

Comprehensive Desktop Management: A Prerequisite for Effective Clinical Systems

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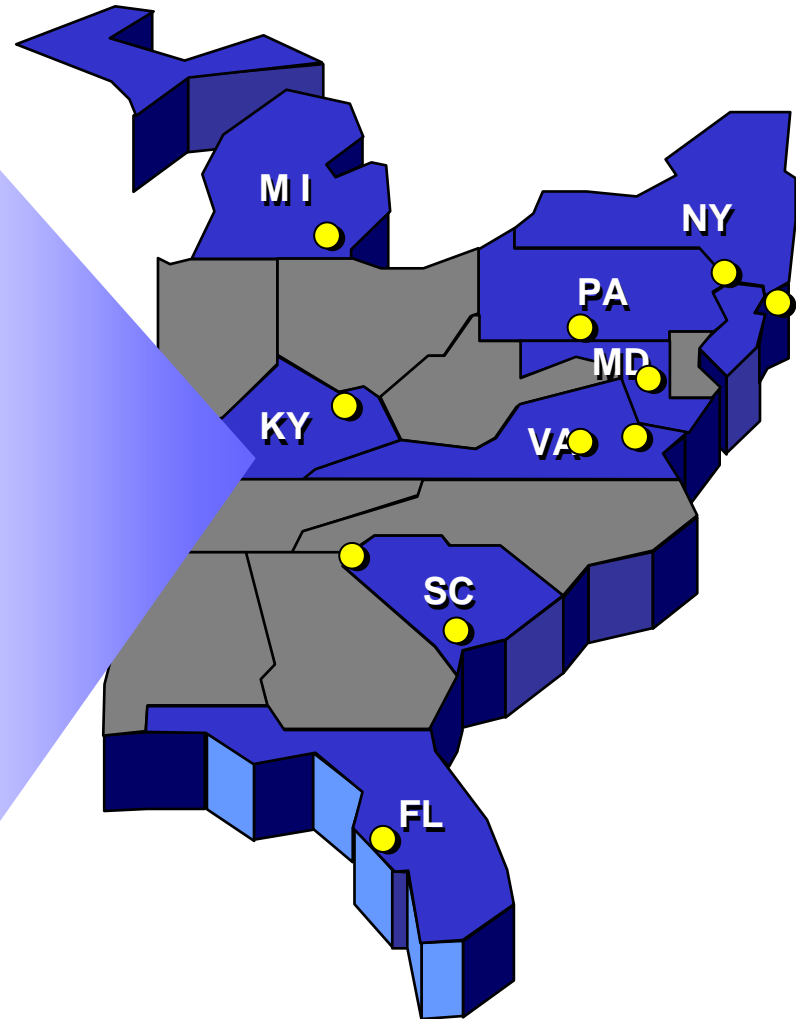
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- Presentation Overview
 - Overview of the Bon Secours Health System
 - Bon Secours' Desktop Management Challenge
 - An Enterprise Concept for Desktop Management
 - Strategy for Transitioning to a Mature Capability
 - Benefits

A \$2.3 billion not-for-profit Catholic health system, Bon Secours owns, manages, or joint ventures:

- 20 Acute Care Hospitals
- 1 Psychiatric Hospital
- 6 Nursing Care Facilities
- 6 Assisted Living Facilities
- 1 Retirement Communities
- 7 Home Care and Hospice Providers

Bon Secours' more than 20,000 caregivers help people in 13 communities in 9 states



Evolution of the Bon Secours IS Operating Model

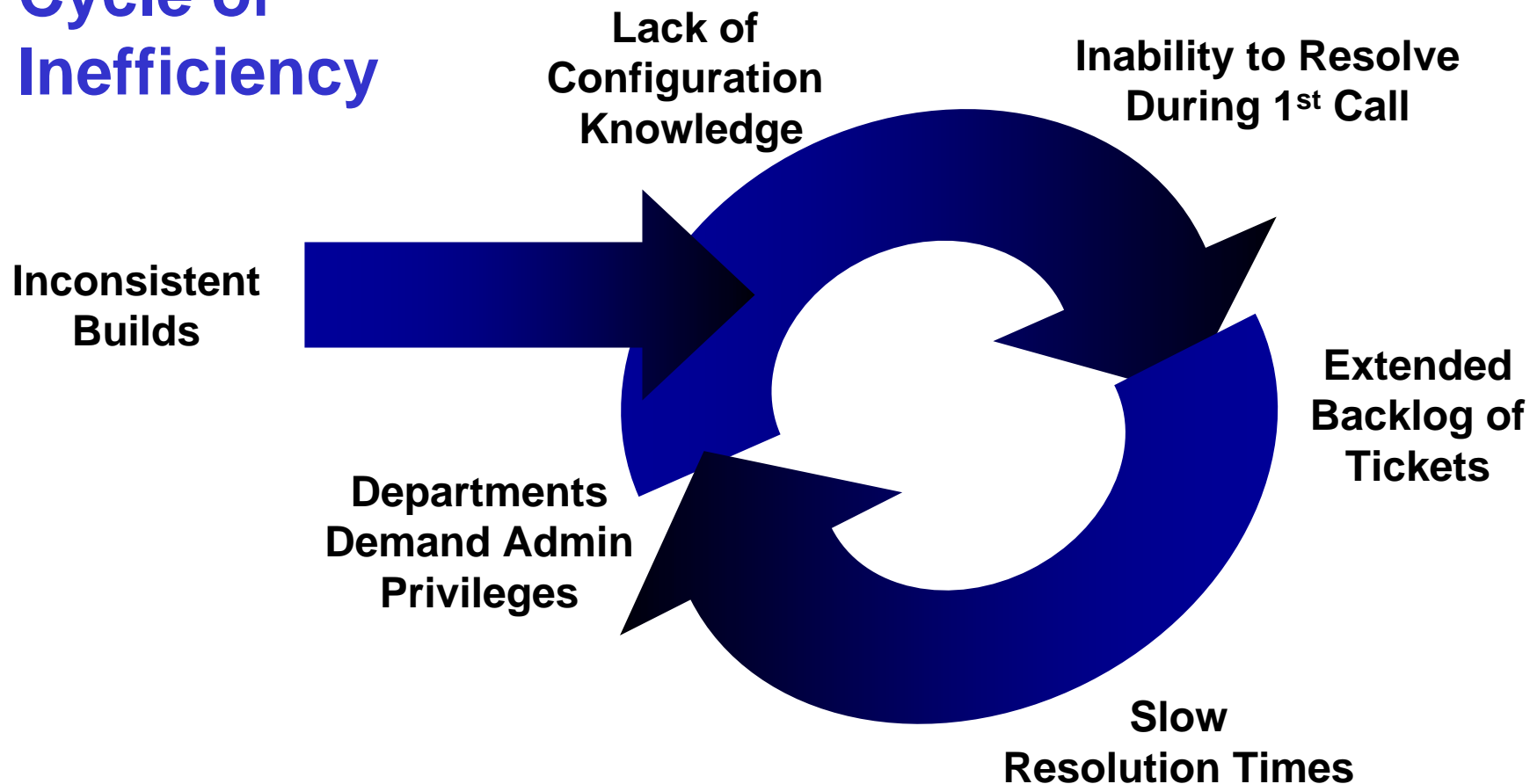
- 1985 – 2003: Holding Company Approach to IS
 - IS staffs decentralized
 - Focus on standardizing apps & infrastructure
- 2003 – Present: Consolidated IS Operations
 - All IS staff report up through corporate CIO
 - Focus on implementing enterprise apps
 - Facilitated by eWAN, EDC, Active Directory, eISSC



Current Workstation Environment

- 11,000 workstations across 30 discrete locations (8,500 PCs, 2,500 Laptops)
- Decentralized Desktop Management
 - Diversity of HW/SW configurations
 - Inconsistent body of configuration knowledge
 - Staffing redundancies
- Excessive desktop visits

Cycle of Inefficiency



Trends

- # clinical workstations
- # mobile workstations
- # back office workstations

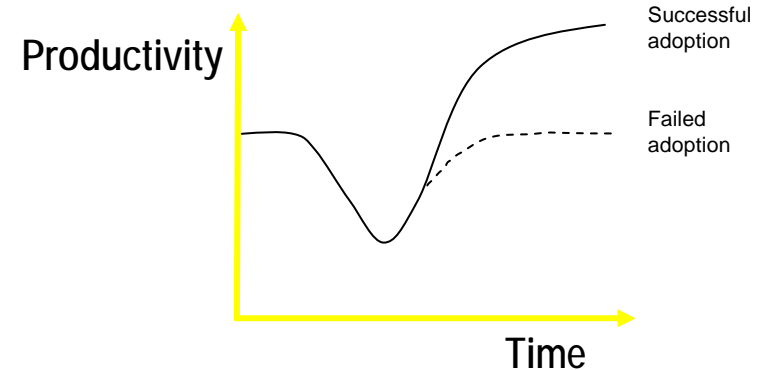


**Diversity of HW/SW
Configurations**



Effective Clinical Workstations

- Clinicians Experience Difficult Cultural & Work Style Adjustments with Online Medical Records
- Critical Success Factors:
 - High Availability
 - Rapid Response Time
 - Low Failure Rates (MTBF)
 - Rapid Repair Times (MTTR)
 - Consistency of Build
 - Visibility into Configuration



- Desktop Management Goals
 - Ability to respond expeditiously to DT problems
 - Knowledge of what we have and where it is
 - Consistency of configurations and processes
 - Economy and productivity of desktop support staff
 - Consistency of clinical/enterprise application rollouts
 - Flexibility to start decentralized and move to centralized

Balance Central & Local Needs

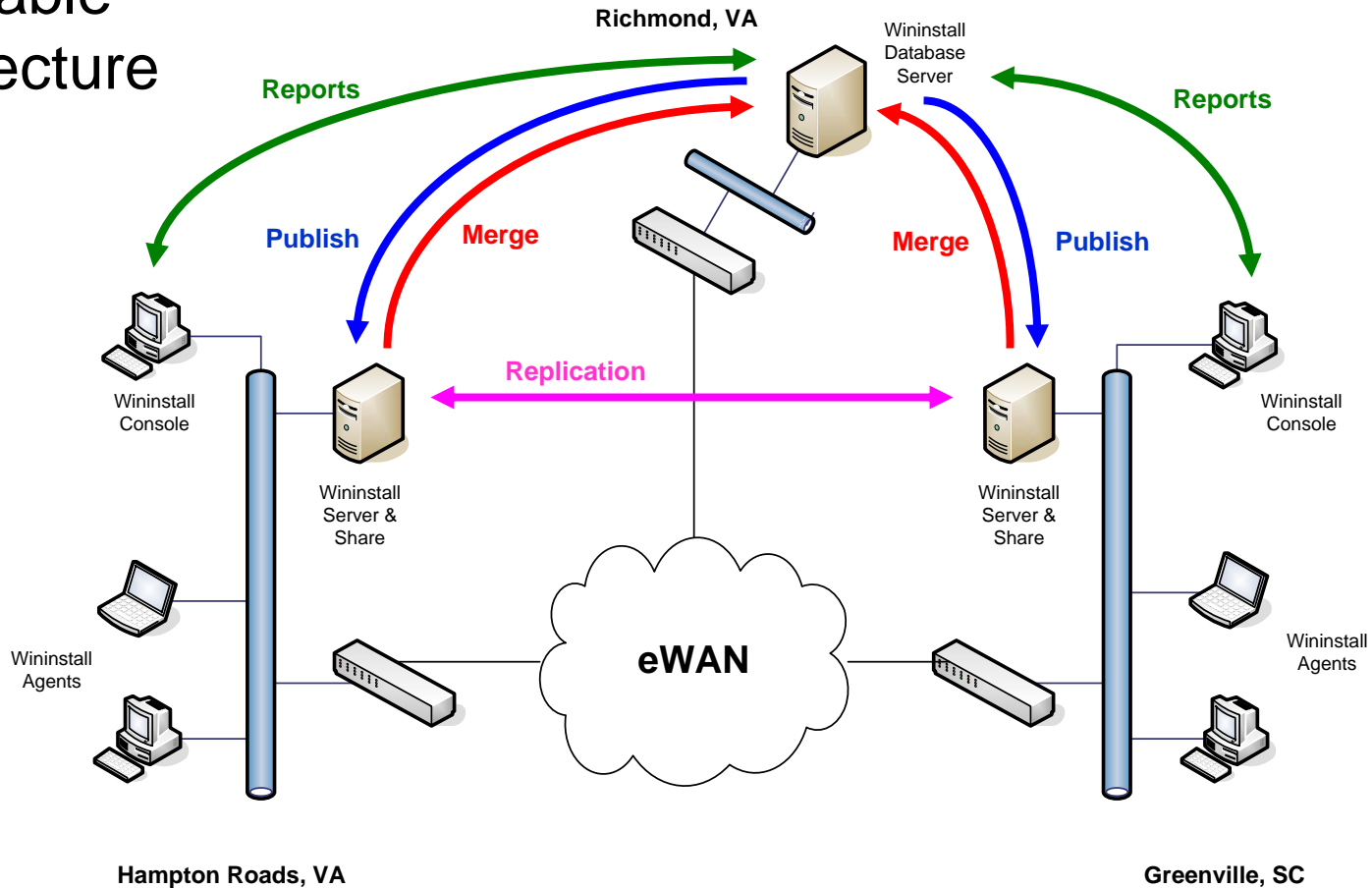
Central Usage

- Leverage for:
 - Enterprise SW deployments
 - Standards & best practices
- Access to Enterprise Data for:
 - Strategic planning
 - Technology refresh planning
 - Budget preparation
 - Enterprise licensing
 - Compliance checking

Local Usage

- Leverage for:
 - Enhanced desktop team responsiveness & effectiveness
 - Local App builds & deployments
 - Local App patches & updates
 - Local desktop build & restores
 - Reusing desktop techniques developed by other regions
- Access to Local Data for:
 - Local SW tracking & planning

Scalable Architecture



Incremental Transition to a Mature Capability

- Phase 0 – Preparation

- Conduct working sessions with key stakeholders to develop:

- An operational & security concept
- Roles, responsibilities, and processes
- An architecture
- Regional configuration details
- A Project Plan

- Pilot tool in one region

Transitioning to a Mature Capability (Cont.)

- Phase 1 – Build Initial Enterprise Framework
 - Establish Enterprise Database Server
 - Establish Regional Share Servers
 - Install Agents on desktops laptops
 - Generate inventory

Transitioning to a Mature Capability (Cont.)

- Phase 2 – Establish Package Deployment Capability
 - Conduct package deployment training
 - Activate package deployments at each region
 - Begin sharing package builds across regions

Transitioning to a Mature Capability (Cont.)

- Phase 3 – Establish Advanced Capabilities
 - Provide comprehensive WinINSTALL training
 - Set up PXE capability
 - Implement machine imaging
 - Establish reset capability
 - Establish slip streaming capability

Benefits Realized – Today

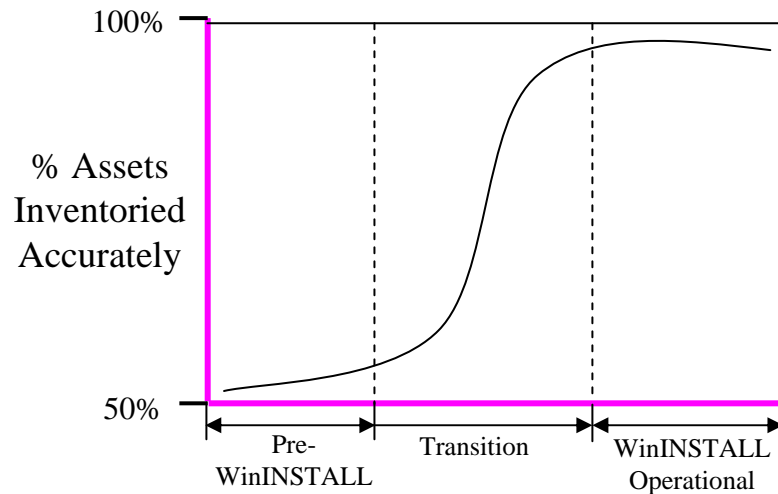
	Pre-WinINSTALL	Post-WinINSTALL
Bulk Package Deployments	24.63 mins/desktop	3.02 mins/desktop
1-at-a-Time Software Updates	46.67 mins/update	15.00 mins/update
Desktop Resets	142.50 mins/reset	57.50 mins/reset
Personality Transfers	172.50 mins/pers.trans.	55.00 mins/pers.trans.

Benefits Realized - Today (Cont.)

- Cost-effective Enterprise App Deployments
 - 3 enterprise apps have been deployed to date
 - Time to deploy significantly reduced (70% - 95%) for those regions that used WinINSTALL to deploy.
- Improvements in DT Staff Efficiency and Productivity
 - Local systems that are the most prolific users of WinINSTALL report
 - Making 30% - 90% fewer trips to desktops
 - Some (up to 20%) improvement in closing 1st calls to help desk.

Benefits Realized - Today (Cont.)

- Near Real-time Tracking of DT and Laptop Resources



Pre WinINSTALL

- Missed components
- Inaccurate refresh predictions
- Low asset utilization
- Lack of info to resolve calls

Post WinINSTALL

- More precise long-range forecasting of refresh needs
- Recovering unused licenses
- Greater success in trouble shooting problem calls

Benefits Realized - Tomorrow

- Move to Uniform, Enterprise DT Environment
 - Central software licensing
 - Central package development
 - Central help desk → first-call support
- Smoother Operations of Clinical Systems
 - More consistent enterprise rollouts
 - Faster response times to issues
 - Scale to more diverse platforms

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