

## Leicestershire HIS

### Embracing IT Service and Power Management Technology to Support Health Initiatives

#### Business Needs

- Create an integrated e-health service management approach that supports the Government's Connecting for Health initiative and delivers integrated, enhanced IT services to 12,500 users and 7,500 PCs across the local health economy
- Develop a centralised Configuration Management Database (CMDB) that facilitates compliance with the NHS standard for IT asset ownership.
- Contribute to the National carbon footprint reduction programme by actively controlling power consumption across the total IT estate

#### Solution

- LANDesk® Service Desk
- LANDesk® Configuration Manager
- LANDesk® Management Suite
- LANDesk® Power Manager

#### Business Benefits

- On average, 6,000 incidents are logged every month with sometimes as many as 10,000 telephone calls handled in the same period with a call loss rate of only 2.6%
- First time fix rates are 59%
- Active control of power consumption will support local Trusts' endeavours to meet Government targets for carbon footprint reduction
- Creation of a centralised Configuration Management Database (CMDB) aids compliance to NHS standard for information asset ownership

Leicestershire Health Informatics Service was established in 2001 as a one-stop-shop for Information Management and Technology for the NHS across the Leicester, Leicestershire and Rutland community. The aim of Leicestershire HIS is to help its clients modernise and increase their efficiency to improve patient care. At the same time, it provides an efficient and agile infrastructure that adapts to the ever-changing business requirements and government demands faced by clients.

Under the leadership of Service Delivery Manager Will Legge, Leicestershire HIS originally turned to LANDesk to create an integrated e-health service management approach to meet the clinical and business demands of the Government's Connecting for Health initiative. Going live with LANDesk® Service Desk in March 2007, Legge and his team of 11 analysts implemented an ITIL® best-practice framework for Incident, Problem and Change Management. Since then, Leicestershire HIS and its clients have benefitted from a wide range of additional applications covering Service Level, Configuration, Capacity and Availability Management.

“With the help of LANDesk, we now deliver faster, more efficient informatics services to 12,500 users based at 400 sites, logging nearly 6,000 incidents per month and sometimes handling as many as 10,000 phone calls in the same period,” says Legge.

Standards are very high, with the majority of incidents (59%) being resolved at first line, a 2.6% call loss rate, and a track record of consistently meeting SLA targets for breaches. Legge's team supports Leicestershire HIS staff, 151 GP practices, external partner agencies such as the Policy and Rutland County Council and National Department of Health teams, including NHS Diabetes and Kidney care organisations, whose staff often work from home.

Furthermore, the HIS has a responsibility to replace PCs every four years—the IT estate currently runs at 7,500 PCs—and the service desk solution is linked to the organisation's accounts and customer data systems to make sure that the PC replacement programme is being executed effectively.

#### Connecting for Health Accreditation

Leicestershire HIS recently achieved Connecting for Health (CfH) accreditation, a robust audit process requiring evidence of policies, processes, procedures and quality standards. Without accreditation, trusts in the Leicestershire and Rutland region would need to use a national service desk at higher costs.

“National accreditation is a major milestone for us and recognises our success in raising the bar for excellent IT service delivery across the region,” Legge says. “We now have an efficient framework in which to adopt smarter ways of working within the NHS and deliver significant improvements in customer satisfaction through the service desk.”

For Legge, the highlight of achieving CfH accreditation was the positive feedback from the Connecting for Health auditors themselves to the LANDesk® solution and how it has been implemented. He explains, “Totally unprompted, the auditors said ‘we can see how the system runs your business and does what you want it to do.’ For me, this was

the ultimate compliment and highlights the key strength of the LANDesk solution, that of flexibility. I am completely confident that we can configure and customise the system to do whatever we need it to do to support our organisation both strategically and tactically.”

In fact, the demand for ‘ground up’ change within the organisation has led to Legge allocating a dedicated resource to service management: “It is the job of one of my team members to go out into the organisation, find out what it needs and then configure the LANDesk solution to meet those specific requirements. LANDesk Service Desk truly complements the way we run as a business in a structured way following best practice principles.”

## Developing a CMDB to Comply with NHS Standards for Information Asset Ownership

Leicestershire HIS is under continual and National pressure to provide high quality data relating to its inventory. It has a duty to report across its entire IT estate, everything from ownership of IT assets, dates and information relating to the purchase and supply of IT assets and details of any faults logged against each asset.

Traditionally, such information was stored in multiple locations and not easily captured in a timely or accurate manner. Using LANDesk® Management Suite and LANDesk® Configuration Manager, Legge’s IMT team has since developed a Configuration Management Database (CMDB) that brings together the various silos of data to provide a single, centralised view of all asset information, including the configuration of PCs, relationships between assets and new software installed. As a result, Leicestershire HIS can more easily comply with the NHS standard for Information Asset Ownership.

“The next step is complete asset lifecycle management,” Legge says. “My aim is to report on every machine, at any time and at any point during its product lifecycle, automatically and from a single location.”

At the same time, LANDesk Service Desk was integrated with major systems such as SolarWinds Orion, which monitors all networks, hardware and software across the organisation, which strengthens the solution.

## Creating a Culture of Environmental Sustainability

Many of the local Trusts in the Leicestershire and Rutland region are currently outlining an environmental policy for sustainable development in line with government targets for carbon footprint reduction. Legge continues, “Although IMT is not on the radar for this type of green initiative, we see it as our duty to add real customer value, helping our partners by controlling power consumption across our IT infrastructure and actively encouraging all parts of the HIS to engage in a culture of environmental sustainability.”

In the near future, all PCs across the region will shut down automatically at certain times to reduce energy usage. The LANDesk® power management tool has been deployed to monitor the longer-term savings potential that power consumption control will yield across the local health economy.

## Future Plans

Leicestershire HIS is continually looking for ways of delivering service improvements. Next on the agenda for Legge is extending the use of the LANDesk Service Desk solution to provide robust and extensive mobile workforce management: “I’d like to be at the stage where users can receive support via their BlackBerrys or iPhones and for my team to provide that support and arrange job scheduling via their wireless devices. That’s what I find most appealing about LANDesk technology, the flexibility to innovate and drive the business forward.”

Visit [www.landesk.com](http://www.landesk.com) for more information.

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– Will Legge

Service Delivery Manager,  
Leicestershire Health  
Informatics Service

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