

A message from the Editor

In this edition Kay Kelly, IT Project Manager, takes us through the recently awarded NEIS contract which ensures the applications are available and working correctly for all users.

Elaine Daly gives us an update on the roll-out of the NEIS Real Estate module to the Regional Health Authority locations around the country.

The guest spotlight is on Priyanka Sinha, NEIS System Tester, who takes us through the monthly system upgrades that deliver enhancements, functionality, and bug fixes.

Larry Murphy's article takes us through the NEIS Operations and Maintenance Team's (O&M) work with Children's Health Ireland's (CHI) Facility Management.

Aidan Cullinane gives us an insight into Building Information Modelling (BIM) which is a method for managing the whole lifecycle of a project from conception, to design, construction, and operations.

Finally, as the year draws to a close I want to say thank you to NEIS staff and all those involved in developing and using the system. Wishing you all a happy Christmas and prosperous New Year.

Bernard Pierce

NEIS

NATIONAL ESTATES INFORMATION SYSTEM



BULLETIN



Issue No. 10 - Winter 2024

Overview of the new NEIS Support Contract



Kay Kelly -
IT Project Manager



The National Estates Information System (NEIS) is currently hosted on two separate cloud environments hosted by IBM for TRIRIGA application and Oracle for Aconex application.

Cloud computing is the delivery of computing services - servers, storage, databases, networking, software, etc - over the internet (the cloud) to offer faster innovation, flexible resources, and economies of scale.

The NEIS support contract, recently awarded to IBM, provides resources to assist in the support and maintenance of the NEIS solutions.

The **support element** means that IBM and Oracle monitor the environments and resolve any issues, ensuring NEIS is available and working correctly for all users when they need to use it.

If an issue does arise that significantly impacts users,

the terms of the service level agreement in the support contract ensure it is resolved quickly.

The **enhancement component** is key so that NEIS can respond to a change in the process requested by users.

Every month an upgrade package containing several enhancements is deployed.

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Update on the roll out of the Real Estate Module of TRIRIGA



Elaine Daly

- Real Estate Product Owner

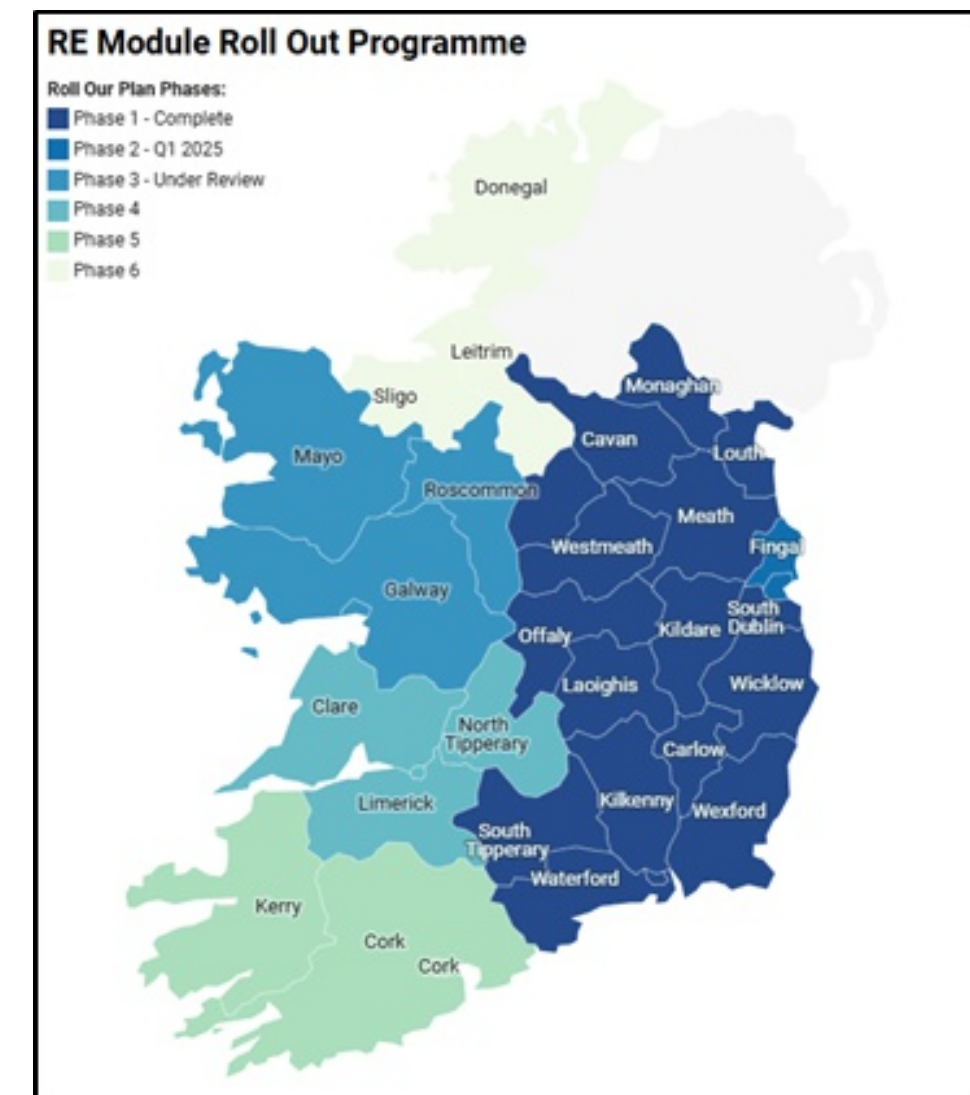
It's been almost a year since I had the opportunity to give an update on the rollout of the Real Estate (RE) Module of TRIRIGA, which has been progressing through the local offices.

From the beginning there has been a two-pronged approach to the rollout plan for the module. In agreement with each office, the first stage involves a review of the data for the properties and buildings in each region, focusing on changes to names, addresses, tenure, eircodes, co-ordinates etc. where required.

The second stage involves a review of the HSE's obligations with regards to occupancies both in third-party premises as well as by third parties in HSE premises.

This entails the recording of formal and informal leasing and licencing arrangements and creating shell contracts to record occupancies where there is a deficit of details.

Always mindful of the workloads in the local offices, the rollout programme progressed from the initial pilot area in the Midlands to the North East, South East, and Dublin offices and, by the end of 2024, two Regional Health Areas will be fully operational and using the RE module of TRIRIGA; HSE Dublin and



South East Region, and Dublin and Midlands Region.

It is expected that HSE Dublin and North East Region will also be fully operational early in 2025 making it the third entire RHA to be using the system.

Once all the RHAs in the East and South East are active on the system, the focus will then move to the RHAs in the West/South West/North West with the aim to have these areas delivered by the end of 2025.

In tandem with the rollout plan, there are further enhancements proposed for the system for 2025. These will

allow for the streamlining of categories so that lands and structures can be easily identified and managed.

In addition, the refinement of the primary-use menu for properties and buildings will ensure that the HSE's portfolio will be more accurately reflected on the system, giving greater accuracy and reliability to the portfolio as a whole for all users.

The support and feedback from all the offices for the delivery of the RE module rollout is very much appreciated and NEIS acknowledges the time and effort given in support of this project.

Testing new software is key to keeping our NEIS systems online and functioning

GUEST SPOTLIGHT



Priyanka Sinha
- NEIS System Tester

I joined NEIS in September 2022 as a system tester and the team warmly welcomed me into the new role while I found my feet.

Every month a TRIRIGA upgrade package is deployed via a release process. Each release contains a mix of new and enhanced functionality and bug fixes, and every functional change goes through rigorous testing.

Besides that, on the existing functionalities, a number of regression test cases get executed before it is deployed to production. It aims to ensure the system meets its requirements, functions correctly, and performs as expected under various conditions.

TRIRIGA has a number of different modules, for example, Operations and Maintenance, and Capital

Projects. It is necessary to understand the module in great detail by discussing with my team mates and the relevant product owner, before carrying out testing on any release.

These discussions provide the testing team with the confidence and clarity of the goal to test it thoroughly.

In NEIS we are a team of three testers; Bhavani Pedavalli is our test lead with Pooja Gowda and myself system testers. We are the ones carrying out the User Acceptance Testing (UAT) and System Integration Testing (SIT). We use tools like Jira to track the testing progress and for raising defects. This testing is an important part of the software development process - it ensures that the software meets all requirements, behaves as expected by the end users, and is of high quality.

Another crucial aspect of the work involves defect lifecycle.

We use Jira to raise the specific defect, get it triaged among our test team members, and then assign it to the concerned developer. The cycle continues until all defects are fixed and tested end to end.



Overview of the new NEIS Support Contract



□ Continued from page one.

You may be aware of these from downtime notifications you receive.

The HSE organisational change is an example of a recent enhancement that was deployed.

Before an enhancement is deployed, NEIS and IBM agree how to implement the enhancement, IBM develops the software and performs initial SIT (System Integration Testing).

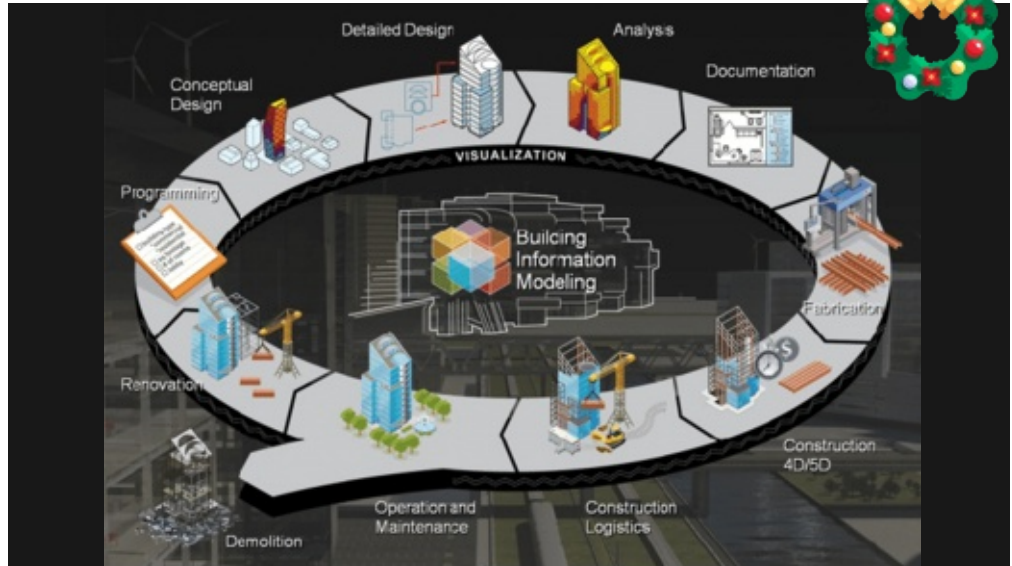
Software is then installed on a test environment where the NEIS test team rigorously test the enhancement to ensure it works as required and does not cause any issues with the existing NEIS functionality. This is User Acceptance Testing (UAT). Once the test team have passed all their tests the software is then deployed to the NEIS live system.

This all happens in the background, and from an end users perspective, if you have any issues or requests for enhancement, these can be logged through the NEIS Helpdesk at **NEIS.support@hse.ie**

How BIM is changing the lifecycle of NEIS project



**Aidan Cullinane -
Product Owner for
Operations &
Maintenance**



Introduction

Building Information Modelling (BIM) is a method and philosophy of managing the whole lifecycle of a project, from conception to design, construction, operations, and repurposing/demolition in terms of the built environment. It does this through data-rich 3D modelling, software, collaboration approaches, and client-led requirements.

The ISO19650 standards have been designed to put the client at the forefront of the need; and focus on the asset data for the operational phase. This will enable improved Operational Expenditure (OpEx) and schedule management.

HSE Capital and Estates are starting to implement BIM - as per the Irish BIM mandate timelines - to help optimise the efficiency and effectiveness of its projects and, consequently, the operational phase of its facilities.

BIM Information Requirements Development

Developing essential BIM Information Requirements is a critical component of the BIM initiative.

The Organisation Information Requirements (OIR), Project Information Requirements (PIR), and Exchange Information Requirements (EIR) are being actively developed by our dedicated BIM Working Group.

These requirements will guarantee a uniform and comprehensive approach to information management across all projects

Launch of Asset Information Requirements

Our Asset Information Requirements (AIR) template is now available in the HSE Capital and Estates Library on Aconex. This milestone represents a substantial advancement in HSE Capital and Estates's BIM

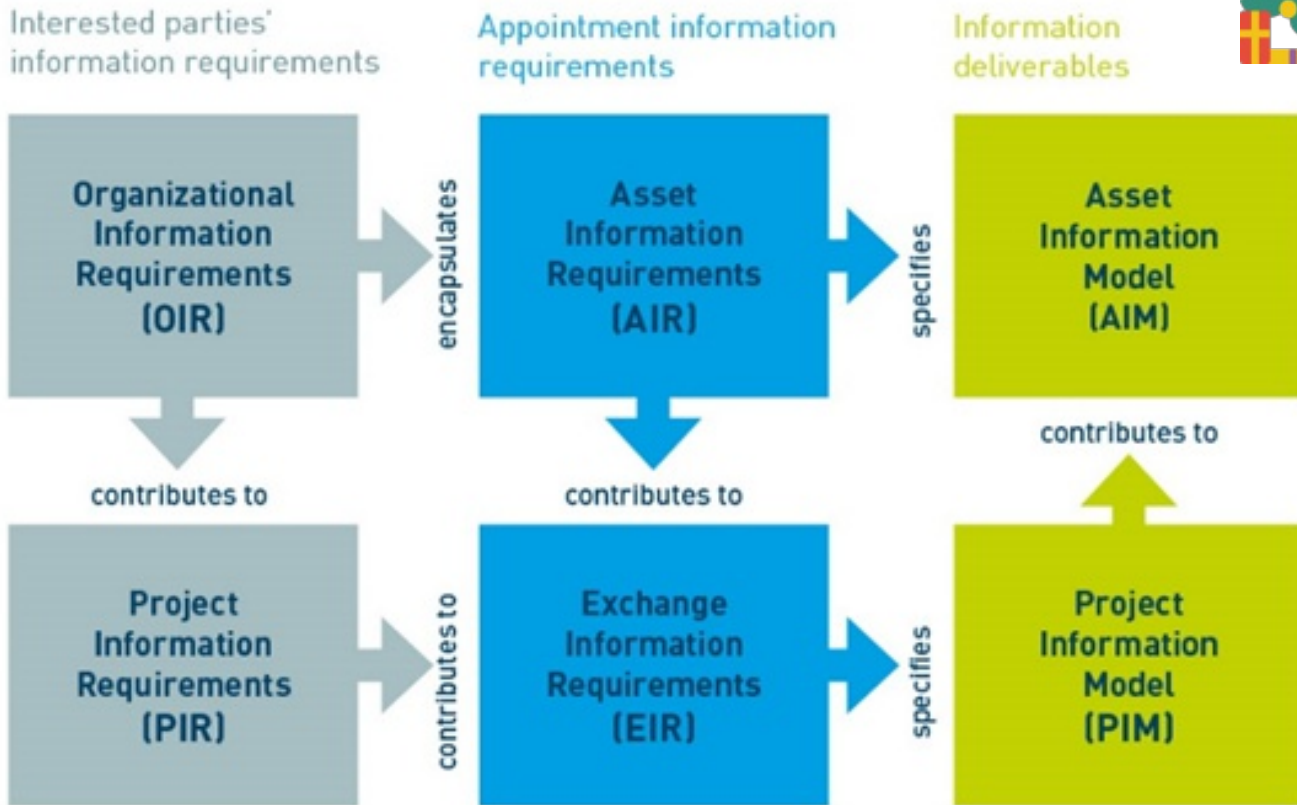
deliverables, as it establishes a reliable framework for collecting and managing asset data throughout the facility's lifecycle.

The AIR guarantees that current and precise information to facilitate future planning, operations, and maintenance of assets is available for uploading on to NEIS.

The AIR has been designed to comply with ISO 19650(1), Section 5, General Principals, which mandates that the client receive appropriate data regarding the asset, maintenance schedule, and inspection procedures.

The AIR has been mapped to Uniclass, a requirement of the Irish BIM Mandate. Additionally, mapping the Uniclass hierarchy to ICMS3 to capture embodied carbon has commenced. Work is progressing with GS1 Ireland to deliver an innovative QR code, or digital link, for HSE core maintainable assets.

Hierarchy of information requirements



Development of a BIM Strategy: Strategic Direction

A comprehensive BIM Strategy for HSE Capital and Estates is the next step. The strategy will breakdown the organisation's longterm vision, objectives, and implementation plans for BIM. By adopting a strategic approach, it will promote innovation, enhance collaboration with key stakeholders, and improve project delivery.

Requirement for the Development of Digital Resources and BIM

It is imperative that investment is provided for development of both BIM capabilities and digitally enabled resources within HSE Capital and Estates to fully realise the benefits of BIM and align with the Irish BIM mandate and



By collaborating, we can derive substantial benefits from these organisations' collective knowledge

technological development through the AECO (Architecture, Engineering, Construction, and Operations) industry. This entails the appointment of a BIM and information management team, the enhancement of HSE Capital and Estates technical infrastructure, the training of staff, and the cultivation of a culture of continuous innovation and improvement.

By doing so, HSE Capital and Estates can guarantee that teams endowed with the requisite tools and skills to implement and utilise BIM throughout the entire lifecycle of projects in the built environment.

Partnerships with the EU BIM Task Group, OGP and Build Digital

Our work is supported by our memberships and collaborations with the Office of Government Procurement (OGP), the EU BIM Task Group, NSAI, and Build Digital. These partnerships have been crucial in ensuring HSE Capital and Estates BIM development follows national and international standards and best practices. By collaborating, we derive substantial benefits from collective knowledge and experience to facilitate the adoption and implementation of BIM within HSE Capital and Estates.

NEIS operations team working closely with CHI

The NEIS Operations and Maintenance Team (O&M) are working with Children's Health Ireland's (CHI) Facility Management team (Maintenance and Soft Services) to develop our TRIRIGA solution for use in all CHI buildings, including the National Children's Hospital.

Existing functionality in use in both Urgent Care Centres includes:

- ❑ Reactive Activities – Service requestors log their own service requests using an app on their device – laptop, desktop, phone, tablet, etc.
- ❑ The facility management team assign work to CHI staff and to external contractors via an app on their devices, or via TRIRIGA's native interface.
- ❑ Facility management staff and external contractors complete work via an app on their devices.
- ❑ A Safe Plan Of Action (SPA/SSWP) safety form is completed electronically via the operative's device for each work task they complete, and is recorded and stored with each work task.
- ❑ Planned preventive activities are scheduled in TRIRIGA to automatically create preventive work tasks on the day the work is due, negating the need to have separate scheduling tools for repetitive work, while managing the complexities of service contract and equipment



Larry Murphy
Product Owner –
Operations &
Maintenance

maintenance scheduling. Scheduling of in-house repetitive tasks is also accommodated by the same means.

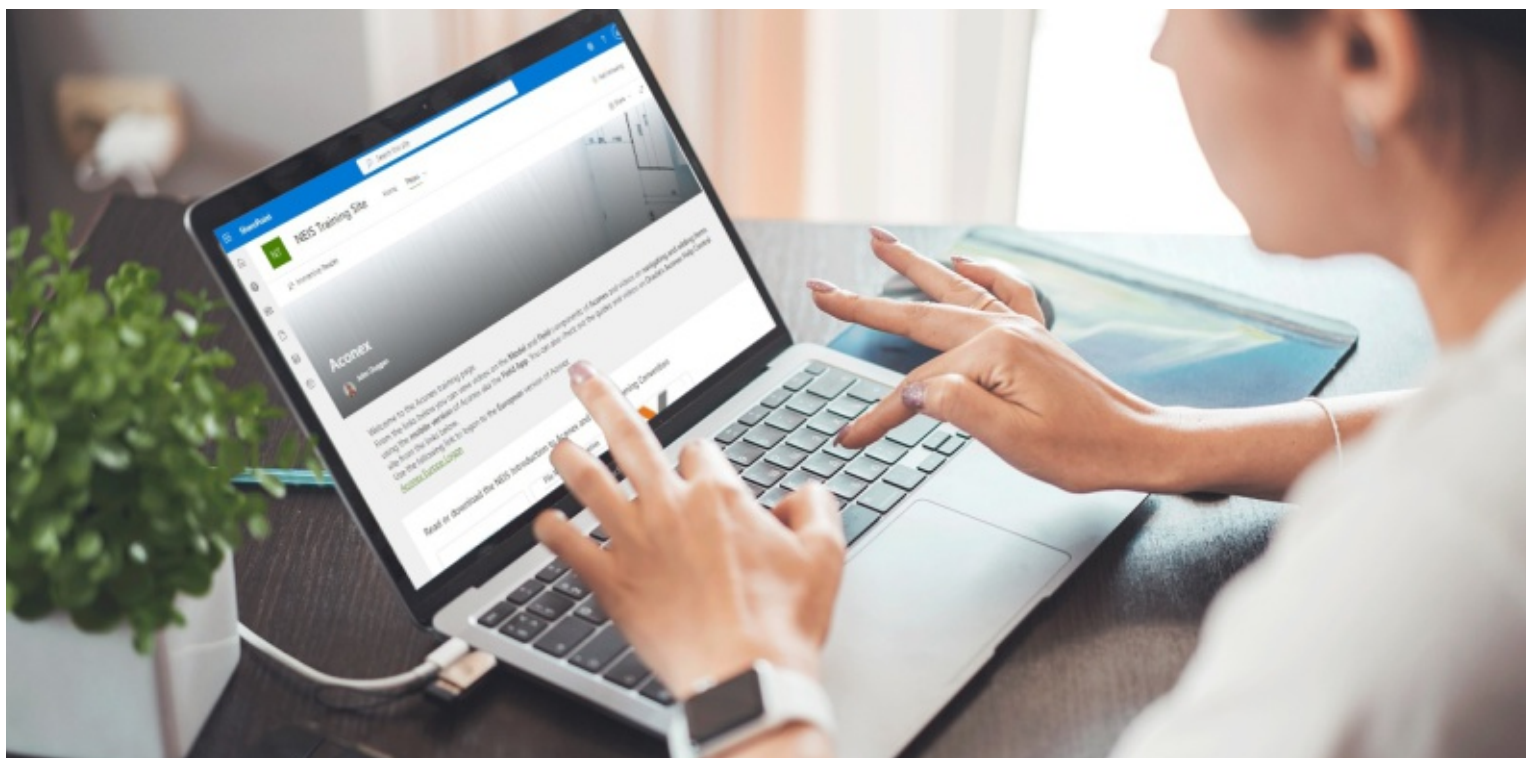
- ❑ Any work procedures required for specific work tasks are added to preventive work tasks, ensuring that all the steps required are taken to complete a task, and a record of the work done is recorded digitally and stored with the work task.
- ❑ Building and Equipment Asset Records are stored within TRIRIGA. Assets can be associated with locations and work tasks so that maintenance activities on individual assets are tracked, thereby assisting CHI in their demonstration of compliance with respect to regulatory responsibilities and audit compliance.

With the vast majority of TRIRIGA functionality already available to and in use in CHI UCC sites, some additional functionality is being developed to facilitate a paperless environment for FM operations in the National Children's Hospital. The

solutions developed will be available for all HSE and HSE-funded agencies to use. At a very high level, some of the new features will centre around:

- ❑ Introduction of standardised LOTO (Lock Out-Tag Out) digitally completed form that can be associated with a work task.
- ❑ Electronic scanning of location and asset codes to fast-track the logging and completion of work tasks by service requestors and FM staff.
- ❑ Implementation of, and validation of GS1 Ireland location and asset coding/naming conventions.
- ❑ Development of Ranking Index for Maintenance Expenditure (RIME) work task aging to ensure older work tasks do not get left behind.
- ❑ Enhanced external contractor management with respect to certification and health and safety compliance.
- ❑ Enhanced reporting through graphic dashboards that automatically update each time a person logs in, providing up to date information.
- ❑ Environmental Incident Report creation and management.

If you would like to enquire about adopting some or all of the above, please do not hesitate to get in contact through our email at: neis.support@hse.ie



Get to know Aconex with specialist training

CPD Opportunity! Aconex Training continues, as per the schedule below.

If you would like to be included in any of the training sessions which will be facilitated online, please send an e-mail to NEIS.Support@hse.ie with "Aconex Training" as the subject and details of which session(s) you would like to attend.

Training	Format	January	February	March
HSE Estates Staff Training (PM)	Typically 5 x 2.5 hr sessions		5 x sessions starting Monday 17th February @10am	
DT/Contractor Training (DT/C)	Typically 2 x 2hr sessions – All Aconex except Project initiation and Project Review	Wednesday 15th & Friday 17th January @10am	Wednesday 5th & Friday 7th February @10am	Wednesday 12th & Thursday 13th March @10am
Project Initiation Training (EM,AND,PM)	1 x 2hr session - Aconex Fundamentals, Project Initiation, Project review	Friday 24th January @10am		Wednesday 19th March @10am
End User Training (Svc and Admin)	1 x 2hr session - Aconex overview & how to view and reply to mail and mark up documents		Wednesday 26th February @10am	

Have any questions?

Contact us on our dedicated email address



NEIS.support@hse.ie

Find out more about NEIS on www.hse.ie





Merry

Christmas

from all of us at

NEIS

