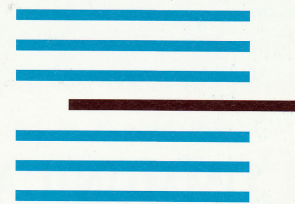


DATA NEWS



'PROFESSIONAL DATACARE - COMPUTING FOR A HEALTHIER FUTURE'

ISSUE 4 - MAY 1992

THE NEWSLETTER OF THE PROFESSIONAL DATACARE ORGANISATION



OPEN DAYS

Pictured above are the tour guides, Mary Duncan, Jennifer Bennett and Julia White with Administration Manager Stuart Edwards. Not in the picture tour guide Tony Todd.

THIS ISSUE

- Open Days
-
- Farewell Maid Marian
-
- Communications Network Team
-
- New Accommodation
-
- IPS Team

Professional Datacare has recently successfully held a series of Open Days for its many customers throughout the North Western Regional Health Authority. All customers within the Authority received invitations to visit the premises to see for themselves the quality and variety of the many services available at the Computer Centre.

The Open Days proved to be extremely popular, with close to 100 people visiting the premises over a five day period. An open invitation is extended to those customers who were unable to attend the Open Days.

FAREWELL MAID MARIAN

After 26 meritorious years faithfully serving the Health Service, Marian Smith is finally hanging up her data preparation keyboard!

Marian, pictured below, started work as a punch operator on punch card machines (remember them?) at what was then known as the Regional Computer centre, on June 6th 1966 - a D-Day anniversary in itself - and climbed the ladder of success to become Data Preparation Co-ordinator in the mid 70's. She actually retired on April 9th.



"Marian has been a pillar of strength to Professional Datacare for a considerable number of years" says Chief Executive Ray Tunnicliffe, "and her presence within the Organisation will be very much missed. All her many friends throughout the Region will, I'm sure, join with her colleagues at Professional Datacare in wishing Marian a long, healthy and very happy retirement."

COMMUNICATIONS NETWORK TEAM - TECHNICAL SERVICES

(A completely unbiased view from an impartial observer)

If there is one aspect of computing which is more demanding, changing more rapidly and more diverse than any other it is that of data communications. The complex technology involved requires a very special combination of skills, encompassing the practical electronics of the technician, the lateral thought of the analyst programmer and the organisational ability of the project manager.

The highly trained and experienced data communications support team at Professional Datacare covers all aspects of the subject, from the project management of complete implementations to fault diagnosis on individual components. Although not part of any formal arrangement, technicians working on faults often carry spare printed circuit boards or complete units which can be used as replacements in the field, if needed.

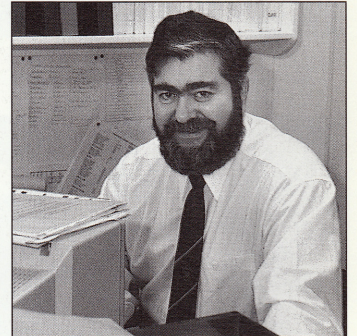
The team's project leader is Arnie Hewitt, originally from Sunderland and formerly, for a number of years, a Technical Support Manager (North) with CASE Communications. Arnie spent much of his time with CASE as an international troubleshooter, travelling within Europe, Scandinavia and the United States and specialising in irate customers with complex data communications problems. Obviously ideal training for his present position.

All the Regional network configuration and management is handled by Ray Warriier. Ray has been with Professional Datacare since 1984 and moved from Operations into Technical Support as a data communications technician some six years ago. During that time he has gained considerable experience in all the components of the network and has recently received training in PC Novell networking.

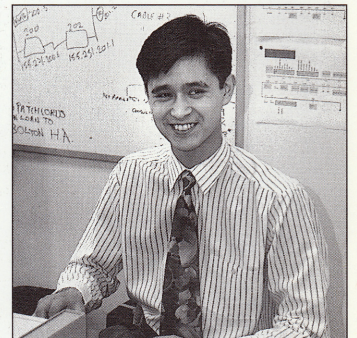
The remaining two members of the team are Jonathon Smalley and Colin Bailey. Jonathon also joined Technical Support as a communications technician from an Operations background and has just completed his second year. Colin came to Professional Datacare from Rolls-Royce, having had experience of both baseband and broadband local area networks employing a wide variety of equipment, including CASE products.


There is always someone on the team providing support every working day from 8am to 6pm and, very often, providing on-call cover at weekends and bank holidays. Fault calls which are received by the Service Desk are acted upon by the person on cover in order of priority and followed through to resolution. Typically, the team receives between twenty and sixty calls a day. Staff are despatched to site if necessary, although, where no formal agreement exists, this is on the basis of when resources are available.

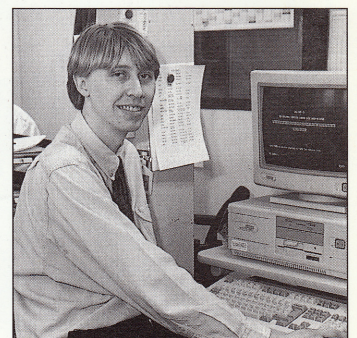
The team are currently employed on six major development projects and the demand for services is so much on the increase that additional resources are planned for 1992/3.



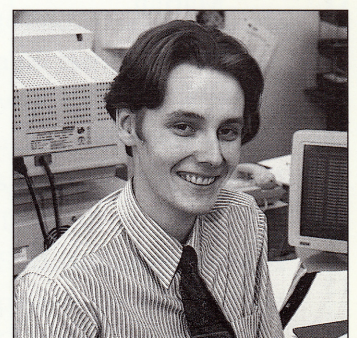
 **Project Team Leader**
ARNIE HEWITT



 **Network Controller**
RAY WARRIER



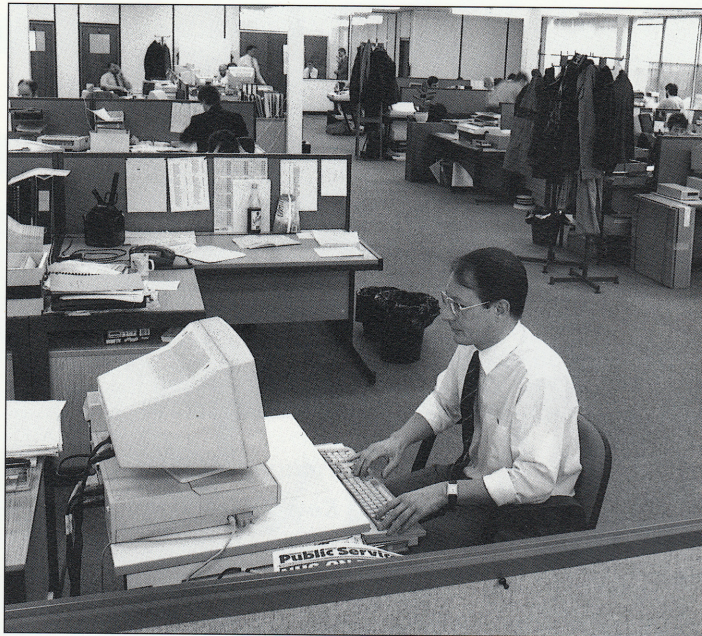
 **Communications Technician**
JONATHON SMALLEY



 **Communications Technician**
COLIN BAILEY

ISSUE 3 OF DATANEWS FEATURED THE BUILDING PROGRAMME BEING UNDERTAKEN FOR PROFESSIONAL DATACARE. WORK COMMENCED AT THE BEGINNING OF AUGUST AND WAS COMPLETED BY THE END OF NOVEMBER 1991. THIS PROVIDED MUCH NEEDED ADDITIONAL OFFICE ACCOMMODATION, WHICH WAS UTILISED WHILE THE REFURBISHMENT OF EXISTING ACCOMMODATION WAS COMPLETED.

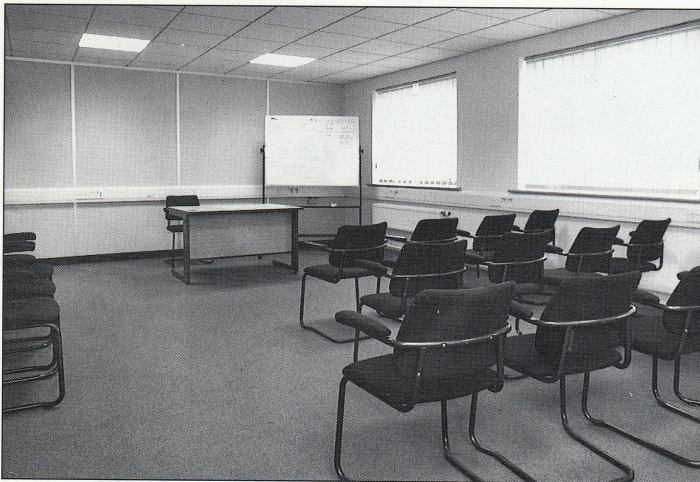
New ACCOMMODATION



SEMINAR FACILITIES

Both of the larger training/ seminar rooms are fitted out to enable terminal facilities to be demonstrated. This provides an ideal environment for use of PCs.

The training rooms have already proved to be very popular acquisitions for the Organisation and a booking procedure has been introduced to enable facilities to be used to the full.



This extensive building and refurbishment programme for Professional Datacare was completed just in time for Christmas, and allowed more comfortable and agreeable working accommodation to become fully operational from 2nd January.

The photographs on this page show the new building together with refurbished office accommodation in the

original building. In addition as part of the refurbishment exercise, but not shown in the photographs, has been the carpeting of the main computer room, providing a more functional and aesthetically pleasing and quieter working environment.

Bottom left can be seen the seminar/training room, which is also used as the

main Board Room of Professional Datacare.

This room is shortly to be equipped with projection equipment, a lectern and whiteboard facilities, to make it suitable for presentation purposes.

The photograph bottom right shows the disaster recovery room, which is utilised as a seminar/training room to accommodate larger groups.

The top photograph shows the considerable improvement made to the working area for the Systems teams, showing that a small meetings room is also available for team briefings etc. Other offices shown accommodate a small machine room, the Chief Executive, Systems Development Manager and Business Manager.



THE IPS TEAM

KEY TO SUCCESS!

The IPS system maintains 91,000 employee records across the North Western Regional Health Authority. Every day up to 3,500 users can access IPS and together manipulate in excess of 70,000 pieces of information. This amazing feat is performed by over 1,200 separate computer programs, all at your finger-tips, hidden away behind familiar screens.

Maintaining, changing and improving these programs demanded the writing of 300 complex technical specifications. Computer programmers completed 5,000 hours of work on the system in 1991 alone.

The information held on IPS determines what you will be paid - and at the other extreme, helps the Government identify future needs for specialist caring skills in your area of the country.

IPS has a unique role in the Region, and is probably the most comprehensive system of its kind in the country.

A dedicated team at Professional Datacare accepted responsibility for IPS in January of 1991. They are now striving to provide the highest levels of support to those of you who use a terminal or PC as part of your job.

Pictured above are Jeff Rowe, Kevin Edge, Alan Kermode, Janice Palmer and Denis Collier, together with the IPS Project Manager Dave Smith.

Acknowledgements

Acknowledgements for contributions to this issue of DATANEWS go to:

DENIS COLLIER

of the IPS Team

HAZEL MOORES

of Data Preparation

KEN DEARDEN

of Technical Services

NAME THE BUILDING



One of the primary accommodation featured on Page 3 of this issue is to provide Disaster Recovery facilities. As a general rule however, the accommodation is known simply as the "New Building". Suggestions are requested

from the more imaginative of our staff to find a more meaningful and lasting name. One wag who must remain anonymous has already suggested "Tunnickliffe Towers!" Serious suggestions, please, to Professional Datacare.