eHEALTH NEWSLETTER

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.

Big win for eHealth at the Tech Excellence Awards 2022

From L to R: Jason Chandler, Susan Donnelly, Noreen Noonan, Bernie Flynn, Aileen Concannon.

The COVID-19 Vaccination Management System (Covax) was awarded Public Sector IT Project of the Year at the Tech Excellence Awards on 25ᵗʰ May 2022. This was a significant achievement in a category that included projects from An Garda Siochana, Failte Ireland and eHealth RPA Delivery team. A submission focussing on Covax Kiosk Mode was also shortlisted in the Digital Innovation category.

The objective of the Vaccination programme is to facilitate the scheduling and recording of Covid vaccinations for the population of Ireland as quickly and efficiently as possible and this could not have been done without a robust ICT System and technology infrastructure enabling and supporting the overall programme.

Covax is the HSE's vaccine management system that has been used to support the administration of COVID-19 vaccinations. The system, based on Salesforce health platform, was configured to meet the requirements of the HSE. Extensive customisation resulted in an evolution from a Minimal Viable Product that went live in just 9 working days at the end of December 2020 to the robust vaccination platform that we have today. At its centre, is an electronic vaccination record for each citizen of Ireland encompassing their demographic details, vaccination history and vaccination status.

Inside this issue

LUNCH AND LEARN SERIES

The next Lunch and Learn session is:

SAP CoE
Friday 15th July, 2022

Presented by
Margaret Kilmartin, Head of SAP CoE.

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

Should any session come up through out the month of June you will receive an email from Communications.eHealth@hse.ie.

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

The project adopted a truly agile approach, with frequent sprint releases to deliver on rapidly evolving care pathways with extremely tight deadlines. A 'one team' collaborative approach comprising the wider eHealth team, clinicians, operations and suppliers, ensured a successful delivery of objectives. This partnership methodology enabled swift turnaround of software, fast resolution of issues and successful delivery of results.

To date, Covax contains 4.2m patient health records with individual health identifiers (IHI) to uniquely identify citizens, 10.8m immunisation records and this combined vaccination history record supports patient safety.

Collecting the award, Noreen Noonan, ICT Delivery Director for Public Health outlined that "*This award is a significant recognition of the tireless efforts of the wider eHealth team who have worked together and focused on one outcome – enabling and supporting vaccinations. I am so proud that this project and that the work of the full team has been recognised*".

By ICT for Public Health

Noreen Noonan accepting the award.

We're all going on a Summer Holiday….

Paul Hackett is the Co-founder and CEO of Click & Go and President of the Irish Travel Agents Association.

Paul is a regular contributor to the airwaves on all things travel related, and he's worked in the travel sector for over 30 years.

He received a Travel Counsellors 'Roll of Honour' in May 2022 for his "outstanding contribution to the travel industry and for making a real difference to the travel community" during the Pandemic. He has also lectured in Travel & Tourism in DIT Cathal Brugha Street and LSB College, now part of Dublin Business School. Whilst in LSB he was part of the academic council which set up the first degree, a BA in Tourism Studies in Ireland.

Paul is the ideal person to speak to about planning a holiday as well as where best to visit. So before you Click & Go, listen to Paul's conversation with Thelma Pentony for some destination ideas.

eHealth
Training & Development

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
20/09/22	1 day	The Richmond Education and Event Centre No 1 North Brunswick Street, Dublin 7	09:30 –17:00	03/09/22
18/10/22	1 day	Regional Education Centre Kells Road, Ardee, Co. Louth	09:30 –17:00	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

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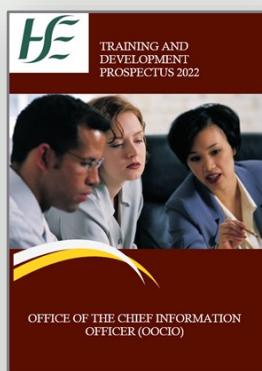Enrolment on any of our programmes is via HSeLanD under the eHealth course catalogue.

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

If you are experiencing problems trying to locate or enrol onto a course on HSeLanD, please review our **HSeLanD Support Documents**

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

Click the image below to view our eHealth Training Prospectus

HSE
TRAINING AND DEVELOPMENT PROSPECTUS 2022

OFFICE OF THE CHIEF INFORMATION OFFICER (OOCIO)

Stress Management and Coaching for Resilience

By Sean Toner, eHealth Training & Development.

The Stress Management and Coaching for Resilience course took place on Tuesday 10th May, at the Richmond Education Centre in Smithfield, Dublin. The one day course was facilitated by Imelda Noone and Rose Bennett and introduced participants to the most effective scientifically proven techniques to manage and combat the effects of accumulated stress.

Some of the techniques for managing stress that were covered include breathing, the relaxation response, progressive muscular relaxation, visualisation, autogenics, cognitive restructuring, exercise and meditation (including mindfulness). Participants were also asked to complete a Stress Management and a Resiliency questionnaire as part of the programme.

When asked what they enjoyed most about the course, the participants spoke of the brilliant and insightful group interactions which highlighted how to look after ourselves and the very informative facilitators who were incredibly knowledgeable of the subject and very fun to work with. Participants also felt that they will effectively introduce course learnings into their daily lives such as breathing exercises, using mindfulness daily and being more aware and conscious of stress triggers.

Overall, the course was deemed a great success due to the variety of topics covered and its engaging group atmosphere with great facilitators. The participants also said they would recommend this course to all eHealth staff, especially after the events of the pandemic and the cyber-attack.

This course is available to all eHealth staff. We would like to thank Imelda Noone and Rose Bennett for providing a successful course where participants felt comfortable to relax and share in a group setting. For anyone interested in taking part in this course in the future, please make sure to enrol on HSeLanD.

Tech Excellence Awards: HSE and Deloitte Joint Application

By Sean Toner,
eHealth Training & Development.

The Tech Excellence Awards is the top honour for the IT Industry in Ireland. The awards recognise excellence in not only implementing tech solutions, but also in the business of marketing and implementing technology for business. It is with great pride that we acknowledge the nomination of the HSE and Deloitte for their joint application of robot deployment during the Coronavirus pandemic.

From the start of the Coronavirus pandemic, the HSE has been faced with unprecedented challenges which has led to the adoption of many new ways of working. One of the innovative technologies embraced by the HSE is Robotic Process Automation (RPA), a software that allows staff to transfer time consuming administrative tasks to virtual assistants or robots.

With support from Deloitte, the HSE established an RPA Centre of Excellence (CoE) in September 2020, to manage the delivery and support of RPA as a shared service offering for the HSE. This enabled the adoption of RPA at scale, reducing administrative burden and cost and increasing the time health professionals have to focus on patient and service user care.

At the outset of the pandemic, the HSE sought to quickly recruit doctors and nurses into the frontline, which led to a sharp increase in demand for mandatory Garda Vetting. The HSE's HR Personnel Administration team adopted RPA to accelerate the updating of outcomes into the SAP based HR system and the added

speed and frequency that the robot delivered enabled line managers to appoint essential workers into key posts more quickly at a time of crisis.

Following the cyberattack on the HSE in 2021, RPA played an essential role during the recovery effort, by quickly clearing the significant processing backlogs that had inevitably built up due to the non-availability of ICT systems.

The HSE's RPA CoE and Deloitte has helped the organisation to manage unprecedented challenges related to the Coronavirus pandemic and a major cyber-attack, through the deployment of RPA technology. The RPA CoE has built a secure, stable and enterprise ready technology platform with a proven delivery methodology and operating model to support all parts of the HSE in considering their own RPA implementations.

While their submission was unsuccessful on the night, we would like to congratulate Kevin Kelly and the RPA CoE & Business Services CRM team on their nomination and for the amazing work that they continue to do.

Meditation
with Sandra

Progressive Relaxation

Progressive Relaxation is a relaxation technique which involves tensing and then relaxing your muscles, one by one. This helps to release physical tension, which, in turn, eases stress and anxiety. Research has shown that it can also offer a range of benefits, including pain relief, blood pressure control and better sleep. So take a few moments to relax and feel the benefits of Progressive Relaxation.

Dublin Tech Summit

Two-day conference that sits at the heart of the international tech scene. After two years of virtual events, DTS is hosting the next LIVE event on 15-16 June 2022.

2022 Tickets

Management Development Programme

By Sean Toner, eHealth Training & Development.

The Management Development Programme took place over two sessions on 22nd/23rd March and 26th/27th April, at the Richmond Education Centre in Smithfield, Dublin.

The four day course is facilitated by the eHealth Training and Development department and is designed for managers and supervisors (both newly appointed/ promoted managers and less experienced managers), to support them in their transition from a specialist to a cross-functional manger by providing them with the knowledge, skills and confidence to add value and manage people effectively.

The course covers a variety of topics including Action Learning Sets (ALS), which bring together diverse peers to work through issues, share ideas and challenge perceptions in a trusting and supportive environment.

When asked what they found most useful in this course, participants spoke of the wide breath of subject areas covered and review of HR polices regarding attendance, grievance, occupational health and disciplinary process. The Action Learning Sets (ALS) workshop, Ways of Working (WOW), group activities and networking with other managers, were also among the opportunities provided through the course that participants valued.

The group participants also outlined their aim to apply the course learnings to their own work area by structuring team meetings better, improving their handling of conflict and providing positive feedback to staff where possible, while also confidently applying HR policies and procedures.

This course is available to Grades V, VI, VII and VIII eHealth staff members and we ask anyone interested in taking part in this course in the future, to enrol on HSEland.

eHealth's 2022 Leadership Programme kicked off on 17th May with eighteen participants (seen here). With day one and two completed, participant's comments on the programme so far include: *"Content excellent, discussions were great"; "I think meeting others in the organisation is so important and can help with working better together";* The programme concludes in November.

Dylan Lester Trust

By Peter Sutcliffe

Back in the March edition of the eHealth Newsletter I announced that I was taking part in a fundraising event for the Dylan Lester Trust. We set out to raise €10,000 euro and as at the time of writing this piece we have raised just over €15,000 and we are on course to raise close to €20,000. I would like to thank everyone within eHealth who donated, and if you haven't managed to donate yet, just click the link below it's not too late!

https://www.idonate.ie/fundraiser/11426509_team-dmwm-2022.html

14 ran the course on Saturday the 7th May with 17 of us walking the route the following day. Setting off at 6a.m. from Shankhill, it took just under 9 hours to traverse the mountain trail, a daunting task because it constantly feels uphill, but made much easier by the gang. I think I was laughing for three quarters of the journey and when I felt I couldn't go on any more (around 34km in) they got me to soldier on, I was too far in to quit. Looking forward to DMWM 2023 already. Thanks again for the support.

Alfie — Sea Swimmer Extraordinaire!

This month we would like to introduce Alfie! Alfie is a two year old puppy who lives with Kate Hanlon. He was adopted into his forever home during the COVID-19 lockdown.

Alfie is a cross lab/collie and he loves digging holes and chewing multiple teddies. His favourite place to be is beside the sea and he is working on his doggy paddle at the moment!

Alfie looks like he is enjoying another poor teddy bears innards in this photo— but hopefully this chewing phase will pass… eventually!

Alfie

FESTIVALS & EVENTS

EVENTS

Take a look at some of the events and festivals going on across the country for the month of June and early July.

Cruinniú na nÓg, June 11th

Borris House Festival of Writing & Ideas, June 10th-12th

International Men's Health Week (MHW)

UN International Day of Yoga— 21st June, 2022

Carlow Arts Festival 9 to 12 June 2022

Dalkey Book Festival, June 16th-19th

Cork Midsummer Festival, June 15th-26th

Body & Soul, June 17th-19th

West Cork Chamber Music Festival, June 24th-July 3rd

Galway Film Fleadh, July 5th-10th

Galway International Arts Festival, July 11th-24th

Limerick Wild Geese Bastille Day Festival, July 15th-17th

Edenderry Co. Offaly will host it's annual community festival from July 1st-3rd, featuring a funfair, art exhibitions, music with local and international bands and the appearance of Comicon characters during the dedicated children's day on Sunday. The festival is built around an International busking competition with a €1000 first prize. The 2019 winner was Tia Burke from Newbridge, who later featured in Electric Picnic. The festival is free for all to enjoy. More information here

Dublin International Chamber Music Festival
Great Music in Irish Houses

Chamber Music Festival- For those who would prefer something more sophisticated the Dublin International Chamber Music Festival runs from the 7th to the 12th of June. Formerly known as Great Music in Irish Houses, you can enjoy an evening of internationally acclaimed classical music, a choice of beautiful locations, such as Kilruddery House, Dublin Castle and the National Botanic Gardens.

More information here

Events continued...

The Dublin Pride Festival takes place from the 22nd to the 26th of June, however the whole of June is considered Pride Month with a host of organisations and venues running Pride events.

Highlights of the 2022 Festival will include: Pride Village – A full day festival in Merrion Square on Saturday June 25th. This is a free event suitable for all ages. The festival includes 2 stages with entertainment all day, community zones, family area, quiet zone, food vendors and a new sustainability zone.

Pride Parade - The Dublin Pride Parade will take place on June 25th, and participants will march from the GPO on O'Connell Street, across the city to Merrion Square. If you plan to take part as an individual or with your friends or family, there is no need to register. You can rock up on the day, watch from the side or join in and march, or a bit of both.

Sea Sessions- The biggest Surf and Music festival in Ireland returns to Donegal this June 17th. Set on the Wild Atlantic Way, the beach in Bundoran is where everyone gathers to enjoy surfing, music, skating, BMX, beach sports, graffiti and more. This years lineup includes massive Irish and international headliners such as Kodaline, Basement Jaxx, The Academic and Lyra. More information here

Free Fun!

Cork Carnival of Science at Fitzgerald Park features non-stop, family- friend-ly experiments, interactive activities, garden games, street cuisine and a packed line-up of live demonstrations, big top shows, hands on workshops and entertainment, with free entry for all. The carnival features seated Big Top shows from RTE's science show Lets Find Out "Mark the Science Guy" and Science Magic from W5 Belfast, as well as live demonstrations and hands on workshops.

More information here

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:

Sharing-with-PowerPoint-Live

Teams Shortcuts

Breakout Rooms

Create a background

Meeting View Options

MS Team Numbers and Limits

MS Teams for Interviews

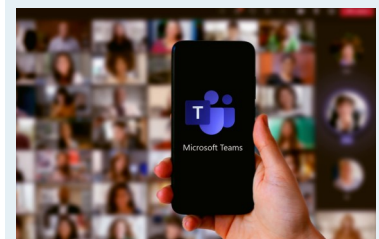**Organiser and Presenter Roles**

Managing Meeting Chat

Create a Private Channel

Enable sound when sharing videos

Mute options for your meetings

Attendance List

Set your status e.g. do not disturb

eHealth & Disruptive Technologies Team Focus

## SAP Centre of Excellence—Technology & Infrastructure

The SAP CoE currently consists of six functional teams; Technology and Infrastructure, New Developments, Business Support, Business Intelligence Unit, Quality Assurance, and Business Delivery Team for Finance and Procurement. This article will introduce the **Technology and Infrastructure team** with introductions to each of the other SAP CoE teams to follow in upcoming editions of the eHealth newsletter.
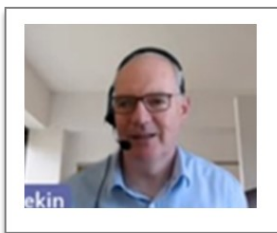
The Technology and Infrastructure team is led by Paul Heekin. This team is responsible for all technical aspects of the SAP system, including system upgrades, security, application of Supports Stacks (release updates), production of changes arising from business requests and legislative/Business circulars, Managed Service and Hosting contract management, SAP Enterprise Contract Management and Licence Management for all SAP implementations and SAP technical support for all functional areas within the SAP CoE.

Technology and Infrastructure team members collaborate with our colleagues within other teams in the SAP CoE and with our colleagues in the wider eHealth family on a regular basis, this constructive collaboration allows the Technology and Infrastructure team to contribute positively to the goals and targets of the SAP CoE.

The technology and Infrastructure team consists of five areas; SAP Security, SAP Change Control Management, SAP Development, SAP Basis and SAP BI/BW Support.
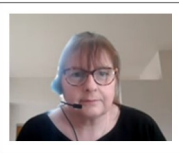

SAP Security Manager – Brenda McKeon
SAP Security support is provided across all SAP systems supported by SAP CoE. These systems include SAP ERP HR/Payroll, SAP BW, Ariba and Business Objects. Security Business as usual activities include resolving SAP Access issues, On-boarding Users on all systems and supporting SAP Security information requests.


SAP Release & Change Manager – Martin Gallagher
Provides on-going Change Control Management across multiple SAP landscapes HR/Payroll, ESS/MSS, Ariba and BW to ensure change is implemented in a controlled fashion to our Production environments. Supporting BW HANA upgrade including introducing a BW change control process as part of BW HANA upgrade.
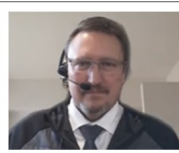
SAP Development Manager – Marc Brooks
Involves business as usual activities such as development and the supporting of new interfaces and reports. Investigations and bug fixes on existing developments, the facilitation of mass data uploads. Finally the development also support the introduction of additional SAP functionality such as Data Archiving.
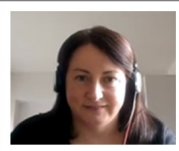
SAP Basis Manager – Marian McLoughlin
Business As Usual Basis Activities include on-going System Monitoring addressing any issues identified, Transport Management (application of system changes). Supporting BW HANA upgrade co-ordinating new systems. Liaison with Managed Service provider co-ordinating maintenance activities such Oracle Bundle Patch across all SAP landscapes HR/Payroll and IFMS. Co-ordinating system refreshes of test systems.

eHealth & Disruptive Technologies Team Focus

SAP Centre of Excellence—Technology & Infrastructure

SAP BI/BW Technical Support
SAP Senior Technical Manager – Vacant
Involves the scheduling of daily, weekly and, monthly data loads. Monitoring the extraction and loading of data addressing any issues that arise. Identifying data issues e.g. missing Cost Centres. Application of transports to BW environment in a controlled manner in conjunction with agreed SAP Change Control Management process. On-going support of new projects one such example being the BW Hana upgrade project.
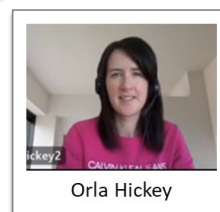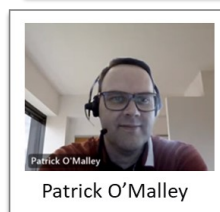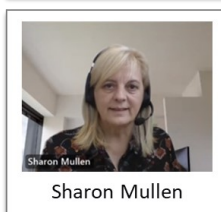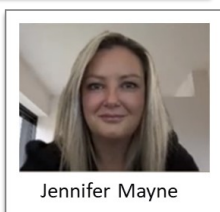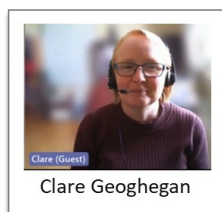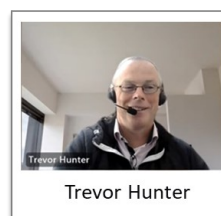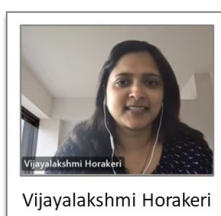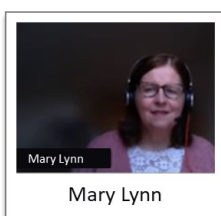
One of the initiatives that the team have been heavily involved with is the IFMS project. This includes the stand-up of multiple SAP Landscapes e.g. S/4 HANA, BW/4 HANA, Fiori, IDM & GRC, MDG, Business Objects and PO etc, involving sourcing infrastructure, licences and agreeing the appropriate SAP versions and Add-Ons to be deployed in agreement with the System Integrator. Post installation activities include client copies to create required clients to prepare system for business use, setup transport system (to allow application system changes). Systems are then handed over to security team to setup initial users.

Additionally the management and co-ordination of Disaster Recovery and Business Continuity planning and testing resides within the Technology and Infrastructure team. This process is tested on an annual basis and was invoked following the cyber-attack last year to ensure that staff and pensioners got paid accurately and on time. The overall process is currently under review and will be adjusted to incorporate additional requirements following the cyber-attack so that we continue to provide the best service to our customers.

In addition to all of the above activities the Technology and Infrastructure team play a key co-ordinating role in the SAP CoE Certification process which takes place every two years. During the certification process SAP validate that the HSE SAP CoE adheres to key SAP metrics related to five keys areas:

- Strategy, Governance and Organisation
- Information and Knowledge Management
- License and Contract Management
- Continuous Success
- Supportability and Collaboration

Other members of the Technology and Infrastructure Team are featured below and missing from the team photos are Siobhan Conaty, Louise Reilly, Eamonn Wilson, and Annis McTernan.

Mary Lynn

Vijayalakshmi Horakeri

Trevor Hunter

Clare Geoghegan

Jennifer Mayne

Sharon Mullen

Patrick O'Malley

Orla Hickey
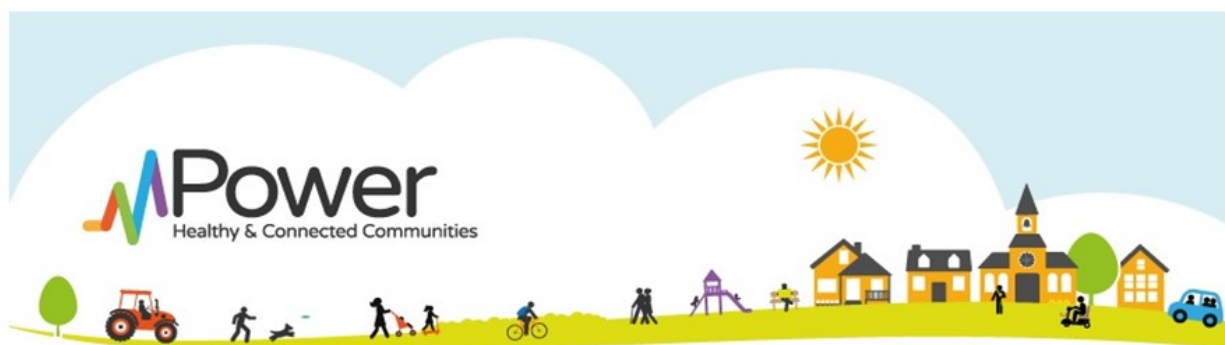
eHealth Attendance at mPower Festival

The mPower project (EU INTERREG VA funded) aims to stimulate transformation in older people's services in the border counties of the Republic of Ireland, Northern Ireland and Scotland, enabling people to live well, safely and independently in their own homes. eHealth have collaborated on several projects with mPower over a 5 year period including; video enabled care, remote health monitoring and social prescribing.

The festival saw 90 speakers from the three jurisdictions (Rep. of Ireland, N. Ireland and Scotland) deliver 19 sessions to celebrate the success of the mPower project overall, and share learnings around why it was so successful.

All of the presentations and sessions from the festival can be viewed through this link.

By Emer Sheridan
Telehealth Programme

Julie Bellew
Telehealth Programme

Emer Sheridan
Telehealth Programme

Elaine Aughey and Lorraine Gilmartin from the Telehealth Programme speaking at the recent mPower Festival in Belfast.

A 2-day mPower Festival was held in Belfast at the end of April 2022 to celebrate the conclusion of this 5 year project, and welcomed over 500 attendees both in-person and virtually. Several members of the Telehealth Programme (Virtual Health Team) led by Julie Bellew, ICT Programme Manager Telehealth & CAWT presented and shared learnings on the configuration and implementation of Video Enabled Care in the Rep. of Ireland.

Key Takeaways – mPower Festival, Belfast

Resilience & Persistence
Covid springboard & opportunity

Resilience to fully embed into clinical care pathways

Co-Design
Importance of having the right people at the table

Poorly understood problems lead to poor design

Digital Inequity
Patients & Clinicians

Digital skills & accessibility to technology

Support
Level of local support needed for Clinicians is under estimated

Change Management
Culture is one of the biggest challenges to change

People are at the centre of all change

Better Together for Digital Healthcare Conference 2022

The Better Together for Digital Healthcare Conference took place on Friday 20th May 2022 in Dublin's National Convention Centre.

The conference was a showcase of many of the digital health developments and improvements from across our health service.

eHealth was well represented at the event with Integrated Information Services (IIS), Snomed CT and the Telehealth Programme (Virtual Health) on hand to display the great work done by their teams through the challenging times of the Coronavirus pandemic and the HSE cyber-attack and into the future.

The conference commenced with a video provided by Minister for Health Stephen Donnelly, where he outlined the importance of the development of digital healthcare and spoke of the prioritisation and investment being planned to improve digital capability in the health services, as set out in both the Sláintecare Implementation Strategy and Action Plan 2021–2023 and the HSE Corporate Plan (2021). Minister Donnelly also commended the speed of digital health developments over the last 2 years and said that this shows that the possibilities going forward are endless.

Fran Thompson
Interim CIO

Interim Chief Information Officer Fran Thompson, spoke of the huge progress made with the delivery of digital healthcare in such a short period of time and asked if this remarkable work could have been done as quickly, if not for the Covid-19 pandemic. Mr Thompson said that although digital healthcare delivery is advancing, the outcome will always be suboptimal, with massively increased complexity. As a result, the introduction of the Health Information Bill will be crucial for guidance of how to best proceed with the development and delivery of digital healthcare in the future.

ICT Programme Manager for Telehealth Julie Bellew, also spoke of the great work being done by eHealth Ireland in delivering equipment and licences, training and support and implementation framework. Julie also outlined the importance of training in empowering all staff to be comfortable with using technology, with the key focus of eHealth being people, processes and technology.

There was also a great win for Elaine Harris and her team in the best poster category for 'Patients' satisfaction with Virtual Clinics - The VCSQ (Naas & TCPHI 2021)'.

We would like to thank Loretto Grogan and the fantastic guest speakers for organising an event that showcased the outstanding work being done throughout the health service. We also wish to thank and congratulate all eHealth representatives for proudly showcasing our division.

By Sean Toner,
Training & Development

Teresa Barry & Anita Flynn
Snomed CT

COVID Services Front Door

By Keith Cohalan, Senior Project Manager, A2I-HIDs.

The Covid Services Front Door Portal (CSFD) has been created to simplify and improve a citizen's interaction with the HSE when requesting a Covid related service by providing them with a simple user-friendly interface to capture and pre-populate some of their information.

Of more significance, by assisting the Citizen to complete the information accurately, the CSFD Portal maximises our ability to securely identify, contact and correspond with the citizen and ultimately ensure that the service they have requested is delivered as efficiently as possible.

In response to the Covid19 pandemic many disparate technical solutions were rapidly developed and deployed across the Covid Care and Response pathways. These solutions were Agile in their delivery, demonstrating the capability to rapidly implement the technical solutions that were critical to responding to the pandemic.

The development of CSFDP provided an opportunity to front-end these solutions with a clear and consistent single-entry point for citizens who need to avail of the various Covid Care and Response Services. Front loading the repetitive tasks and processes involved for the various existing technical solutions in this way has helped to improve on:

− The Citizen experience by:
  - Clarity of information
  - Pre-population of addresses for e.g. with Eircode
  - Provision of multi-lingual information (Irish & English)
− Identification and Security
  - IHI (Covid-ID)
  - Multi-factor Authentication
− Data Quality
  - Validation of fields for e.g. addresses, mobile phone numbers, PPS numbers.
− The provision of accurate data to systems supporting these services
− The provision of richer health and operational intelligence about demands and trends.

While there are several Covid related services that are targeted for future releases, the Covid Services Front Door Portal currently accommodates 2 services:
− PCR appointment bookings
− Antigen Kit ordering

Our next release will include the ability for the citizen to save their information so that the next time they login to the Covid Services Front Door Portal to avail of a service their information can be pre-populated. This is effectively becoming the foundation for us to develop the Citizen Health Portal which in time will extend to non-Covid related services.

On May 4th the Covid Services Front Door Portal went live. To date over 40,000 Covid Tests have been booked. Averaging 1500+ tests per day. The site has had no downtime. The Chart below shows the volume of tests ordered through the site from launch to May 25th.

A major positive outcome for the CFSD Portal is that we have seen a significant improvement in our ability to capture the IHI. We are getting approximately a 96% match rate up from <40% previously.

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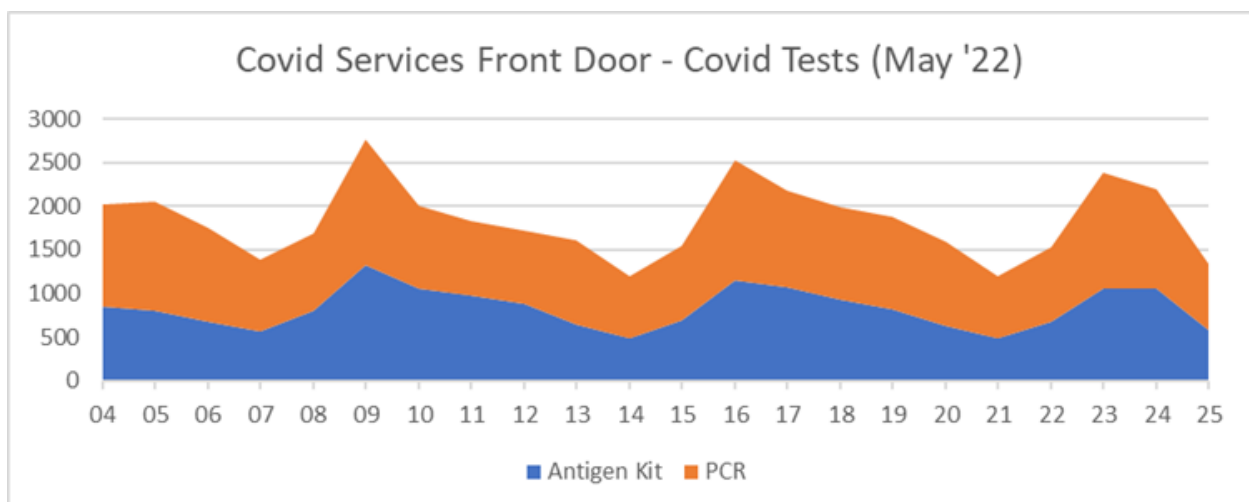
Another positive outcome is the ability now to provide Health and Operational Intelligence back to the HSE - for e.g. the chart below shows the current breakdown of "reason for booking" a PCR Test.

The average time for a citizen to book a test on the site is less than 5 minutes. With 80% of all device traffic coming through mobile phones, of which close to half of that number is for iPhone. Traffic is consistent through the week, with Mondays and Wednesdays showing most activity. We have seen highs of 150 users with a peak of 320 users concurrently per minute on the system. System performance is rated and tested to 500+ concurrent user per minute (30k+ per hour).

Why you need a PCR Test

Legend:
- WorkInHealthcare
- WeakImmuneSystem
- Pregnant
- OlderWithNoBoosterDose
- NeedRecoveryCertificate
- LiveWithVulnerablePerson
- HighRisk

Now for the science bit ….

Our Technology Pillars – Resilient, Secure, Scalable and Performant!
The Covid Services Front Door Portal is a Microsoft Azure Cloud Hosted Solution. The application is written in C# with Razor pages. It extensively utilises internal A2I-HIDS APIs (IHI, Covid, Eircode lookup and Mobile Phone and PPSN validators). The application has a SQL Server Application & Reporting Database. The environment is fully scripted and can be stood up rapidly (15mins). The firewall protection has additional geo restriction to IRE & UK. The application has an implementation of DDoS and Redis Memory Cache.

While this is the first citizen facing service that the A2I-HIDs team have delivered, it is a foundation for developing the Citizen Health Portal for non Covid Related Services.
From a technical delivery perspective, the CSFD portal has been a great success for our team in conjunction with many internal stakeholders that have been invaluable in this process. We could not have achieved this without the support and hard work of our HSE colleagues in the HSE Digital Team, CCT, IIS, Test and Trace and HSE Live who worked with us on content, design and public health information. It demonstrated the power of cross-functional working and bringing together the skills, experience and expertise, not only within eHealth and disruptive technologies but across the HSE.

Chart below showing booked tests May 4th-25th - IHI (from IHI reports).

	Total Requests	Antigen	PCR	IHI	PPSN	Eircode	Gaeilge
Total	40,521	45%	55%	96%	90%	99%	0.05%

Welcome to eHealth & Disruptive Technologies

Sean Toner

Business Operations
eHealth Training &
Development

What fictional place would you most like to visit?
Jurassic Park.

If you could trade places with one person for a day, who would you choose and why?
Dave Grohl, to be an incredibly talented musician and to see how his song writing brain works.

What is the top destination on your must visit list?
Dubrovnik, Croatia – it looks beautiful!

If you had to pick an age to be permanently for the rest of your life, which would it be?
25 **-**Living in places across the globe with little worries or responsibilities.

Stuart Rutherford

Junior Business Analyst

What fictional place would you most like to visit?
Gotham

If you could trade places with one person for a day, who would you choose and why?
Ralf Rangnick (Manchester United Manager). Need to have some serious performance appraisals with the players after such poor performances this season.

What is the top destination on your must visit list?
Las Vegas (still young at heart).

If you had to pick an age to be permanently for the rest of your life, which would it be?
30

Welcome to eHealth & Disruptive Technologies

Rishika Shetty

Senior RPA Developer

What fictional place would you most like to visit?
Hogwarts (always a potterhead ☺)

If you could trade places with one person for a day, who would you choose and why?
Maybe my cat. I would love to sleep, explore and eat all day. Basically living the life a part of us craves.

What is the top destination on your must visit list?
That would be Greece for its vibrant colour and beautiful architecture.

If you had to pick an age to be permanently for the rest of your life, which would it be?
That would be 21.

Marcus Ferreira

Executive Support

What fictional place would you most like to visit?
Neverland

If you could trade places with one person for a day, who would you choose and why?
Elon Musk, because he is a genius and I would like to see how crazy is his life.

What is the top destination on your must visit list?
Las Vegas, NV, USA.

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

Introducing our new colleagues to the eHealth Community

Monica Peres de Sa

PMO Analyst

What fictional place would you most like to visit?
Avatar planet

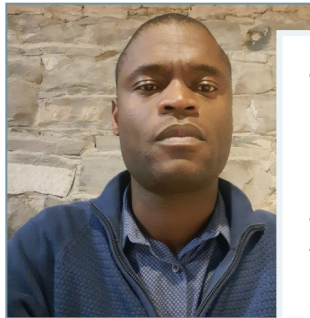**If you could trade places with one person for a day, who would you choose and why?**
Brazil President

What is the top destination on your must visit list?
Bonito – Pantanal – Brazil.

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

Steven Kawala

Business Analyst (Jnr)

What fictional place would you most like to visit?
Neverland where you can refuse to grow.

If you could trade places with one person for a day, who would you choose and why?
Vladimir Putin. That one day I can end the Ukraine war and bring peace to all regions.

What is the top destination on your must visit list?
Puerto de Carmen ,Canary Islands.

If you had to pick an age to be permanently for the rest of your life, which would it be?
Age of 40 where by then you know your purpose of life, found success and financial stability. I with family, families will be grown.