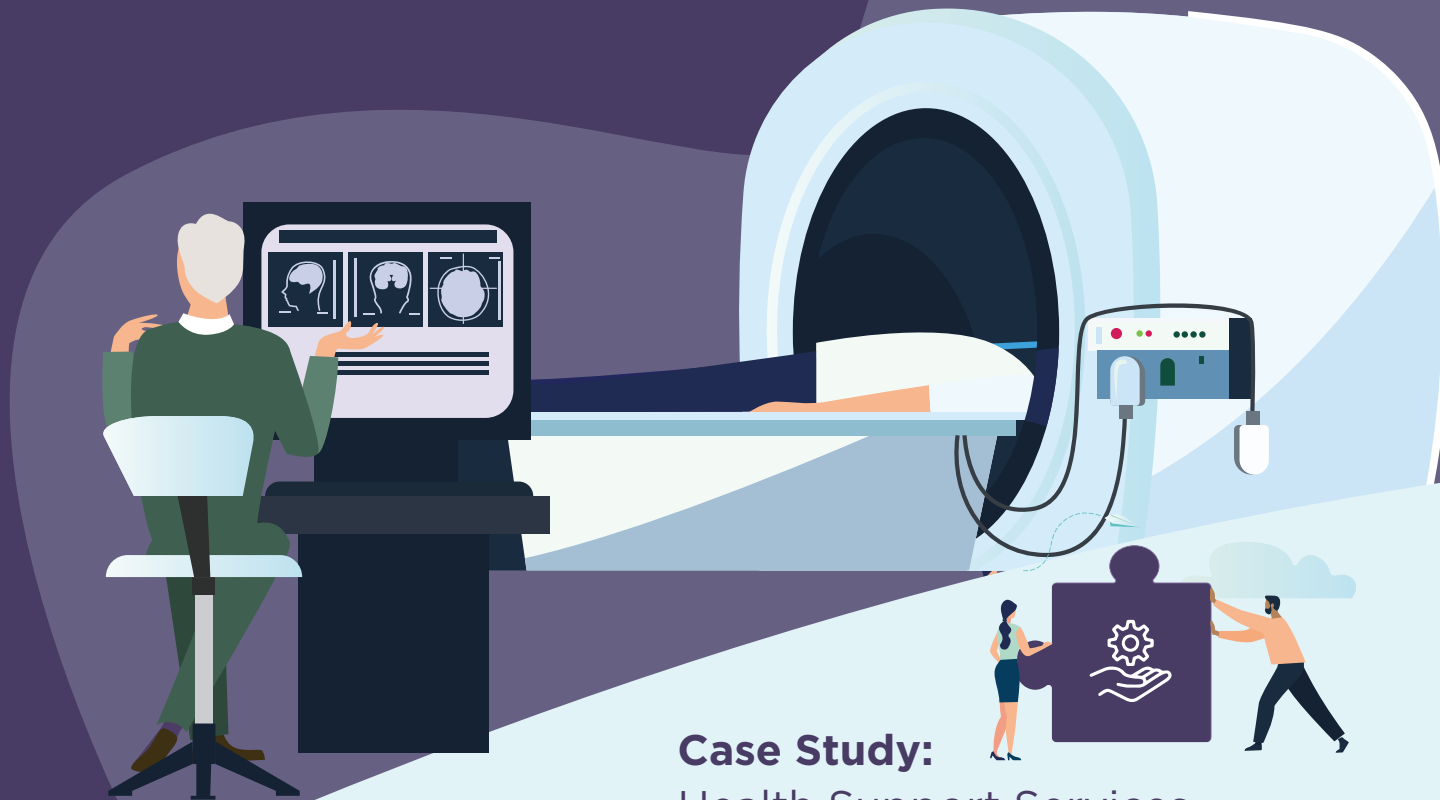# Cloud environment supports delivery of quality health care across Western Australia

Background

Health Support Services (HSS) is the shared service centre for the WA Health system and provides ICT, workforce, procurement and financial services to Western Australia's public health care system to support the delivery of excellent health care.

Modernising WA Health's ICT infrastructure is a foundational step to enable new digital initiatives outlined in the WA Health Digital Strategy 2020-2030.

Case Study:
Health Support Services

Central label: **will deliver**

Segments around the wheel:

- Increased agility to develop new ICT initiatives
- Enhanced network security
- Faster response to innovative technologies
- ICT disaster recovery and back-ups
- Bigger bandwidth for better internet connectivity
- Better network connection between WA health system sites
- Modern hybrid-cloud environment
- Reduced ICT duplication and costs
- Reliable ICT network and application performance
- Improved ICT support through automation

Process

HSS partnered with GovNext prime vendor Atos to design, procure and fully commission several fit for purpose infrastructure platforms to the specification of the WA health system. Platforms delivered by the Health Cloud project over a 13-month period from August 2019 to September 2020 include:

- Digital Private Cloud as the foundation for digital transformation within WA Health;

- Managed Public Cloud, which will assist in future proofing the delivery of digital services; and

- Oracle Customer Cloud, the largest customer cloud in the Southern Hemisphere, which will support Oracle databases across WA Health.

Case Study: Health Support Services

Outcomes

WA Health's new platforms are key to transforming ICT infrastructure - from costly to maintain hardware to a flexible hybrid-cloud environment to better support the delivery of health care services. The digital platforms delivered via this project will enable the WA health system to remain competitive in providing high quality, frontline health care services on reliable and sustainable infrastructure.

Reduced Risk

The new cloud platforms are more stable, secure and resilient than outdated and at risk legacy infrastructure. Hosting all computing applications in the new cloud environment will provide more reliable application performance and ICT network connections with few unplanned outages.

More Agile Services

The contemporary technology used in WA Health's new cloud environment provides the ability to respond better to innovation and facilitate faster development of new applications and technologies in support of improved patient care.

Cost Management

The shift to a cloud based environment has delivered a step change in cost management from a high, up front capital expenditure model to a more manageable pay as you go, consumption based model funded by operational expenditure with no requirement to consider and manage depreciation.

Greater Security

WA Health's new cloud based infrastructure provides greater security in terms of network segmentation for controlling access to specific servers, and a SIEM/SOC solution with capability to monitor and consume logs from all active directory services as well as network and security appliances. This security position offers further protection of sensitive patient and corporate data against cyber-attacks.

Improved Service Delivery

Improved visibility and service level management across the technologies supplied by HSS via new vendor partner Atos to health service providers.

Case Study: Health Support Services