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Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board



Audit Committee				
Meeting Date	20 th September 2018		Agenda Item	2d
Report Title	Update Report – National Data Centre Outages			
Report Author	Carl Mustad, Head of ICT Operations			
Report Sponsor	Matt John, Interim Chief Information Officer			
Presented by	Matt John, Interim Chief Information Officer			
Freedom of Information	Open			
Purpose of the Report	The purpose of this paper is to provide an update to Audit Committee Members on the recent national data centre outages; the clinical risk associated with them; and progress on the management and assurance regarding data centre outages.			
Key Issues	<ul style="list-style-type: none"> Concerns over the robustness of nationally hosted ICT services The availability of key clinical IT systems to ABMU clinicians and staff 			
Specific Action Required (please ✓ one only)	Information	Discussion	Assurance	Approval
	✓			
Recommendations	<p>The Audit Committee are asked to:</p> <ul style="list-style-type: none"> Note the recent outage and the impact on HB services Note the successful resolution enacted by NWIS and HB Informatics Leads Note the effective business continuity plans enacted by HB staff Support the need for further action over the next period 			

UPDATE REPORT – NATIONAL DATA CENTRE OUTAGES

1. Background

As previously reported at Audit Committee in July, during 2018 there have been a number major incidents at the national data centres which have caused concurrent outages to multiple national services. There have also been a significant number of other major incidents within the national data centres which have resulted in single national system failures, for example WLIMS (Pathology) and Cancer Information System Cymru (CANISC). Consequently, there has been significant disruption to clinical services across NHS Wales requiring local business continuity processes to be invoked on a number of occasions.

2. Further Incident

Since Audit Committee in July, one further incident occurred at the beginning of August. The incident was caused by a failed “restore” process applied to the national Microsoft Active Directory on the evening of Thursday 3rd. The national active directory provides user logins, user permissions and profiles for many systems. The restore process was attempted to try to rectify problems that NWIS were having with the national email system for Junior Doctors.

At ABMU, and indeed across Wales, the incident caused sporadic issues for users of key systems, such as WPAS, Welsh Clinical Portal (WCP), Canisc and some local system. For example, WCP was unavailable for most of Friday evening, which needed staff to revert to paper blood test requesting and utilising a local system for blood results.

In order to resolve the situation, NWIS had to reconfigure the national Microsoft server systems over the weekend. The plan was executed successfully and was complete by Sunday evening with minimal disruption to users. In resolving the problem, the NWIS team performed effectively, under substantial pressure. Their teams worked constantly from the point the problem occurred on the Thursday evening and the resourcing of this effort was managed very well.

A number of ABMU technical leads worked over the weekend to make any necessary local changes and ensure staff were supported and provided with workarounds where necessary. Communication between NWIS and HB/Trust technical leads was also very effective with a combination of structured conference calls and Whatsapp group messages. ABMU Informatics leads also joined conference calls with on-call managers and service leads throughout the weekend to ensure all areas were aware of plans and progress in order to inform business continuity preparations.

A situation that had the potential to cause significant disruption to services was very well managed nationally and locally with little disruption to clinical services.

3. Assurance regarding Incidents

As previously reported, Health Board/Trust Assistant Directors of Informatics (ADIs) remain committed to working with NWIS Directors to further improve communications and the sharing of sufficient detail at an architectural and technical level to increase confidence levels.

In relation to the latest incident, a letter (Appendix 1) and technical report (Appendix 2) were sent to NHS Wales Chief Executives by Andrew Griffiths (Chief Information Officer NHS Wales and Director NHS Wales Informatics Service) on 17th August. A full investigation is in progress and will be presented to the National Infrastructure Management Board in due course.

The latest incident is another example where NWIS appear to understand what happened and are able to put measures in to avoid it happening again (the full investigation will clarify this further). However, given the frequency of these incidents and their varied nature, there are still further improvements required in the areas previously reported in order to provide the Health Board with the level of assurance it needs.

Colleagues will recall that there are a number of actions being undertaken by NWIS working in collaboration with Health Board Technical leads under the Infrastructure Management Board. An update on progress will be provided to Audit Committee in November.

4. Recommendations

The Audit Committee are asked to:

- Note the recent outage and the impact on HB services
- Note the successful resolution enacted by NWIS and HB Informatics Leads
- Note the effective business continuity plans enacted by HB staff
- Support the need for further action over the next period

Appendix 1: Letter – Andrew Griffiths



LTR from Andrew
Griffiths re NWIS Bu

Appendix 2: Active Directory System Failure Technical Report



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Active Directory Syst