cyber Security governance was not fit for purpose for an organisation of the scale of the HSE. This position was also indicated in the Mandiant technical report. Based on these reports, the HSE has implemented tactical responses which have enhanced technology controls and applied additional capability including 24x7 monitoring services. They have also initiated a wider organisational Cyber Security Improvement plan which is multi-year, designed to enhance the Cyber Security maturity and capability of the organisation. This is significant activity on top of all the strategic initiatives the organisation needs to deliver – so the load does not lessen.

### Learnings?

Cyber Threat is big business. It is 24x7, relentless, innovative, and constantly mutating. Cyber-attack can be a reality for any organisation. Be ready. The HSE have best in class IT staff – relentless, innovative, resilient, 24x7. Their commitment and resilience during COVID-19 and the cyber-attack was a key positive out of a very low period for the organisation. They consistently delivered above and beyond at a pace that was acknowledged by external partners as extraordinary.

**Key Tips:** Get your security foundations right, know your estate, have rigorous management of access particularly remote access and privileged access, have 24x7 Monitoring of Cyber Threat activity with clear escalation paths. Get your children to study Cyber Security – they will always have a job!



**The Microsoft O365 Team** send regular hints and tips on how to get the most out of using MS Teams.

All this information is held on the eHealth Ireland website, but for convenience, we have listed the links to these tips below:

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[Teams Shortcuts](#)

[Breakout Rooms](#)

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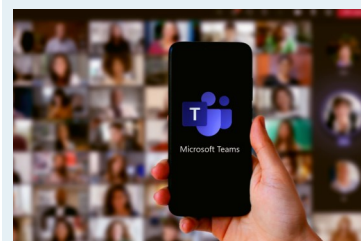
[Create a Private Channel](#)

[Enable sound when sharing videos](#)

[Mute options for your meetings](#)

[Attendance List](#)

[Set your status e.g. do not disturb](#)





## Quick Contacts

### Recruitment:

[eHealth.recruitment@hse.ie](mailto:eHealth.recruitment@hse.ie)  
[eHealth.hr@hse.ie](mailto:eHealth.hr@hse.ie)

### Employee Relations

[Employeerelations.ehealth@hse.ie](mailto:Employeerelations.ehealth@hse.ie)

### Training & Development

[eHealth.training@hse.ie](mailto:eHealth.training@hse.ie)

### Mobile Telephony

[Mobile.queries@hse.ie](mailto:Mobile.queries@hse.ie)  
[Mobile.ne@hse.ie](mailto:Mobile.ne@hse.ie)

### Finance

#### Finance:

[infrastructure.orders@hse.ie](mailto:infrastructure.orders@hse.ie)

### Capital:

[revenue.po@hse.ie](mailto:revenue.po@hse.ie)

### Executive Support:

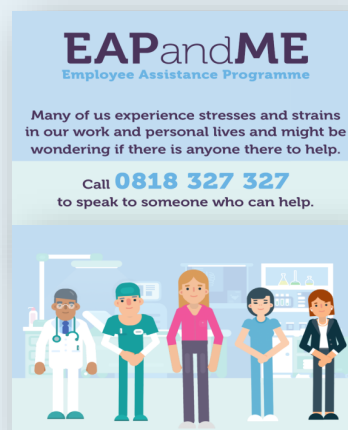
[DSHmgt.Support@hse.ie](mailto:DSHmgt.Support@hse.ie)

### New Staff:

[NewStaffIT.ehealth@hse.ie](mailto:NewStaffIT.ehealth@hse.ie)

### Communications

[Communications.ehealth@hse.ie](mailto:Communications.ehealth@hse.ie)



# Acute Delivery—knowledge is power in the recovery since the Cyber-Attack

By Martina Burns, Acute Delivery Director.

The cyber-attack fundamentally changed how acute hospital care could be delivered; suddenly we had over 50 hospitals and thousands of frontline staff with no access to key information including medical records, radiology exams and lab results for delivering immediate care as well as patient management systems for administrative tasks.

Clinically led, ICT enabled care is what we work towards in Acute Delivery and the recovery from cyber was no different. Dr. Vida Hamilton and her team in Acute Operations worked closely with us to identify and prioritise systems for recovery. Simultaneously frontline staff worked to implement temporary (and often imaginative!) workarounds to deliver care effectively. They say

knowledge is power and this experience was no different; daily team calls became a place to share learning and experiences and find a way through thorny issues as they arose.

It's now almost a year on, we have recovered the vast majority of applications, retired some legacy systems and changed how we work with our Voluntary Hospital partners. But cyber has also given us a new body of work to complete. Going forward we will not only be implementing new systems and expanding current programmes but will be working with our colleagues across eHealth to enhance security and resilience for our current portfolio of applications.



The photograph above shows Stephen Donnelly, Minister for Health and Fran Thompson, Chief Information Officer, eHealth & Disruptive Technologies in City West during the Cyber-Attack.



# Recruitment through the Cyber-Attack

By Christine O'Donoghue, eHealth Recruitment Lead.

When the cyber-attack hit the HSE in May 2021 the recruitment process was thrown into chaos, we were in the middle of interviews and also had a number of people due to start.

We were lucky with the interviews as the Campaign Leads for these had printed down the schedules and we had recently added phone numbers to this for the candidates so we were able to ring them to explain that the interviews would be rescheduled to a later date.

We also had a number of campaigns that had been advertised but we had no visibility of these until our systems came back on line. We then got in touch with candidates and extended closing dates to facilitate anyone that wanted to apply.

We had a number of new starters that needed to be set up on payroll and as we all had mobiles we were able to get communications to all managers to let us know if they had a new starter and we did our best to sort this out. We had some members of staff in Dr Steevens as soon as payroll could process this for us and were able to fax the information to them and also a member of our team went to IBM in Blanchardstown to input anything that was needed.

A number of staff from the Recruitment Team went out to help in the Hubs. They took in laptops that needed to be configured and rang people to come and collect them once this was done.

Once the systems were back on line it took a few weeks for us to get back on track but the Team pulled together and got it all back up and running.

As a result of the cyber-attack the Team had to recruit a high volume of people and so our campaigns grew in size and volume. In 2020 we ran a total of 32 campaigns and in 2021 even with the cyber-attack we rapidly increased to 53 which was a great achievement for us. In this year up to now we have 33 campaigns advertised and it is only April so it will be a really busy year for us.

Our WTE has grown from 320 in December 2019 to 575 in February 2022.

I think our Team has really coped well and have done a fantastic job with all the pressure to recruit new members of staff and I am very proud to be part of this.



The photograph above shows Fran Thompson, Chief Information Officer, eHealth & Disruptive Technologies in City West during the Cyber-Attack.



The **BOoCIO Virtual Club** will meet again on:

Tuesday 10th May, 2022  
at 1pm via MS Teams

This months book is:

***Pieces of Her***

*By Karin Slaughter*

New members are always welcome to join and you can email us on:

[communications.ehealth@hse.ie](mailto:communications.ehealth@hse.ie)



## eHealth Business Ops UKRAINE

Recently the eHealth Business Operations Team held a coffee morning to help raise funds for the Irish Red Cross Ukraine Appeal. If you haven't donated yet, please take the time to give whatever you can to this worthy cause. Use the link below to donate. Thank you.

**DONATE**

## HSE Insights and Stories from the Pandemic

A series of short video-clips that highlight the extraordinary ways in which people have been able to keep person-centredness alive for themselves and the people they work with during COVID times.

The hope is that they inspire fresh thinking about building a culture that is kinder and more person-centred for everyone.

[View the entire series here.](#)

## Cyber-Attack Reflections One Year Later

By Michael Redmond, Deputy CIO.

Many years ago, I placed a side-bet with a now retired colleague, that Lotus notes would be with me until I retired. I was right for a long time. Then, very suddenly, I was wrong. My Notes calendar from May 2021 is frozen in time. Oh, the things I thought I was going to do on the 14<sup>th</sup> of May, the week after that, and the months after that! How innocent it all looks, from this point of view.

We know that the Cyber-attack of 14<sup>th</sup> May 2021 was devastating, we know it was our greatest challenge, and I believe the response and recovery that we kicked off overnight was our finest hour as an eHealth team. There have been many such hours, but this I think topped the lot. (For now, anyway!) We are unique as a team across Ireland in having faced into a cyber

-attack of this scale – in fact we are members of an exclusive club internationally also – not that we ever applied to join!

As that infamous date recedes somewhat – thankfully – into our collective memory, it is becoming clearer that the event also marked a line in the sand for how we view Cyber security. As a group of eHealth professionals, I think our tolerance of risk in this space is much lower than previous, and rightly so. None of us wants to go back there. We are all, in part or in whole, Cyber professionals now.

Greater understanding and renewed focus on Cyber is not just an eHealth view – the leadership of the HSE is with us on this. Higher investment in Cyber security is now expected of us, and of others.



A photograph of the participants from the Management Development Programme that took place on 22nd and 23rd March

# eHealth Training & Development

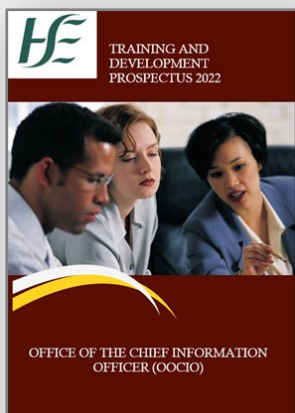


Enrolment on any of our programmes is via [HSeLanD](https://hse.ie/hseLanD) under the eHealth course catalogue.

Please ensure you have your Line Managers approval to attend before you enrol.

If you have any questions or problems trying to enrol on HSeLanD, please contact [ehhealth.training@hse.ie](mailto:ehhealth.training@hse.ie) and we will be happy to assist you.

Click the image below to view our eHealth Training Prospectus



Below is a list of our upcoming schedule this month:

## Managing People Using H.R. Policies

This programme was previously titled 'Interpreting & Applying HR policies'. Course content remains unchanged.

Date	Duration	Venue	Start & Finish Times	Closing Date
31/05/22 and 20/09/22	1 day	The Richmond Education and Event Centre No 1 North Brunswick Street, Dublin 7	09:30 –17:00	10/05/22
18/10/22	1 day	Regional Education Centre Kells Road, Ardee, Co. Louth	09:30 –17:00	03/09/22
				27/09/22

## Management Development Programme

Date	Duration	Venue	Start & Finish Times	Closing Date
06/09/22 07/09/22 11/10/22 12/10/22	4 days	The Richmond Education and Event Centre No 1 North Brunswick Street, Dublin 7	09:30 –17:00	16/08/22

## Stress Management and Resilience

Date	Duration	Venue	Start & Finish Times	Closing Date
27/09/22	1 day	Regional Education Centre Kells Road, Ardee, Co. Louth	09:30 –17:00	06/09/22

## Getting Ready for Retirement

Date	Duration	Venue	Start & Finish Times	Closing Date
04/10/22	1 day	The Richmond Education and Event Centre No 1 North Brunswick Street, Dublin 7	09:30 –17:00	13/09/22

**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 to book in advance](#)





When it comes to festivals, Ireland has its fair share. Below is a list of festivals coming up around Ireland for the month of May and early June 2022:

[Kilkenny Roots Festival](#)  
(Kilkenny, 29th – May 2nd)

[Galway Theatre Festival](#)  
(Galway 29th – May 7th)

[Cúirt International Festival of Literature](#) (Galway 4th-10th)

[Life Festival](#) (Westmeath, 27th – 29th)

[International Literature Festival](#)  
(Dublin, 19th – 29th)

[West Wicklow Chamber Music Festival](#) (Wicklow, 18th – 22nd)

[Rory Gallagher Festival](#)  
(Donegal, 2nd – 5th)

[Bloomsday](#) (Dublin, 11th – 16th)

[Ireland BikeFest](#) (Kerry, 4th – 7th)

[Listowel Writers' Week](#) (Kerry, 1st – 5th)

[Body & Soul](#) (Westmeath, 17th – 19th)



## May The Fourth be with you!

South Kerry's **May the 4th Be With You** festival is returning in person this year after two years of being hosted virtually. The festival celebrates the connection between the Skellig Islands in Kerry and the world-renowned Star Wars franchise. The festival, which was launched by Fáilte Ireland, will run for four days in Portmagee and Valentia Island.

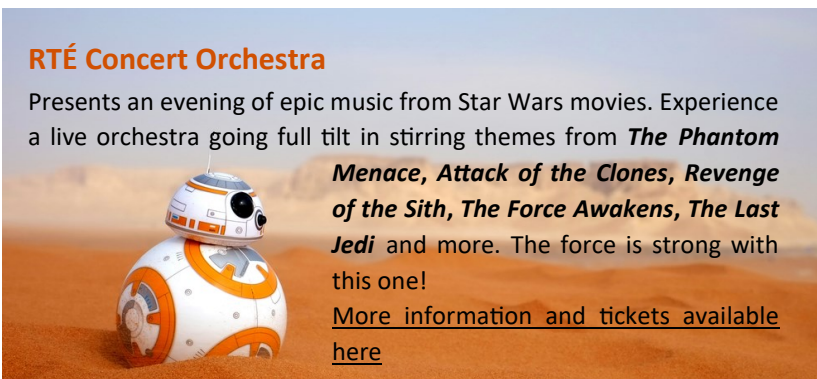
[More information on the festival Facebook page](#)



## RTÉ Concert Orchestra

Presents an evening of epic music from Star Wars movies. Experience a live orchestra going full tilt in stirring themes from *The Phantom Menace*, *Attack of the Clones*, *Revenge of the Sith*, *The Force Awakens*, *The Last Jedi* and more. The force is strong with this one!

[More information and tickets available here](#)



## Concert for Ukraine

On Friday 6th May the Gleneagle INEC Arena will host what promises to be a unique night of music, support and hope. All proceeds from the concert will be donated to the Irish Red Cross who are providing crucial emergency aid for Ukrainians within the country as well as those who have been forced to flee Ukraine. The Coronas, Gavin James, The Academic, Hermitage Green and Susan O'Neill along with MC Fergal D'Arcy are set to take to the stage. [More information and tickets available here](#)





## EVENTS Continued...



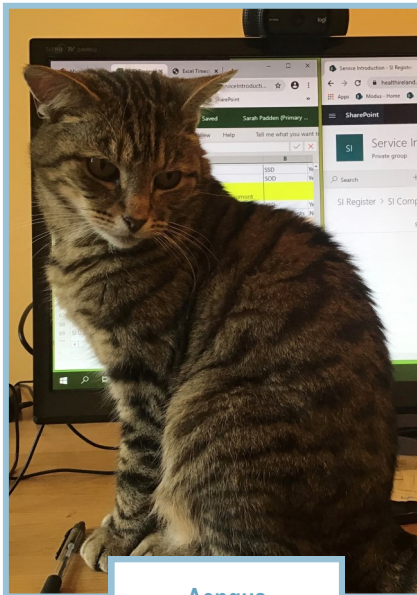
WellFest is Europe's largest outdoor health, fitness and wellness festival taking place on 7th and 8th May 2022, in the grounds of the Royal Hospital Kilmainham, Dublin. The "Feel Good Weekend of the Year" features a variety of events for all the family, ranging from fitness to food to mental health and well-being. Festival goers can also enjoy a full schedule of talks from an inspiring line-up of psychology and wellness experts, such as Joe Wicks, Bressie and Dr Clodagh Campbell.

[More information and tickets available here](#)



At the recent Coachella Valley Music and Arts Festival in California, our very own Paul Mescal wore a pair of GAA Kildare shorts. What an influencer he is! Taking to Twitter to react to Paul's Coachella outfit, one fan wrote: "Paul Mescal wearing Kildare GAA shorts to coachella the big irish head on him." For those of you who don't know, Paul is an Irish Actor who came to everyone's attention in the TV Series 'Normal People'. He's pictured here with Daisy Edgar-Jones his co-star on that series.

## Aengus— Teams Call Maestro!



Aengus

This month we have a Teams Call maestro to introduce. This is Aengus and he lives with Sarah Padden.

Sarah says he's appeared on a few Teams calls with SI and other eHealth colleagues over the last two years. He loves to sit and watch, usually just off-camera or 'help' to type if she's being too slow. He will also remind her to refill his bowl, or open the door and he will perform general staff duties in exchange for lots of cuddles.

I think we could all do with a little help from Aengus from time to time.



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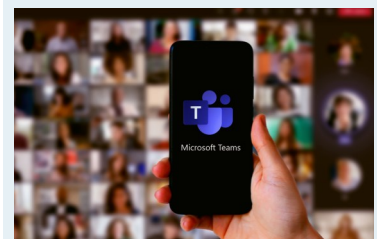
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## eHealth & Disruptive Technologies Team Focus

### SAP Centre of Excellence



#### SAP CoE Overview

##### **Margaret Kilmartin – Head of SAP CoE, Assistant National Director**

The SAP CoE (Centre of Excellence) which is fully certified has responsibility for the support, maintenance and development of SAP technical solutions supporting HR/Payroll, Employee and Management Self-service, Business Intelligence & Analytics, SPSPS, SAP Ariba Snap and Finance – East Stabilisation & CFI. Currently supporting over 100+ systems and 40+ SAP Products.

The SAP CoE provides business as usual support for HR, Payroll, and self-service in the East, South East and 3 integrated sites (North-West, Midlands and Mid-West). The SAP HR/Payroll system is currently used to pay over 121,000 employees and pensioners.

The SAP CoE team are actively involved in supporting the delivery of two major transformation initiatives in the HSE – NiSRP Change Programme (SAP HR/Payroll via Self-Service) and the Finance Reform Programme via an Integrated Financial Management System (IFMS).

##### **Business Support Unit—Caroline Hurley, Business Support Lead.**

The Business Support Unit provides first line SAP system user support through SAP HR & Payroll Help Desk. In addition, this unit also provides higher second level support for the SAP user base. Currently this support is provided by virtual teams via the Helpdesk. This unit has lead responsibility for ensuring all system change requests arising from Help Desk Calls, Circulars and Legislative/Budget changes are managed in compliance with the Change Control strategy framework. This function also manages the implementation of HR master data changes and break fixes. The user base has grown significantly over the last few years, as the East and South East have been added to support network and we anticipate adding the South in 2023.

## eHealth & Disruptive Technologies Team Focus

# SAP Centre of Excellence

### **Business Intelligence Unit—Caroline Hurley (Interim Lead)**

The Business Intelligence Unit maintains and enhances a central repository of HR and Payroll related data for the HSE and certain Voluntary Agencies via an Enterprise Data Warehouse and a Business Objects presentation layer. These systems are utilised for more effective reporting/analytics and data visualisation. Training, virtual and live, is also provided on the BEx query tool and the delivered reports and dashboards.

### **New Developments Unit—Noreen Trearty – New Developments Lead**

The New Developments Unit is responsible for implementation of change projects in the SAP HR/Payroll system. These include the development, configuration and testing of new functionality, upgrades, data migration and system optimisation projects. Configuration and technical support for the NiSRP programme. Configuration and alignment of the HR/Payroll system to facilitate integration with the IFMS system. Planning and resource allocation for the wider scope of project work within the SAP CoE.

### **Business Delivery Team—Finance & Procurement—Sean Duffy – Business Delivery Lead**

The Business Delivery Team – Finance and Procurement is responsible for the maintenance and development of SAP Finance and SAP Procurement. This includes responsibility for day to day application maintenance and level 2 support and break fix on ECC for the East and also the Ariba Snap Cloud Solution. In addition, the Business Delivery team supports the project rollout of the Integrated Finance Management System (IFMS).

### **Technology and Infrastructure Unit - Paul Heekin, Technology & Infrastructure Lead**

The Technology and Infrastructure Unit is responsible for all technical aspects of all SAP systems covered under managed service agreement. This responsibility includes system upgrades, security, application of maintenance SAP support stacks (release updates), operating system and database system patching. Provide technical support for all functional areas within the SAP CoE. Additionally the management and co-ordination of Disaster Recovery and Business Continuity planning and testing resides within the T&I team.

### **Quality Assurance Unit—Eamonn Connolly, Quality Assurance Lead**

The Quality Assurance Unit provides key support to the SAP CoE functions particularly (but not exclusively) in relation to data quality, compliance, testing of system changes and system training for end users. We provide key support to the SAP CoE functions in the area of Compliance. Deliver SAP HR & Payroll System Training, applying a Blended Learning approach. Manage and Perform Functional Testing of the SAP HR & Payroll System. Monitor, Identify and assist with SAP HR & Payroll System Data Quality issues across all SAP HR & Payroll areas.

### **SAP Transformation & Continuous Change (appointment pending)**

The SAP CoE is currently in the process of a major reorganisation and transformation in preparation for taking on the support of the live IFMS solution which will significantly increase the support and development technical footprint of SAP CoE including Finance, Procurement, Warehouse Management, MDG on S/4 Hana and BW 4/HANA.

The Transformation & Continuous Change Lead will establish a single SAP CoE to meet current and future support needs, focussing on delivery of transformation, including processes, and working closely with people and technology, and aligning to CMMI, ITIL and other recognised frameworks for transformation and operation. They will work closely with both the IFMS and NiSRP programmes to align the new structures to their requirements, creating and implementing change management strategies and plans that maximise alignment with these programmes and also alignment to ongoing SAP CoE support to ensure a smooth transition to the transformed SAP CoE.

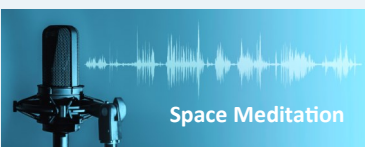
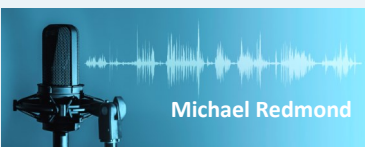
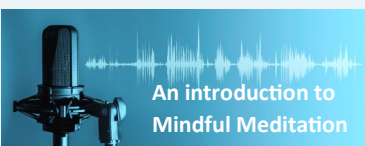
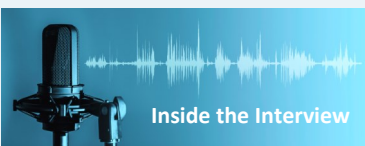
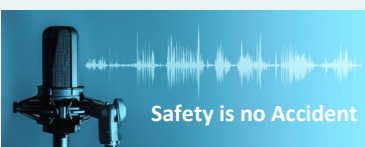
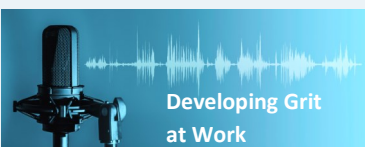
[Read more about SAP CoE on eHealthIreland.ie](http://eHealthIreland.ie)



# eHealth

## Podcast Series

Listen to some of our recent podcasts in the eHealth series



## eHealth Leadership Programme

### Congratulation to the participants

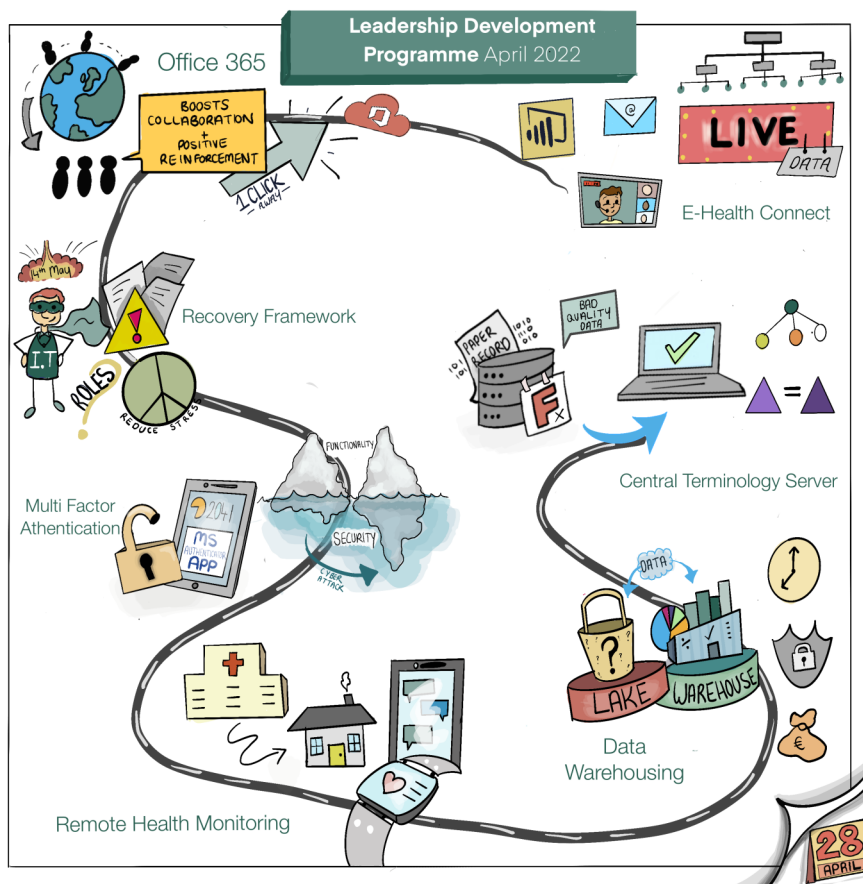
Day eight and the final day of the programme took place on 28<sup>th</sup> April. The format for the day was a pitch by the participants to members of the senior management team. The pitch was for a new or enhancement of an existing technology or application to further support the organisation. The themes of the pitches are depicted below in the Doodle by Kate Hanlon of the Business Operations team. Invited guests included Fran

Thompson, Michael Redmond, Roisin Doherty, Peter Connolly, and Joyce Shaw together with participant's line managers and colleagues.

Feedback on each pitch was given by Fran, Michael, Roisin, Peter and Joyce raising participant's stress level '*slightly*'.

The day concluded with a well-deserved stress free congratulatory lunch.

View some photographs from the day on the next page.



## eHealth Leadership Programme



**WE ARE  
HIRING**



For up to date information on  
Office of the CIO vacancies, check  
our new Careers Area on -

[ehealthireland.ie](http://ehealthireland.ie)

Posts currently advertised:

**eHealth/28/22 - Grade VII Systems Cloud Engineer**

Closing 16/05/2022

**eHealth/33/22 - Grade VIII National Release Manager**

Closing 09/05/2022

**eHealth32/22 Grade VII ICT Service Transition Digital Solutions  
Manager**

Closing date 04/05/2022

**eHealth/25/22 - Grade V SAP CoE Technical Support / SAP Basis  
Support**

Closing date 06/05/2022

**eHealth/29/22 - Grade VII ICT Applications Lead**

Closing date: 04/05/2022

**eHealth30/22 Grade VIII National Request Fulfilment Manage-  
ment Manager**

Closing date: 03/05/2022

And coming up soon:

**Grade VI Software Developer Junior (Internal Post)**

**Grade VII Senior Project Officer**

For more information on currently advertised positions go to [ehealthireland.ie/careers](http://ehealthireland.ie/careers)



## Quick Contacts

### Recruitment:

[eHealth.recruitment@hse.ie](mailto:eHealth.recruitment@hse.ie)

[eHealth.hr@hse.ie](mailto:eHealth.hr@hse.ie)

### Employee Relations

[Employeerelations.ehealth@hse.ie](mailto:Employeerelations.ehealth@hse.ie)

### Training & Development

[eHealth.training@hse.ie](mailto:eHealth.training@hse.ie)

### Mobile Telephony

[Mobile.queries@hse.ie](mailto:Mobile.queries@hse.ie)

[Mobile.ne@hse.ie](mailto:Mobile.ne@hse.ie)

### Finance

#### **Finance:**

[infrastructure.orders@hse.ie](mailto:infrastructure.orders@hse.ie)

### Capital:

[revenue.po@hse.ie](mailto:revenue.po@hse.ie)

### Executive Support:

[DSHmgt.Support@hse.ie](mailto:DSHmgt.Support@hse.ie)

### New Staff:

[NewStaffIT.ehealth@hse.ie](mailto:NewStaffIT.ehealth@hse.ie)

### Communications

[Communications.ehealth@hse.ie](mailto:Communications.ehealth@hse.ie)



## Meditation

with Sandra

[This Meditation is helpful for deep relaxation and good sleep.](#)

[Many of us are experiencing sleep problems these days and this meditation will help you to unwind at the end of a busy day and prepare you for a good night's sleep, by using simple breathing techniques and a body-scan, to melt away tension and stress.](#)

## EAPandME

Employee Assistance Programme

Many of us experience stresses and strains in our work and personal lives and might be wondering if there is anyone there to help.

Call **0818 327 327**  
to speak to someone who can help.





## Welcome to eHealth & Disruptive Technologies



**Róisín Breen**

Risk Management Lead

**What fictional place would you most like to visit?**

The Yellow Brick Road.

**If you could trade places with one person for a day, who would you choose and why?**

Putin, to put an immediate end to the war in Ukraine, decommission all nuclear arms, commit to rebuilding Ukraine, commit to future peace and world unity, identify all players in the war, surrendering them and myself to face the consequences of our war crimes.

**What is the top destination on your must visit list?**

Switzerland.

**If you had to pick an age to be permanently for the rest of your life, which would it be?**

26



**John Bohan**

NSD Offsite Support

**What fictional place would you most like to visit?**

Ogdenville. The Monorail really put it on the map!

**If you could trade places with one person for a day, who would you choose and why?**

Elon Musk. Time to transfer some funds!

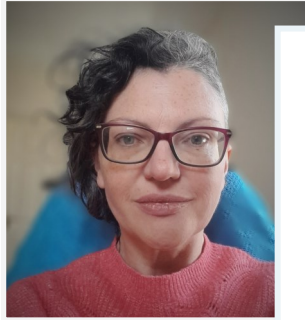
**What is the top destination on your must visit list?**

Las Vegas

**If you had to pick an age to be permanently for the rest of your life, which would it be?**

28¾

## Welcome to eHealth & Disruptive Technologies



**Karen O'Connell**

Data Analyst  
Integrated Information  
Service (IIS)

**What fictional place would you most like to visit?**

Ankh-Morpork on the DiscWorld – I am a huge Terry Pratchett fan.

**If you could trade places with one person for a day, who would you choose and why?**

I would trade a day with NASA Astronaut Kayla Barron who is currently on her first spaceflight aboard the International Space Station. A day as an astronaut, orbiting Earth 16 times over 24 hours would be an amazing experience.

**What is the top destination on your must visit list?**

Iceland – my youngest (10) wants us to visit together as we are the only ones interested in visiting a 'cold' place for a holiday ☺ and I am a fan of Scandi noir.

**If you had to pick an age to be permanently for the rest of your life, which would it be?**

I'm very content at my current age of 45 and would be very happy to be this age permanently – living in the place that I want to, my sons are a great age (they have to stay the same age they are now too, right?), we're all healthy and active and have a very happy life together.