

# eHEALTH NEWSLETTER

12th July, 2022.  
Volume 2, Issue 7

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).

## Clinical Management System for Specialised Care Services for the Irish Health Service

By Pauline Fitzgerald, HSE-eHealth SCS-CMS Programme Manager.



*Pictured (L to R): Front Row: Fran Thompson, HSE-interim Chief Information Officer. Second Row: John Maher, NRH-Head of IM&T; Mary Cooke, HSE Interim ICT Delivery Director Community Health; Patrick Bergin, NFMHS-Head of Service; Pauline Fitzgerald, HSE-eHealth SCS-CMS Programme Manager; John Kelly, InterSystems-Ireland Sales Manager. Back Row: Shirley Harper, HSE ICT Senior Project Manager; Derek Greene, NRH-CEO; Katie O'Rourke, HSE Interim ICT Deputy Delivery Director Community Health; Paul Braham, NFMHS-Programme Director; Marie Byrne, HSE ICT Senior Project Manager.*

eHealth are pleased to announce the signing of a Single Party Framework agreement for a Clinical Management System for Specialised Care Services for the Irish Health Service which took place in May 2022. The four year framework establishes an agreement between the HSE and InterSystems BV for the supply, modification, installation, integration, implementation, hosting, data migration and on-going support of a Clinical Management System (CMS). Two initial sites have drawn down from the framework and signed contracts namely—the National Forensic Mental Health Services (NFMHS) and the National Rehabilitation Hospital (NRH).

*Continued on next page.*



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The next Lunch and Learn session is:

### SAP CoE

Friday 23rd September, 2022.

#### Presented by

Margaret Kilmartin, Head of SAP CoE.

Please note the change of date, initially this session was to take place in July.

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

Should any session come up through out the month of July you will receive an email from [Communications.eHealth@hse.ie](mailto: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](#)



A formal launch of the implementation of the solution, called Trakcare, for both NFMHS and NRH took place in the new National Forensic Mental Health Services campus in Portrane, Co. Dublin on June 22<sup>nd</sup> 2022.

Implementing Trakcare in both sites in a joint approach, allows the HSE to achieve substantial savings, fosters co-working and collaboration and, enables shared learning and knowledge transfer between the two sites.

The eHealth Community team look forward to continuing to work with NFMHS and NRH as they embark on this innovative and digital transformative journey enabling safer and better patient care.

## A New Era for eHealth Staff Undertaking PRINCE2® and ITIL® examinations

By Janis Nolan,  
Training & Development.

The sole examination and certification body PeopleCert for PRINCE2 and ITIL have introduced a number of changes.

Online Proctoring is now the only exam delivery method available.

Further Information such as system requirements, is available [here](#).

Official eBooks are offered alongside each exam voucher. Accessing the eBook is made through the PeopleCert Candidate Account upon candidates entering their exam voucher code.

#### Scheduling of Exams:

Candidates are not required to schedule their exam at the time of voucher redemption. Scheduling should take place only when candidates have completed their training.



#### Upcoming PRINCE2 and ITIL sessions for eHealth staff


The next session of **PRINCE2 Foundation & Practitioner with Exams** (5 day virtual programme) takes place 19 - 23 September.

**ITIL 4 Foundation with Exam** (3 day virtual programme) takes place 17–19 October.

Enrolment is via [HSeLanD](#). Please be aware that places are limited.

**We strongly recommend that participants complete their exams on a personal laptop/PC with a private internet connection.** This is to avoid any issues with our firewalls blocking access to ExamShield.

If you have any questions or concerns, please don't hesitate to contact [eHealth.training@hse.ie](mailto:eHealth.training@hse.ie) and we will be happy to assist you.



## WE ARE HIRING

eHealth & Disruptive Technologies

There are a number of vacancies currently on the eHealth Ireland website.

For up to date information on eHealth vacancies go to -

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

# eHealth Training & Development



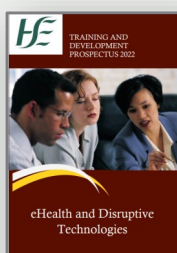
Enrolment on any of our programmes is via [HSeLanD](#) under the eHealth course catalogue.

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

If you are experiencing problems trying to locate or enrol onto a course on HSeLanD, please review our [HSeLanD Support Documents](#)

Alternatively please contact [ehhealth.training@hse.ie](mailto:ehhealth.training@hse.ie) and we will be happy to assist you.

Click the image to view our eHealth Training Prospectus



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](#)

Below is a list of our upcoming schedule this month:

## Management Development Programme

Date	Duration	Venue	Start & Finish	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, D7	09:30 –17:00	16/08/22

## Managing People Using H.R. Policies

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

Date	Duration	Venue	Start & Finish	Closing Date
20/09/22	1 day	The Richmond Education and Event Centre No 1 North Brunswick Street, D7	09:30 –17:00	03/09/22
18/10/22	1 day	Ardee Business Park Hale St, Ardee, Co. Louth, A92 C7RW *	09:30 –17:00	27/09/22

\* Please note the change of venue

## Stress Management and Resilience

Date	Duration	Venue	Start & Finish	Closing Date
27/09/22	1 day	Ardee Business Park Hale St, Ardee, Co. Louth, A92 C7RW *	09:30 –17:00	06/09/22

\* Please note the change of venue

## Fundamentals of Process Improvement in Health Systems – An Introduction to Lean Six Sigma

Date	Duration	Venue	Start & Finish	Closing Date
28/09/22	1 day	Virtual - via the Mater Lean Academy	09:45 –16:00	14/09/22
23/11/22	1 day	Virtual – via the Mater Lean Academy	09:45 – 16:00	09/11/22

## Getting Ready for Retirement

Date	Duration	Venue	Start & Finish	Closing Date
04/10/22	1 day	The Richmond Education and Event Centre No 1 North Brunswick Street, D7.	09:30 –17:00	13/09/22



# National Cancer Information System (NCIS)

By Donal Mullins, Project Manager NCIS.

The National Cancer Information System (NCIS) rollout is gathering pace. First implemented in May 2019 in St. Luke's Hospital, Rathgar, it has now extended to seven of the twenty six hospitals delivering systemic anti-cancer therapy, SACT.

Despite the challenges presented by the pandemic and the cyber-attack Beaumont Hospital, St James' Hospital, Tullamore Hospital, and University Hospital Kerry have commenced use since December 2021.

The dedicated NCIS project teams in these hospitals, in addition to the National Cancer Control Programme and eHealth Team work to ensure that each site installation is a success. In the world of eHealth projects, a successful go-live certainly ranks high in the good news department. Most recently the University Hospital Kerry go-live of NCIS took place on April 1<sup>st</sup> and in Tullamore



Left to right: Cormac Jennings (Haematology SP), Tina Robinson (Oncology CNS & NCIS nurse lead), Donal Mullins (NCIS Project Manager), Sarah Kennedy, Meadhbh Lysaght (NCIS Application Lead), Danielle Neale (Chief II Pharmacist Oncology Haematology), Caoimhe O'Leary (NCIS Snr Pharmacist), Shane Quinlan (NCIS Pharmacist), Aine Corcoran (CNM3 Oncology Haematology), Carmel O' Meara (Pharmacy Technician), Trish Scully (Pharmacy Technician).

Hospital on May 25<sup>th</sup>. Each one of the hospitals ICT, nursing, clinical, administration, pharmacy, and management team members are applauded for their hard work and commitment to improving patient care and safety with the introduction of NCIS.

NCIS will enhance the prescribing, preparation and administration processes for Systemic Anti-Cancer Therapy, SACT. The shared NCIS

record for oncology patients is a major milestone and will support the care of patients across the care pathway. We look forward to working with and onboarding the remaining hospitals.

The NCIS team is comprised as follows:

## **eHealth NCIS Team:**

Breda Cagney  
Michael Carty  
Peter Smith  
Emma Finn Roche  
Donal McWeeney  
Thomas Byrne  
Donal Mullins

## **NCCP NCIS Team (National Cancer Control Programme):**

Patricia Heckmann  
Nicola Newcombe  
Grant Carroll  
David Dowling  
Caoimhe O'Leary  
Siobhan Warren  
Meadhbh Lysaght  
Caroline Meade



Above is a photograph from the April go-live in University Hospital Kerry.

**L to R:** Pat O'Dowd, Caroline Meade, Maura O'Connor, Sarah Thompson, Mary Fitzgerald, Donal Mullins, Caoimhe O'Leary & Alan Kearney



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# Support for diversity issues related to ICT

By Michele Guerin,  
Equality Officer, Diversity, Equality & Inclusion, HR Capability and Culture, Health Service Executive.

As an equal opportunity employer, the HSE is committed to treating our employees equally in relation to the nine characteristics protected in our equality legislation: age, gender, race, religion, civil status, family status, sexual orientation, disability and membership of the Traveller Community. This protection covers recruitment, pay, conditions, training, work experience and career progression.

The HSE's Diversity, Equality and Inclusion (DEI) Team, in National HR, assists in creating an organisational culture where staff are valued and supported, and can work in an environment free from discrimination. We also assist in ensuring that the HSE is compliant with statutory obligations in national legislation.

Examples of issues referred to the



Photograph taken at the recent Pride Parade in Dublin. Photograph supplied by Michele Guerin.

DEI Team include workplace supports related to disability – particularly ICT and Assistive Technology - including training requirements and aftercare. A very significant proportion of the

contacts we receive are related to this specific issue, workplace ergonomics and the built environment, communication and literacy support, health and safety issues, DEI related training legislation and policy interpretation – including Dignity at Work issues and concerns related to discrimination or harassment.

Managers and staff seeking advice or support on DEI related issues are welcome to contact the DEI Team at email: [diversity.HR@hse.ie](mailto:diversity.HR@hse.ie).

Contacts from ICT colleagues related to DEI matters encountered through their own work are always welcome.

HSeLanD hosts a range of training programmes with content related to DEI in the workplace, including disability awareness training.

For more information read:  
[Health Services People Strategy 2019-2024 - Leaders in People Services](#)



Above is a photograph taken at the recent Pride Parade in Dublin and includes Roderic O'Gorman, Minister for Children, Equality, Disability, Integration & Youth. Photograph supplied by Michele Guerin.



Joanne Sweeney  
CEO, Digital Training Institute

## How government and the public sector can win at social media for public good

By Joanne Sweeney, CEO & Founder of Digital Training Institute, and Public Sector Marketing Pros.

commitment to [delivering a more transparent and collaborative government](#) is not lost on us today, and it's certainly not lost on you. Today, more than ever, we need government and public sector professionals to be skilled in critical thinking, strategy and the practical skills of social media.

### Senior leadership need to drive transformation

100 public sector pros studying at the [Public Sector Marketing Institute](#) were asked to share the top three barriers to effective social media delivery in their organisation. The results were clear.

Management buy-in (in-source social media and upskill staff).

Not having a social media strategy.

Understanding how to evaluate social media success.

Trust and transparency is the number one currency in the Digital Age.

Without a medical intervention for COVID-19, governments and public health agencies are reliant on the commitment, goodwill and staying power of the public to adhere to public health advice.

That advice has almost exclusively been shared online as well as through partnerships with national media outlets to livestream regular press briefings.

In a recent interview with Alexandra Kumanovic, Social Media Manager at the World Health Organization, it became clear that the power of social media is aiding in an effort to slow the spread of the coronavirus.

*"We know that social media and digital communication never sleeps. We bring a passion and adrenaline to*

*the job so that we can follow information constantly, to respond to information constantly, to be out there for people, especially as we are in a war with misinformation. Some of the lessons I would say is that we need to ensure that we are doing the right thing and that we are communicating in a right way."*

That's why the work and commitment to digital communications transformation are so important to senior leaders. To quote another WHO senior executive. Dr Mike Ryan, Head of the Emergencies Programme says that the [work of social media staff](#) is as important as frontline workers to halt the spread of the virus.

The experience of COVID-19 has not only rattled our world, our governments, our public health services and public sector agencies and frontline staff, but it's also rattled how we think and what we believe is important in life.

This would be a good point to watch this video: [Digital Communications Lessons from COVID-19](#).

### How to master social media in government & public sector

Don't fear social media, embrace it with confidence and competency. Your staff have 90% of the public sector and policy intuitiveness to do the job, let me provide the extra 10%.

I'm sharing my top 10 tactics on how to master social media for the public good.

**A strategy:** Successful social media requires a roadmap with defined goals and key performance indicators.

[Continued to next page...](#)

Barack Obama's vision for transparent government communications rings true in a post-COVID-19 world. Here, we find out how the government and public sector can win at social media for the public good

Let me start by bringing you inside the White House. It's January 2011, and Barack Obama begins his very first day as the 44th president of the United States of America. Barack Obama issued a call to action by signing the Open Government Directive. It was the formal acknowledgement that the three principles of transparency, participation and collaboration, form the cornerstone of an open government.

*"It is now the duty and obligation of the public sector to reinvent the government experience, by applying digital technologies and strategies."*

This quote comes from Tom Cochran, who brings us behind the scenes of that historic moment in the White House in the foreword of my book, [Public Sector Marketing Pro](#). He was the President's Chief Digital Officer at the time, and also worked then subsequently at the U.S. State Department.

President Obama's vision for, and

#### Audience segmentation:

Understanding who your citizens are, what they care about, where they are online and how you will engage with them is crucial.

#### Channel strategy:

While all of the social networks have similar features, they require a unique approach to build awareness, engagement and conversation with your citizens.

#### Community management:

Social media is a two-way street. If you are not willing to engage with citizens, you are merely broadcasting. A community management plan will set out the framework of meaningful conversations.

#### Hashtags:

Born on Twitter, hashtags are one of the most powerful ways to take your social media efforts to the next level.

#### Social and live video:

Going front of screen improves trust and transparency as well as helping to amplify subject matter expertise within your organisation.

#### Work practices:

Changing how you approach communications is vital if you are to succeed online. Being agile, creative and innovative are key to mastering social media.

#### In-source and upskill:

Social media is a fundamental way in which we communicate, and these skills should also be viewed as critical to fundamental delivery of effective digital communications.

#### Measure against goals:

Success is written in your executive summary by setting out your goals that solve and help develop your organisation. They are perfectly aligned with a corporate strategy.

#### Scale to succeed:

Social media can no longer be the sole responsibility of communications or marketing teams; it needs to be broadened to all

departments so that subject matter expertise is filtered from every department.

Do you want to upskill your staff in social media? We offer a CPD-approved [Diploma in Social Media for Government and Public Sector](#) which includes a 12-month membership to the Public Sector Marketing Institute where staff can access policy templates and on-the-job practical resources.

Take our [free social media webinar](#) on how to master social media for government and public sector in 10 steps.



eHealth staff at Induction on 30<sup>th</sup> June, 2022. Also in the photo is Mark Bagnell from the Integrated Information Service Team (IIS) and Mary Cooke, Deputy Delivery Director Community eHealth, who presented on day.



**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—  
[click here for more information.](#)



# Findings of the First National Evaluation of the use of Video Enabled Health Care in Ireland

By Dr Vanessa Clarke  
and Dr Aoife Lane

The onset of the COVID-19 pandemic in Spring 2020 resulted in an acceleration of the introduction of video enabled care (VEC) across health services in the Republic of Ireland. The Nursing and Midwifery Telehealth Advisory Group sought to evaluate satisfaction with VEC delivered by nurses and midwives in order to identify areas for improvement and inform the future development of VEC. This evaluation was later extended to all Healthcare Professionals (HCPs) and their patients/clients under the auspices of the National Telehealth Steering Committee.

Systematic data collection was undertaken in October and November 2020 using survey questionnaires; one for HCPs and one for patients/clients, each facilitating the collection of quantitative and qualitative data.

Findings showed high levels of satisfaction with VEC amongst patients/clients and HCPs alike. The majority (81%) of patients/clients reported that their experience of VEC was the same (50%) better (15%) or significantly better (16%) than previous face to face appointments and 61% of HCPs felt that the outcomes from virtual consultations were as expected (34%); better than expected (23%) or much better than expected (4%) compared with those expected from face to face consultations.

Significant numbers of patients/clients identified, as benefits of VEC, avoidance of travel, convenience, shorter waits on the day, shorter waits for an appointment, financial savings, avoidance of absenteeism



Dr. Vanessa Clarke & Dr. Aoife Lane

from work and avoidance of using private means of transport. Many HCPs experienced advantages to using virtual platforms including fewer interruptions than with face to face consultations, less time required for the consultation, reduced non-attendance rates and potential for increased appointment numbers.

HCP's and patient/client experiences were not altogether positive. Reported disadvantages centred predominantly around poor internet connectivity and inappropriateness of VEC for specific patients/clients or particular health conditions which do not lend themselves to remote healthcare practice.

Key recommendations from this evaluation are focussed on developing an evidence-based national policy to support safe, appropriate use of telehealth and developing digital infrastructure and capacity.

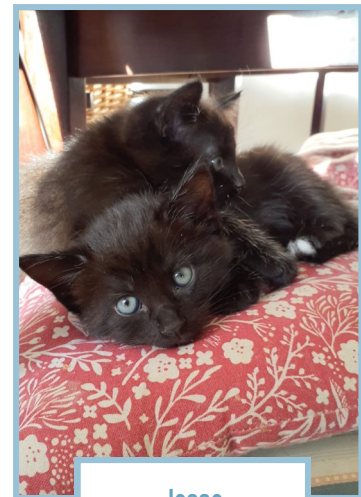
Implementation of these recommendations has commenced and, with the easing of Covid restrictions, HCPs and patients/clients can now engage in shared decision-making to determine which consultations are best suited to VEC. This will ensure that VEC represents a long-term viable option of delivering high quality, person centred, cost effective healthcare.

## Summer Sunlight Golden Meditation

with Sandra Wrafter

A healing meditation bringing  
to mind golden sunlight to  
help bring peace and calmness  
into body and mind – enjoy!

## Jesse - the armchair surfer!



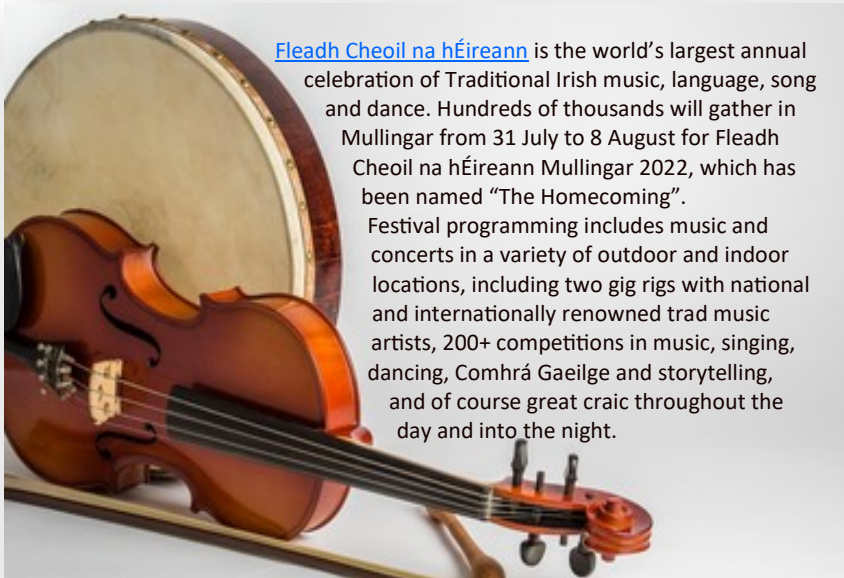
Jesse

This is Jesse, he's a 1 year old, feisty little adventurer and he lives with Peter Sutcliffe.

Jesse loves to go out exploring as much as he can, but also enjoys lazy days dozing on the armchair.

He will accept hugs but only in exchange for little treats.

In this picture that's Jesse looking at the camera and his brother Salem wasn't interested in posing—maybe another time!



[Fleadh Cheoil na hÉireann](#) is the world's largest annual celebration of Traditional Irish music, language, song and dance. Hundreds of thousands will gather in Mullingar from 31 July to 8 August for Fleadh Cheoil na hÉireann Mullingar 2022, which has been named "The Homecoming". Festival programming includes music and concerts in a variety of outdoor and indoor locations, including two gig rigs with national and internationally renowned trad music artists, 200+ competitions in music, singing, dancing, Comhrá Gaeilge and storytelling, and of course great craic throughout the day and into the night.

After two long years of cancellations, the Irish festival season is back with a bang.

Whether you want to have a laugh at the Paddy Power Comedy festival, connect with art and nature at Slane's Otherside Festival, or dance the night away to the world's biggest artists at Electric Picnic, there's something for everyone this summer.

Check out the [ticketmaster festival guide](#) for a full schedule of events, and to get your hands on tickets.



[Chapterhouse Theatre Company](#) perform open air dramatic productions in scenic venues throughout Ireland and the UK. This summer the group are touring with 'Cinderella', 'Romeo and Juliet' and 'Pride and Prejudice'. Family and friends are welcome to picnic in the grounds of some of the most beautiful gardens in Ireland, and children old and young alike are invited to dress as their favourite characters.

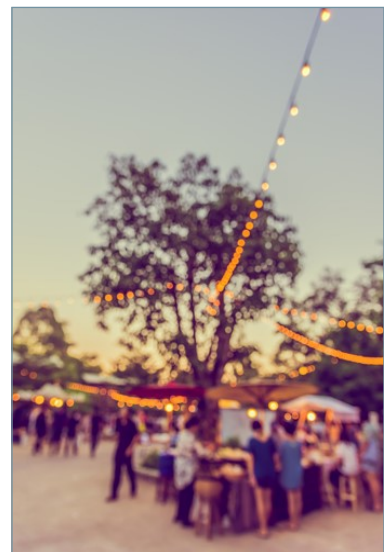
BRAY SEAFRONT - 16 & 17.07.22

**BEACH  
BBQ  
FESTIVAL**

FRANK'S  
**RedHot**  
OFFICIAL SPONSOR

Introducing [Beach BBQ Festival](#)... the new family-friendly scorcher that takes place along Bray's spectacular seafront. Bringing you a sizzling selection of activities including a funfair, demos, games, DJ sets, mouth-watering BBQ and food trucks over the weekend of July 16th & 17th 2022.

Thrill-seekers can enjoy bumper cars, games, stalls and even some candy floss daily from 12 noon until 10 pm.







Photograph shows eHealth staff attending the recent Managing People using HR Policies and Procedures held in the Richmond Education Centre.



# UNCOM

**Make medicines safely and accurately  
identified across Europe**

June 2022

ISSUE 02



[UNICOM Newsletter](#)

The **BOoCIO Virtual Club** will meet TODAY:

Tuesday 12th July, 2022  
at 1pm via MS Teams

The group will be deciding on some books to read over the Summer months.

If you are interested in joining, new members are always welcome and you can email us on:

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







On June 23rd, the Business Operations department held their first away day since before the Coronavirus Pandemic.

The day was titled 'Back to the Future' as Business Operations looked back over the year's achievements and also to future plans. A further goal of the day was to introduce new staff and reconnect the wider teams and functions.

The event was opened by eHealth's Chief Operations Officer, Michael Redmond, who spoke of the phenomenal growth of eHealth during the last two years. Michael outlined that the HSE is one of the largest IT estates in Ireland and moving forward recruitment will be key to continuous growth. The vision for eHealth is to increase staff numbers and in doing so, Business Operations will play a vital role in assessing, hiring and supporting our future employees.

The event was also host to the presentation of keynote speaker, Jason Black. Jason holds multiple high-altitude mountaineering world records, such as being the fastest human in history to summit Kilimanjaro twice in 22 hrs and Aconcagua traverse in 18 hrs. Jason shared his story as one of the world's leading high altitude mountaineers, while also speaking of his childhood and experiences with bullying and depression.



Michael Redmond, Chief Operations Officer eHealth.



Tadhg Pentony & Jason Black at the Business Operations Day.

As a global ambassador for the Irish Red Cross, Jason spoke passionately of his humanitarian work and motivation to make everyone's lives richer through sharing the tales of his treks, expeditions and adventures.

The 'Back to the Future' away day event proved to be a success and was a great networking opportunity for staff across the division.



Joyce Shaw, Chief of Staff speaking at the Business Operations Away



Group photograph of the Business Operations team.

The inclusion of mixer games to get to know each other and various group discussions, outlined the fantastic support of Business Operations as a core function of eHealth, enabling it to run smoothly and efficiently, providing a better service to HSE staff and clients.

By Sean Toner  
Training & Development/Communications.



The eHealth YouTube Channel has been launched and is an alternative learning and sharing centre for all our functions and teams. The catalogue of playlists on the eHealth YouTube channel is progressively getting stronger, with many sections of eHealth using it as a platform to showcase their division and allowing other departments to gain an insight into the work being done in the wider eHealth community.

Outlined below are some of the playlists currently available on the eHealth YouTube Channel:

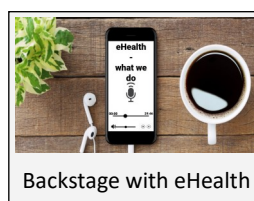
**Sharing Insights:** eHealth General Podcasts is the home of general podcasts from inside and outside of the organisation. Here you will find a wide variety of podcasts on topics such as team working, an Introduction to Lean Six Sigma and, Developing Grit at Work through lessons from Sport.

**Backstage with eHealth:** A collection of podcasts from the people of eHealth, discussing their roles and the service that their team delivers in eHealth. Contributors include Eamon Coyne on MyHealthEU project, Mark Bagnell and Niamh Crossan on Integrated Information Service (IIS) and Alex Mason and Stephanie Cremen on the role of the Business Analyst in eHealth.

**Health and Wellbeing Collection:** This playlist houses videos related to Yoga, Meditation and Visualisation and is a great resource for webinars and online sessions to ensure your health and wellbeing is tended to on a regular basis.

The eHealth YouTube channel is constantly growing and quickly becoming a favoured destination for all things eHealth. The channel is a significant resource that can be used by teams for internal training and learning purposes or as a platform to share their work with other members of the eHealth function.

Would you like your team to be represented on our YouTube channel?



#### 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)



## eHealth & Disruptive Technologies Team Focus

### SAP Centre of Excellence—Quality Assurance Team



The Quality Assurance Team had its first face to face meeting, since pre-COVID, in the SAP CoE Office in Sligo on the 8<sup>th</sup> June, 2022.

**Back row (L to R):** Bernie Hannigan, Ruth Harlin Lynch, Marie Kelly, Kim Henry Bonar, Catherine Markey, Teresa Nevin, Eileen Nolan & Una Codyre.

**Front row (L to R):** Mike Hourigan, Eamonn Connolly, Craig Lally and Conor McElhinney. Missing from the photo: Keary Smith included separately to the right of the main photograph.

Following on from our last Newsletter published in June, where we focused on the SAP CoE Technology and Infrastructure Team, this month's article will focus on the SAP CoE Quality Assurance Team. Introductions to each of the other SAP CoE teams will follow in upcoming editions of the eHealth newsletter.

#### **SAP Centre of Excellence – Quality Assurance Team**

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.

The Quality Assurance team is led by Eamonn Connolly. This team provides SAP HR & Payroll System Training to all system users applying a blended learning approach. The team is also responsible for managing and performing functional testing of the SAP HR & Payroll System. In addition this team monitors, identifies and assists with SAP HR & Payroll System Data Quality issues across all SAP HR & Payroll areas. One of the key responsibilities of the Quality Assurance team is in the area of overall compliance where it provides key support and direction across the wider SAP CoE team.

The Quality Assurance team members collaborate with our colleagues across SAP CoE and with our colleagues in the wider eHealth family on a regular basis. This constructive collaboration allows the Quality Assurance team to contribute positively to the goals and targets of the SAP CoE.

The SAP CoE Quality Assurance team consists of four areas: Training, Testing, Data Quality and SAP CoE Compliance.

#### **Training Team Lead – Vacant (*recruitment campaign in progress*)**

The SAP CoE training team has been delivering training since 2001, with a dedicated team of trainers delivering a blended approach to training; tutor led (Virtual and Classroom) and e-Learning Courses. Our mission is to guide the 4,000+ system users through their learning journey enabling them to use the various modules of SAP HR and Payroll to their maximum potential.

SAP CoE Training Statistics YTD 2022		
Training Type	Requests	Participants/Complete
Tutor Led Sessions (Virtual)	1050	777
e-Learning Courses	1190	1389*
* This figure includes requests from end of 2021		



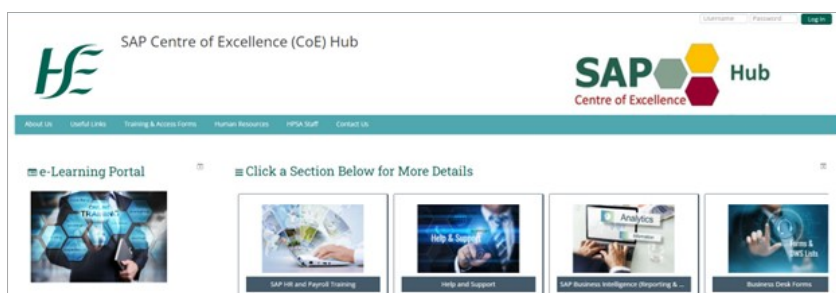
## eHealth & Disruptive Technologies Team Focus

### SAP Centre of Excellence—Quality Assurance Team

The SAP CoE Training Team also play a key role in National Projects such as the NiSRP rollout and are currently delivering SAP HR & Payroll training using blended training solutions for the implementation of the NiSRP South Project (16,000 circa. colleagues).

The SAP CoE Training Website contains a repository of all SAP HR & Payroll material including Training Manuals; Processes; Videos and a number of eLearning Courses to enable SAP system users to upskill themselves.

[SAP Centre of Excellence \(CoE\) Hub](#)



#### Testing Team Lead – Conor McElhinney

The Testing team is responsible for the testing of all SAP systems supported by the SAP CoE.

This team manage the testing of the SAP HR/Payroll Support Stack upgrade for the HR/Payroll and Self Service systems, which are applied twice yearly. They also manage and perform System Integration and Regression testing on any new SAP HR & Payroll projects, such as the NiSRP project for the HSE South, SAP HR & Payroll Archiving, SAP Finance Stabilisation upgrade and Tusla chart of accounts change. All of the aforementioned testing is planned in advance, performed to an agreed schedule and the results are documented. There is regular communication with all the relevant Stakeholders on our testing plan, testing progress, issues and results. We are currently working with the HSE's RPA Team within eHealth, to determine if RPA can be used to automate the running of our test scripts, thereby reducing the time required to perform these tests, and also facilitating more frequent execution of system testing.

#### Data Quality Team Lead – Eileen Nolan

The Data Quality team identify, highlight and resolve Data Quality issues within the SAP HR & Payroll system.

We focus our efforts on getting the quality of the data on the SAP HR & Payroll system to the highest standard, and collaborate with the Data Owners towards this goal.

We have developed Data Integrity checks and tools to allow us evaluate large data sets of master data and we run these checks on a monthly basis. The checks are run on a timely basis to ensure the accuracy of the published National HR Reports and the accuracy of the data exported to our Business Intelligence Unit for the production of CHO/Hospital Group Dashboards.

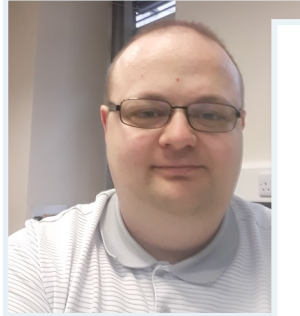
We also have a suite of Data Integrity Reports (Housekeeping Reports) which are available to our SAP system users/data owners. These reports will assist them in maintaining a high-level of accuracy for their data, ensuring that staff are paid correctly and are contributing correctly to their statutory deductions. We deliver information sessions to key contacts in each Head of HR Office, to promote and encourage the use of these reports, to support them in the task of identifying and resolving issues with their data.

#### Compliance

We work with the other SAP CoE teams to define their processes, identify the quality standards that apply to these processes and implement controls to ensure we are compliant with these standards. We also implement controls to ensure that SAP CoE are compliant with National HSE Policies (i.e. GDPR, Children First, Controls Assurance Review Process) and we manage the Risk/Issue Management program across the SAP CoE Team.



## Introducing our new colleagues to the eHealth Community



**Misel Suler**

Service Transition  
Senior Analyst, CSE.

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

Risa

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

My past self, to tell him he's being a numpty for wanting to grow up.

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

Indonesia, Jawa Island.

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

I don't remember it but it must have been great.



**Cyril Brennan**

Service Induction  
Analyst

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

Galactic Empire (Star Wars Galaxy)

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

Billy Joe Armstrong, big Green Day fan and to swap places with the front man would be great fun, provided we trade our talents as well, as I wouldn't want to leave a stadium of fans disappointed. 😊

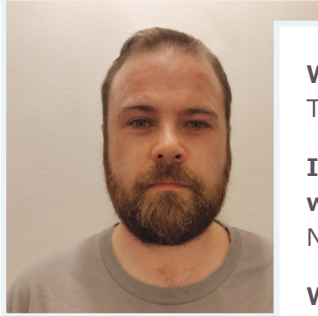
**What is the top destination on your must visit list?**

Orlando, Florida.

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

That's a hard one—do the kids stay the same age as well?  
Probably 30 with some provisions!

## Introducing our new colleagues to the eHealth Community



**Justin Servis**

Junior Software  
Developer

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

The Shire

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

Nikola Tesla - to be a slightly mad scientist for a day!

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

Galapagos Islands

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

27



**Artur Markowski**

Data Analyst

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

The fictional place that I would like to visit is year 3000 in the future just to see if we have already flying cars and if there is more people or robots.

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

It would like trade place with some rock star, then I could see how it is to play a concert for the massive crowd of people and see at the same time how everyone scream to me, how good I play.

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

I must visit space – just waiting for a good price of the ticket.

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

Age 25 – I was rarely at home, I always had time for everything, I could be out all night, sleep 2h and still be able to do some things next day.



## Introducing our new colleagues to the eHealth Community



**Niamh Codyre**

Service Delivery Officer  
CSE

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

Hogwarts.

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

Jacinda Ardern, because she is the politician I would most wish to emulate.

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

Istanbul, Turkey.

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

32 (but I haven't reached it yet!)



**Edward Sofian**

Project Manager

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

Heaven.

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

David Attenborough to share some of his knowledge about our planet.

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

Pompeii, Italy.

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

38 years.

## Introducing our new colleagues to the eHealth Community



**Thomas Payralbe**

Offsite Engineer,  
South East.

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

Themyscira

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

Elon Musk – I'd make a few bank deposits!

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

Maldives.

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

25



**Justine Langridge**

Intern

**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?**

Michael D. Higgins, I would just spend the day with his dogs.

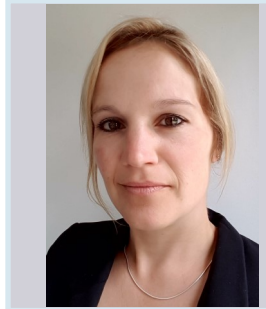
**What is the top destination on your must visit list?**

South Korea definitely! It looks like so much fun.

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

Probably 20, I quite like life right now.

## Introducing our new colleagues to the eHealth Community



**Gail Wood**

Project Manager

**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 best friend—because she's currently relaxing on a yacht in the Caribbean!!!

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

Peru

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

28



**Daniel Gazzea**

Data Analyst in Data Analytics

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

Hogwarts School of Witchcraft and Wizardry.

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

Bear Grylls - the guy in Man vs Wild series on Discovery. He had travelled to many amazing locations in the world. He gets paid for that and plus he has a crew along with him to ensure that it is safe all the time.

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

Definitely New York, the city that never sleeps.

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

Early 20's it's when I had the fewest problems in my life. Even I didn't have money I had a lot of free time!

## Introducing our new colleagues to the eHealth Community



**Bryan Smith**

Service Reporting  
Officer

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

Middle Earth

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

Elon Musk – so I could send myself a free Tesla, and a few million dollars.

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

Tokyo, Japan.

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

27



**Brendan Bowe**

TLO, Offsite East.

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

Springfield

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

Adam Scott—perfect golf swing.

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

Iceland

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

20





We are taking a short break over the Summer so our next edition of the eHealth Newsletter will be in September.  
We always welcome contributions from our eHealth colleagues and if you have any news item you would like us to publish please get in contact with us on [communication.ehealth@hse.ie](mailto:communication.ehealth@hse.ie).

