

HealthSMART gives vital applications a steady heartbeat by moving to IBM datacentre.

Overview

■ Problem

HealthSMART, the Whole of Health ICT Strategy being implemented by the Victorian Department of Human Services needed a disaster recovery datacentre where back-up servers could be hosted for a set of management applications provided to public hospitals and healthcare providers around the state. The datacentre had to meet a demanding set of technical requirements.

■ Solution

After the appropriate selection processes, HealthSMART chose one of IBM's datacentres as its disaster recovery site. IBM staff provided input into the migration process together with ongoing management and technical support for the backbone infrastructure. A variety of server infrastructure has been deployed in the datacentre and IBM has been engaged to assist with the support of these systems.

■ Benefits

IBM's Victorian datacentre facilities meet HealthSMART's security, availability and cost requirements. IBM's project management ensured the migration was completed on time and budget. IBM continues to meet datacentre availability and discretionary services service levels.



About HealthSMART

HealthSMART is a \$323 million technology program operating across the Victorian public healthcare sector. The program aims to provide healthcare professionals with up-to-date, industry standard business applications that will assist in improving patient care, reduce the administrative burden on healthcare professionals and ease the costs of updating technical infrastructure within the Victorian public healthcare system.

Meeting the demand for efficient health services

Public hospitals and healthcare centres across the state of Victoria face consistent growth in demand for their services. At the same time, these services are becoming more complex, increasing the Victorian Government's desire to harness the potential efficiencies available from an integrated approach to procuring, implementing and supporting healthcare business applications and associated technical infrastructure across the public health sector.

Recognising these trends, in 2003 the Victorian Government established the Office of Health Information Systems to implement the HealthSMART strategy. The strategy aims to increase the quality and safety of healthcare across the state and improve patient health.

It is also designed to enhance the efficiency of healthcare provision, improve the management and use of resources and attract and retain a highly skilled workforce to the public health sector.

HealthSMART is charged with coordinating and facilitating the procurement of core replacement applications within hospitals and community care agencies, the delivery of these core replacement applications via a shared services delivery model and the automation of clinical processes.

Core replacement products now being supported by HealthSMART Services are:

- Finance and supply management information system (FMIS)
– Oracle's eBusiness Suite
- Patient Management System (PMS) – iSoft's i.Patient Manager
- Client Management System (CMS) – TrakHealth's TrakCare

The new HealthSMART Clinicals application is Cerner's Millennium product, which has initial production implementations scheduled for 2008. HSS is currently supporting this project in the non-production environment(s).

Based on the importance of these applications and technical infrastructure to the Victorian public health sector, it was necessary to identify both a primary and secondary datacentre to ensure continuity of service to the health sector. IBM was successful in providing this secondary datacentre to HealthSMART.

IBM keeps systems healthy

HealthSMART entered into an existing Whole of Victorian Government agreement in September 2006 for IBM to maintain a disaster recovery facility at one of their sites in Victoria. This initiative is contained within the budget of the \$323 million HealthSMART project, and therefore is not an added cost.

Initial set up of the IBM datacentre took four months and was completed within budget and deadline. IBM installed power and data cables, set up and connected racks to house the servers.

The hardware installed at the IBM datacentre comes from a range of vendors, including a Hitachi Data Systems storage area network, a Quantum tape library, HP servers running HP-UX and blade servers running Microsoft Windows Server 2003, and IBM System p servers running IBM AIX.

Since the migration, IBM has supported the management of the systems, ensuring backups are completed; backup tapes are moved to a secure offsite location and assist monitoring servers and storage systems.

Professional support and improved efficiency

The contract with IBM has provided HealthSMART Services and its customers with a secure, high availability secondary datacentre to complement the primary datacentre and give HealthSMART users confidence that service interruption will be managed proactively with minimal disruption to their business operations.



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This case study is based on information of the Victorian Department of Human Services and illustrates how one organisation uses IBM products. Many factors have contributed to the results and benefits described; IBM does not guarantee comparable results elsewhere.

MI 34172 GL 8926