BUSINESS
OPERATIONS

| eHealth & Disruptive Technologies |

BROCHURE

Making the journey smoother

Our Vision

Our Vision is to deliver innovation in leadership, people management and business solutions to eHealth & Disruptive Technologies (eHealth).
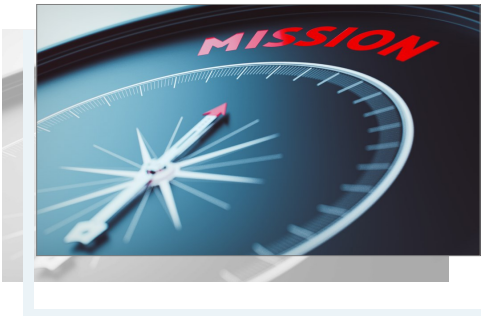
Joyce Shaw, Chief of Staff, Business Operations eHealth.

Our Mission

To be a core function of eHealth, enabling it to run smoothly and efficiently, providing a better service to HSE Staff and Clients.

Our aim is to support and develop the HR, Finance, Mobile Telephony, Communications and Admin sections of eHealth allowing the department to focus on delivery and maximizing innovation. We provide the essential skills for facilitating communication and knowledge sharing between eHealth and other HSE departments.
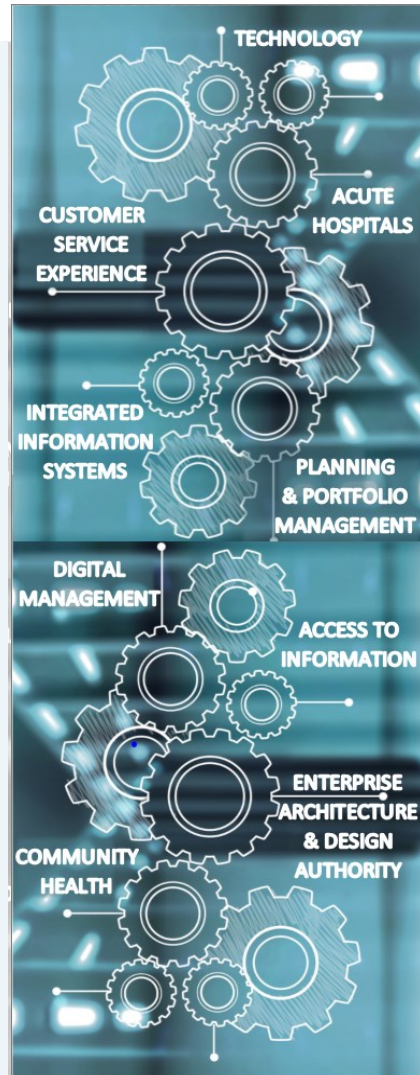
Business Operations

Business Operations is the enterprising business entity of eHealth.

The aim of our team is to support eHealth through the delivery of the following services:

- Human Resources

- Finance

- Mobile Telephony

- Communications

- Executive Support

We provide high quality people management and business solutions to eHealth.

In doing so we support and enable advancing technologies to facilitate better healthcare outcomes for the people of Ireland.

Human Resources

Our Human Resources team strive to deliver organisational excellence through the following divisions:

- Recruitment

- Employee Relations

- Training and Development

Recruitment

The recruitment and selection procedures follow the HSE's policies and procedures to ensure recruitment of the right mix of people, who can make an effective contribution to eHealth and the wider HSE. The policies aim to attract, motivate, recognise, and retain competent staff members.

The Recruitment Team is the first point of contact for new employees to eHealth. The team also manage all promotional competitions for eHealth.

The team endeavour to provide a quality service that aligns with the HSE's core values of care, compassion, trust and learning.

Employee Relations

The team provide an effective and supportive structure for all eHealth staff in carrying out their duties.

Provide advice and support to managers and staff on best practice when implementing HR policies, procedures and circulars.

Training & Development

A key component of the eHealth strategic vision is a focus on building the capability, competencies and capacity required for a future modernised Health Service.

Our training team support this vision of cultivating talent through mixed methods of e-learning, virtual and classroom based programmes.

These can be accessed through HSeLanD and the eHealth Annual Training Prospectus.

Finance

Our Finance team's goal is to provide financial information to eHealth.

The finance team support the effective and efficient operation of service.

Our service supports the business planning and decision-making process of eHealth.
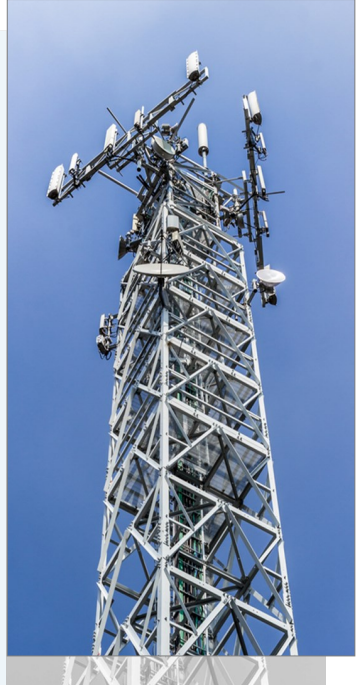
Additional services include:

- Revenue PO & Invoice Processing
- Capital PO & Invoice Processing
- Budget Control
- Budget Reporting
- Capital Expenditure Reports
- Ensuring compliance with National Financial Regulations

- Accruals and prepayments
- Expenditure Adjustments
- Financial Systems Training
- On-Call processing
- Travel & Subsistence
- Overseas Travel

Mobile Telephony

Our Mobile Telephony team provides telecommunication services that support connectivity and digital activities for Ireland's Healthcare.

Additional services include:

- Regional Support for HSE Staff

- Hardware Ordering

- Vendor Management

- Contract Management

- Centralised Payment

- Budget Control

- Standardised Audit Suites

- Capital Hardware ordering

- Stock Control

- Estate Refresh Implementation

- Mobile Device Software Management

- OGP Framework involvement

- Ensuring compliance with National Regulations

Communications

Our Communications team is responsible for conveying the eHealth message to its staff.

They also assist with national broadcasts to HSE Staff through the HSE Communications Team.

Additional services include:

- eHealth Ireland website management.

- eHealth Publications - monthly eHealth newsletter.

- Social Media - recruitment, publicising events, advertising training opportunities for staff, through our social media channels. f 𝕏 in ▶

- Provide communications support at events.

- Customised Visual Communication - produce and develop corporate videos, project updates, and podcasts.

- Design - graphic communication through infographics, posters, leaflets, brochures, PowerPoint presentations etc.

Executive Support

Our Executive support team provides a rapid response and resolution to any technology and digital communication issues faced by the HSE senior management team.

Additional services include:

- New Staff IT - Provision of IT equipment to all new staff joining eHealth & Disruptive Technologies.

- Liaising with TO Devices, Mobile Queries, the NSD and the O365 CoE team to ensure that new staff have IT equipment, digital identities and necessary licences to start working in eHealth.

- Accommodation - commissioning of new eHealth office accommodation projects nationally.

BUSINESS OPERATIONS

Chief of Staff

Joyce Shaw

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Human Resources

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Employee Relations

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Training & Development

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Finance

Capital:

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Revenue:

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Phone: 01-6352735

Mobile Telephony

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Communications

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Executive Support Team

Executive Support:

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New Staff:

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BUSINESS OPERATIONS

South Team

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South East Team

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