مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre
Gen. Org. مؤسسة عامة

## 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%** |

### Comparing Number of Reported HITA Services' unavailability Alerts from (March-August) 2017
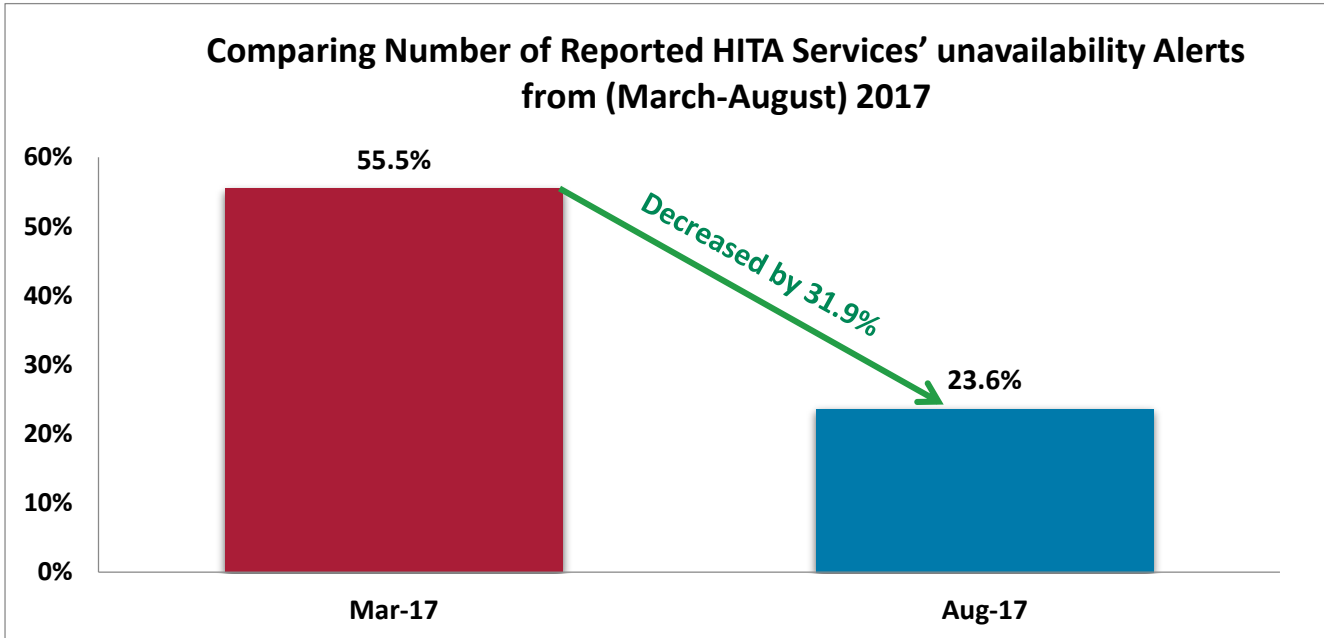


| Project Lead | Team Members |
|---|---|
| **Name** *(person accountable for project)* Hassan Abo Nofal | **Names** *(persons involved in project)* Faizuddin Khaja<br>Ratheesh Krishnan<br>Waleed AlGoblan<br>Meshari AlAbdulkarim<br>Suhail Tabakh<br>Abdulmohsen AlQahtani<br>Malik, Abdul<br>Syed Hafeez Ahmed<br>Abdulrahman AlFozan<br>Hussam AlTarif |