

HBL

PARTNERSHIP in IT

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Catalogue of Services



NHS

HBL ICT Shared Services



About Us



ICT Operations



Digital Solutions



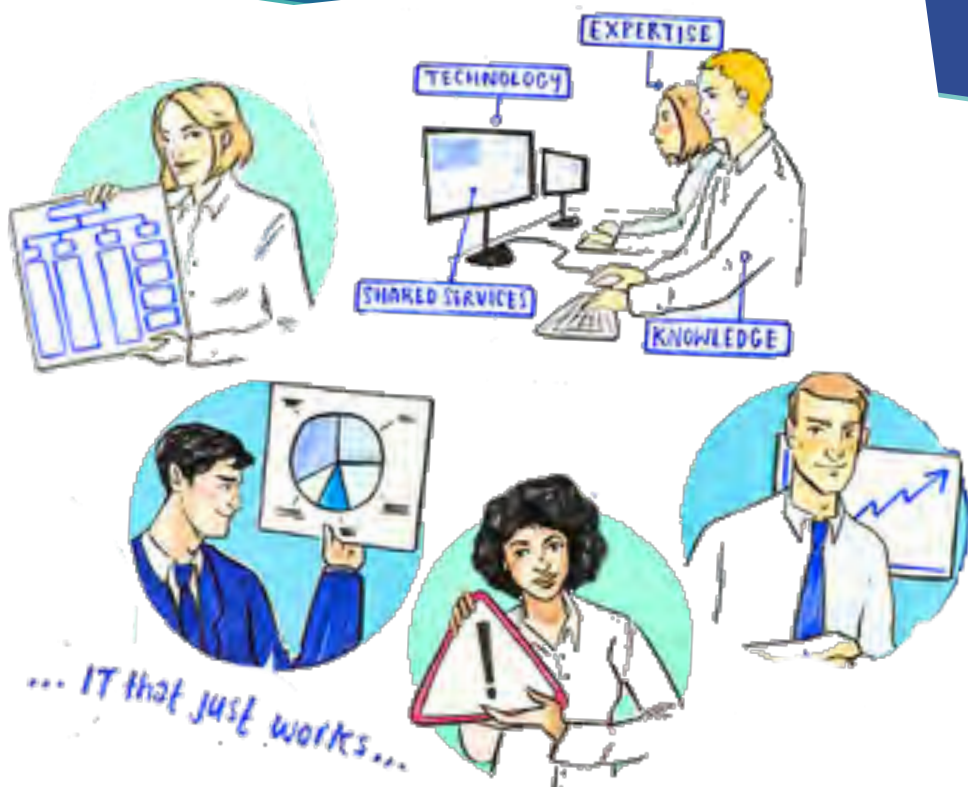
IT Assurance



Informatics



ICT Financial Services



About Us

We consistently develop technology solutions and services to meet your business and clinical requirements. We support our customers on their journey to deliver improved and streamlined patient outcomes.

We support thousands of healthcare professionals with our award winning support services. We tailor our support to suit the specific needs of your people and your organisation.

Maximising your business with ICT services is our top priority. HBL consultants are here to fix, improve and manage any issue that you may be facing and improve your overall strategy.

Whatever your business needs we have the in-house technical acumen to deliver ICT solutions that will

enable healthcare workers at the point of clinical delivery. Our technical strategy is based upon a business architecture approach which means that our technologies are designed to support your business ambitions. In layman terms we believe in: 'Making ICT Simple'.

We make sure that tried and tested processes are in place to ensure that you have reliable solutions at all times. We take away the stresses of ICT and ensure that processes integrate with others so that you can focus on the things that are most important to you.

We are committed to our customers. Your ICT stress is our every day, we live and breathe ICT and confidently deliver effective and efficient results, time and time again.

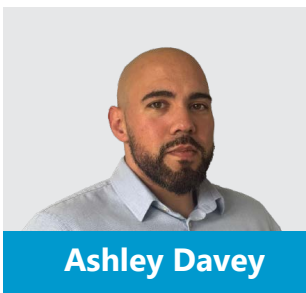
Senior Management Team



Phil Turnock

Managing Director

Phil has held senior IT management positions in both the private and public sectors, including the Royal Mail Group, CSC Ltd and has been a Director in the NHS for 7 years. He has a proven track record of leading and delivering large scale digital and organisational transformation programmes, managing multi-disciplinary teams, and delivering high-quality IT services to organisations in a variety of industries for over 25 years.



Ashley Davey

Assistant Director of IT Operations

Ashley is an IT professional focused on customer service with extensive experience managing operations in both private and public sector environments. He has successfully led large teams, consistently fostering high-performing groups that meet service standards. Ashley is responsible for the Service Desk, Incident Management, Hardware Asset Management, Registration Authority, and ongoing initiatives for service improvement within HBL ICT.



Keith Fairbrother

Associate Director of Digital Solutions

Responsible for the delivery of infrastructure services including data centres, networks, telecoms, end-user computing, security and 3rd line operational support functions. Keith has worked within the health service for over 15 years where he has held roles across most operational support areas of IT. This has afforded him an expert knowledge across a broad range of technologies that he can apply to deliver services across our partner organisations.



Simon Hassall

Assistant Director of IT Assurance

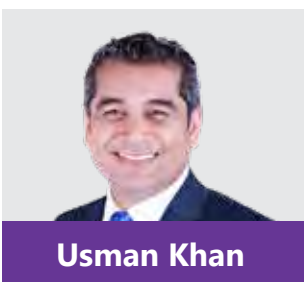
Simon is a customer-focused IT professional with over 15 years of software development, project, and programme management roles in the Commercial sector; with a proven track-record of building and leading large cross-functional teams to deliver framework processes that efficiently meet service requirements. He has considerable experience of leading large programmes across both the Commercial and Public sectors and has been working with NHS organisations since 2018.



Shane Scott

Associate Director of Informatics

Starting his NHS IT career in secondary care before moving to the challenging emerging arena of primary care IT in 2005, Shane has more than 20 years' experience as an IT professional in the NHS. With his expert knowledge of both primary and secondary health care systems processes, providing strategic advice to steer commissioning decisions and patient outcomes, Shane has built and managed high delivering support services with high delivering teams to implement and support national/local initiatives within timescale and budget.



Usman Khan

Assistant Director of ICT Financial Services

Usman has significant experience in senior finance, commissioning, and delivery assurance roles, ten of which have been specifically in the NHS informatics arena. With a proven history in the delivery of high-quality services within challenging financial environments, seeking to provide true value and maximise capital investments through collaborative service planning. His in-depth NHS system knowledge enables stakeholders to maximise opportunities to benefit from central investment funds and initiatives.



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ICT Operations

We are continually looking at initiatives to improve the ICT experience for all of the partners. The five core principles of our Service include:

Robotic Process Automation (RPA) - for repeatable transactional activities, to increase quality and throughput. Proactive problem management and automated systems to manage and support the end user devices. This includes a customised live dashboard for partner organisations for their end user estate.

Improved Service Desk Communication Channels - including 'live chat', replicating the commercial sector experience.

Training & Engagement - the adoption of the "Engagement for Enlightenment" across the partnership providing pop-up clinics, classroom workshops, online training and ICT mandatory training.

Communication Skills Training - ensuring the team offers more customer friendly advice in simpler language and with more informative messaging to drive self-service with supportive guides enriched with animations and videos.

Continually Improving the Customer Experience - the redesign of a more intuitive Customer Portal and a more direct IVR (Interactive Voice Response) system to guide the service users to the support they need and at the pace they require.

Services Offered:

Business Relationship Management

Business Relationship Management aims to maintain a positive relationship with customers, through identifying the needs of existing and potential customers and ensures that appropriate services are developed to meet those needs.

The service acts as the primary contact point for the customer to engage with HBL ICT Shared Services on both operational and strategic issues and allows HBL ICT Shared Services to work in a collaborative way with the customer, through identifying new technologies and providing insight into the emerging HBL ICT Shared Services.

Registration Authority & Access Management

To provide Registration Authority (RA) & Access Management services within NHS Digital National Guidelines to support user access to linked national applications, such as clinical systems and ESR.

Hardware Asset Management

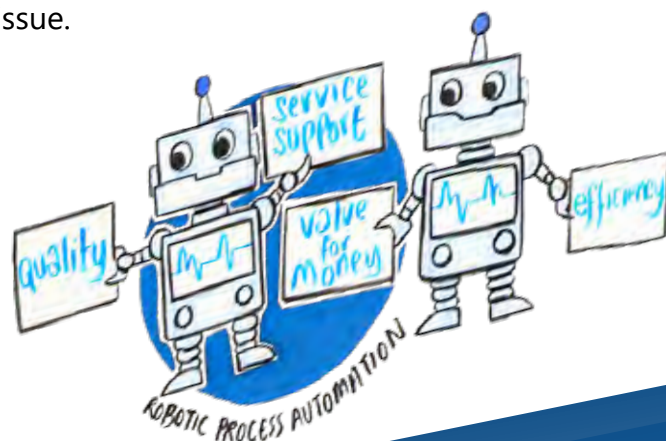
The service would also include ensuring all assets are disposed in compliance with the Information Governance protocols and standards.

Service Desk, Field & Request Fulfillment

HBL ICT Shared Services provide a responsive service for logging, tracking, reporting and resolving ICT incidents, service requests encountered by users of ICT services.

The Provider Service Desk takes ownership of ICT service issues to be either resolved immediately or referred and escalated to one or more specialised groups for resolution, including 3rd parties managed by the Partner and Customer.

Customers will provide HBL ICT Shared Services with a list of VIP users for their respective organisations. Wherever possible remote resolution will be utilised, if this is not possible an engineer will make an onsite visit to resolve the issue.



FIVE CORE PRINCIPLES OF OUR SERVICE IMPROVEMENT PLAN:

- » Robotic Process Automation (RPA)
- » Improved Service Desk Communication Channels
- » Training & Engagement
- » Communications Skills Training
- » Continually Improving the Customer Experience

**About Us****ICT Operations****Digital Solutions****IT Assurance****Informatics****ICT Financial Services**

Digital Solutions

The Digital Solutions function of HBLICT is primarily responsible for the delivery of infrastructure services across the partnership through the HBL Hybrid Cloud.

Leveraging the capability and scalability of the infrastructure, a team of technical and solutions architects are charged with developing a technology roadmap that aligns with the strategic ambitions of the partnership. Introducing new, innovative technology solutions that can bring tangible benefits across the partnership and ultimately patient care.

The End User Development & Automation team ensure that end user computing platforms deliver a stable, secure and consistent experience across the partnership, ensuring that 'IT just works.'

The Digital Development & Automation team support the partnership through the delivery of database services and bespoke application development services, unlocking the power of analytics and 'big data' to support informed decision making across the partnership. Automation of business and administrative tasks has also been introduced to the team's portfolio through robotic process automation tools.

Underpinning our entire service delivery is IT Security, ensuring that standards, controls, and legislative requirements are adhered to in order to protect critical infrastructure assets across the partnership.



Services Offered:

Infrastructure as a Service (IaaS)

The IaaS service encompasses all services which are provisioned from within the 'HBL Hybrid Cloud'. The IaaS platform is supported by the Digital Solutions Operations Team whose responsibility is for the development, implementation, maintenance, and support of the IaaS platform.

Technical/Solutions Architecture

Technical and Solutions Architecture is charged with ensuring that the delivery of IT technical solutions is undertaken following industry best practice recommendations and adhere to the strategic principles across the partnership. Delivery of solutions is governed through the Technical Design Authority (TDA) and linked closely with the Project Management Office (PMO) and architectural roadmaps.

Networks Operations Centre (NOC)

The NOC service is responsible for ensuring that all HBL ICT supported infrastructure assets are being proactively monitored and controlled across a myriad of solutions. This service ensures that all service affecting performance issues and outages are identified, diagnosed, and remediated as efficiently as possible.

Digital End User Computing Development & Automation as a Service (DEUCDA)

DEUCDA is concerned with the delivery of a standards based, stable, supported and secure end user computing platforms across the enterprise.

Disaster Recovery as a Service (DRaaS)

DRaaS is concerned with ensuring that all data and infrastructure assets hosted within the HBL Hybrid Cloud are highly available, mitigates against Single Points of Failure (SPOF), regularly and routinely backed up and can meet specified Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) as defined in Business Continuity and Disaster Recovery Plans.

Security Operations Centre (SOC)

The SOC underpins the entire service delivery across HBL ICT and the partnership. Its primary goal is to ensure that all infrastructure assets and data is secured at all times, through the adoption of standards and controls to effectively manage the threat of cyber-attack.

Digital Development & Automation Service

The Development Operations Service is concerned with the development, implementation, maintenance and support of database, business intelligence, web/app design, collaboration platform services and robotic process automation.



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HBL ICT has comprehensive assurance processes and procedures to ensure that the standard for service delivery is compliant to client service specifications and ICT industry standards. A key component involves providing evidence to meet the ICT requirements of the Data Security and Protection Toolkit for our clients.

IT Assurance is responsible for several critical ITIL Service Management functions and ensuring continual review of working and governance practices within the organization.

We provide specialised NHS and healthcare Project and Programme Management to help customers to deliver their projects successfully. We use best of breed methodology alongside customer processes to provide a high-quality, low-cost service. Our Project Managers deliver a diverse range of activities to achieve the maximum organisational value within resource and funding constraints.

Services Offered:

Project Management Function

The Project Management Office (PMO) manages the organisations' Programme of Works, project process standards and staff allocation. Projects undergo detailed scoping activities to highlight additional resource requirements to provide accurate scheduling.

The PMO provides assurances in risk management, cost, quality, professional and competent delivery of projects and programmes.

Depending on the needs of the customer, Project Managers can conduct a full review of ICT requirements and plan the implementation of solutions ranging from new system deployments to upgrades using expertise from both the healthcare and ICT sectors.



ITIL Change Control and Problem Management:

When we introduce or make improvements to the technology used by the Partnership, we follow ITIL framework best practice to ensure changes are rigorously assessed for risk and service impact. Our customers are integral to the approval if any impact is expected.

The IT Assurance function oversees the ITIL Problem Management activities of the organization to manage the lifecycle of all Problems. The aims are to both actively manage existing issues and to prevent potential incidents.

CHANGE CONTROL:

- » When we introduce or make improvements to the technology to support the Partnership, we ensure that we follow the ITIL framework best practice to ensure changes are rigorously assessed for risk and service impact.
- » Our customers are integral to the approval if any impact is expected.



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The Informatics Service provides a comprehensive ICT support service to each GP site and is the first point of contact for any practice ICT issues.

Our service meets all necessary requirements and standards as described in the 'Securing Excellence in GP IT: The Operating Model' published by NHS England and ensures provision of a full hardware and software support and maintenance service with a Service Desk function.

The Service Desk function together with on-site skilled engineers ensures that we are available to resolve a wide range of issues and is complemented by a highly skilled 3rd line support and development function.

The service covers GP practice staff employed by the practice and co-located Community staff employed by other providers, to include all ICT desktop hardware and software in the practice.

The objective of composite teams is to provide professional services to our customers, maintaining quality and ensuring that our customers' needs are met.

Engaging with our customers enables the department to understand their business needs and tailor our service to meet those needs.



Services Offered:

A Comprehensive IT Support Service

Our Primary Care Information Communication and Technology (ICT) Team manages ICT services in GP Practices and provides advice and support on investment in discretionary ICT systems and services to the Integrated Boards (ICBs) within the Partnership.

We manage and deliver the installation of new hardware/software and upgrades to Operating System or Office products.

Primary Care Implementation & Utilisation Leads

Our team of Primary Care Implementation & Utilisation Leads cover our Primary Care customer base. The main objective of the team is to manage implementation, support and usage of national and local Primary Care IT programmes and applications.

The team provides intelligence, guidance and support to practices in order to maximise utilisation of systems and exploit best practice enabling safe, effective patient care.

Business Change

Our Business Change team identifies and delivers customer business objectives through the provision of business change activities encompassing review, update, and recommendation of improved process flows to maximise efficiency. We configure clinical systems when new systems are commissioned ensuring valuable clinical records are retained and shared, where appropriate, safely.

We enable safe transit between 'any willing providers', thereby supporting the evolving commissioning landscape.

Application Training

The Application Training team work across our customer base with other care professionals to define how to effectively utilise clinical and other ICT systems through training delivery.

The team devise, develop and deliver training courses and materials to enable health and social care professionals to utilise systems and applications.





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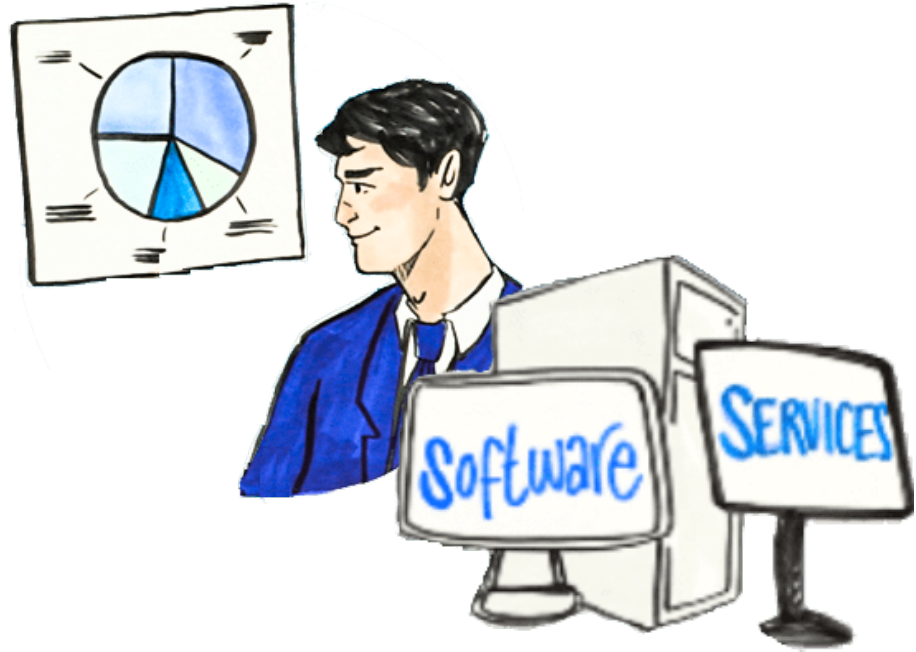
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Ensuring that HBL ICT Shared Services continues to effectively and efficiently fulfil the purchasing requirements and deliver value for money from suppliers and third-party contracts of both internal and external users. This service provision is underpinned by set standards, policies, and current framework agreements. It also acts as the advisory service for the benefit of users on all Procurement related issues such as benchmarking, thresholds, and framework agreements.

Services Offered:

Procurement

Customers benefiting from this service can expect to have a high quality of day-to-day processing of their purchase requirements which is fully compliant with the set policies and procedures.

We would aim to agree a service model in line with the requirements of the customer through means of agreed time scales and individual service requirements. Our service department would ensure that the individual requirements are procured and supplied through nationally agreed frameworks ensuring the best value for money underpins all transactions and carry out negotiations on behalf of our customers in order to maximise the benefit of customer's investment in our service.



Customers can also expect us to facilitate supplies through locally agreed frameworks as part of the service. This Service would ensure that all suppliers are managed on behalf of the customers and continual and timely appraisals are set in place to ensure the efficiency of the supply's mechanism is maintained.

Strategic Procurement

The purpose of Financial Services is to ensure viability to transaction control and management of contracts. It ensures that underpinning contracts and agreements align with business needs, Service Level Agreements and Service Level Requirements. Financial Services oversees process of identification of business needs, evaluation of suppliers, establishing contracts, procurement of goods and services, their categorisation, management and termination.

Data Analytics

The primary function of this newly established service is to provide analytical support internally to all business functions supporting the effectiveness of HBL ICT's operational and tactical decisions. On a wider basis, the service produces real time and validated activity utilisation for partners to make strategic decisions. The service specialises in Technological Data Analytics supporting HBL ICT, its partners and clients in achieving business excellence.



Our Unique Selling Point

Our understanding and knowledge of IT systems in context of the Health & Social Care industry, operating within an NHS organisation, helps us to understand your business and will bring information to the hands of those that need it at the point at which they need it. This reflects the change that all our health customers are facing, the change in technology from fixed devices to mobile, the ability to take in large amounts of data, make sense of it and utilise it to good effect on safe excellent healthcare for patients.

Additionally, the ability to use that data to pro-actively manage the services provided is the key to the future. We anticipate that it will only be successful by standing alongside our customers facing these challenges; together will we be successful in our chosen market.

At HBL ICT we understand cost pressures and have demonstrated our own ability to deal with them and the drive to improve productivity whilst maintaining and improving service offers to our partners. Therefore, we believe that puts us in the position of having the ability to support our clients effectively.

Contact Us



HBL-ICT



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