

## **TRANSITION TEAM PROJECT UPDATE**

***Week of September 11, 2017***

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This update will provide ongoing information related to the project work underway to transition the health system to a single provincial health authority. On occasion this update will include information about work tied to health system restructuring, but not directly related to transition team functions. A date for the creation of the new Saskatchewan Health Authority is still to be determined, but is currently anticipated for late fall 2017.

### **GENERAL INFORMATION:**

The transition team is working closely with colleagues from across Regional Health Authorities (RHAs), Ministry of Health and partner agencies. To provide more information on the work taking place to transition to the Saskatchewan Health Authority, specific work streams will be highlighted in upcoming weekly updates. This week, the focus is on Information Technology and Information Management Consolidation.

### **INFORMATION TECHNOLOGY AND INFORMATION MANAGEMENT WORKSTREAM**

eHealth is leading work to see the rollout of a single, provincially-managed group of Information Technology (IT) services for the health system – supported locally, where needed.

#### **What is changing?**

Much of the IT transition planning has already taken place. The remaining work will continue to be designed and rolled out in a way that will not have a negative impact on users or systems.

It remains the focus for all teams involved to ensure systems continue functioning, even as they are moved from their previous location into eHealth Saskatchewan's data centres. Users within existing regional health authorities will not see a noticeable difference as this portion of the transition is completed.

Some of the overarching areas of focus for IT include:

- Email (Exchange) – Bringing together all Saskatchewan Health Authority users under a single email address by moving to a secure cloud-based email system.
- Desktop – Bringing health system users onto the same network will mean an easier login process for health system users. The province-wide consolidation of desktop computers also means that bulky desktops have the ability to be replaced with smaller, portable Virtual Desktops. Depending on the location, this will enable users to use tap 'n' go on clinical desktops, allowing quick and easy ID badge login/out.
- Mobile Device Management – Ensuring all devices can be managed using a single platform that will enable Service Desk agents to provide technical support, or execute a "remote wipe" to rid a user's device of data in the event it is lost or stolen.
- Servers and Data – Moving existing systems and servers from their existing location to eHealth's data centres will improve how these systems work together in the future.
- Print – Gathering information for existing printer inventory, including location, model, type, and support contract information. Following this, work will be undertaken to ensure users can print from their device of choice including desktop and tablet devices.

- Single Support Desk – Working to gain insights into the existing technical support experience and process. Once consultation and planning is completed, a standard will be developed to help ease the user experience. Part of this work includes transitioning three existing Support Desks to a single entity. This single number, single desk model will be in place for day one of operations for Saskatchewan Health Authority.
- Security – Working to consolidate existing IT Security Services across the health system to support a singular approach to security. Part of this work includes ensuring that hardware, software, policies, and procedures are developed and rolled out to support trusted connections between health service organizations.

#### **Highlights:**

- A successful move of servers from the Kelsey Trail Health Region to the provincial data centre has taken place. Further moves are scheduled over the next few weeks, with testing for 3sHealth already underway.
- The new Saskatchewan Health Authority Board is now set up with their technical requirements, including email and information exchange services to collaborate securely online.
- eHealth continues to prepare to implement the following:
  - Consistent email identity for health system employees of the Saskatchewan Health Authority.
  - Establishment of a single provincial identity, which will enable many users to complete key tasks using a single username and password to access existing applications.
  - The creation of a public website and internal intranet for Saskatchewan Health Authority employee access.

eHealth is committed to working collaboratively with our health system partners to make IT consolidation a smooth and effective transition.

#### **MORE INFORMATION:**

- As work progresses, the transition team is committed to keeping you informed with regular updates.
- Visit [www.saskatchewan.ca/transforming-health](http://www.saskatchewan.ca/transforming-health).