Freedom of Information Request: Our Reference   CTHB_527_18

You asked:

For 2018 (to date) how many IT system 'outages' have there been in the health board?

For the purpose of this request, 'outage' is defined as any occasion when computer systems could not be used due to a failure in IT infrastructure (software or hardware). Please detail what system(s) were affected, when they took place and how long the 'outage' lasted.

The requestor has clarified the request as follows: With regards to systems please give details of any systems used by the health board whether local or national. Outages could just be partial (thus affecting just some staff, not all). I am referring to the calendar year 2018 (to date)

Our response:

The nationally provided service management system is used to record all incidents, service requests, and problems.

Whilst this system records details of each incident, request, and problem record, it does not record data in a format that can readily provide the information requested. In order to do so, each record needs to be manually analysed, in order to meet the criteria specified above, and the processing required would be unreasonable in order to provide the level of detail requested. That said, the system has yielded a total of 19 problem records that match the request:-

Citrix performance	low impact	2
Jayex self service kiosks	low impact	2
Internet performance	low impact	6
File server performance	low impact	5
Network performance	medium impact	1
SAN performance	low impact	1
MFD printing error	low impact	1
DNS (localised issue)	low impact	1

In the case of national systems, hosted by the NHS Wales Informatics Service, the statistics will be reported separately by them.