

# NETWORK

AUGUST 2016

## Mitel virtualisation project

### Mitel Virtualisation Project

The Nottinghamshire Health Informatics Service (NHIS) are launching a project that will benefit our customers and change the way the Mitel telecoms estate works.

The project will upgrade the telephony system to use the latest SIP circuits which offer lower call charges than the existing ISDN circuits. Due to the technical nature of the project, the changes will be largely invisible to users, therefore you should see no immediate difference in the way your Mitel phone works. This work will also enable customers to use the phone features in a more flexible, less site specific way to meet their individual needs.

The Mitel Virtualisation project will consist of three main work streams.

#### 1. Moving to a virtualised platform.

All of the Mitel handsets will be hosted on a 'virtualised' platform that will be installed at two local health community sites. This will allow most of the Mitel platforms currently installed in various locations across the NHIS network to be removed, reducing the administrative and support costs.

#### 2. Porting of all DDI (telephone) numbers

Working with a new third party partner, we will port all DDI numbers to enable them to be routed via the new SIP circuits. This will allow any DDI number to be delivered to any site rather than being tied to the site that their ISDN circuit is connected to.

#### 3. Server and infrastructure upgrade

All Mitel estate servers and infrastructure will be upgraded to the latest supported version of software ensuring the network remains both secure and feature rich.

Engineers from NHIS and our third party partner will be visiting each site over the next few months to complete the works. We will try to ensure any phone system downtime is kept to an absolute minimum. NHIS's Business Relationship Team (BRM) will maintain strong communication links with all sites throughout the project and liaise with each regarding the work to be done.

There will also be a FAQ intranet page created to help answer queries or concerns. In the meantime, if you experience any issues with your Mitel phone please report it to the Service Desk on 01623 410310 or email at [NHIS.Servicedesk@notts-his.nhs.uk](mailto:NHIS.Servicedesk@notts-his.nhs.uk) or through our Customer Portal <http://customerportal.notts-his.nhs.uk/>.

### Creating a New ICT Service

Sherwood Forest Hospitals and Nottingham University Hospitals (NUH) will be merging to create a new organisation, Nottinghamshire University Hospitals NHS Trust, on 1 October 2016, subject to authorisation.

As NHIS are hosted by Sherwood Forest Hospitals we will also be part of the new Trust. Members of NHIS and NUH's ICT department have been working together over the last few months to map out the merger of the two services and to develop a new Target Operating Model to ensure we build on our strengths and deliver high quality services to our customers.

Eddie Olla, NHIS Director and Andrew Fearn, Director of ICT Services at NUH will be attending Practice Managers to discuss the merge and answer any questions you may have.

### Annual Report Published

The last financial year was a both challenging and rewarding time for NHIS and we have many projects that we are extremely proud of.

We supported nearly 800 sites, spanning across a geographical area of 834 square miles. During the year our technical teams resolved 84,853 ICT issues logged by our customers and we trained 4,110 people.

Throughout 2015/16 our staff helped shape the organisation and implemented projects that benefit both our customers and patients living across Nottinghamshire.

To celebrate just some of these achievements we have published our annual report which can be accessed [here](#).

## Creating a new ICT service

## Annual Report published

