

OoCIO NEWSLETTER

04.01.2022
Volume 2, Issue 1



A monthly newsletter brought to you by the OoCIO Communications Team

Welcome to this month's OoCIO communication's newsletter. We hope you enjoy the read and as always a huge thanks to all of our contributors this month.

*Should you wish to contribute to our future editions, please email:
communications.oocio@hse.ie*

SAP CoE have joined the OoCIO

In December 2019, HSE CEO Paul Reid commissioned the HSE Corporate Centre Review to determine how well the HSE's corporate services are geared to support the operational services such as Hospital groups, community healthcare organisations, and related services. Part of the Corporate Centre Review involved all functions within HBS (Health Business Service) moving into other areas of the HSE. In line with this corporate change the SAP Centre of Excellence (SAP CoE) moved from Health Business Service into OoCIO on 14th June 2021.

A little bit about SAP CoE:

Margaret Kilmartin is the Assistant National Director and Head of SAP Centre of Excellence. The SAP CoE currently consists of seven functional units; Technology and Infrastructure, New Developments, Business Support, Business Intelligence Unit, Quality Assurance, Business Delivery Team for Finance and Procurement, Transformation & Continuous Improvement.

The SAP CoE evolved from SAP Support which was stood up following initial deployments of SAP HR & Payroll into the HSE and has further grown and evolved through a number of iterations following subsequent rollouts and project implementations. (PPARS > HRBS> EPRS> HPSA> SAP CoE). We are a fully *SAP Certified Centre of Excellence* responsible for the support and development of SAP Technical solutions supporting HR/Payroll, Employee and Management Self-Service, Business Intelligence and Analytics, SPSPS, Ariba Snap and Finance – East Stabilisation & CFI. We are the Technical Implementation partner for the NiSRP Programme (HR and Payroll employee and manager Self-Service). We provide Business as usual support for SAP HR & Payroll covering HSE, St James, TUSLA, CHI and Tallaght and technical support for Self-Service in the East and South East.

We are currently in the process of a major reorganisation and transformation in preparation for taking on the support of the live IFMS Solution which will significantly increase the support and development of the technical footprint of SAP CoE including Finance, Procurement, Warehouse Management, Master Data Governance on S/4 Hana and BW 4/Hana.

Continued on next page...



Inside this issue

SAP CoE	1-2
OoCIO Training & Development Courses	3
Lunch & Learn	3
Yoga for the Winter Season	4
Social Media in OoCIO	5
OoCIO Book Club	5
OoCIO Podcast Series	6
OoCIO Careers	6
Meet our new Colleagues	7-8



Quick Contacts

Recruitment:

Oocio.recruitment@hse.ie

Oocio.hr@hse.ie

Employee Relations

Employeerelations.OoCIO@hse.ie

Training & Development

Oocio.training@hse.ie

Mobile Telephony

Mobile.queries@hse.ie

Mobile.ne@hse.ie

Finance

Finance:

infrastructure.orders@hse.ie

Capital:

revenue.po@hse.ie

Executive Support:

DSHmgt.Support@hse.ie

New Staff:

NewStaffIT.Oocio@hse.ie

Communications

Communications.oocio@hse.ie

SAP CoE continued...

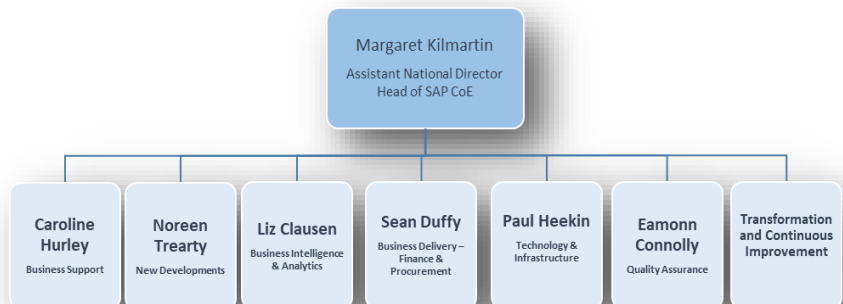
Looking forward to 2022!

In addition to keeping the lights on and ensuring that over 64,000 employees and pensioners get paid, below is a snapshot of some of the key projects that SAP CoE will be involved in during 2022.

- Continued business as usual support for the existing SAP HR & Payroll user base. Calls to the SAP HR & Payroll help desk have increased over 200% with the addition of East and South East areas (September 2020, March 2021 respectively)
- Support for North East moving into SAP CoE from 4th Jan 2022 this includes Help Desk, Training, Security etc.
- MyHSE Self-Service (ESS/MSS) into the 3 Integrated Sites from January 2022.
- NiSRP - developing and supporting the South Implementation from March onwards.
- Completion of the BW Upgrade to HANA – this is a prerequisite for IFMS and the Pay Foundation Programme.
- Continued support of the IFMS programme ensuring SAP CoE readiness for Phase 1 go-live of April 2023.
- Pay Foundation Programme - significant change in the HR/Payroll system to support IFMS - Enterprise Structure change/BW updates - focusing initially on Tusla (March-August), followed by the East.
- Continuing to build the team in preparation of the SAP CoE expansion to support our future business needs.

The SAP CoE team are delighted to be part of the OoCIO family and we look forward to working with our new colleagues collaborating and building new relationships over the coming months and years.

SAP CoE team:



Ciara Horton, SAP CoE

Welcome to 2022
Happy New Year from the
OoCIO Communications Team

OoCIO Training & Development

We are delighted to announce the launch of our 2022 Training and Development Prospectus.

Based on the positive feedback received from our 2021 course participants we have once again included our flagship programmes:

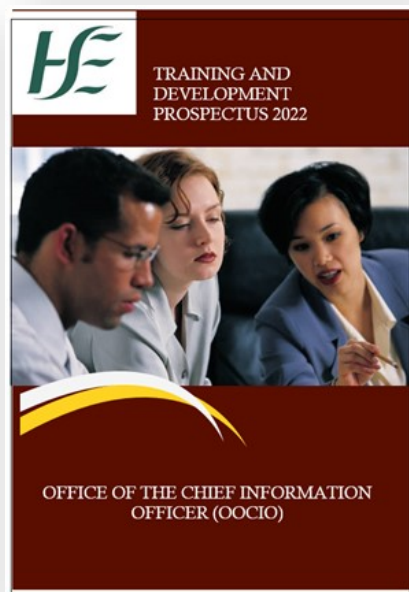
- Management Development
- Understanding and Applying HR Policies
- Leadership Development
- Fundamentals of Lean Six Sigma for Healthcare White Belt Accredited Programme
- Getting Ready for Retirement

We have also been listening to our wider network of OoCIO colleagues. As a result we are pleased to introduce two newbies:

A one day ***Stress Management and Resilience Workshop***. Aimed at introducing participants to the most effective scientifically proven techniques to manage and combat the effects of accumulated stress.

An ***Administration Development Programme*** specifically designed for Executive Assistants, Personal Assistants and Administrative Support colleagues.

The training team would like to take this opportunity to wish you and your families a very Happy New Year.

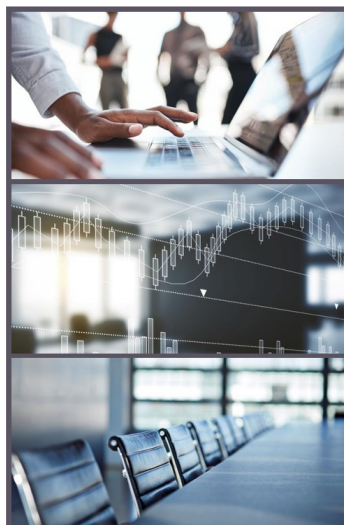


Click on the image above to view the 2022 OoCIO Training & Development Prospectus

Get in contact with us at ooCIO.training@hse.ie.

To enrol on any of our programmes [log into HSeLanD](#) and navigate to the OoCIO course catalogue.

OoCIO Training & Development Team



Administration Development Programme

This cross-sectoral program has been developed for OoCIO staff who work specifically as Executive Assistants, Personal Assistants and in Administrative Support.

The program will provide development opportunities across several key modules. Contact ooCIO.training@hse.ie for more information

Targeted Groups
Administration staff

Co-ordinator
Thelma Pentony, Thelma.pentony@hse.ie

Date	Duration	Venue	Start & Finish Times	Closing Date
22/02/22 and 23/02/22	2 days	The Richmond Education & Event Centre, No.1 North Brunswick Street, Dublin 7.	09:30-17:00	08/02/22



HSeLanD Own Courses

Why not check out the HSeLanD eLearning course to assist those that are utilising NiSRP

"My HSE Self Service - NiSRP for Employees"



In case you didn't get a chance to attend some of the Lunch & Learns sessions at the end of 2021, some of these sessions are now recorded and available to view in the Discovery Zone on HSeLanD.

Community Health Updates
Presented by the Community Delivery Team

Fish & Chips, the real world problems of the Children's Hospital

Presented by Prof. Neil O'Hare

What has Access to Information and Health Identifiers done for COVID-19

Presented by Marie Lawlor

A Year in Review

Presented by OoCIO SMT

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

The **18th National Health Summit** takes place virtually on February 8th 2022.

The event will feature plenary sessions and dedicated conference tracks where the following topics will be addressed:

- Health, medicine and politics in Ireland: **Delivering universal health coverage**: How policy-makers can succeed in achieving UHC.
- **Do we have what it takes** to make UHC a reality in Ireland?
- Delivering care closer to people: What is the evidence for **effective delivery of regional healthcare organisations**? What will Ireland's regional healthcare organisations (RHOs) look like?
- **Innovation in healthcare**: Transformative trends in technology and business models and creating the conditions for healthcare innovation to flourish.
- Reimagining healthcare design after Covid19: How do we deliver a **vastly improved patient experience**?
- **Building back better or continuing as we are?** Health systems resilience during COVID-19: Lessons for building back better
- Positive service shifts accelerated by Covid19: **Lessons for leaders** to keep up the momentum and enable **sustainable change**.

OoCIO are pleased to announce we have secured a limited number of tickets to this event which will be issued on a first come, first-served basis.

If you would like to attend, please email Sinead.OByrne@hse.ie

Please ensure you have line manager approval to attend in advance of requesting a ticket.

[Click here for more information on the Health Summit.](#)

Yoga tips for the Winter Season

As days get shorter and temperatures start to drop, the Winter season can sometimes leave us feeling a little lethargic, drained of energy, stressed, and it can compromise our immune systems, now more than ever due to the current Pandemic. Yoga can help us to relieve the Winter Blues in many ways, and you might like to try the following:

listen to a guided meditation if you like or simply listen to some soft music.

Sleep – make sure to get enough sleep to replenish your mind, body and energy stores. Winter is a natural time to “hibernate”, to relax by the fire, go to bed early and stay warm and comfortable.

“Quiet the mind and the soul will speak”

Buddha

Breathe!

A regular breathing practice can help to clear your sinuses and lungs, improve oxygen flow, lift your mood, relax your nervous system and increase your immunity. Try this at any time during the day or night:

Place your hands on your abdomen, relax your shoulders, close your eyes. Breathe into the warmth of your hands, notice the rise and fall of your abdomen as you breathe in and out. Breathe in to a count of 5 and breathe out to a count of 7, for several breaths.

Asana (Yoga Poses)

Back Bends, where the heart and chest are lifted, lift the mood if you are feeling low, improve breathing and energise the body and mind.

Get out and about in Nature – wrap up warm and go for a walk in natural surroundings, really noticing the trees, the weather, the sky above. Breathe in the wonderful fresh air. You will return from your walk feeling refreshed and renewed!

Meditate - Take a few moments to yourself each day to sit quietly. Allow yourself to relax in silence or



Sphinx Pose



Cobra Pose



Bridge Pose

*Om Shanti,
Sandra*

Social Media in the OoCIO

The eHealth Ireland twitter and facebook social media accounts were set up 7 years ago and our LinkedIn Showcase page is just under a year old. These accounts were set up so we could share information on the transformation of the eHealth Ireland Strategies and how the Office of the CIO are delivering digital health for Ireland. Since then, our accounts have grown from strength-to-strength.

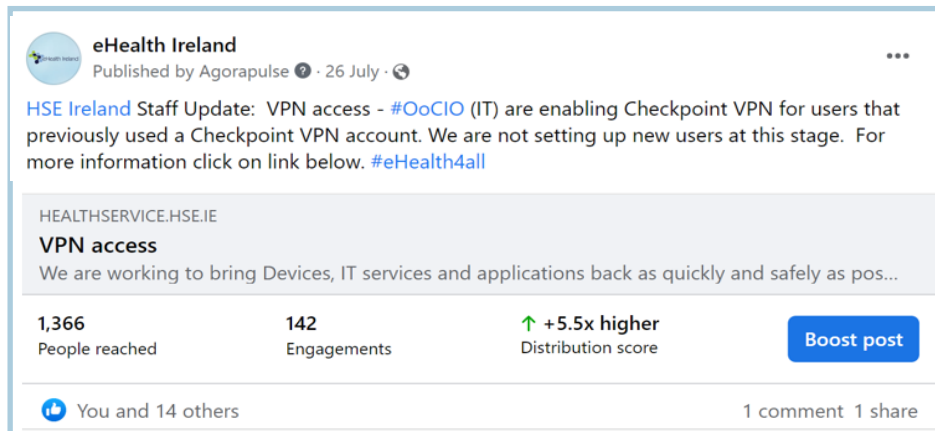
As we come to the end of a very busy year for all in the OoCIO, we thought it would be good to review our top posts for the year on each of our social media platforms for 2021.

EHealth Ireland @eHealthIreland

Update: HSE IT Teams are working to map out what systems can be brought back online in a safe way. Progress is being made on the foundational HSE IT infrastructure. This will take time. Please continue to leave all your systems switched off until further notice @HSELive

Our top tweet on Twitter was a simple but effective message, this was also the top tweet for the month of May, which had 45.5k impressions and 1.7k engagements.

Our top post for 2021 on Facebook was another update during the cyberattack in May, this time it was an update on VPN access. This post had an organic reach of over 1.3k and 142 engagements.



eHealth Ireland
Published by Agorapulse · 26 July ·

HSE Ireland Staff Update: VPN access - #OoCIO (IT) are enabling Checkpoint VPN for users that previously used a Checkpoint VPN account. We are not setting up new users at this stage. For more information click on link below. #eHealth4all

HEALTHSERVICE.HSE.IE

VPN access
We are working to bring Devices, IT services and applications back as quickly and safely as pos...

1,366 People reached
142 Engagements
+5.5x higher Distribution score

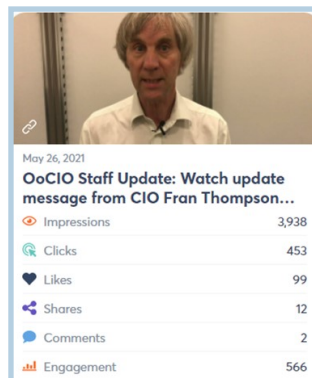
Boost post

You and 14 others 1 comment 1 share

Our top post for 2021 on our LinkedIn page was the video update in May 26th from our very own CIO Fran Thompson. This message had 4k impression and over 500 engagements.

Looking back on these posts; the type of messages we were sharing and the high impressions and engagements it highlights the importance of using our social media platforms to get the right message in front of the right people and also shows how eHealth Ireland (OoCIO) is a trusted source of information.

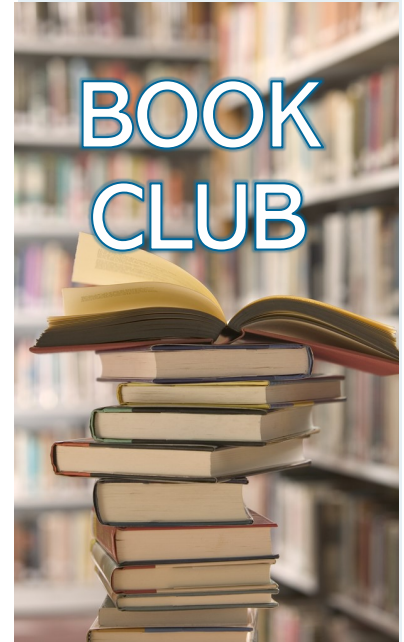
We've got lots more tweets and posts planned for 2022 on our social media platforms and a greater emphasis will be on the upcoming recruitment campaigns coming in 2022. Staff advocating of our tweets and posts is the best way to get greater reach so if you don't already follow our accounts please do at [LinkedIn](#), [Twitter](#) and [Facebook](#).



May 26, 2021

OoCIO Staff Update: Watch update message from CIO Fran Thompson...

Impressions 3,938
Clicks 453
Likes 99
Shares 12
Comments 2
Engagement 566



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

Tuesday 10th January, 2021
at 1pm via MS Teams

This months book is:

The Bat by Jo Nesbo

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

communications.oocio@hse.ie

We would especially like some of our new OoCIO Colleagues to join. It's a great way of getting to know people within the OoCIO especially in these times of virtual working; and its not too serious.



SNOMED

In the Irish Healthcare
Setting Webinar Series



A recent webinar held on 10th December on using the SNOMED platform to develop a National Medicinal Drug Catalogue has been recorded and is now available to [view here](#)

Presenting on the day was –

Linda Bird
Implementation Support Lead
SNOMED International
and
Julie James
Blue Wave Informatics

SNOMED
International

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.



Since starting our podcast series we have covered a number of varied topics from personal finances to health and wellbeing. The Top 3 most listened to podcasts from 2021 were:-

No.1 Inside the Interview with Sabina Battersby & Joyce Shaw

No. 2 Meditation with Sandra

No. 3 Understanding Life Cover with Ellen McElroy

We will continue to bring you more podcasts in 2022 and with new and interesting topics to cover.

Guests: Joyce Shaw & Sabina Battersby

Sabina Battersby is a member of the Business Operations Team and the Recruitment Lead for OoCIO

Joyce Shaw is Chief of Staff and Head of Business Operation for OoCIO.



Meditation with Sandra

Guest: Ellen McElroy

Ellen McElroy is the Senior Financial Advisor and Area Manager with Irish Pensions and Finance.

In this podcast, Ellen shares her expertise about life insurance, and how to optimize your cover to best suit your needs.



Understanding Life



**WE ARE
HIRING**

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

Careers on ehealthireland.ie

Introducing our new colleagues to the OoCIO Community

Welcome to the OoCIO



Gayle Reilly

ICT Project Manager
with SCS-CMS,
Community IT

What fictional place would you most like to visit?

The Beasts Castle (Beauty and the Beast)

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

One of my children so that I could experience being waited on hand and foot without any responsibility. Also to see if as a mother I am doing a good job!!!

What is the top destination on your must visit list?

San Francisco

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

I am happy to grow older and look forward to all the adventures that lie ahead of me. If I did have to choose it would definitely be life after Covid but in a similar age bracket to now. I have gained maturity, focus and experience that I did not have when I was younger.



Craig McKeon

ICT Support Officer
A2I HIDs Team

What fictional place would you most like to visit?

The shire. I'm short, so I would fit in there.

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

Mo Salah. So I could play a match for Liverpool, and bang in a few goals at Anfield.

What is the top destination on your must visit list?

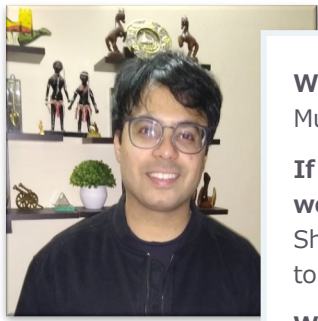
Bali. I travelled around South East Asia for a few months in 2020, but trip was cut short due to Covid. Would love to get over to Bali at some stage.

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

65, so I could retire haha

Introducing our new colleagues to the OoCIO Community

Welcome to the OoCIO



Chandan Ganguly

Planning and
Portfolio Manager,
HIDS

What fictional place would you most like to visit?

Multiverse from 'His Dark Materials'

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

Shah Rukh Khan, because I would love to see how it feels like to be the King of Bollywood

What is the top destination on your must visit list?

Luxembourg

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

25



Until next time...