

Informatics Update - COVID-19

Issue 5 - 16th April 2020

Request for Assistance

- When reporting faulty hardware to the Service Desk can you please confirm if your ward/department is a designated COVID-19 'hot' ward. 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 left in an area that allows collection without having to enter the ward area.

Remote Working

How to use the VPN

- Last week DIT processed an additional 236 remote access requests.
- 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.

Microsoft Teams

- DIT have procured a new stock of headsets (with a microphone) to support the use of Microsoft Teams. Colleagues can request these by contacting the Informatics Business Support Team (leedsth-tr.digitalbst@nhs.net). Please note there is a national shortage of such devices so we only have limited stock.