



Feidhmeannas Seirbhíse Sláinte
Health Service Executive

Office of the Chief Information Officer
delivering eHealth Ireland,
Dr. Steevens' Hospital
Steevens' Lane
Dublin 8

Ph: 01 635 2732
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12th November 2021

Mr. Thomas Pringle TD
Dáil Eireann
Leinster House
Dublin 2

Re: PQ ref 53297/21

“To ask the Minister for Health when HSE email systems including historical email access will be fully restored following the recent cyber-attack; and if he will make a statement on the matter.”

Dear Deputy Pringle,

Email services are fully available in areas which had Microsoft Outlook, the two areas which used Lotus Notes are migrating to Microsoft Office. Email system are now fully functional for outlook users and are now treated as ‘business as usual’. Lotus notes users are over 97% successfully migrated to outlook. The Remote Hubs commenced in the following Hospitals Louth, Monaghan, Navan, Cavan, Sligo, Letterkenny. Hubs continued until 22nd October to finalise the migration. Lotus notes migration has moved to a ‘business as usual’ mode of operation. In addition, the Lotus Notes archive mail is now available for all users. Microsoft Office archives are being restored on a user request basis. The HSE ICT Service Desk is available to manage any issues that may arise with emails on an ongoing basis.

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

Yours sincerely,

A handwritten signature in blue ink that reads 'Fran Thompson'.

Fran Thompson,
Interim Chief Information Officer, OoCIO, HSE