

# HealthSMART Services news

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## Victorian government data centres

Two data centres will operate and support the core HealthSMART applications following the awarding of contracts by the Victorian government's Office of the Chief Information Officer (OCIO). HP's data centre located in East Burwood will be the primary operating production site and IBM's Ballarat data centre will be an alternate production site. The same infrastructure will also be used for the non-production environment. Planning to access these sites is underway and a move is expected later this year.

## Managed Services tender

The request for tender for facilities management services for the shared infrastructure in HealthSMART data centres was released on 21 December 2005, and closed on 2 February 2006. Evaluation of responses has begun. Facilities management services include system management, capacity planning, disaster recovery testing and support for other ITIL-based processes.

## Storage solution tender

The request for tender (RFT) for a storage solution was released on 2 December 2005 and closed on 19 January 2006. Evaluation of responses to ensure that they comply with the terms and conditions of the tender is underway.

The shared storage solution will manage the data for the HealthSMART core applications (Financial & Supply Management Information Systems (FMIS), Patient & Client Management Systems (PCMS) and Clinical Systems) and will provide data replication, backup facilities and storage management tools and processes across data centres.

## IT Infrastructure Library (ITIL) processes

The IT Infrastructure Library (ITIL) is one of the most widely-accepted approaches to IT service management and provides a comprehensive and consistent set of practices for IT service management.

HealthSMART Services is currently reviewing these and other processes to ensure that they can scale up to support all applications. ITIL-based processes are currently in use in the FMIS production environment.

## Technical architecture

HealthSMART shared infrastructure is in the final design phase. The technical architecture will clarify hardware configuration, operating systems, system management tools and data centre floor layout. The design will also address application-specific requirements for servers.

**HealthSMART**

Victoria's whole-of-health ICT strategy

A Victorian  
Government  
initiative



## HealthNET

The aim of HealthNET is to provide a communication network infrastructure across Victoria, to enable connectivity between health services, rural alliances and HealthSMART data centres.

Detailed design of the HealthNET solution has been completed and data links for all agencies have been ordered through Multimedia Victoria (MMV) under the Whole-of-Victorian-Government (WoVG) agreement with Telstra for the provision of data services.

The HealthNET Wide Area Network (WAN) will connect the data centres to the 'front door' of the agency and integration will allow the applications to inter-operate.

Planned future activities include:

- Roll out of HealthNET to all agencies participating in the HealthSMART program
- Upgrade of existing links to faster government wideband IP (GWIP) fibre links (GWIP provides connectivity and is specific to government/health clients)
- Completion of the connectivity review and recommendation on preferred interconnection option to the already existing local network between Eastern Health, Bayside Health, Peter MacCallum Cancer Centre, Royal Victorian Ear & Eye Hospital and Southern Health.

## HealthSMART Services Steering Committee

The HealthSMART Services Steering Committee (HSSC) meets on a regular basis. The role of the HSSC is to oversee the establishment, development and service delivery activities of HealthSMART Services, including its service centre, to ensure that it delivers the requirements of the HealthSMART program. Particularly, the HSSC is responsible for ensuring that HealthSMART Services is established in a manner that delivers:

- a self-sufficient and sustainable service delivery organisation
- optimal business benefit for its stakeholders and customers
- effective and sustainable commercial arrangements
- high quality, robust, reliable and cost efficient technical services
- services that meet or exceed the needs of the HealthSMART program.

## Technical Advisory Committee (TAC)

The HealthSMART Services Technical Advisory Committee focuses on:

- Establishing the Technical Advisory Groups (TAGs)
- Reviewing the recommendations presented by HealthSMART Services and the TAGs on behalf of the HSSC.
- Communicating and interpreting the technical architecture and related papers to the communities and representing those communities needs to the HSSC.

## The team

Members of the HealthSMART Services team each specialise in specific areas required to ensure the successful implementation of the shared services framework. The team is expanding rapidly and recruitment of experienced support staff will continue in 2006, with operations being the key focus.

New members of the HealthSMART Services team include:

- Elise Forsyth – Procurement Administrator
- Ian Anderson – Procurement Project Manager
- Des Dobbyn – HealthSMART Services Operations Manager
- Greg Sauter – Network Deployment Manager
- Murali Dhamapur – Database Administrator
- Chris Clancy – Implementation Analyst
- Alec Savin – Infrastructure and Planning Manager

Frank Smolenaers and Howard Sylven have left the program to take up other opportunities. We wish them all the best in their future roles.

## Next issue...

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