2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

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| **Project Name** |
| Microsoft's System Center Operations Manager (SCOM) Implementation |
| **Site** | **Department** |
| Riyadh | Systems Engineering |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 01-01-2017 | 09-30-2017 |

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| **Problem:** Why the project was needed?Daily alerts of “Services’ unavailability” has increased up to 55.5%; therefore, HITA thought of implementing a new monitoring and alerting system (Microsoft's System Center Operations Manager) that will provide a proactive involvement in maintaining HITA technical infrastructure systems; this will help to avoid service interruptions and to register the server’s performance. | **Aims:** What will the project achieve?To decrease the number of reported HITA Services’ unavailability 30% from baseline by September 2017.  |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[ ]  Improved productivity[x]  Improved work process[ ]  Improved cycle time[x]  Increased customer satisfaction[ ]  Other (please explain) Click or tap here to enter text. | **Quality Domain:** Which of the domains of healthcare quality does this project support?*(Select only one)***Efficient** |

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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| Number of reported HITA Services’ unavailability (%) | 25.5%  |

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| **Interventions:** Overview of key steps/work completed* Install, setup, configure and commission Microsoft's System Center Operations Manager (SCOM) for the purpose of monitoring HITA technical infrastructure systems such as (servers, switches, and some applications availability …etc.).
* Building a data warehouse repository for measuring technical infrastructure performance.
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| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project*(insert relevant graphs, data, charts, etc.)*

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| Average number of reported HITA services’ unavailability alerts | Total |
| Services’ unavailability alerts in March 2017 (Start Value) | 55.5% |
| Services’ unavailability alerts in August 2017  | 23.6% |
| Percentage of improvement in services’ unavailability alerts | **31.9%** |

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| **Project Lead** | **Team Members** |
| **Name** *(person accountable for project)* | **Names***(persons involved in project)* |
| Hassan Abo Nofal | Faizuddin Khaja Ratheesh Krishnan Waleed AlGoblan Meshari AlAbdulkarim Suhail Tabakh Abdulmohsen AlQahtani Malik, Abdul Syed Hafeez AhmedAbdulrahman AlFozanHussam AlTarif |