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**Feidhmeannas Seirbhíse Sláinte
Health Service Executive**

27th January 2021

Ms. Seán Crowe TD
Dáil Eireann
Leinster House
Dublin 2

Re: PQ ref. 2999/21

"To ask the Minister for Health when the Covid-19 vaccine rollout IT records system will be fully operationally; the official title of same; if he will commit that all paper records will be promptly inputted; and the body or agency that has overall responsibility for management and operation of the system."

Dear Deputy Crowe,

The COVID 19 vaccination ICT system is now operational however the vaccination scheduling functionality has yet to be implemented. We are currently working to progress this. The system is provided by Salesforce in partnership with IBM and the system is currently being branded as the HSE 'Covax' system.

There is currently a backlog of paper data (25%) that is currently being manually entered onto the system. The cause of the backlog is multifactorial but would include the speed at which the system was rolled out, the exponential increase in the number of sites were vaccinations were being delivered, staff training challenges in the short timeframes and technical/functionality challenges. All of these issues are currently being addressed.

The HSE has overall responsibility for the management and operation of the system. This responsibility is shared between the frontline vaccination service for use of the system and data quality, the National Immunisation Office for design, functionality and national reporting and the Office of the Chief Information Officer from the technical ICT perspective.

If you feel that the question has not been fully answered or you require any further clarity, please contact me.

Yours sincerely,

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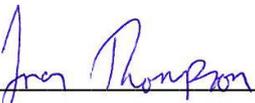
Fran Thompson,
Interim Chief Information Officer, OoCIO, HSE.