Informatics Update - COVID-19

Issue 4 - 9th April 2020

Request for help - Windows 7 devices

> - The IT department is in urgent need of LTHT Windows 7 devices to fulfil demand for clinical staff to work remotely.
> - If you have a device that you do not need to access installed clinical systems and only need access to the Internet, G Drive, Office applications and are willing to swap out for a new Windows 10 device, please can you contact leedsth-tr.wfhworkstationrequest@nhs.net
> - You will still be able to access web based applications such as PPM+ and Xero viewer from a Windows 10 device.

Remote Working

How to use the VPN
> - Last week DIT processed 361 remote access requests and a further 126 this week so far.
> - We are experiencing increased demand on the remote access network (VPN) which during core hours (10:00-16:00) is almost at capacity. We are looking to increase this capacity and will update you further when this becomes available.
> - Please remember if you are working remotely you only need to connect using the VPN to access trust systems or trust drives, like the G: Drive (only available with Level 2 access on a trust laptop). If you are not doing these tasks and are working on a document, completing email or just taking a break could you please disconnect your VPN. This will help alleviate pressure on the Trust infrastructure as there are limits on the connections we can support.

Guidance for remote working

> - For further guidance to support you when working from home, please click here.

Hardware

> - We are processing a number of hardware orders to help support you and your teams. At the moment the demand for certain items outweighs the supply but please be assured we are doing everything we can to meet your needs.

> - A number of you have requested headsets, these are now available. Please email leedsth-tr.digitalbst@nhs.net to arrange collection.

Informatics
Department

- ➤ LTHT is now one of the top 5 organisations within the NHS in terms of the use of Microsoft Teams.

- ➤ Thank you for embracing this technology and we hope you have found it useful to communicate with your colleagues and to replace face to face team meetings.

- ➤ Please see attached Guide for downloading and using Teams here

- ➤ Any requests for support with using Teams should be directed to the Informatics Service Desk in the first instance.