

University Engagement with Queensland Health

QUESTnet July 2012

Andrew Fiedler – QRNO

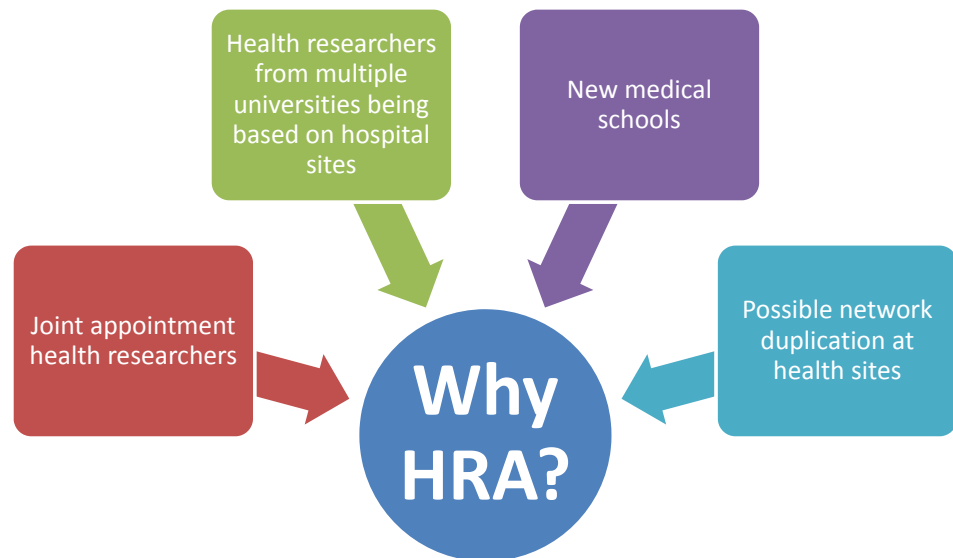
Shaun Travers – Queensland Health

QRNO Health Research Access Project

Outline

- HRA Project – The who what and why
- Experience with Mater Medical Services
- Queensland Health engagement
 - University Access Services
- The Takeways

QRNO Health Research Access Project



QRNO Health Research Access Project

Project Aims

Provide the best possible access to computing resources for staff, students and collaborating clinicians by:

Implementing suitable network designs and architecture, support and cost sharing arrangements and access attainment

Piloting and establishing wireless access points at key health precincts

Formalising agreements with Queensland Health and private hospitals on the sharing of physical infrastructure.

QRNO Health Research Access Project

Stage 1 Discovery

Who?

Where?

How Many?

Available Networks?

Support?

Sharing Arrangements?

Issues?

Stage 2 Doing

Develop design for eduroam on 3rd party wireless infrastructure

Agreement for eduroam to be used by QRNO at a private hospital

Deploy eduroam at a private hospital

Commence eduroam initiative with QH

Redevelop HRA Web Application to allow data updates by universities

Stage 3 Death

Support the rollout of eduroam at QH

Develop access agreement for QRNO members at QH

Investigate with QH use of single PC with multiple virtual environments

Update data in the HRA WebApp

Develop and implement a QRNO Service Mgt Framework to support ongoing services

2007/8

Stage 1 Discovery



Who?

11,500 staff/student placements

Where?

Web App to display data

How?

Develop relationships in Qld Health and Private Hospitals

Available Networks

Developed cost sharing model

Support?

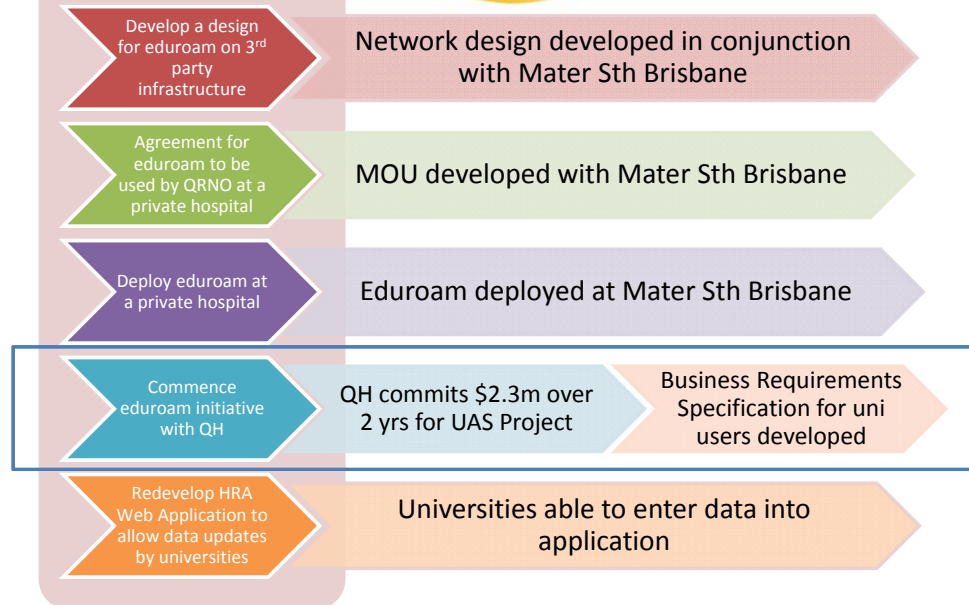
Developed a support model

Sharing Arrangements

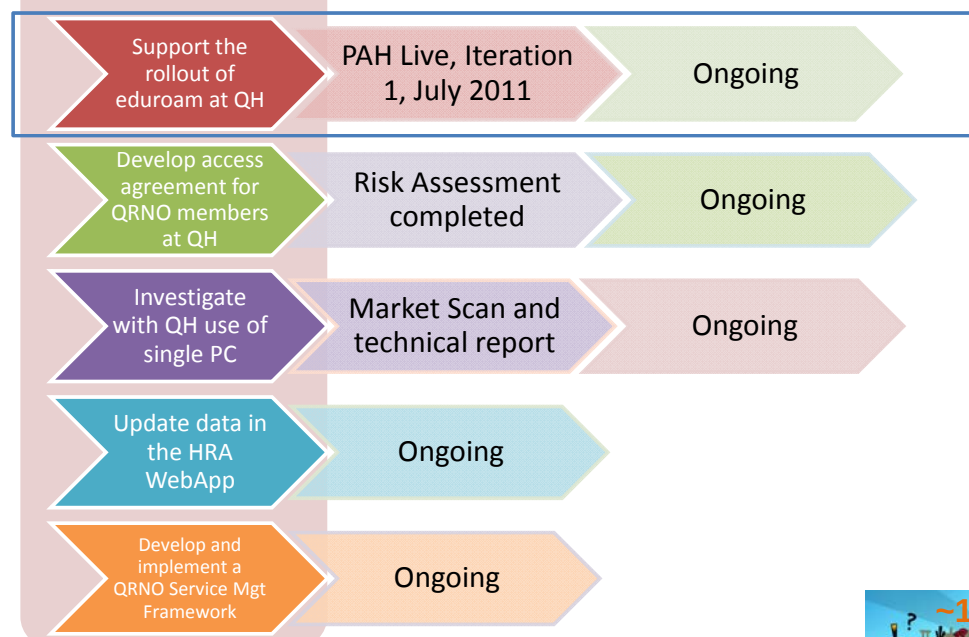
Developed network architectures

In-principle agreement from QH for sharing network infrastructure

Stage 2 Doing



Stage 3 Death



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eduroam at Mater



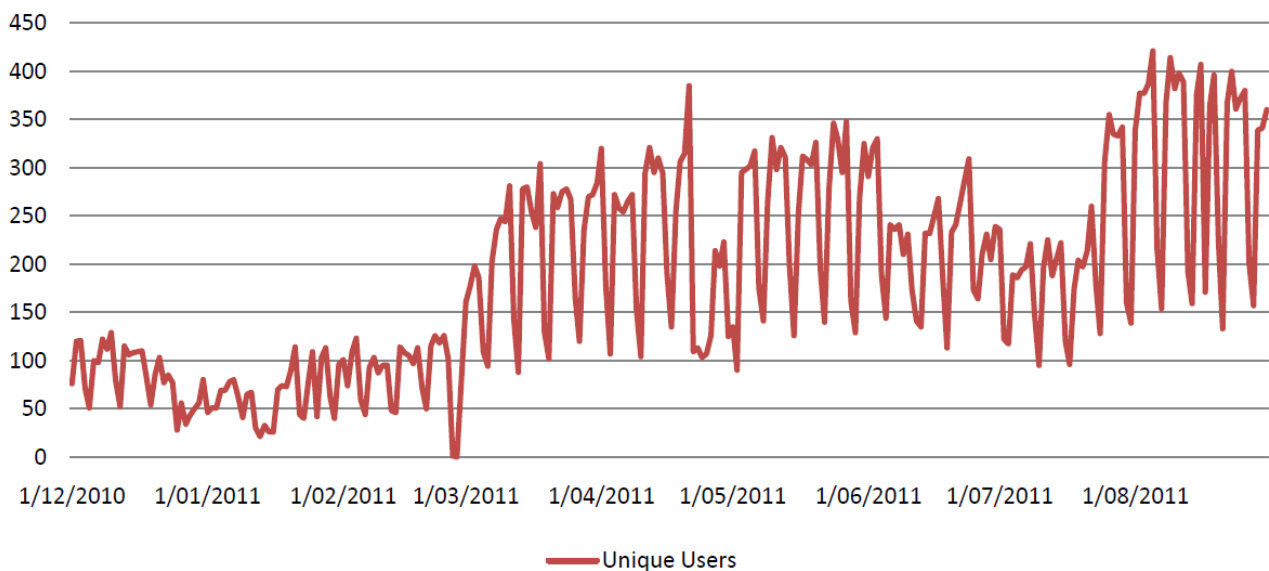
- March 2009
 - Commenced planning and design work
- October 2009
 - Agreement reached for
 - Solution design
 - Maintenance and Support
- January 2010
 - MOU between QRNO and Mater Health Services signed
 - Deployment and configuration
- February 2010
 - Go Live



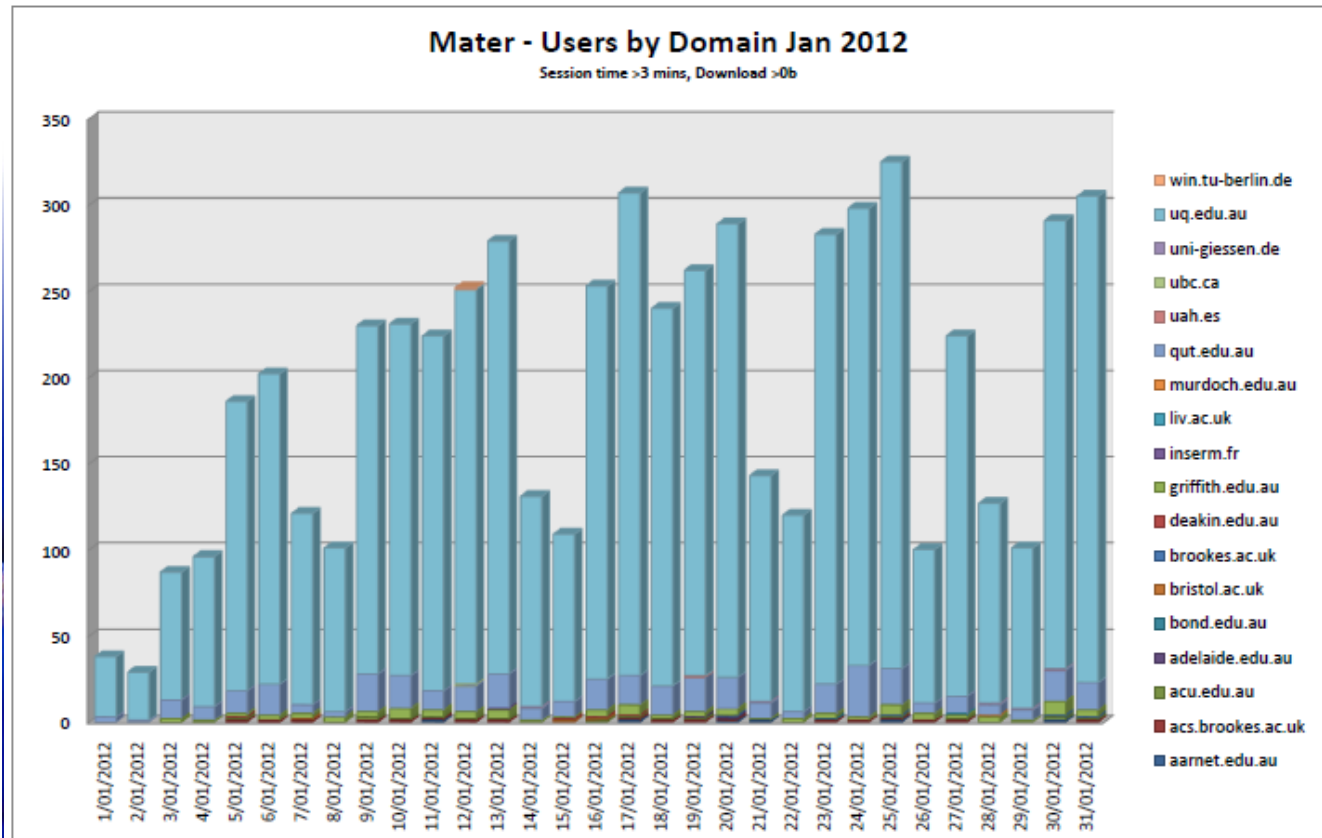
QRNO Health Research Access Project

Mater Unique Users Dec '10-Aug '11

Session time > 3 min, Download >0bytes



QRNO Health Research Access Project



QRNO Health Research Access Project

eduroam at Mater - Issues



Risk Adverse

- Design and security concerns
- Wireless is seen as mission critical by the business

Resourcing

- Projects within Mater being delivered by end of 2009
- Availability of Mater and QRNO technical staff to provide support
 - "Everything (else) before Christmas"
 - Mater staff getting one week notice for a full shutdown of a data centre



Health Research Access Project University Access Services Project

2010

Queensland Health

- In 2009 Queensland Health committed \$1.1M to establish the UniConnect project.

Result of strong linkages established with QH through;

Bronwyn Nardi, Shaun Travis, Ray Brown,
Queensland Health Education and Research
Council, Clinical Education and Training
Queensland (ClinEdQ)

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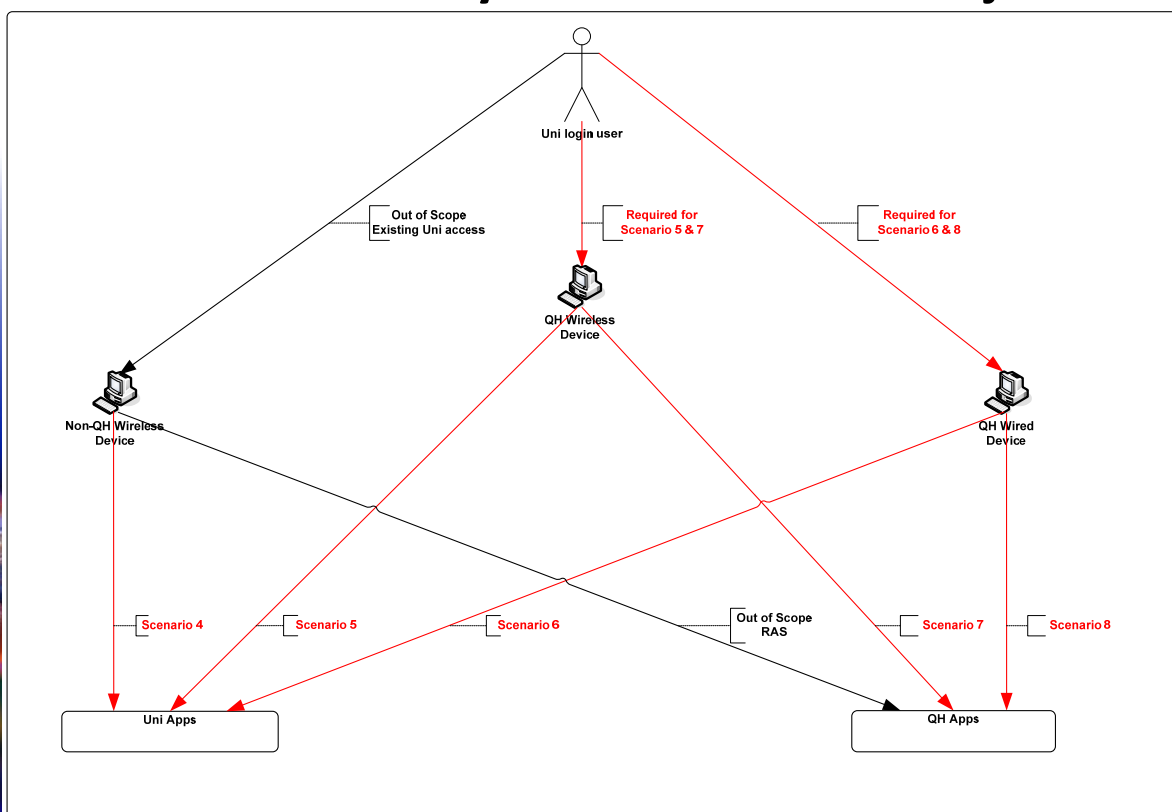
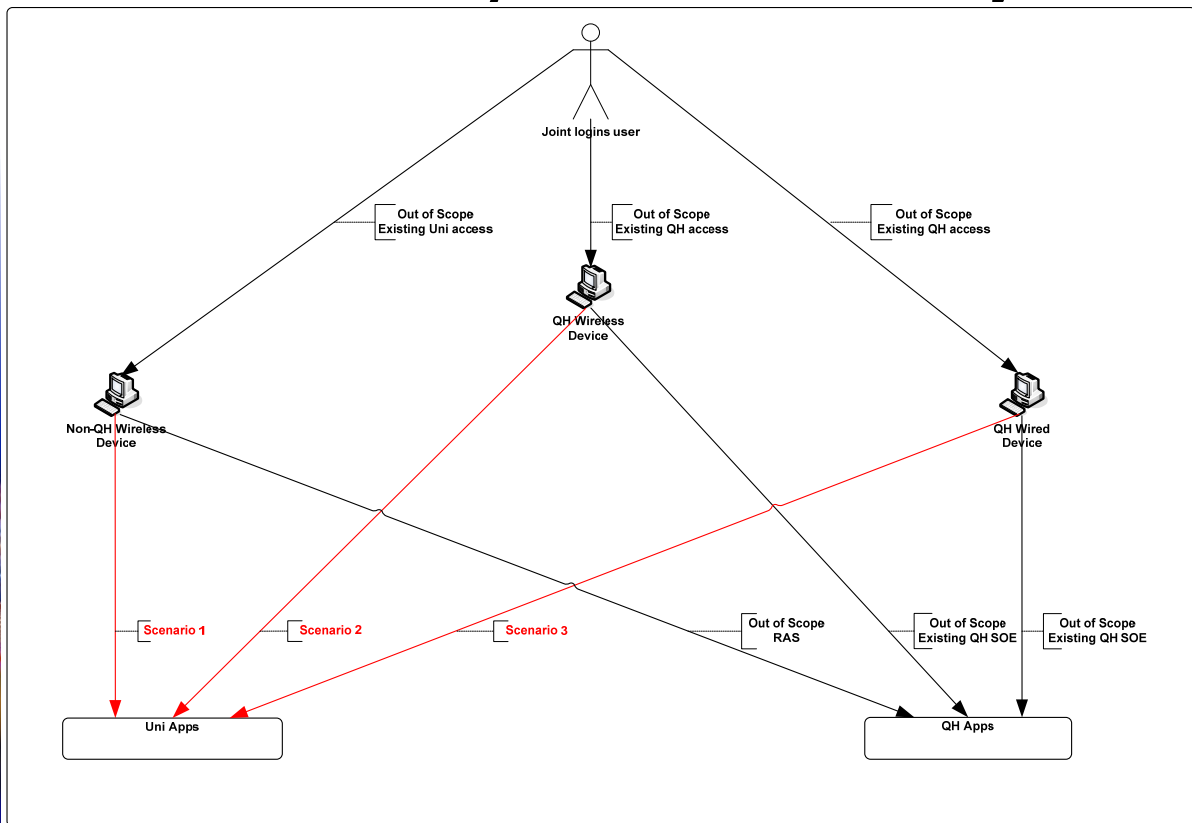
2010

Project Dependencies

- Wireless Network Provisioning project
- Network Segmentation and QOS project
- HRA project

Objectives

- Develop a Business Requirements Specification for university users based on a QH campus connecting to University and QH IT network resources
- eduroam service implementation



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Queensland Health

University Access Service promotion

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

Fact Sheet

- 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

Website

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2010

eduroam service design

- Baseline from Mater solution
- eduroam included in the Queensland Health Enterprise Wireless Standard
- 'privileged guest access'
- Process impacted by delays in the Queensland Health Wireless Project
 - New standard released end 2010
 - No eduroam ☹

Health Research Access Project University Access Services Project

2011

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

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2011

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 ☹

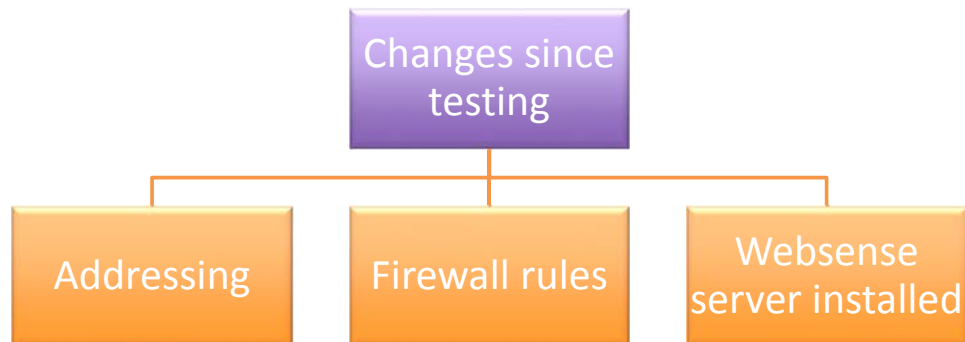
Eduroam Proof-of-concept



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Queensland Health

Support eduroam rollout – May/June

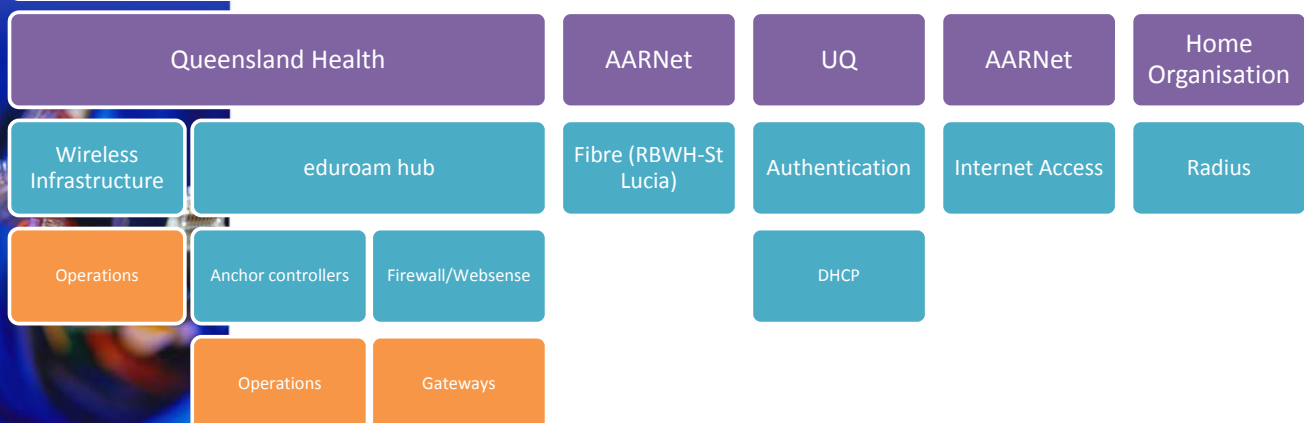


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Queensland Health

Support eduroam rollout – May/June

Qld Health eduroam architecture



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2011



Queensland
Government
Queensland Health

Support eduroam rollout – July....

- eduroam ssid released at Princess Alexandra Hospital Sunday 10 July
- Proof-of-concept only



Health Research Access Project University Access Services Project

2011



Queensland
Government
Queensland Health

Outstanding Issues

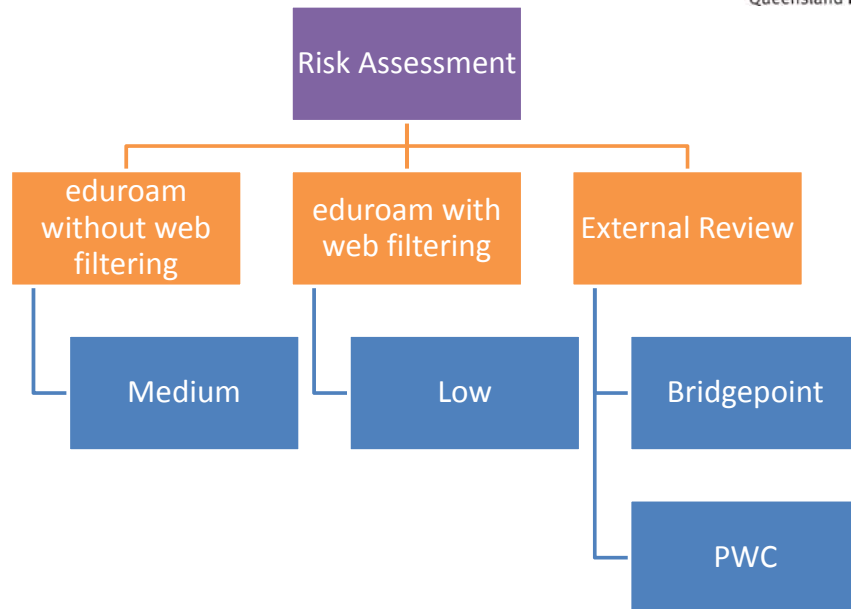
- Access Agreement Impasse
 - Indemnity and Liability
- Vanilla QH Firewalls rules
 - Highly constrained access and not what had been requested in the design process



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2011

QH/QRNO Access Agreement – Impasse
Over indemnity and liability



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2011

University Access Service Project Close

- Project Manager left Queensland Health
- Transition activities to the QH Wireless Project

**UAS Project
closed 30 June**

- Wireless deployments to continue
- Some project staff on 3 month holding contracts
- No procurement activities
- Known work in 2011/12
 - PAH Stage 2
 - RCH Stage 2
 - RBWH Stage 1
- Re-visit some site using the new standard

**Queensland
Health Wireless
Project 2011/12**

Health Research Access Project University Access Services Project

2012



- The Access Agreement/Deed is dead!
- Lawyers have determined that acceptance of QH Terms and Conditions is acceptable
- Risk assessment remains Low

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2012

- eduroam at QH is now deemed to be operational
 - part of the service catalogue
 - service manager assigned
- Service support
 - Service and Information Management 3 (SIM3)
 - Operations (Networks/Gateways)
 - QH eduroam Support Guide to be reviewed and updated

Finally.....



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Terms and Conditions

- Still need to be developed and implemented
 - Lack of resources in QH to progress
- QRNO Project Manager to progress on behalf of Queensland Health
- Base on current Guest Access T&Cs
 - Queensland Rail
 - Optus (Qantas Club)
 - BCC Library





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Firewall

- Collecting requirements from member universities
- Using Griffith/Gold Coast University Hospital requirements as a baseline
- Once collated, send to TAC for comment and then pass to QH
- streamlined process for further requests to be developed



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Rollout 2012

- May
- QEII (15th)
- Robina (17th)
- June
- Mackay (26th), J Block
- Townsville (28th), North Block





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Current Rollout

- Princess Alexandra Hospital
 - now at 1800 access points
- Skills Development Centre (Herston)
- QEII Hospital
- Robina Hospital
- Mackay
- Townsville

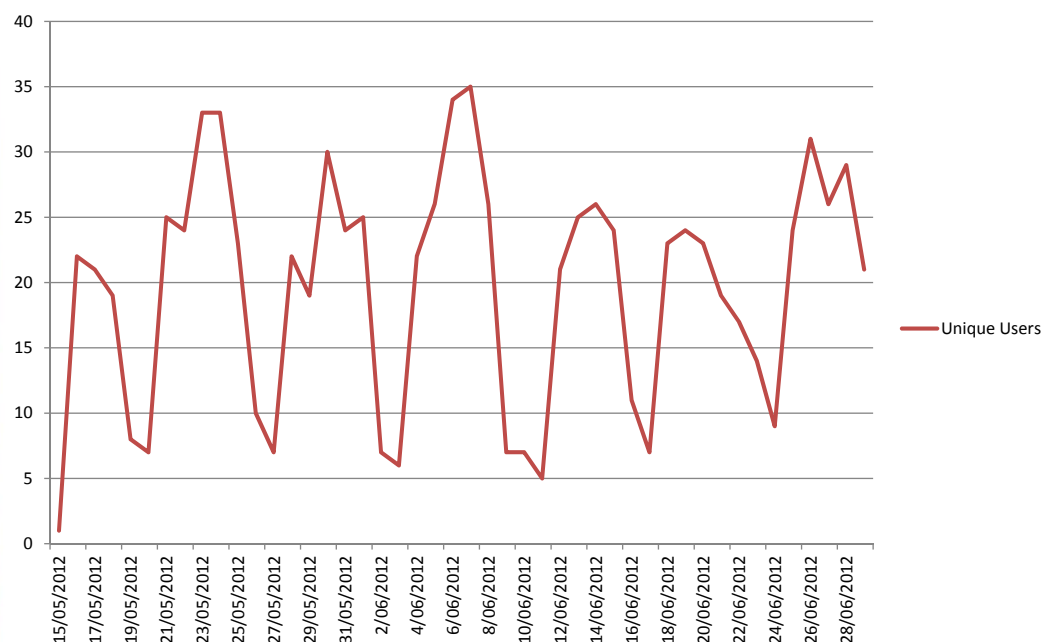


Health Research Access Project University Access Services Project



Unique Users - QEII, Qld Health

Download >0, Session Time >180s

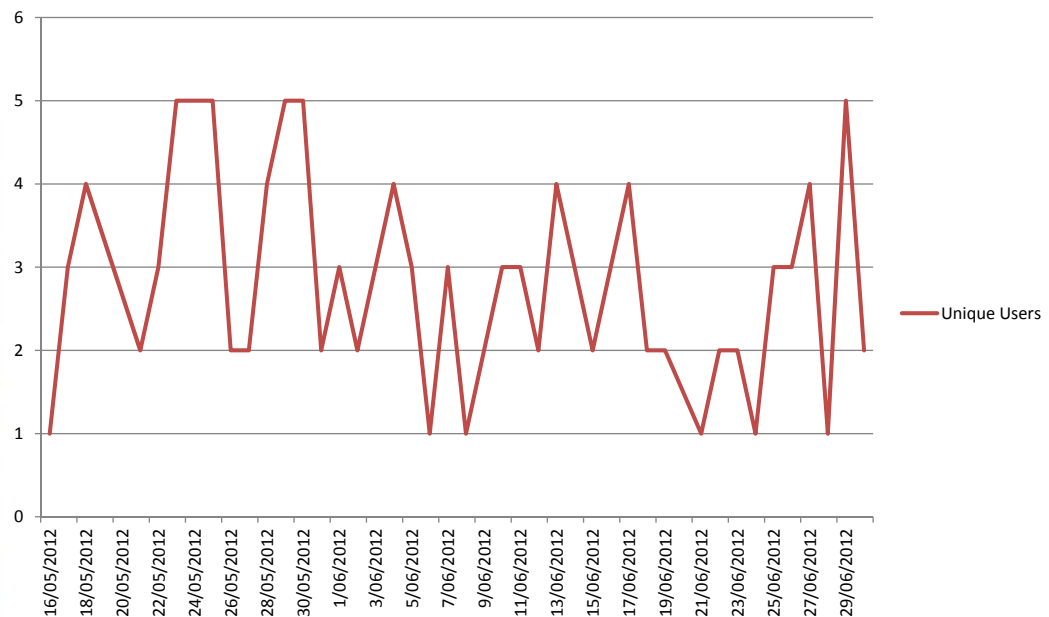


Health Research Access Project University Access Services Project



Unique Users - Robina Hospital, Qld Health

Download >0, Session Time >180s



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QEII

deakin.edu.au	2
griffith.edu.au	18
ku.dk	1
qut.edu.au	10
sheffield.ac.uk	1
soas.ac.uk	1
uq.edu.au	288

Robina

bond.edu.au	4
griffith.edu.au	4
qut.edu.au	1
une.edu.au	1
uq.edu.au	28





Health Research Access Project University Access Services Project



Current Rollout

- Princess Alexandra Hospital
- now at 1800 access points
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Lessons Learned

Maintain strong strategic links with
key stakeholders

- Qld Health
 - Mater
- QRNO Board of Management
 - AARNet

Advantage we had was longevity and
consistency of members of the Steering
Committee and Senior Stakeholders





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Lessons Learned



Assume and expect delays and that milestones most likely will not be met.

You must manage stakeholder expectations while maintaining their support

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.



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Lessons Learned



Use of language

- Incorrect application of terminology
- Descriptions of designs and concepts

Both these caused considerable delays creating a legal process that took 12 months to resolve.

Ultimately the wrong question was asked by the projects to the lawyers



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Lessons Learned



When working with Risk Adverse Organisations (RAOs)

- accept RAOs requirements
 - Web filter in eduroam design
- solution design and processes
 - Ensure these are low risk from the start and accept mechanisms to reduce risks
- Ensure things are written down
 - Firewall port requirements not captured correctly, therefore vanilla standard applied



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Lessons Learned



Don't Solve everyone's problems

- Develop use cases
- Look for existing deployed technologies and policies that can meet user requirements

University Access Services webpage list current Qld Health technologies and policies to support staff and students on placement.

QRNO observing undertakings in the Virtual Desktop space by its members. Use that experience to assist in dual desktop issue Health/University Joint Appointments face.