

Service > Service Desk for Health



About Service Desk for Health

Service Desk for Health provides today's hard pressed NHS IT departments with access to a best-of-breed Service Desk package.

It has been designed specifically for the needs of NHS organisations and is therefore compatible with NPfIT and LSP standards, including MDS.

Our solution is based on HP OpenView technology; world-class enterprise service management technology priced to meet the constraints of NHS organisations and provides a managed Service Desk as part of an ITIL project.

The system, together with our unique approach to implementation means that you can reach ITIL standards in a matter of weeks, ensuring that you have world-class processes to support the vital IT your organisation depends on.

ITIL

ITIL is the de-facto suite of best-practice processes for IT service delivery and management. These processes help improve customer service while provide the mechanism for better financial control of IT assets and spend.

Service Desk for Health embodies the core ITIL service delivery standards and provides the essential tools, such as a configuration management database (CMDB).

Our approach

We provide a rapid and cost effective answer to the need for effective IT management in an environment where

quality of care and ultimately the health of patients are dependent on these processes.

Service Desk for Health provides:

- APM, our proven process model for ITIL compliance. By adopting a Core Solution approach this can be implemented in weeks rather than months or years
- Consulting services to map your organisation's specific requirements to the ITIL approach
- Class leading service desk software from HP
- Full hosting and management of the software and hardware platform delivering the Service Desk, freeing you up to support your organisation, rather than the Service Desk technology
- Extensive training covering the ITIL processes, roles and software tools
- On-going professional support

Service Desk Functionality

Service Desk for Health will help you with service delivery management by providing the core functionality to implement the following:

- Service/help desk – the primary point of contact for users to request help or report incidents
- Incident management – the reactive process for resolving issues and problems, such as service outages or user queries, that arise on a day to day basis
- Problem management – a proactive process for analysing and identifying underlying trends, patterns and risks and putting mechanisms in place for minimising or eliminating them

Key Benefits

- World-class HP OpenView technology – the software used and recommended by NPfIT and compatible with NPfIT and LSP standards, including MDS.
- Extremely rapid adoption of core ITIL processes
- Lower cost than in-house
- Improved visibility (and audit trailing) of what's actually going on with the IT systems and customers you are supporting
- Improved customer perception of IT support
- Institutionalising good process rigour and discipline
- Improves the ability to prioritise and respond according to issues and requests
- Baseline metrics to assist with SLA definition and monitoring and other performance management and reporting tasks
- Relief, structure and order for harried IT support staff
- Improved patient care and safety by reducing the risks associated with IT being deeply embedded in the delivery of care and by improving the speed of response to issues and incidents.

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- Change Management – a necessary set of procedures to enable the understanding and communication of the risk and impact of a proposed change, its authorisation and controlled implementation
- Configuration management and release management – related processes that control and record the state and configuration of assets and technology releases in the organisation.

HP OpenView

HP OpenView is an extensive suite of software products used by the world's leading organisations. A key application within this suite is Service Desk, a powerful tool that provides interaction, prioritisation, visibility and reporting.

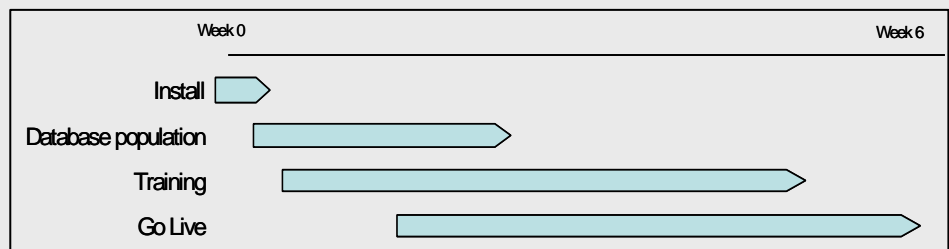
HPOV Service Desk is the software at the heart of our Service Desk for Health. It is configured to be completely aligned with our process model, sharing the same terminology, roles and process flows. It is the software used and recommended by NPHIT and it is fully compatible with the Minimum Data Set requirements for reporting to your LSP.

We provide a fully hosted and managed instance of HPOV Service Desk which your users and help desk staff access as a responsive web service to handle incidents and issues. This approach has several immediate benefits; it is more cost effective than investing in your own license; it runs on resilient and load balanced hardware; it requires no deployment.

How is Service Desk for Health provided?

We provide Service Desk for Health as a hosted and managed service.

You are already busy enough managing the hardware, software, platforms and applications that your users currently use,



so we take away the headache of looking after the service desk system.

We get you up and running through a comprehensive but straightforward requirements analysis and build process.

You retain all the power of a local implementation, wrapped in a full, validated ITIL approach, resilient hardware and reassuring SLA, but without the burden of managing the additional IT systems involved and with a far faster implementation timetable.

Why choose Service Desk for Health?

- Low cost of ownership by minimising the initial deployment costs software licenses
- A complete solution that includes the necessary components for a successful, functioning IT operation; software alone rarely solves problems in the real world
- Our approach ensures that your team are trained and able to deliver the service levels your organisation requires
- A practical and low risk approach to full ITIL
- A separate environment for the Service Desk software, so that your incident resolution tools are not running on the same infrastructure that they are trying to support

How quickly can Service Desk for Health be implemented?

Engagements vary from client to client however our standard project plan is shown in simple terms in the diagram.

Typically we can deliver a full ITIL environment and functioning service desk in around 6 weeks from the start of the project.

What Next?

If you would like any further information on our services, please contact us on:

Web: www.carelink.co.uk

Or you can contact us directly by email, telephone or mail at the address above:

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