



**Microsoft Office has evolved for the NHS. It's no longer a set of productivity applications - it's a business system framework, supporting horizontal business process & bespoke applications in a changing NHS environment.**

## Overview

**Over the two decades since Microsoft Office was first released it has become the biggest selling, most successful, most feature rich productivity suite with an estimated 400 million users. Microsoft faces a big challenge in making the next release interesting.**

However the Office 2007 release is not really about better versions of Word, PowerPoint, Excel etc. (though the new ribbon bar and other interface and usability features are undeniably valuable). The value is the introduction of a hugely powerful set of server side capabilities.

The top Office 2007 editions are only available through volume licensing programmes. The NHS of course currently has a Microsoft Enterprise Agreement for Office licences.

## Highlights

**Document Management** has been substantially improved, allowing documents to be stored in libraries that understand the different metadata needed for different document types (e.g. Policies are treated differently from Meeting Minutes). Documents can be checked out and worked on offline, when no access to the corporate network is available. Document Access Policies can be created to control access rights at a per-item level, specify retention period and expiration actions, and track content through document-auditing

settings. Emails can be now be sent directly to document libraries and stored alongside other content.

**Forms Server** in SharePoint Server 2007 allows organisations to easily collect information, and there are built-in validation rules that help to ensure this information is captured accurately. In combination with Microsoft InfoPath 2007 forms this can, as one Health Informatics Service is currently doing, be integrated into their Service Desk system, allowing Service Desk requests to be logged on an InfoPath web form thereby avoiding the need to wait for a call to be answered and empowering the Service Desk to prioritise incoming requests.

Office 2007 comes with **Excel Services**, which enables users to access a server copy of a spreadsheet via their web browser or Excel without being able to alter the spreadsheet or revealing the (possibly proprietary) model itself. It also enables users to share spreadsheets with colleagues while protecting sensitive data.

At least one London based NHS Trust is planning an Executive Dashboard for senior managers to view Key Performance Indicators using the various dashboard and business intelligence features and capabilities in SharePoint 2007. These features are also fully accessible from within the Excel client allowing rapid visualisation of key performance indicators etc.. These will integrate with the forthcoming PerformancePoint to provide golden quadrant BI.

## Server technology

- MOSS (Microsoft Office SharePoint Server)
- Forms Services
- Excel Server

## New and improved business capability

- Enhanced document management
- Document Policies
- Records management
- Workflow
- Out of the box Business Intelligence and KPI
- Web content management
- Site management
- Business data catalogue
- Groove peer to peer collaboration

## New features

- Mobile device support
- Broader authentication options
- Site templates
- Content types
- Item level security/access rights
- Business Data Search
- Browser based forms
- Data access features
- Open XML file formats
- Create PDF files from Office documents
- MOSS Recycle bin

## Fast Facts

Clients: All

Solution type: Information Worker

Web site: [www.carelink.co.uk](http://www.carelink.co.uk)

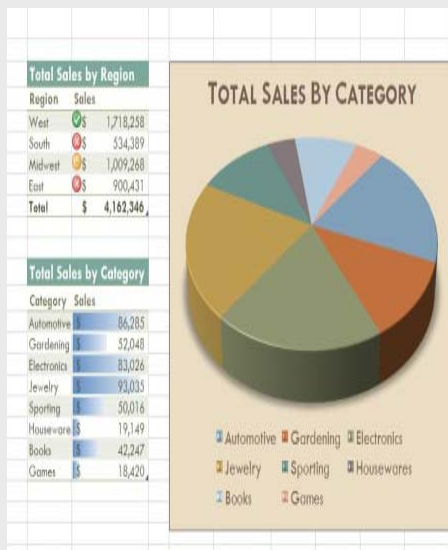
Reference: Royal National Orthopaedic Hospital, HERHIS, Collier Capital, HML

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built on top of these and are accessed through the traditional Office clients or through a browser.

The Professional versions of Office 2007 therefore have capabilities such as ECM (Enterprise Content Management), electronic forms and information rights and policy capabilities coupled with the ability to use Information Rights Management (IRM). This allows the author of a document or email to encrypt the data in such a way that they can dictate who can read it and what that person can do with it. They can, for instance, deny the recipient the right to print, copy or forward the information

## Finding out more

Microsoft Office 2007, including Microsoft Office SharePoint Server 2007, is a collaboration and information infrastructure that brings together activities such as content management, business processes, portals, search capabilities and more. These are all accessible via a single interface and/or through the established Microsoft Office applications, web browsers and other Microsoft Server products. Microsoft have moved the goal posts with this release, making the system a full enterprise solution for office productivity. A demonstration is the most effective way to understand the range of capabilities and potential applications.

## Features

- Full document management for all document types
- Use of meta data, versioning, check in and out, document stage, categorisation etc
- Full online collaboration around document creation and finalisation, work stream activities, tasks and issues
- Work flow aligned to client business processes
- Rapid retrieval of documents through project and person specific libraries or via enterprise wide search
- Full document storage, archive and retention capability
- Document rights management to secure, restrict and control access to confidential documentation
- Process planning and review, with performance dashboard
- Email and application integration
- Support for team working, including remote/mobile workers
- End to end business system
- Familiar interface promotes rapid adoption

**Workflow** is now an integrated part of the suite, including many out of the box workflows and workflow design tools aimed at both business users & developers. For example SharePoint can start an approval workflow which is triggered automatically when someone puts a Clinical Policy document in a document library.

**Records Management** allows retention policies to be applied to different types of documents and have them applied automatically to all documents as they arrive or are stored. This substantially extends the ERDMS (electronic records and document management system) capabilities offered by Microsoft. A key facet of this is the deep integration with the existing Microsoft clients (Word etc.) that allows users to continue to work in the applications they are familiar with rather than learning a new tool.

## The technology stack

SharePoint becomes the foundation for information management, providing a host of services and which, in turn stores data securely in SQL Server. The range of business applications are



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