### JOB DESCRIPTION

Job Title: **Digital Transition Specialist**

Responsible to (insert job title): **Architecture & Resilience Consultant**

Department(s): **Information Technology Operations**

Directorate: **Digital & Information**

Operating Division: **Corporate**

Job Reference:

No of Job Holders: **1**

Last Update (insert date): **September 2021**

### JOB PURPOSE

Responsible for ensuring the conformance of an effective ITIL compliant change & transition management process within NHS Fife. The Digital Transition Specialist will minimise the adverse impact of change and transition within NHS Fife IT Services and strive to prevent the occurrence of incidents due to change.

The Digital Transition Specialist will ensure that processes and procedures are maintained to ensure that change management and transition into live/BAU activity is conducted in a controlled manner.

The Digital Transition Specialist is involved in the design, management and administration of the controls required. Also, support the Change Manager in all aspects of managing digital change and transition within NHS Fife.

1. **ORGANISATIONAL POSITION**

Head of Digital Operations

Application Support Manager

Service Delivery Manager

Architecture & Resilience Consultant

Technical Services Manager

Cyber Security Consultant

**Digital**

**Transition Specialist**

Digital Resilience Manager

1. **SCOPE AND RANGE**

**Organisational**

Supported sites currently include all NHS and GP sites across Fife, which currently total 63.

The provision of modern healthcare services is becoming increasingly reliant on IT systems and the support of these systems carries an increased responsibility, as failure of any component part can affect patient care either directly or indirectly.

Failure of critical devices can have a direct impact on the delivery of patient care. As digital solutions become more critical inpatient care, greater responsibility is placed on IT Services to ensure that all incidents and problems are managed effectively.

Technical Dimensions:

• Number of Personal Computers 9000+

• Number of Service Desk calls 5000+ per month

• Number of customers to support approximately 9000+

• All current and some previous versions of Microsoft operating systems

• All current and some previous versions of Microsoft office suites/applications

• Various types and models of Computer hardware and associated peripherals

• A wide variety of clinical and non-clinical business applications

1. **ROLE OF THE DEPARTMENT**

The overall aim of the Digital & Information Department is to deliver and maintain a comprehensive integrated digital information technology and health information strategy in order to ensure that the right information is provided in the right place at the right time, to support highest possible levels of diagnosis, treatment and care of patients and clients, to support continuous improvement of the health of the populations we serve and to achieve more effective integration between Health and the care services of our Local Authority partners.

This includes patients’ case notes and other information for clinicians working in the community and primary care, in outpatient clinics, on the point of admission for inpatients/day cases and for review after discharge: it includes developing and supporting electronic information systems for clinical and management use: and it includes collection and analysis of data required by the Scottish Executive Health & Social Care Department, for local monitoring of activity or performance, and for surveillance and protection of the health of our populations

The Digital & Information Department has approximately 300 staff, a revenue budget of approximately £12m, and annual capital budget of approximately £1m. The Digital & Information Department comprises the following departments:

* **IT Operations** – responsible for the overall IT Service Delivery to NHS Fife, H&SCP, Contractor Services and partner organisations including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHS Fife and partner organisations to agreed KPI’s and SLA’s.
* **Strategy and Programmes** - responsible for the development of the medium to long term Digital & Information/IM&T Strategy and the delivery of a large number of highly complex programmes and projects including significant service reconfiguration
* **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services, Information Governance and Business Intelligence Acute, Partnerships and Public Health.
* **Health Record** – Delivery and management of the Patient Record throughout Fife.
* **Business and Resource Management** – responsible for financial management, procurement & contract management, audit & FOI co-ordination and aspects of HR, health & safety, General Governance and facilities management activities.

The Digital & Information Department provides an on-call service with rotas covering core technical areas and duty manager with 9 sessions - Mon-Sun 18:00-08:00 and Sat-Sun 08:00-18:00.

This post is not currently part of the Digital & Information on-call rota, but the post-holder will be required to make themselves available for on-call if required, as per the established rota and agenda for change pay arrangements.

## MAIN DUTIES/RESPONSIBILITIES

Developing, maintaining and reviewing the efficiency and effectiveness of the ITIL change control and transition processes and reporting the status to management.

Lead the development of the change management processes within the IT service management tool. Ensuring that the implemented process conforms to the current ITIL standard.

Undertake the conformance of the change management process by using a variety of different tools and methods including person to person engagement with the resolver groups. This can be both pro-active by identifying trends and potential change and reactive by identifying change opportunities through reported incidents.

Liaising with teams / resolver groups in the identification and resolution of problems with the change process and identifying the resources required to resolve. Help coordinate the resolution through to approval and implementation using the authority and support of the Change Manager.

Help develop procedures to support the management of serious incidents within the IT Infrastructure caused by change or transition. Ensure that root cause analysis id undertaken to ensure that the lessons learned are documented in order to improve the change management process.

Maintain ongoing change management reports, providing management information and updates for the rest of the department, normally through the IT Operations Group.

Co-ordinating the monitoring and reviewing all change requests and impact assessments, maintaining a current log of change/transition process breaches; escalating all issues to the appropriate level.

Supporting Project Managers on process and recommending and implementing the best approach to controlled transition into live and ensuring that the programmes bringing change follow due process.

Monitor the effectiveness of change control process and make recommendations for improving it.

Identify and coordinate updates for the IT Service Management tool (ServiceNow) and other associated solutions or documentation, as well as ongoing staff training needs. Be a key contributor to the overall configuration, running and effectiveness of the change module within the IT Service Management Tool.

To develop and maintain detailed procedures, documentation and manuals for the change management and transition to live functions.

Be an active member of the Change Advisory Board (CAB) and support / deputise for the Change Manager duties on a stand-in basis as required. Also be an active and influential member of the Regional CAB.

Manage the CAB meetings with the assistance of admin pool staff. Decide the agenda and apply pragmatism to the complexity and number of change requests for consideration in each sitting.

Support Project Managers to understand the various gateways and requirements they need to fulfil in order to navigate the change process and transition their projects / solutions safely into the production environment.

Continue to develop, improve and broaden knowledge and skills necessary for the execution of professional duties, attend relevant meetings, seminars and demonstrations as directed by the Resilience and Architecture Consultant.

Provide change & transition guidance and basic on-the-job training to other colleagues within the Digital & Information IT Operational Teams, Programme Delivery Team and others.

Other relevant duties as directed by the Architecture & Resilience Consultant (Change Manager).

#### SYSTEMS, EQUIPMENT AND MACHINERY

Desktop PC and Printer

Telephone, Photocopier and Fax

Windows 10

Microsoft 365

Microsoft Project

Email

Internet

Various applications including ServiceNow ITSM.

## 8. DECISIONS & JUDGEMENTS

The Digital Transition Specialist is responsible for day-to-day administration and conformance management of all change management and transitions into live procedures, and will be expected to work largely under their own initiative giving guidance and support to colleagues and customers alike.

Support and guidance will be available from the Change Manager and the Head of IT Operations. The Digital Transition Specialist will be the focal point for any problems within the process and will be expected to facilitate timely resolution, escalating through management if necessary.

In conjunction with the Change Manager, the Digital Transition Specialist will have the freedom to decide on the priority and approach to each of the individual change requests that may arise during the course of the working day.

Demonstrate strong initiative and drive and be able to manage the delivery of complex changes through to a beneficial and safe conclusion for the customers within the constraints of time and money.

Creates updates and re-structured procedures within the limits of the job role.

Expected to make decisions or be influential on operational issues, which may impact other departments and services both internal and external to NHS Fife. Propose improvements to process in line with business needs.

**9. COMMUNICATIONS & RELATIONSHIPS**

**Internal users on a frequent basis:**

Digital & Information Project Managers

Internal IT Operations department members / resolver groups

Clinical staff

Non-clinical staff

Section managers

Senior Managers/Executives

**External on a frequent basis:**

Other NHS Scotland Health Board and National / Regional / Division Representatives

Service suppliers and engineers

IT and Telecommunications equipment suppliers

Other 3rd parties

**10. DEMANDS OF THE JOB (physical, mental, emotional)**

PHYSICAL – Occasional requirement to exert moderate physical effort for very short periods during the working day. Sitting for long periods at a PC, but with opportunity to get up and move around. Travel to sites across Fife using own transport or public transport, which may involve walking to and from car parks and around large hospital sites.

MENTAL – Requirement to concentrate continuously for extended periods of time, for example most of a shift, on detailed I.T. configurations including but not limited to high level understanding of specialist technical configurations for implementation into I.T. infrastructure. Frequently switching between situations requiring concentration and assessment / decision making in the event of equipment/system interruption or breakdown.

EMOTIONAL – Dealing with emotional/conflict issues with staff. Very occasional exposure to difficult or frustrated staff/users.

WORKING CONDITIONS – Occasional exposure to electrical equipment and hazards. Required to work at VDU for long periods.

PATIENTS – Incidental contact with patients.

**11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

• The ability to identify and overcome procedural issues regarding change and transition.

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• Ensure that any adverse effect on the department’s ability to provide a quality service is minimised through effective management of the change process.

• Ability to communicate on multiple levels with customers, management and teams.

• Monitoring progress of Digital delivery, with ability to foresee problem areas within the transition process.

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• Be aware of business priorities and offer assessment within the balance between the control of change and high-profile sensitive issues associated with IT or medical systems with reliance on IT.

**12. KNOWLEDGE, TRAINING AND / OR EXPERIENCE REQUIRED TO DO THE JOB**

As per the Person Specification

**“Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23**

**Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice."**

**Job Description Agreement**

**Job Holder’s Signature Date**

**Head of Department Signature Date**

**History:**

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| Version | Date | Comment |
| V1.0 | 2015 | Sco17/JDIT03M Problem Manager - Band 6 |
| V2.0 | 2019 | Based on above, updated to new standard format, updated to include modern ITIL v3 Functions – Band 6 |
| V3.0 | 2021 | Updated to focus upon the ITIL Change & Transition process within ITIL – Band 6 |