

HealthSMART Services news

An integral part of HealthSMART, Victoria's Whole-of-Health ICT Strategy

August 2007–Issue seven

Production HealthSMART applications

HealthSMART Services is now supporting eight agencies on the HealthSMART Finance and Materials Management System (FMIS, using Oracle), since Northern Health, Western Health and Melbourne Health went live with FMIS on 2 July 2007. This completes the major part of the original FMIS project, with eight agencies – approximately 5,600 users – now live with the FMIS application.

Managed services

The number of servers under management by Fujitsu is increasing as the infrastructure capacity is extended to support planned agency go lives. Approximately 120 servers were under management by Fujitsu at the end of June 2007, with an extra 80 servers by end of August 2007.

Further server growth will occur as preparations for the HealthSMART Clinical System (Cerner) deployment proceed.

Fujitsu is also managing approximately eighteen Tb (terabytes) of storage in the HealthSMART storage area network (SAN). This storage supports production, disaster recovery and development activities.

Disaster recovery

HealthSMART Services has a strong focus on providing the capability to recover from a disaster affecting the primary data centre. A second set of network, server and storage infrastructure has been deployed in the alternate data centre, and data from the production applications is copied continuously to the alternate data centre.

HealthSMART Services is now engaged in testing and refining the processes required to quickly transfer production processing to the alternate data centre.

Support tools

HealthSMART Services uses a number of software tools to support operational activities. Two of these tools are currently being upgraded to provide additional functionality – *Infra* for change and configuration management activity, and *Clarity* for project and risk management activity.

HealthNET

Planning is in progress to extend HealthNET connectivity to additional stand-alone metropolitan community health services. This connectivity is intended to provide access to the HealthSMART Client Management System (TrakCare).

Each network or site proposed for connection to HealthNET has to meet connectivity criteria for IP addresses, security and the like to ensure that appropriate network service levels can be maintained for all agencies.

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HealthSMART Services support

Joshua Pocius has commenced in the service desk to help handle HealthSMART Services' increasing customer base. Other parts of the HealthSMART Services team, such as the application support group, are also growing at a rapid rate.

The HealthSMART Services agreement (incorporating required service levels) has been negotiated and agreed with agency representatives. Copies of the final version were distributed to agencies in July 2007.

HealthSMART Services technical symposium

HealthSMART Services is planning to host a technical symposium during the week beginning 22 October 2007.

The purpose of the symposium is to provide HealthSMART stakeholders with a detailed understanding of the technology and services supporting the delivery of the HealthSMART applications.

A questionnaire intended to highlight topics of particular interest to agencies was distributed in early July 2007. When results from the questionnaire are available, the agenda will be finalised and detailed symposium arrangements made. Further information on the symposium will be provided in August 2007.

Next issue...October 2007