

Auckland District Health Board

On track with their IMTS Strategy

Business objective:

An ITIL-compliant Information Management Framework to deliver Information Management and Technology Services

Solution:

- infra Version 8

ADHB's review of IMTS strategy over recent years has seen a number of changes, including a restructure of the team and the implementation of new systems and processes. Although still in the implementation stage of these new systems and processes, early results indicate ADHB is on track to deliver on the IMTS strategy of an ITIL-compliant Information Management Framework to deliver Information Management and Technology Services.

Delta Software's long-standing relationship with ADHB began with the implementation of infraActive version 5.9. Although sound, ADHB's version 5.9 service desk did not provide the sophistication and integration available with the newer Version 8. ADHB's improvement project had clear IS Strategy goals. Before commencement, Delta firstly had to demonstrate to ADHB that Version 8 would



deliver on their objectives. The relationship proved strong as the review process was undertaken and Delta was selected as the ongoing partner.

The new system needed to integrate people and processes, providing a more effective and streamlined Service Desk solution. ADHB also recognised the new system's potential to arm the management team for better-informed decisions, though improved KPI reporting and accurate service level

information.

ADHB is a large organisation with complex needs. Careful planning was needed from the project teams to ensure the out-of-the-box solution would work effectively, whilst also meeting the objectives of fast implementation and ease of ongoing maintenance "Delta understood quickly what our issues were and came up with solutions that would work for us." says Joanne Bos, ICT Manager. "They could see our need to improve quality and customer service through



EMC²

infra

delta.co.nz

Auckland District Health Board

On track with their IMTS Strategy

improved process and management information”

For Sattar Hasan, Project Manager, the collaborative working relationship with Delta was crucial to the project’s success. “Through the consultative process they were able to develop ways to maximise the Infra product, so we got the greatest benefits possible.”

ADHB’s IMTS management team has realised immediate results from the infra Enterprise version 8 solution. “We have a greater understanding and awareness of volumes and quality. Improved information has resulted in more efficient and effective decisions. Knowledge really has given us power.”

Change Management is one area where the improved reporting quickly proved invaluable. “Better understanding of the types of changes, the impact and success of these enabled us to better understand our IT environment and therefore to plan improvements and resource requirements more effectively,” says Bos.

Due to the size and complexity of the organisation, ADHB

adopted a staged approach to the project. “We have managed the process appropriately and have ensured at each phase the users have been adequately trained. This has definitely improved the effectiveness of the roll out,” says Hasan.

Infra’s ability to support inter-team communications has been fundamental in the success of the implementation to date. “Change is not easy for any organisation and we’ve found that through clear and useful communications the process has gone really smoothly. The added bonus is that through better understanding between the teams, we have gained a better overall working relationship with each other. People also seem to understand their own and their colleagues’ roles better, which has definitely improved efficiency,” says Bos. “We are especially pleased that after a period of restructure we have a strong team with all roles filled. This will provide the secure foundation from which to focus on our goal of continual improvement.”

Success to date sees the ADHB IMTS department emerging as a professional and innovative



provider of health information management services. Their innovative use of Service Desk technology provides better support to their organisation through more efficient processes that drive customer focused service delivery. Delta Software was proud to be the collaborative partner enabling this project with clear goals.

What is perhaps the most impressive about this project is ADHB’s commitment to regional DHB collaboration for more effective operational delivery. ADHB are keen to share what they have achieved and to drive consistency of process across the region.

**To find out more about EMC infra and how
Delta Software can transform your Operational Performance
contact Delta Software on 0800 11 33 00
or visit www.serviceadvantage.co.nz.**

delta.co.nz