# Informatics Update - COVID-19

## Issue 7 - 30th April 2020

## Request for Assistance

> All faults/issues and escalations should be reported to the Informatics Service Desk in the usual way, email informaticsservicedesk.lth@nhs.net or call 0113 (39) 26655. Please do not call members of the Informatics team directly as we need to ensure your query is actioned by the most appropriate team.

> When reporting faulty hardware to the Service Desk in order for us to provide assistance we need you to confirm if your ward/department is a designated COVID-19 'hot' ward, or is a "cold" ward but requires the wearing of face masks. This is required to ensure we minimise the risk to staff and patients by limiting the amount of staff entering these areas.

> Whenever possible hardware should be decontaminated and left in an area that allows collection without having to enter the ward area.

## Remote Working

**How to use the VPN**

> 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.

> To assist with the capacity challenge it is important that if working remotely you only connect to the VPN when accessing clinical systems or shared storage drives (e.g. G: Drive) (requires Level 2 access and a Trust provided laptop).

> If you are not accessing clinical systems or shared drives you do not need to be connected to the VPN. Activities such as working on a document, completing email, using Microsoft Teams or just taking a break do not require a VPN connection. This will help alleviate pressure on the Trust infrastructure.

## Donated Equipment

> We are aware of a number of kind donations of equipment (i.e. iPads) from various sources to help support our teams response to the COVID-19 situation.

> Please can we ask that if you get any such offers that prior to accepting, you please first send details of this to leedsth-tr.wfhworkstationrequest@nhs.net so that we can assess suitability and whether they meet the required specification for Trust equipment.

Informatics
Department