

A Message from the Editor

Hello and welcome to the first NEIS newsletter. This newsletter will communicate key updates on the progress and implementation of the digital transformation of HSE Capital and Estates over the next three years. NEIS will enable Capital & Estates to develop new improved business processes to strategically manage the HSE Capital and Estates Portfolio. We have welcomed a number of new members to the NEIS team who have risen to all challenges, including remote working and the HSE cyber-attack to combine and deliver great progress on all fronts.

We are now at the point of rolling out pilot projects on the Aconex system this Autumn which will bring the first phase of NEIS to every HSE Capital and Estates office in the country.

We look forward to working with you all to build the modern digital platforms for HSE Capital and Estates to provide the HSE with **Better Data, Better Decisions, Better Outcomes...** for all.

NEIS

NATIONAL ESTATES INFORMATION SYSTEM

BULLETIN

About the NEIS project

The HSE is the largest property owner in the State, so staying on top of all our facilities is key to the smooth functioning of our entire health system.

The introduction of the National Estates Information System (NEIS) will deliver an Integrated Workplace Management System (IWMS) and Common Data Environment (CDE). This system will support all HSE Capital and Estates functions across the HSE to communicate and share data providing one central source of information.

NEIS is one of the largest digital change projects on boarded by the organisation and will transform how HSE Capital and Estates does business both internally and externally.

NEIS will manage the healthcare estate including, the property portfolio, space and facilities, maintenance, sustainability and energy, capital planning, construction management, financial management, health and safety, infrastructural risk and communications.

This new IT system will play

a key role in helping HSE Capital and Estates build a sustainable and responsive workforce that has the capacity, ability, flexibility and adaptability to meet the changing healthcare environment. NEIS will provide a digital solution to support HSE Capital and Estates staff and the numerous external professionals who work with HSE Capital and Estates.



Training Update - see inside for more!



Master the essential skills



Build on the essential skills



Administer your project and team

GUEST SPOTLIGHT

MICHAEL MARTIN – PRODUCT OWNER, CAPITAL PROJECTS AND CONSTRUCTION MANAGEMENT

I was appointed to the NEIS Team on 1st March to assist with the Construction Management element of the NEIS. My role includes working on the Aconex Platform and integration with Tririga to deliver a solution for HSE Capital and Estates.

Given the title of 'Product Owner' and not having a clue what a 'Product Owner' is to do but my day to day job is communicating with the Implementation Team and our IT Partners (IBM (Tririga) and Oracle (Aconex)).

Working as a Project Manager in HSE Capital and Estates for almost 20 years, I feel very comfortable in this space due to the experience gained over the year.

Moving from Project delivery to Product delivery has not been without its challenges. Trying to articulate how we do our business to computer specialists who do not necessarily understand the Construction Industry let alone how we do business in the HSE.

The experience to date whilst challenging has been hugely rewarding. Recognising that we are at the forefront of implementing a solution for the HSE across 10 different sites which are located

throughout the country. This is a significant opportunity for the HSE to standardise how we do our business. Aconex is a wonderful product and I am extremely fortunate to be in the position to assist in rolling this out to our organisation.

We are working with a diverse group of people from system designers, testers, project managers etc. but importantly we have excellent support from within the HSE. This project is being supported from the

highest levels within HSE Capital and Estates which is important as change needs to be driven from Senior Management.

As part of the implementation we have engaged with HSE Capital and Estates offices throughout the country and have a number of nominees who attend workshops to assist with configuration of the system.

This engagement is a great support and instils a sense of ownership whilst providing diverse opinions to ensure the solution provided meets all of our needs. We are rolling out online sessions to demonstrate the functionality of the system, it is great to virtually meet these nominees and the feedback to date has been largely positive.

This is just the beginning and I look forward to further engagement with colleagues, design teams and contractors as we roll out this Integrated Workplace Management System.



NEIS TIMELINE

Phase 1A: Capital Projects and Construction Management, September 2021

Aconex (Project CDE, Contract and Cost Management)



Tririga "Projects" i.e. Capital Programme Management

Phase 1B: Tririga "Operations" i.e. Maintenance incl. Medical Equipment, March 2022



Phase 2: Tririga "Real Estate" i.e. Property Management, October 2022

Phase 2: Tririga "Facilities" incl. Space Management, April 2023



Phase 3: Tririga "Environmental" i.e. Environment & Sustainability, October 2023



NEIS: OUR PROGRESS SO FAR

**A REFLECTION FROM
MIKE BERMINGHAM,
IMPLEMENTATION LEAD:
CAPITAL PROJECTS/
CONSTRUCTION MANAGEMENT
IMPLEMENTATION GROUP**

Progress to date

Since establishment in 2019, the Capital Projects/Construction Management Implementation Group has met 16 times. While the onset of the pandemic and the associated urgency stalled engagement, this Group has been effective and engaged.

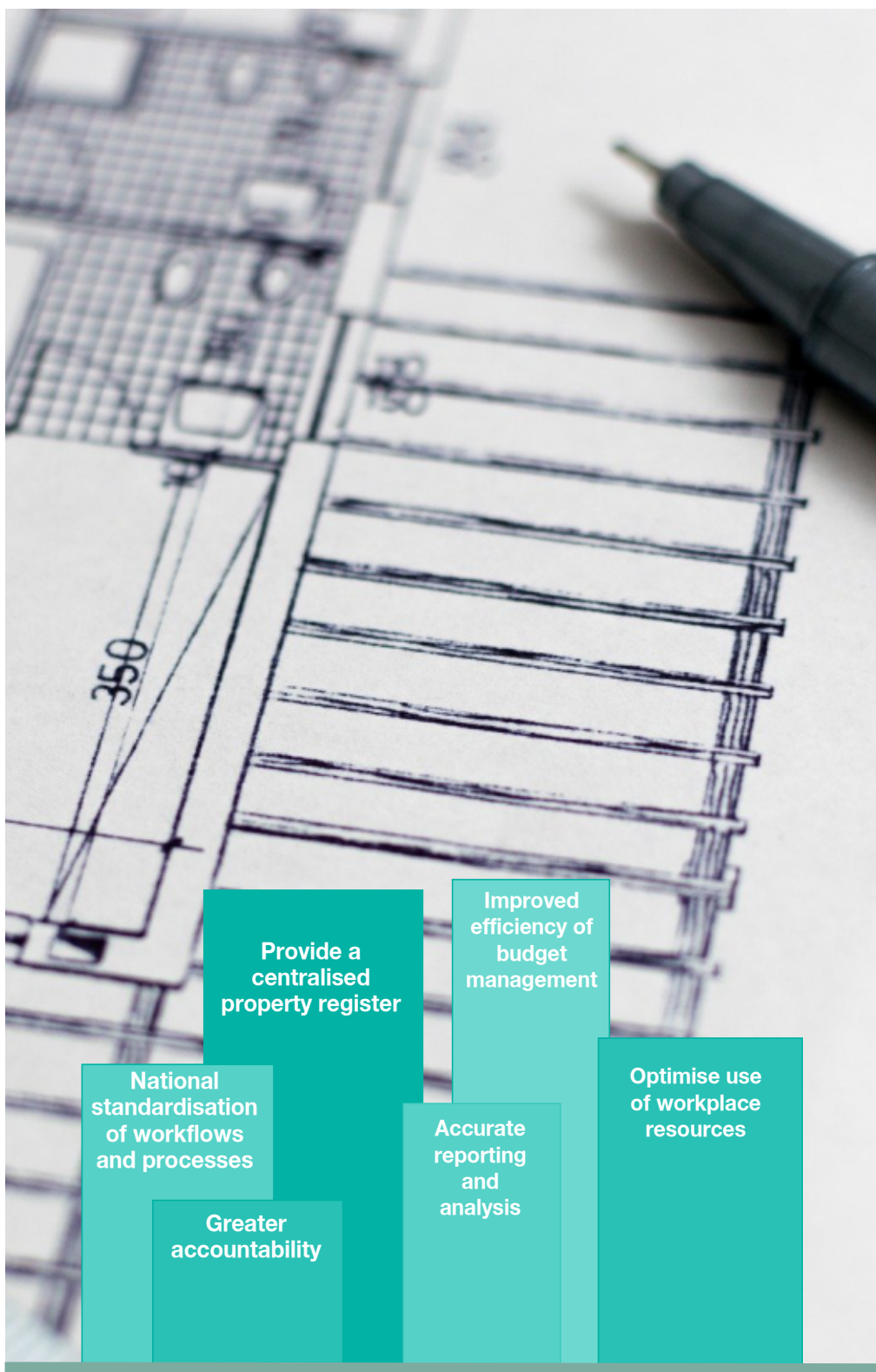
One of the first pieces of work undertaken was defining the totality of workflows, activities and processes, i.e. outlining the way we do our business currently. The Group is also in the process of determining the Capital Programme reporting requirements, a necessary tool to inform both HSE Capital and Estates and the Department of Health.

Project engagement with Aconex commenced in November 2020 in advance of formal implementation of the contract with IBM, and it was acknowledged by our partners that we were well advanced in our preparations to support initiation of system development when the formal contract was signed.

Benefits of the system

The establishment of the NEIS is a critical step in advancing information management for the Capital Programme and we recognise that an integral part of that is the engagement process with, and involvement of, all stakeholders.

The product owners Michael Martin for Aconex and Phil Totten for Tririga were on-boarded to the project in early March, and this provided not only a



focused approach to the work of this Group, but also offered experienced interaction with our systems partners. Good strides have been made and the Capital Submissions and Approvals Process is agreed and is now based in Aconex. The process of creating 'container' projects in Aconex is also underway to allow for the development and initial approval of capital

submissions, prior to integrating with Tririga. Excellent progress is also being made on the development and delivery of the various Aconex templates.

Challenges

Like any project, this implementation is not without challenge. The product owners are working closely with IBM to

ensure that the proposed out of the box solutions match the original business proposal. Where these do not, then workarounds are proposed to ensure that required business processes are established and if possible improved.

One such example is the management of Vat, where a workaround is required in advance of the integration with the IFMS, and for which a solution is proposed.

The project is moving with great pace, and due to the truncated timelines for design it has not been possible to deal with all requirements in the prescribed iteration timeframes.

This has meant that some items have been placed on a 'backlog' which means they have been prioritised and will be returned to as time permits during future system iterations.

- Tririga iterations 1 (funding), 2 (capital submissions), 3 (project in flight data) and 4 (project budgets) are completed with the exception of backlog items.
- Iteration 5 (reporting) has just commenced.
- Aconex template 1 (public works contracts is 75% complete), template 2 (PPP contracts is 95% complete), template 3 (project submissions is 100% complete), and template 4 (knowledge library) just underway.
- A number of backlog items will also be addressed for Aconex.

It is likely that a number of additional iterations will be required to deal with backlog items thereby impacting the rollout of the programme.

An engagement plan for third party stakeholder access is also in progress currently. I am confident however that we are moving very much in the right direction.

What Next?

I want to acknowledge the significant volume of information that has been gathered, and the engagement of all staff in order to get us to this point. Progress would not be possible without everyone involved.

Connected cost workshops have taken place and there have been 50 Aconex and 100 Tririga workshops to date, involving many members of this group. In order to maintain system development, a successful engagement occurred with stakeholders at the recent Estate Managers Day in City West, on the Project Fact Sheet.

I envisage more of this type of engagement and many of you I hope will become 'champions' of the NEIS. Testing and scenario building is in progress at present, and your opinion on this will be essential as the system is rolled out. Progress on the establishment of a Helpdesk to support users is well underway too.

I believe that the implementation of the Capital Projects Construction Management Module could be considered a success if we can deliver within the timeframe and support you, the user to bring the degree of efficiency we all strive for.

I look forward to keeping you all further informed.



MIKE BERMINGHAM,
IMPLEMENTATION LEAD: CAPITAL
PROJECTS/CONSTRUCTION MANAGEMENT
IMPLEMENTATION GROUP

TRAINING UPDATE

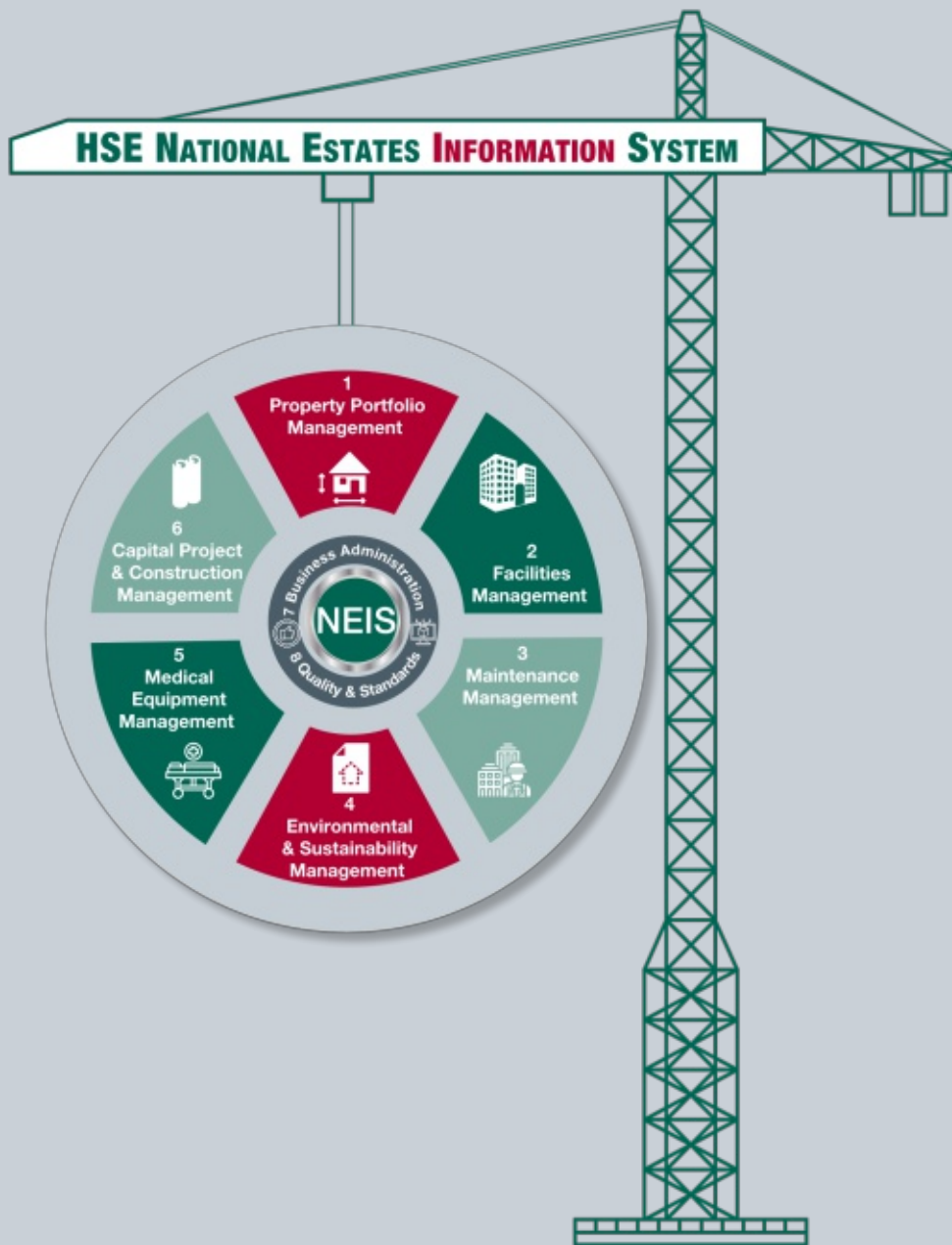
A key component of any new system is a robust training programme, and Aconex is no different. The first step of implementation will be providing all new users with relevant training sessions to enable them to confidently use the various components of the Aconex system. For the pilot phase, this training will be delivered to the local users directly involved in the selected pilot projects, and the operational Estate Managers and ANDs. This training will be delivered in a series of four 2-3 hr sessions in September 2021, and will cover

- Aconex Fundamentals
- "Mail Forms", "Workflows" and "Packages"
- "Connected Cost"
- BIM Viewer & "Field"

Depending on the Covid Restrictions at the time, these sessions will be delivered virtually or face-to-face where possible. There will also be training delivered to the design teams and the contractors that will be involved with the initial pilot projects so that all users of Aconex will have the necessary skills to navigate and make full use of the new system to realise the benefits of a shared Common Data Environment.

Users will have access to a "training project" as well as the live projects as soon as the training has been successfully completed so they can immediately apply the skills they have learned. Users will continue to have the ongoing support of a dedicated HSE Aconex System Administrator, Mark Egan, who will be on hand to deal with any issues or queries as they arise. In the meantime, for anyone interested in accessing training in advance of September, the online video <https://www.aconex.com/support/online-training/getting-started> is an excellent starting point.

We look forward to seeing you at the training sessions!



CAPITAL PROJECTS/ CONSTRUCTION MANAGEMENT IMPLEMENTATION GROUP

Mike Bermingham	Anita Behan
Kevin Benton	Anna Boch
Shane Campbell	Micheál Conneely
Charlie Dolan	Yvonne Gregory
Clodagh Hanratty	Donn Maguire
Michael Martin	Tom McConnell
Conor McCrory	Feargal McGirl
Dorota Nieznanska	Bernard Pierce
Phil Totten	Kieran Twomey



NEIS.support@hse.ie



Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
Better Health
Service