

An initiative of the Queensland Regional Network Organisation

Health Research Access Project



QRNO www.qrno.net.au/projects
hra@qrno.net.au

QUESTnet July 2011
Andrew Fiedler

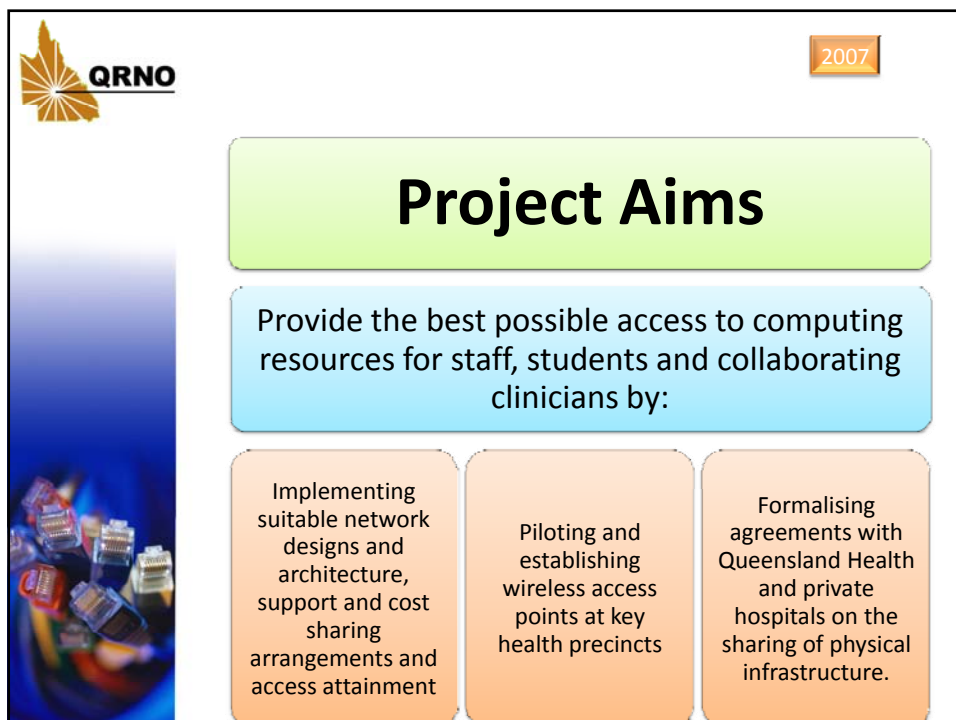


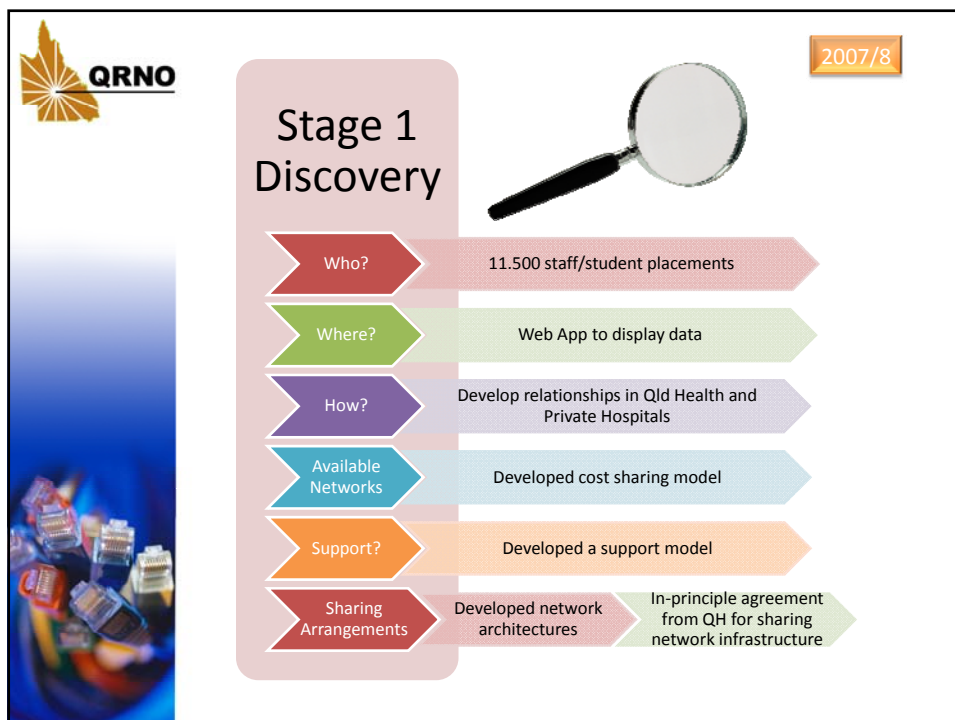
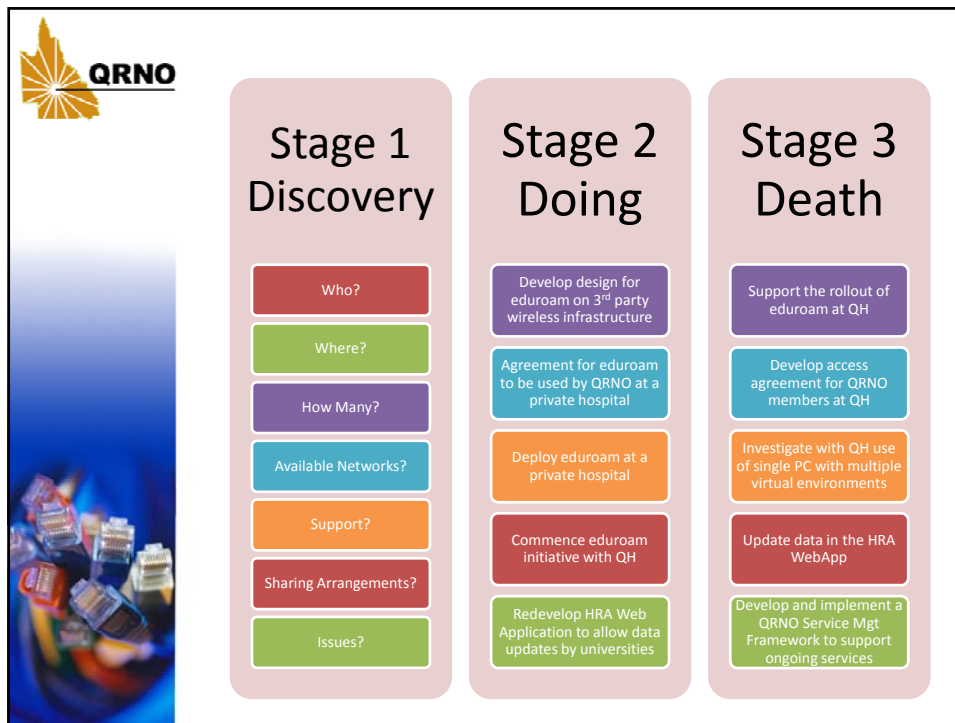
QRNO Health Research Access Project

Outline

- Project overview
- Queensland Health Engagement
- Wireless reporting
- Dual Desktop Investigation
- HRA Web Application
- QRNO Service Management Framework









QRNO

2010

QRNO Health Research Access Project

Queensland Health



- Continued financial commitment for financial year 2010/11
 - Additional \$1.1M
- Funding was to be split between two projects
 - University Access Services Project
 - Queensland Health Wireless Project




QRNO Health Research Access Project



University Access Services Project

- End 2010
 - Finalise eduroam installation and closeout project
 - Handover to the Queensland Health Wireless Project
- Activities to complete
 - Architecture Approval
 - Change Request signed-off
 - Installation of hardware for the 'eduroam hub'
 - Access Agreement between Queensland Health/UQ(QRNO)
 - Project Closeout




QRNO Health Research Access Project



University Access Services Project

- End 2010
 - Finalise eduroam installation and closeout project ☒
 - Handover to the Queensland Health Wireless Project ☒
- Activities to complete
 - Architecture Approval ☑
 - Change Request signed-off ☒
 - Installation of hardware for the 'eduroam hub' ☑
 - Access Agreement between Queensland Health/UQ(QRNO) ☒
 - Project Closeout ☒





QRNO Health Research Access Project



Queensland Health

- eduroam
 - New Qld Health wireless standard deployed at PAH and RCH December 2010:
 - Configurations approved did not include eduroam
 - Pressure on Wireless project to deliver the sites before end of 2010
 - February testing delayed:
 - Floods
 - Internal political issues around service ownership and recurrent funding





QRNO Health Research Access Project



Queensland Health
Support eduroam rollout – March/April

- Change requests for proof-of-concept not approved
- Testing configurations rolled back
- Number of risks noted

Eduroam Proof-of-Concept

- Support from QH technical teams
- Impasse over the legal agreement
- Funding/Staff availability post UAS closure

Project risks escalated



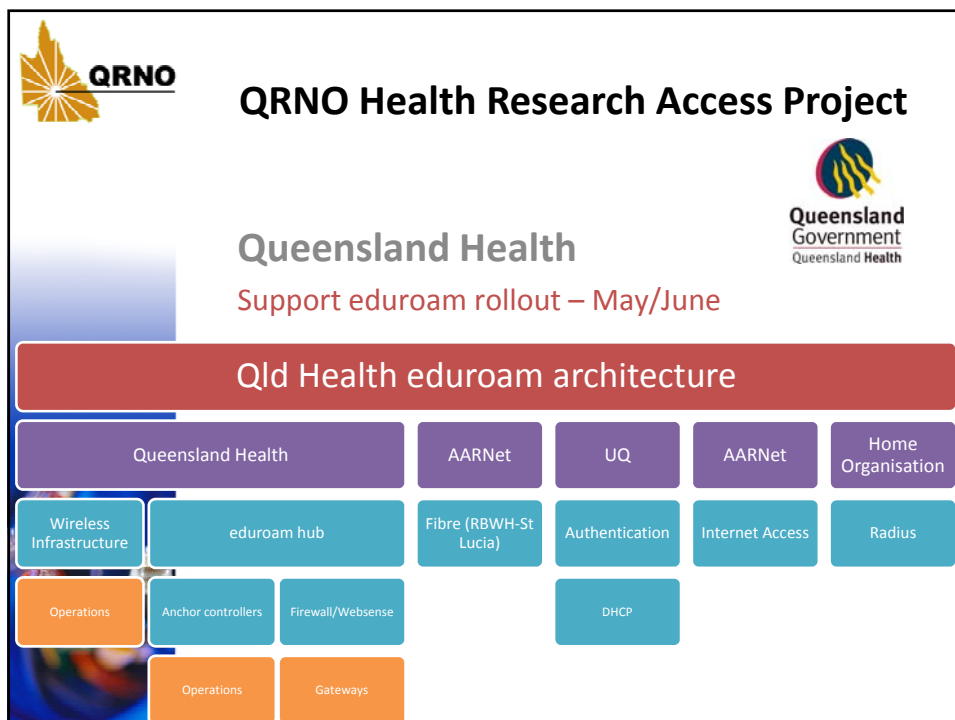
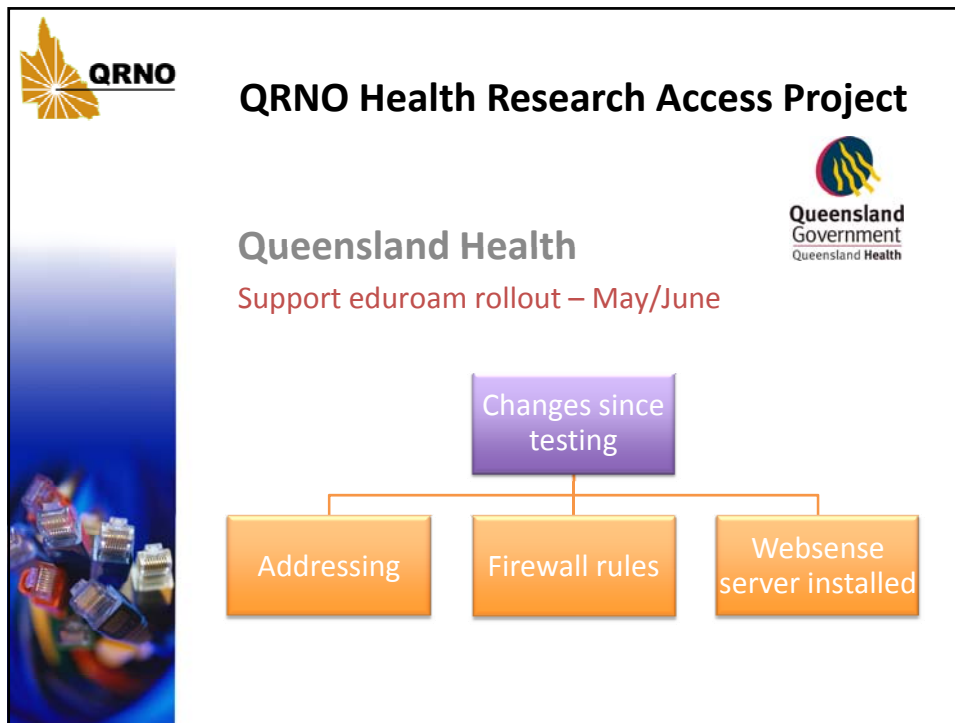
QRNO Health Research Access Project



Queensland Health
Support eduroam rollout – May/June

- Websense server built
 - Passed security testing
- Approval Fri 24 Jun for PAH rollout Mon 28 Jun
 - Rollout unsuccessful ☹

Eduroam Proof-of-concept





QRNO Health Research Access Project

Queensland Health

Support eduroam rollout – July....



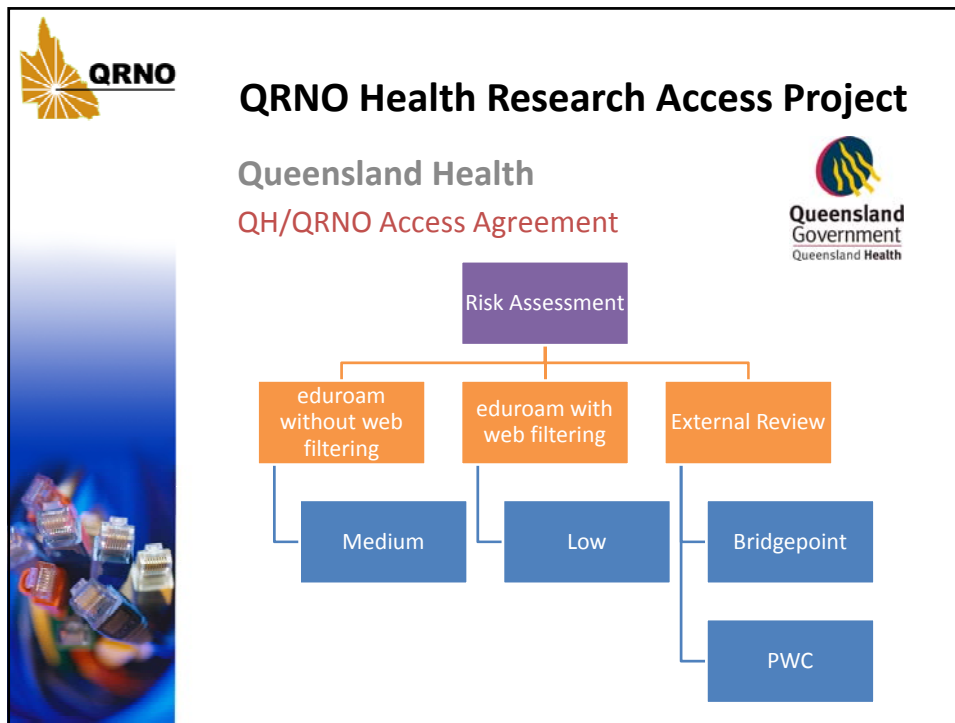
- eduroam ssid released at Princess Alexandra Hospital Sunday 10 June
- Stage 1 end-to-end testing configuration
- Commencing work to move to stage 2 release and production service



QRNO Health Research Access Project

Princess Alexandra Hospital







QRNO

QRNO Health Research Access Project

Queensland Health

University Access Service promotion



Queensland Government
Queensland Health

- Outline aims and objectives
- dual badging: Qld Health/QRNO
- To be made available on Qld Health and QRNO website

- web presence for University Access Services in Qld Health
- outline what access and services are available to university
- Content to be mirrored on the QRNO website
- Once completed, actively promote to the universities

Fact Sheet

Website



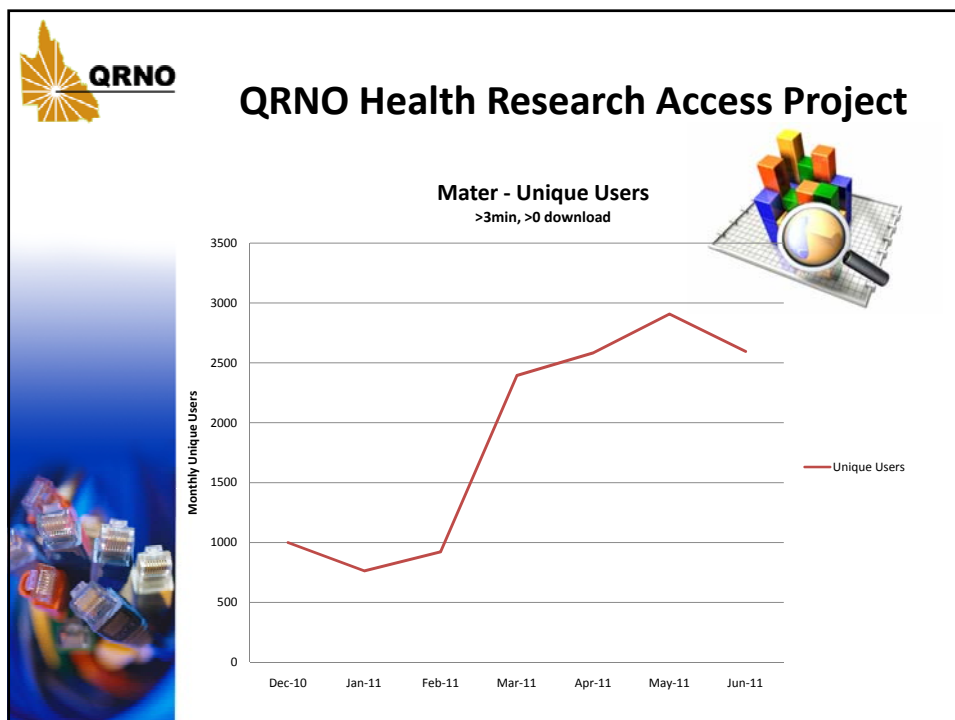
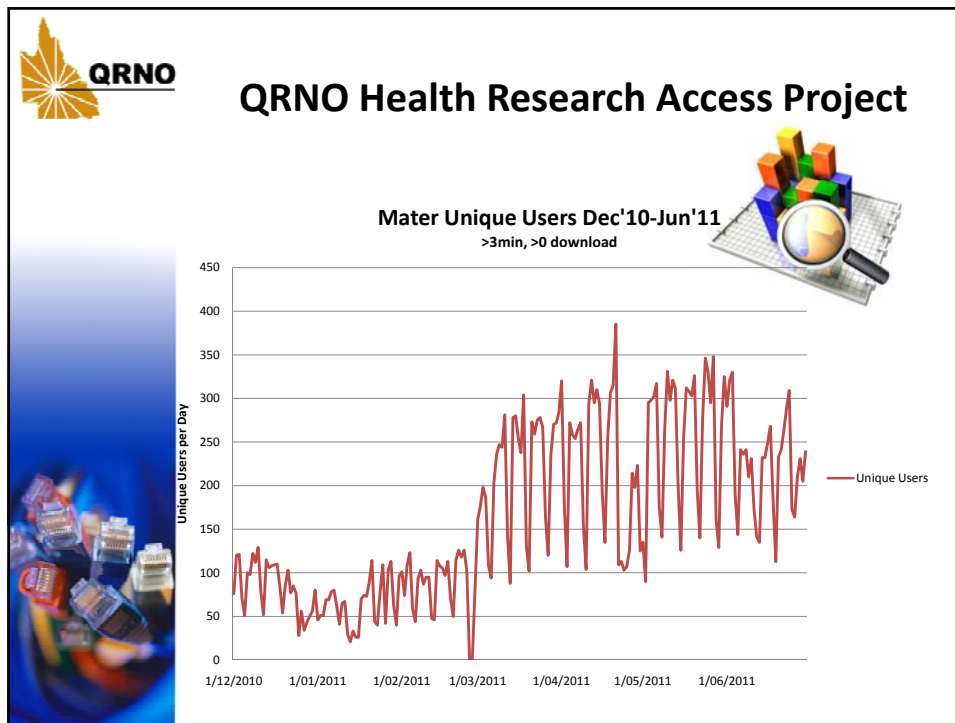
QRNO

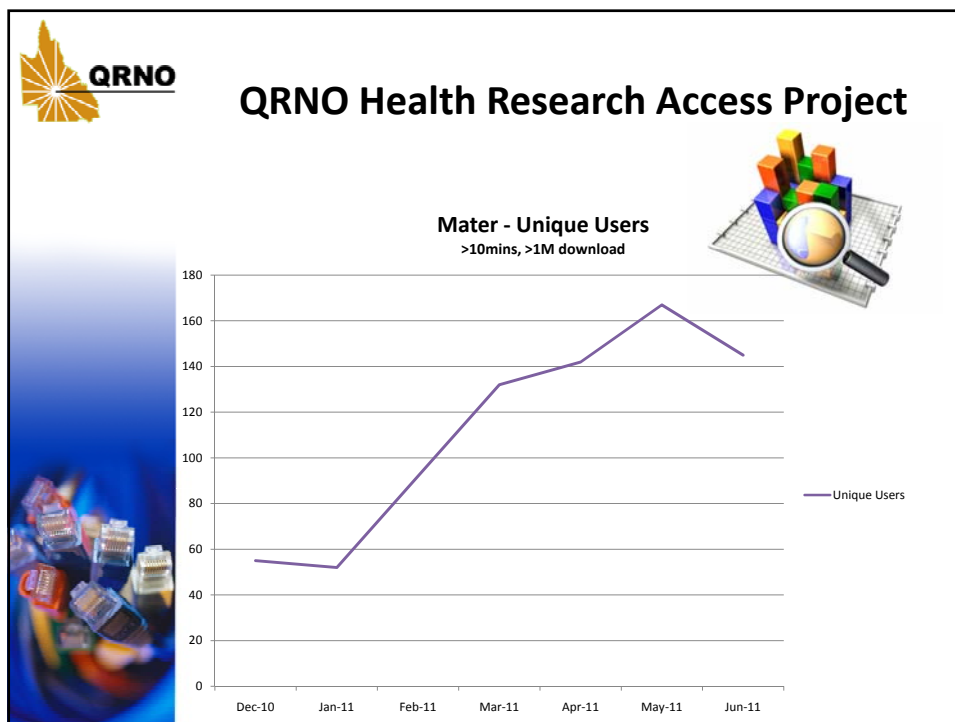
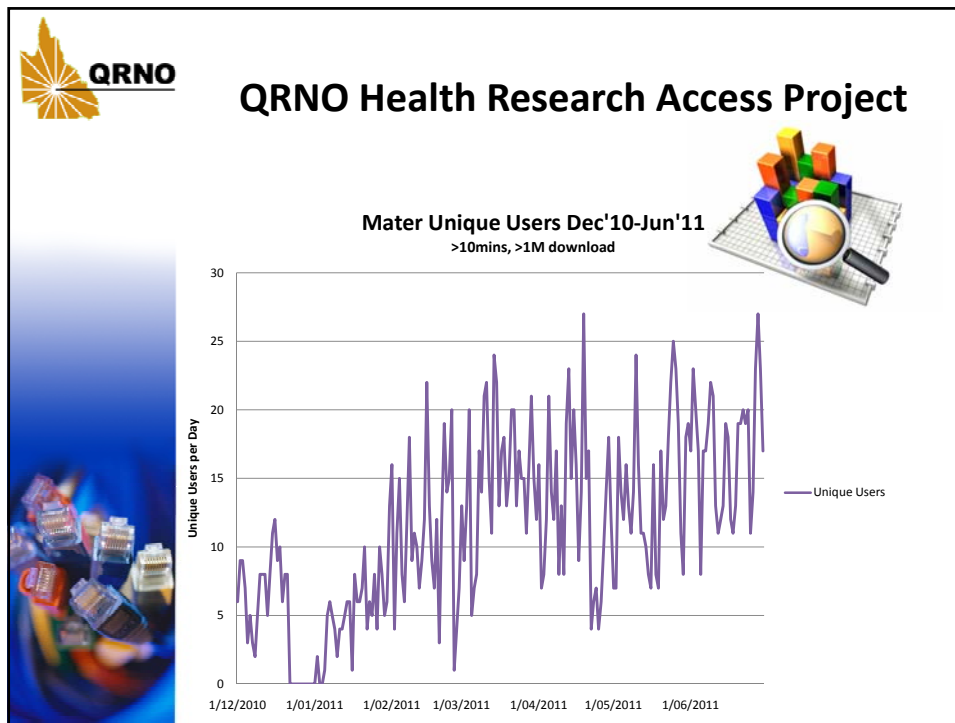
QRNO Health Research Access Project



Wireless Reporting

- UQ undertook refresh of their radius infrastructure
 - Developing a radius reporting tool
 - Development system moved to web interface
 - Database capturing data since December 2010







QRNO Health Research Access Project

Dual Desktop Investigation

- 6 week market scan undertaken
- Report completed and with Steering Committee
- Initially work with University of Queensland School of Medicine
 - Seek to establish a small trial



University SOE

➔

QH PC

- Queensland Health instigating a Desktop Virtualisation Project: Windows 7

QH SOE

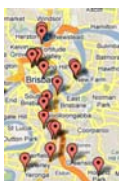
➔

University SOE



QRNO Health Research Access Project

HRA Web App



Technical Support

- Griffith University providing technical support

QUT Helpdesk to provide 1st Level support

- Cost model developed
- Job handling processes agreed to

Plan staged rollout

- UQ/JCU initially
- 1 month trial
- Staged rollout to other universities
- Large university/Small university

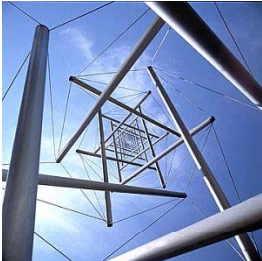


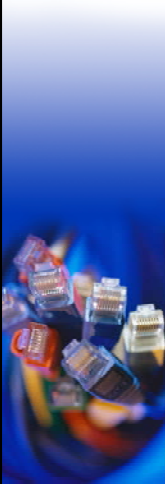
QRNO Health Research Access Project

Service Management Framework

Project closeout activity

- How does the QRNO support services post HRA?
- Discussed at last Technical Advisory Committee meeting
 - preference for a Federated Model
- Proposed model to be developed and circulated to members early August for discussion








QRNO Health Research Access Project

Lessons Learned

- Maintain strong strategic links with key stakeholders
 - Qld Health
 - Mater
 - QRNO Board of Management
 - AARNet
- Beneficial to have demonstrable deployments already in place when working with a large risk adverse organisation
- With project delays and extensions required, needing to maintain stakeholder support it was important to have demonstrable, visible, forward facing outcomes
- Working with external organisations identify different policy, quality and governance standards which could impact the critical path.
- Report delays as accurately as possible, especially when out of your direct control.



QRNO Health Research Access Project

Questions?

