2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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

|  |  |
| --- | --- |
| **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  Improved work process  Improved cycle time  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** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | Number of reported HITA Services’ unavailability (%) | 25.5% | |
| **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. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)*   |  |  | | --- | --- | | 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%** | |

|  |  |
| --- | --- |
| **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 Ahmed Abdulrahman AlFozan Hussam AlTarif |