

A monthly newsletter brought to you by the eHealth & Disruptive Technologies Communications Team. Thanks to all our contributors this month.

Paul Reid CEO, HSE featured on a recent Lunch & Learn



Paul Reid, CEO HSE joined the eHealth & Disruptive Technologies Department on a recent Lunch and Learn session. Paul began by complimenting the Lunch and Learn organisers on this initiative of sharing information between teams.

He was enormously proud of the work the eHealth team did throughout the COVID-19 pandemic and indeed the recent cyber-attack. *"No organisation anywhere could stand up confidently and say they could have matched what you did throughout COVID and the cyber-attack."*

Paul focused on a few key areas during the session, the importance of data in helping him and the organisation to manage stakeholders, leadership in terms of the Service and ICT, priorities for ourselves and the challenging issue of managing and protecting data.

The HSE is viewed as a trusted voice and partner by the provision of information and real-time data in tracking the progression of the COVID-19 disease. He attributed this to the many solutions eHealth has put in place to integrate systems in managing seamless new services.

He discussed the massive requirements on ICT from the Services, waiting lists and, the need for more accurate data delving deeper into the service areas and this will be the next evolution for us in eHealth.

In the Q&A session the topics raised were – Cyber Security; Slaintecare; the re-branding to eHealth & Disruptive Technologies.

[You can view this Lunch & Learn through the Discovery Zone on HSeLanD.](#)



Inside this issue

Paul Reid, CEO HSE on Lunch & Learn	1
Training & Development	2
Lunch & Learn Upcoming Schedule.....	3
Evolution of Covid Care Tracker	3-4
eHealth Careers	4
HSE Organisation Development and Change	5
eHealth Team Focus: RPA (CoE) and Business Services CRM	6-7
Fundraiser for The Dylan Lester Trust	8
Community Health Project Updates	9
SNOMED Updates	10
Performance Achievement	11
International Women's Day.....	11
New eLearning Module SI Process & SI Toolset	11
Meet our new Colleagues	12-13

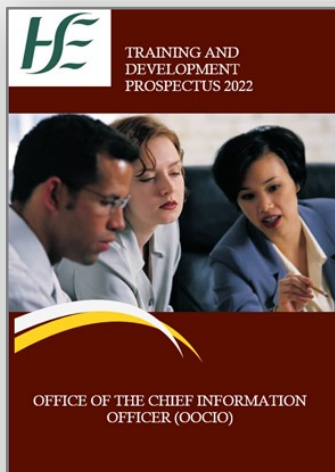
eHealth Training & Development



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 have any questions or problems trying to enrol on HSeLand, please contact eHealth.training@hse.ie and we will be happy to assist you.



Below is a list of our upcoming schedule this month:

Management Development Programme

Date	Duration	Venue	Start & Finish Times	Closing Date
22/03/22 23/03/22 26/04/22 27/04/22	4 Days	The Richmond Education and Event Centre, No 1 North Brunswick Street, Dublin 7	09:30 – 17:00	04/03/22

Fundamentals of Lean Six Sigma (LSS) for Healthcare White Belt Accredited Programme

Date	Duration	Venue	Start & Finish Times	Closing Date
30/03/22	1 Day	Virtual Programme via Mater Lean Academy	09:30 – 16:00	16/03/22

Interpreting and Applying HR Policies

Date	Duration	Venue	Start & Finish Times	Closing Date
05/04/2022	1 Day	The Richmond Education and Event Centre, No 1 North Brunswick Street, Dublin 7	09:30 – 17:00	15/03/22
06/04/22	1 Day		09:30 – 17:00	16/03/22

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](#)



By Deirdre O'Regan & Alyssa Tiernan
Senior ICT Project Managers, CCT Product Development Leads

March 2020 was a time that many in eHealth will never forget. Schools were closing, there were huge queues at the supermarkets (remember the toilet paper shortage!) and nobody knew what to expect in the coming months. All around the country, different members of eHealth were being pulled from their desks or receiving the phone call to join the HSE's COVID response. It was a foray into the unknown and it felt as if we were going to war. Arriving in Dr. Steevens, that feeling was heightened by the presence of the army cadets throughout the building. The pandemic had arrived and to enable a pathway for COVID Test & Trace, the HSE had to set up entirely new teams, new processes and new solutions, all at a pace most of us had never seen before.

Tom Laffan, Delivery Director:

"We all worked with a real sense of fear and urgency in the early days of the pandemic. So privileged to work with such a dedicated and professional team who worked so hard to deliver so much in very difficult times. When a system go-live is covered on every news channel it definitely leaves little room for error, however, the future for Digital and Technology services to support Health Services is very bright."

Under the stewardship of Tom Laffan, the first principles surrounding the COVID Care Tracker (CCT) were established, and development began in an iterative, agile model. Minimum Viable Product was the order of the day, and releases were twice a week in the

initial months, gradually changing to once a week, then fortnightly and now approximately once a month. The very first release included the ability to create a patient record and each subsequent release added extra functionality. CCT has become an extremely well developed and integrated contact tracing solution with modules for contact tracing, public health, and acute hospitals, all delivered in less than 2 years. During this time, CCT has had over 60 successful releases, 3 public facing portals deployed, 26 different types of SMS created, 26 integration points with other systems and successfully survived a cyber-attack, with minimal impacts to contact tracing. Considering the very first specification for CCT was a scribble on a whiteboard, the evolution and functionality of CCT is something that everyone involved is incredibly proud of.

For the first wave of COVID-19, CCT was expected to deal with low volumes of positive cases and associated close contacts. It was a challenging time, as entirely new processes and systems were being developed. Staff were asked to step into new roles, at a moment's notice and develop new skills.

CCT continued to build more functionality, taking in lab results and SwiftQueue data, integrating the COVID-19 ID and modules such as Assessment Hubs and Acute Hospitals. As the summer came, things settled a little and slight hope began to emerge that the worst was over.

Continued on next page...

LUNCH AND LEARN SERIES

The latest Lunch & Learn schedule is listed below and if you missed any of the previous sessions, they are available to view in the Discovery Zone on HSeLanD.

All sessions take place on Fridays at 12:30 unless stated otherwise.

The Integrated Information Service: 'Who we are and what we do'

Friday, 4th March, 2022

Presented by Emmett Carolan

Enterprise Architecture & eHealth Design Authority

Friday, 25th March, 2022

Presented by Peter Connolly

An Overview of Customer Service Experience –CSE

Friday, 8th April, 2022

Presented by Darach Glennon

[View this handy guide on how to find the Discovery Zone on HSeLanD](#)



WE ARE HIRING

JOIN WITH OUR TEAM

For up to date information on eHealth and Disruptive Technologies vacancies, go to our Careers Area on:

ehealthireland.ie

Posts currently advertised:

eHealth/11/22 - Grade V Cyber Security Officer

Closing Tuesday 15 March at 12 noon

eHealth/10/22 - Grade VIII Senior Change Manager

Closing Monday 14 March at 12 noon

eHealth/05/22 - Grade VIII SAP BI & BW Manager

Closing Monday 14 March at 12 noon

eHealth/13/22 - Grade VIII Voice (Telecoms) Infrastructure Manager

Closing Wednesday 16 March at 12 noon

eHealth/14/22 - Grade VI Senior ICT Project Officer

Closing Monday 21 March at 12 noon

OoCIO/04/22 Grade V ICT Programme Support Officer – National Distribution Services

Closing Monday 14 March at 12 noon

GM SAP CoE Transformation and Continuous Improvement Manager

Closing Tuesday 15th March at 12 noon

Upcoming recruitment campaigns—

- SAP CoE Grade VIII Payroll Lead Business Analyst
- Grade VIII Information and Security Manager
- Grade VII Business Analyst

For more information on currently advertised positions go to:

ehealthireland.ie/careers

Evolution of the COVID Care Tracker continued...

Waves 2 and 3 then quickly brought reality back, as the COVID cases and contacts dramatically increased in September and December 2020. During these waves, two of the public portals were developed to increase contact tracing capacity, along with capacity increases in test centres and labs. In January 2021, the vaccines arrived, with huge expectations for the vaccine roll-out across Ireland. However, this also meant that the team now had to split into two distinct teams, one for CCT and one for COVAX. Again, it was hoped that this meant the end of COVID was near (or so we thought!).

The cyber-attack in May was an

Mark Brady
ICT Project Manager:

"Personnel on the project changed at various times to manage projects such as Covax or deal with the Cyber-attack, I'm very proud to have been part of a CCT team that never faltered to deliver its objectives when asked and to the highest standard."

enormous event for the HSE, but luckily, as CCT is a cloud-based solution, utilising Microsoft Dynamics, the system was largely unaffected and contact tracing was able to continue, almost as normal, while the support and operations teams quickly adapted their processes to allow them to work off network. October and December 2021 arrived, along with the fourth and fifth waves, which were the longest, highest volume waves

Ireland experienced. Another public portal was deployed, along with almost continuous releases for CCT to handle the regular NPHET changes to contact tracing.

During this surge, CCT handled its largest numbers of cases and contacts since inception, reaching 27k positive cases and 40k contacts daily. Again, as Wave 5 ends, there's now hope that the COVID-19 pandemic's end is in sight, but they say it's the hope that crushes you!!

With 26 integration points in place, the COVID Care Tracker is only one piece of a larger puzzle in the COVID pathway. CCT couldn't have become the fully-fledged, highly developed system it is, without the support and dedication of our colleagues across the HSE. Access to Information, Integrated Information Services and Technology Office are three areas that contributed significantly to the success of the COVID Care Tracker and the public facing portals. The hard work and long hours that our colleagues in these teams have put in to supporting the roll-out and development of CCT, often at short notice and with extremely tight deadlines, has been and continues to be, crucial to the success of the contact tracing programme in Ireland.

Joan Duignan
Senior ICT Project Manager:

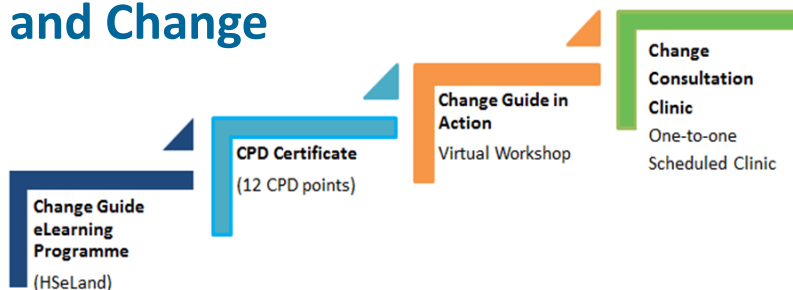
"It was great to be part of such an amazing team. We were thrown in at the deep end and pulled together to make each release work knowing the difference it would make."

If you have any news item you would like to share with eHealth staff, please let us know.

Email us on:-
communications.oocio@hse.ie



HSE Organisation Development and Change



The HSE Organisation Development & Change team are offering all staff the opportunity to enhance their change management skills. The diagram above shows what they are providing to “equip our people with the skills, supports, and resources necessary to embrace, participate in and effect positive change” *HSE Corporate Plan 2021-2024*.

CPD Certificate – Delivering Change in Health Services (12 CPD Points)

Completion of the eLearning Programme is a prerequisite to advancing to the CPD Certificate Programme. Submission dates are the 1st May, 1st October and 1st December yearly.

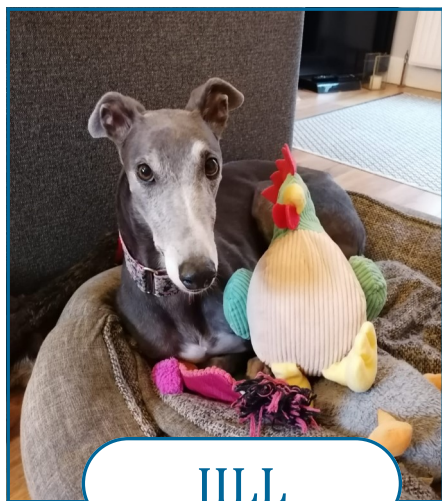
Virtual Workshop

The workshops run the **fourth Wednesday of the month** excluding July and August.

Change Consultation Clinics

These clinics take place on the **second Thursday of the month** excluding July and August. Updates on the above can be found on the Change & Innovation Hub, HSeLand or contact changeguide@hse.ie

Meet another of our colleagues furry friends...



JILL

After last months issue when we included a photo of Tilly the Cat. This month we have Jill, who lives with Jodie McCrann. As you can see, Jill loves the camera and has no problem posing for a photo. She loves her cuddly toys and looks so comfy-cozy snuggled up in her bed. Jill is a rescue greyhound so its only right she has found her forever happy home with Jodie.

If you would like us to feature your pet, please send us an

image and include a little bit about your furry friend. You can email us at communications.oocio@hse.ie

eHealth Leadership Programme



Day 3 and 4 of the eHealth Leadership Programme took place on 8th and 9th February.

Vincent Jordan, Delivery Director for ICT Services to Acute Hospitals joined the group remotely for a Q&A on Strategic Thinking.

An interactive module on Lean Six Sigma was delivered by Dolores Donegan a Black Belt in Lean with the RCSI.

While a module on Managing your Wellbeing and Stress was delivered by Nodlaig Carroll, Organisational Health Lead, Workplace Health & Wellbeing Unit National HR (seen here on the left in green with programme participants).

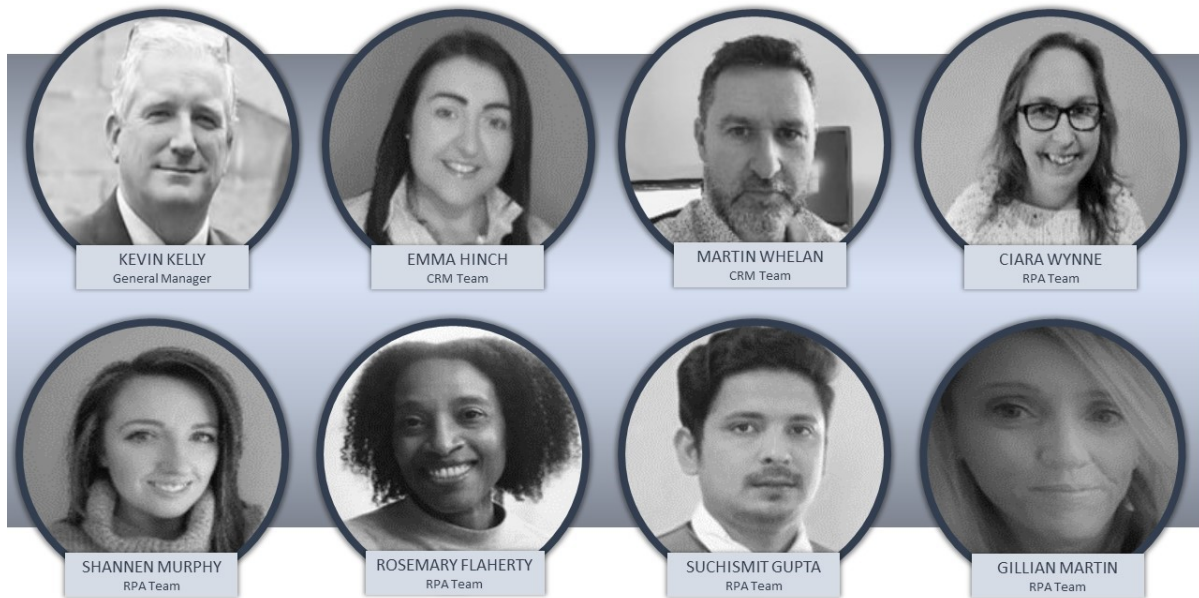
Happy Pancake Tuesday!



[Click here for some delicious recipes](#)

eHealth & Disruptive Technologies Team Focus

RPA Centre of Excellence & Business Services CRM



Arising from the HSE Centre Review in 2020, the HBS Digital Innovation team led by Kevin Kelly was transitioned across to eHealth & Disruptive Technology in June 2021 and is operating within Digital Management.

The team has two key areas of focus, namely Customer Relationship Management (CRM) and Robotic Process Automation (RPA), both of which are outlined below in more detail.

Business Services CRM Team

Customer Relationship Management (CRM) technology supports the management of customer relationships and provides insights from customer interactions to highlight improvement opportunities in business processes.

What we do: The Business Services CRM team has developed a central CRM platform on Microsoft Dynamics 365, which enables individual CRM solutions to be customised for HSE business functions to record and manage their respective customer interactions such as support requests and queries, or to manage communications with their customer base.

The Business Services CRM Team has been delivering individualised feature-rich CRM solutions which align to the specific support processes and workflows in the relevant HSE business function. The team also provides follow-up services such as application support, access management and change management as solutions evolve/expand.

Customer centric by design, the platform contains a common dataset which can be shared by all solutions. It also includes a self-service portal which contains an expanding knowledge base and enables support requests to be raised and tracked by customers across a range of business services from within a single technology location.

eHealth & Disruptive Technologies Team Focus

RPA Centre of Excellence & Business Services CRM

To date, the team has delivered CRM solutions for the following HSE business areas:-

- National HR - National Recruitment Service; HR Digital.
- IFMS Programme - Ariba SNAP Helpdesk (Finance, SAP CoE & Procurement); Comms & Marketing.
- RPA Centre of Excellence - Project Workflow; Incident/Change Management.
- Finance (Payroll East Helpdesk)
- HIDS (IHI)
- Estates
- NiSRP Helpdesk

Robotic Process Automation (RPA) Centre of Excellence

Robotic Process Automation (RPA) is a technology that allows a computer programme (or robot) to replicate otherwise manual processes in an automated, repeatable, and reliable manner. Robots can be developed, or trained, to mimic repetitive, mundane, and labour-intensive work, freeing up staff to focus on higher value activities such as problem solving, exception handling, troubleshooting and customer facing activities.

What we do: The RPA CoE was established in September 2020 to ensure a co-ordinated and consistent approach to the implementation of RPA in the HSE and provides the following services: -

Methodology & Standards

Ensuring consistent process for opportunity assessment and customer engagement to streamline and subsequently automate processes. Oversight of all RPA projects to identify opportunities for broader applicability and replication. Centralised governance to ensure best practice coding and security standards.

Organisational Adoption & Skills Development

Driving organisational awareness and engagement to identify strategically aligned automation opportunities. Co-ordinating the upskilling of HSE staff to create appropriately skilled automation teams using this new and innovative technology.

Robot Delivery & Operations

Providing RPA developers and business analysts to build, deploy and supervise robots, with full activity and performance reporting, incident, and change management. Central management of the RPA technology platform and entire robot workforce. Centralised scheduling of robots to tasks to ensure optimisation of robot licences and rapid robot mobilisation as necessary to meet surges in demand across the organisation.

To date, the team has delivered automated processes in National HR, National Finance and the Health Protection Surveillance Centre. In all cases, the robots we have deployed have taken on time consuming administrative tasks, releasing staff in the respective areas to focus on more productive and meaningful work.

Any enquiries can be sent to rpa@hse.ie



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](#)

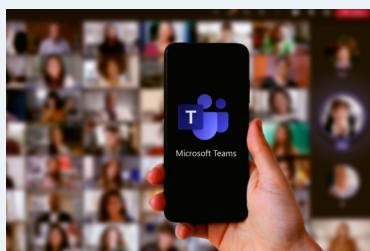
[Create a Private Channel](#)

[Enable sound when sharing videos](#)

[Mute options for your meetings](#)

[Attendance List](#)

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



Dylan Lester Trust

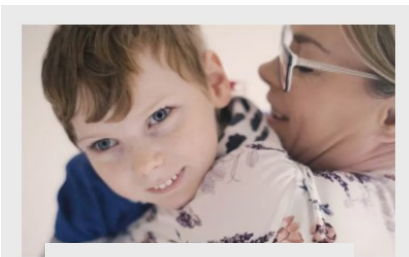
Can you help our colleague Peter Sutcliffe raise funds for this worthy cause?

Hi everyone,

For those of you who don't know me, my name is Peter and I work in Business Operations in the East. I'm in my early 40s and let's just say that my peak physical condition is well behind me, middle age spread is well in effect here!

A childhood friend of mine, Jimmy Cahill took up running a few years ago as a way to keep trim but also to raise funds for charity. He would regularly ask me if I'd like to join him even if only for small runs, I would always reply with a quip like "Ah Jimmy the only part of me that runs is my mouth" or "Jimmy, I'm built for comfort not for speed."

Last year Jimmy set up the [Dublin Mountain Way Marathon](#) to raise funds for the Laura Lynn charity, the event is a marathon distance (42.2km) trail run covering the Dublin mountain way trail starting in Shankhill and ending at Tallaght Stadium.



Dylan and his mum Linda

On our annual meet up for Christmas Jimmy told me about this year's event - Linda & Raymond Lester, parents of nine-year-old Dylan, are raising funds to renovate their house to provide their son with better ability to move around their home.



Dylan was diagnosed shortly after his birth with quadriplegic cerebral palsy, a condition that caused him to lose the motor function in his arms and legs and the inability to speak and eat orally. Due to this condition, Dylan needs assistance with all aspects of independent living. He can only move around by either wheelchair or carried by his parents and he can only be fed through a peg tube inserted into his stomach. Dylan is totally dependent on his parents 24/7 and requires Physiotherapy, Occupational Therapy, Speech and language and Hydrotherapy, as well as specialised nursing care which the family pay for privately as the Early Intervention Services do not provide enough assistance.

Jimmy asked if any of us would like to volunteer to take part and I said I would, much to everyone's surprise! This year's event takes place over 2 days Saturday 7th May 2022 for those electing to run the distance and Sunday 8th May 2022 for those electing to walk, I will be walking the route on Sunday May 8th.

If you would like to help Dylan and his family please donate [here](#) and thank you in advance, your help will be greatly appreciated.

Thank you
Peter Sutcliffe

Community Health

Project Updates Community Health Team

The Community Health team have some updates to share on a number of projects. Below is a brief outline of recent news.

International Resident Assessment Instrument (interRAI) Ireland

In 2020, The InterRAI national team and the eHealth Social Care ICT team partnered with Momentum Healthware to rollout the Momentum Assessment Management System (AMS). The AMS is a cloud hosted electronic assessment management system built around the InterRAI care assessment standards. The project is divided into four phases. The first phase involves replacing a legacy SATIS with AMS and rollout the AMS InterRAI Home Care/Home Care for Acute Care to community and acute care settings. Phase 1 is rolling out to CHO areas 1, 3, 4, 5 and 6 along with supporting the use of the AMS for a Home Support pilot to help inform new legislation planned for 2023. Phases 2 and 3 software configuration and testing is underway along with IHI engagement.

Children's Disability Network Teams Information Management System (CDNTIMS)

Procurement for a Children's Disability Network Team Information Management System (CDNTIMS) has been completed, which has resulted in contracts being signed with the successful vendor, EBCS Ltd. The contract will see the existing Children Disabilities IMS in CHO3 enhanced and rolled out to 91 CDNTs over the next 16 months. CDNTIMS will also replace the National Disability Day Services database, and integrate the existing c.20 year old system to facilitate delivery of Assessment of Need under the Disability Act 2005, thus ensuring a single point of entry to access information and, information is stored within one secure location.

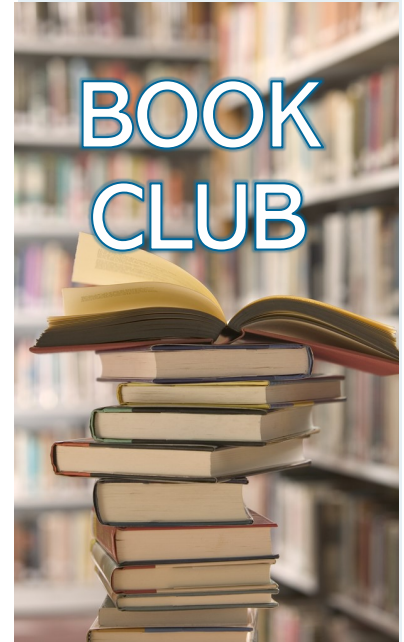
Key milestones are:

- ICT enabling works commenced to make the CDNTIMS cloud ready.
- Software enhancements to be delivered across 3 phases. Phase 1 to commence on completion of ICT enabling works followed by Phases 2 and 3.
- Data Migration underway to ensure the continuum of care is maintained.
- Integration underway (IHI, Data Lake and the National Ability Support System)
- CDNTIMS Rollout to commence on a team by team basis throughout the phased rollout process.

Integrated Community Case Management System – ICCMS

The Integrated Community Case Management System (ICCMS) programme will support patient/service user (SU) case management and pathway needs across Community Care Groups enhancing efficiencies, supporting communication and providing real-time activity and health information. Key elements to date:

- Significant work completed to leverage work done by previous projects.
- The Assess phase of the project is underway to determine exact requirements and scope.
- Market Soundings generated 20 vendor responses and 5 vendors invited to demo.
- Feedback on Market Sounding vendor responses received from work stream members, online surveys used to assist in data gathering and analysis.
- Large body of work in progress in relation to existing IT landscape within Community (software, hardware and connectivity) to feed into scope.
- Research of international experiences with national Community Health rollouts.



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

Tuesday 8th March, 2022
at 1pm via MS Teams

This month's book is:

The Echo Chamber
By John Boyne

There's still time to join the BOoCIO Club by emailing us on:

communications.oocio@hse.ie





Autogenic Meditation

with Sandra

Autogenic Training

A relaxation technique focusing on promoting feelings of calm and relaxation in your body to reduce stress and anxiety. Through this process, a positive effect is induced on the autonomic nervous system.

Autogenic relaxation involves imagining that your limbs are warm and heavy, and focuses on slowing down your breath which in turn slows your heart rate.

This process will induce the relaxation response and calm your entire nervous system. It is particularly helpful to practice during times when you are feeling stressed, overwhelmed or anxious. It will help to calm your nerves and clear your mind.

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.



SNOMED

in the Irish Healthcare Setting

WEBINARS

The Irish National Release Centre
for
SNOMED & ONMSD

are delighted to present this series of webinars in 2022

Friday 4th March
[Back to basics- Data in the Irish Healthcare Setting](#)

Friday 27th May
[The Good, The Bad and The Ugly in Data Management an International and National perspective](#)

Friday 9th September
[The Patient Data Journey, why data matters](#)

Friday 2nd December
[Insights from Irish data managers using SNOMED in their systems](#)

CPD Achievements by Irish NRC SNOMED CT on Foundation Course for SNOMED CT

SNOMED CT is an international clinical terminology coding system used in Electronic Health Records. Its purpose is to facilitate accurate recording and sharing of clinical and related health information with semantic interoperability.

SNOMED CT was recommended by HIQA Reports in 2014 and 2021, and was endorsed by the Department of Health in 2017. As a result, the Health Service Executive established the Irish National Release Centre for SNOMED CT in 2019, which developed a

SNOMED CT Strategy (2020-2023).

In the interest of promoting clinical education and awareness of SNOMED CT in the Irish healthcare system, the Irish NRC requested continuous professional development points, (CPD), endorsement from Irish Clinical Professional Bodies to promote the SNOMED CT Foundation Course in 2021.

You can read more about this endorsement and the e-Learning Courses available on eHealthireland.ie

SNOMED Training Event



From L to R:

Theresa Barry, Irish NRC Manager, Enterprise Architecture; Terance Shird, SNOMED International; Anita Flynn, Irish NRC Enterprise Architecture; Yvonne Coughlan, Irish NRC, Enterprise Architecture; Shane Byrnes, Pharmacist National Medicinal Product Catalogue; Reece Romain, Project Manager for National Medicinal Product Catalogue; Joe Schofield SNOMED International.

It was with delight that the Irish NRC welcomed the managed service team from SNOMED International this week in Dublin, with 2 new staff members, Anita Flynn and Yvonne Coughlan, Theresa Barry the NRC Manager organised the event. Also in attendance were Shane Byrnes and Reece Romain from the National Medicinal Product Catalogue who are currently evaluating the Authoring platform to develop and maintain the proposed Irish Drug Extension. It was a great opportunity to meet again face to face and do some very productive training.



Performance Achievement is the process by which we as employees get the opportunity to clarify our roles and goals with our managers. It's also an opportunity to identify any supports we require to develop within our roles and beyond.

All eHealth staff are now expected to meet their manager at least once in the annual cycle.

To support you in understanding the process you can view this

short [explanatory video](#).

Furthermore a live webinar is planned for **11th March, 2022 at 12:15** and will be hosted by Theresa Heller, Assistant National Director of HR and Performance Achievement Lead. A link to this webinar will be circulated to staff prior to the event.

If you have any questions for Theresa please forward them to:

Thelma.pentony@hse.ie
by Thursday 8th March.

TUESDAY MARCH 8, 2022 INTERNATIONAL WOMEN'S DAY

Will you help #BreakTheBias?



**Celebrate women's achievement.
Raise awareness against bias.
Take action for equality.**

It's that time again, and we want to acknowledge the amazing women working in eHealth & Disruptive Technologies. We will be emailing all eHealth staff and asking our female colleagues to get involved and show solidarity. At a recent Training & Development training day the course participants posed for a photo crossing their hands to [support of the campaign](#).



SI Process and SI Toolset

HSeLanD eLearning Module

Service Introduction (SI) are delighted to announce the launch of a new a HSeLanD module.

It has been created for the Project Management Team, to explain the SI Process and provide training in the use of the SI Toolset and completion of the SSD (System Support Details).

Project Managers are required to complete the SSD Record in the SI Toolset, for all projects going through Service Introduction. The SSD captures the support arrangements in place for the system or application, once it is deployed in the live environment.

All project management team members are encouraged to enrol on the module, it will take about twenty minutes to complete.

Other eHealth and Disruptive Technologies staff who engage with Service Introduction as part of their role, are also encouraged to complete the module to gain a clearer understanding of the Service Introduction Process.

It is available on HSeLanD and can be found by typing SI Toolset into the search bar. Alternatively, it can be located in the course catalogue tab, on the HSeLanD website.

Introducing our new colleagues to the eHealth Community

Welcome to eHealth & Disruptive Technologies



Charles Amayo

ICT Technology Officer

What fictional place would you most like to visit?

Capitol (The Hunger Games)

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

US President (To have a first-hand experience in power play in global politics).

What is the top destination on your must visit list?

Florida.

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

40 years.



Caroline Ryder

Acute Delivery
Engagement Lead

What fictional place would you most like to visit?

Narnia

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

My 17 year old self and tell her - it's true anything is possible when you believe in yourself.

What is the top destination on your must visit list?

Iceland and hopefully catch the Northern Lights

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

36

Introducing our new colleagues to the eHealth Community

Welcome to eHealth & Disruptive Technologies



Suchismit Gupta

Senior Business
Analyst

What fictional place would you most like to visit?

Hogwarts School of Witchcraft and Wizardry. The magic, adventures, everything there is incredible.

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

I would swap lives with an alien. I want to learn about the secrets of the universe and aliens' incredible lives.

What is the top destination on your must visit list?

The Pyramids of Giza, Egypt.

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

I would remain 25 years forever. Because you are still young at 25 but old enough to do almost everything older adults can do.



Mary Murray

ICT Project Manager

What fictional place would you most like to visit?

The town of Avonlea on Prince Edward Island, Canada—from the Anne of Green Gables books. I liked them when I was younger.

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

My old school friend who works as a dive instructor on the Turks and Caicos Islands. Lots of sunshine and white sand.

What is the top destination on your must visit list?

Australia.

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

32 I think...felt "old" then but not as old as I feel now. 😊