2022/23 | 2023/24 | 2024/25

Future State

Digitise

- Review network demand and performance and identify any further required enhancements
- Participate fully in the development of the EPR business case and procurement
- Complete the transfer of responsibility for telecommunications from Estates to Digital Health
- Improve alignment to ITIL best practice for service management
- Develop a comprehensive telecommunications strategy
- Develop and implement a telephony upgrade programme of works
- Build usability standards into developments and procurements
- Establish a programme for board governance
- Participate fully in the development of the EPR business case and procurement
- Ensure that the telecomms strategy fully addresses requirements for mobile and remote working
- Developing an annually refreshed Digital Communications plan
- Improve alignment to ITIL best practice for service management
- Establish a programme for board governance
- Build usability standards into developments and procurements
- Complete outstanding actions relating to the 'telephony replacement project'
- Provide a comprehensive support capability for telephony
- Contribute to the ICS Shared Care Record project to exploit opportunities for citizen access
- Complete and annually refresh a training needs analysis and address findings for Digital Health team
- Update the Trust IT Security Strategy 2021-2023 to cover the actions from WGLL
- Virtual server platform and datacentre switching upgrades
- Establish a programme for board governance
- Participate fully in the development of the EPR business case and procurement
- Develop a programme for Digital Health end-user education
- Support all staff to attain a basic level of data, digital and cyber security literacy
- Engage with ICS partners in implementing the ICS Unified Digital Service
- Complete and annually refresh a training needs analysis and address findings for Digital Health team
- Complete ITIL training and implement compliant procedures across the Digital Health Service
- Work with the ICS to develop comprehensive Citizen Engagement and Digital Inclusion Strategies
- Participate in the planning and development of single system-wide RIS/PACS
- Introduce 24/7 digital support services
- Implement Closed Loop Prescribing
- Explore opportunities to exploit telemedicine and clinical decision support solutions
- Complete the transfer of responsibility for telecommunications from Estates to Digital Health
- Virtual server platform and datacentre switching upgrades
- Complete outstanding actions relating to the 'telephony replacement project'
- Ensure clinical systems and tools meet clinical safety standards
- Contribute to the ICS Shared Care Record project to exploit opportunities for citizen access
- Engage with ICS partners in implementing the ICS Unified Digital Service
- Develop a professional project and programme management training programme
- Developing an annually refreshed Digital Communications plan
- Explore opportunities to exploit telemedicine and clinical decision support solutions
- Introduce 24/7 digital support services
- Expand and develop the Digital Health Programme Management Office (PMO)
- Implement Phase 1 of the DAC RIS/PACS developments
- Further develop the requirements for the Patient Portal element of the EPR
- Developing an annually refreshed Digital Communications plan
- Complete ITIL training and implement compliant procedures across the Digital Health Service
- Develop a professional project and programme management training programme
- Support the roll out of HR systems including TRAC, E-Roster, ESR and e-learning
- Work with the ICS to develop comprehensive Citizen Engagement and Digital Inclusion Strategies
- Complete and annually refresh a training needs analysis and address findings for Digital Health team
- Support all staff to attain a basic level of data, digital and cyber security literacy
- Create 'Digital Ambassador' roles and develop induction/ongoing support programme
- Complete the EPR Organisational Readiness Assessment and implement the recommendations
- Implement E-Observations
- Develop a programme for Digital Health end-user education
- Complete Microsoft training programme for technical staff
- Expand and develop the Digital Health Programme Management Office (PMO)
- Complete the EPR Benefits Identification and Validation Activities.
- Implement Phase 1 of the DAC RIS/PACS developments
- Roll out mobile devices as part of eObservations project

Current State

Connect

Transform