

	CORPORATE OBJECTIVE	DIRECTORATE OBJECTIVE	ACTION	MID-YEAR PROGRESS	RAG	END-YEAR PROGRESS	RAG	TIME SCALE
SAFETY QUALITY & EXPERIENCE	To develop new and innovative care through new models of care, research, networks and use of available technology	Develop Business Cases and PPE's for Technology & Telecommunications Development programme	Develop and publish a revised Trust eHealth Strategy and Implementation Plan. This follows publication of the HSC eHealth Strategy					
			Work with HSCB to secure appropriate Regional funding where appropriate Complete PER & PPE for ICT Projects as appropriate.					
			Contribute to the on-going Trust Lean Initiatives					
			Contribute to the R&D and joint innovation work in QIIC					
	To ensure that services are safe and contribute towards improving outcomes	To ensure that adequate ICT Governance arrangements are in place	Review and ensure Audit Plan is in place.					
			Retention of Satisfactory level of compliance for ICT Controls Assurance / Project Management					
			Review Business Continuity Plan, Disaster Recovery Plan and BC/DR Test Plans					
			Ensure that ICT Core processes are implemented and reviewed including: <ul style="list-style-type: none"> • Risk Management • Change Management • Procurement • Contract Management • Project Management (including Handover) 					

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			Review and update ICT KPI metrics					
			Software Assurance – Develop a standard operational procedure for the review, purchase, implementation / installation of software					
ICIENCY & SERVICE REFORM	To operate within the resources allocated, demonstrate a commitment to value for money	To operate within the resources allocated, demonstrate a commitment to value for money and achieve financial balance	Complete exercise to show back core ICT expenditure to the Organisation. This is essential in order to hold Directorates to account. Areas to focus on include:- <ul style="list-style-type: none"> • Mobile Telephony • Printing • System Maintenance 					
			Continue to implement and manage the Voice and Data Communications Partnership Contract(VDCP) to ensure VFM					
			Ensure all maintenance contracts and SLA's are required, appropriate, up to date and value for money. Review Maintenance schedule toolset in response to ICT Contracts Audit.					
			Investigate, develop/refine Capacity Planning processes for core ICT roles including: <ul style="list-style-type: none"> • Storage and Virtual Infrastructure • Service Desk / Desktop Support 					

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To reform services in line with the wider strategic agenda including, for example, Developing Better Services and the Bamford Review of Mental Health and Learning Disability Services		Participate in Regional review of ICT Shared services to ensure best outcome for Trust services and staff.	Complete review questionnaires. Participate in BSO working group.					
		Review and revise Department Structure to support Self Service Model	Develop Business Intelligence function and continue to develop the use of Self Service Reporting Portal.					
			Develop and implement a governance structure and related process for the initiation, prioritisation, management and delivery of BI projects (in concert with the Information Department).					
		Account Management	Continue review and report on the ICT Account Management role.					
	Continue Information Technology Service Management (ITSM) service improvement programme	Implement enhanced ICT services / processes including: <ul style="list-style-type: none"> • Service Catalogue • 24hr On Call • Contact Centre • Incident Management (including Toolset) • Change Management • Problem Management 						

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EFFICIENCY & SERVICE REFORM	To improve productivity across all areas of the Trust, thereby delivering the best we can with what we have available.	Manage and deliver the Trust's Technology & Telecommunications Development programme	<p>Programme Office – SEE ICT PROGRAMME HIGHLIGHT REPORT FOR DETAIL</p> <ul style="list-style-type: none"> • VDCP Transformation Programme • Rollout of eWhiteBoards / Patient Flow System • eDAMS Rollout • Mobilisation of Trust Staff / Accelerated Access / Mobile Applications • Ulster Phase B including Network Commissioning • Lisburn PCCC • MyDesktop / SSO • NIECR Development and Rollout Programme • Integrated Community Information System • Complete Rollout of Anaesthetic System (including PreAssessment Module) • Complete Rollout of MetaCompliance • Continued rollout of Vocera across the Trust 					

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		<p>Manage and deliver the Trust's Technology & Telecommunications Development programme</p>	<p>Service / Operations – SEE TECHNICAL UPDATE ATTACHED</p> <ul style="list-style-type: none"> • Domain upgrade to 2012 • Conduct Microsoft Technology Review (including Exchange and SCCM) • Virtualization / VDI Platform Upgrade • Review of DataComms Cabinet Security • Review and publicise a videoconferencing booking / usage process • Develop and implement a Trust Wireless Strategy • Installation of a Forescout Solution • Migrate Cryptocard users to Mydesktop solution • Continued development and promotion of SharePoint • Review and scope application deployment strategy • Utilise Lakeside Sys Track system • Investigate and develop an optimum approach to support the ongoing management of mobile devices (SCCM, Airwatch, Chrome Console) • Plan for an increased use of Data Warehouse functionality for Business Intelligence function. • Investigation and development of a strategy / implementation plan for the Avaya Telecomms Platform including Collaboration Pack for Communication Manager (CM) to support unified communications • Implementation of an electronic rota system to allow users to update rotas that switchboard currently put together • Review of internal Call routing & associated Prioritisation Models 					
		<p>Contribute and Collaborate with external stakeholders including other Trusts, HSCB, BSO</p>	<p>Implement allocated Regional Work Packages, including Security Review and new governance arrangements for implementation of HSC eHealth Strategy</p>					

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OUR STAFF	Ensure staff are skilled, equipped and motivated to adopt innovative and efficient ways of working	Ensure Trust staff use technology appropriately and are appropriately trained	Work in partnership with HR Learning & Development plus Staff Side representatives in order to develop and implement an ICT Training Strategy, including greater adoption of Outreach Service					
			Continue Quarterly ICT Awareness sessions (Show & Tell) for Staff including the promotion of same.					
			Continue to provide internal technical Show & Tell sessions designed to support professional technical development					
			Develop and implement an ICT Learning & Development Plan					
OUR STAFF	Ensure staff are skilled, equipped and motivated to adopt innovative and efficient ways of working	Ensure Trust staff use technology appropriately and are appropriately trained	Plan for ICT Staff to rotate around other ICT core teams and develop and implement the concept of 'Day in the life of' to support greater understanding of ICT and their respective customer base					
			Plan and implement an enhanced Outreach Programme across all Trust sites (to include Training and Desktop Support)					
			Open Day / Drop in Technology Sessions for ICT Department					

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			Plan for greater adoption of Social Media platforms to support ICT Training & Corporate Induction (e.g. use of YouTube videos for core technologies)					
			Review ICT Communication Channels and refine (as appropriate)					