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|  JOB IDENTIFICATION |
|  Job Title: Digital Services Incident/Problem ManagerResponsible to: Digital Services Head of Service Delivery Department: Digital ServicesDirectorate: Infrastructure & Support ServicesJob Reference:CAJE No: 800-3064No of Job Holders: 1Last Update: September 2023 |

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| JOB PURPOSE |
| Responsible for ensuring continued support, improvements, and communication of Digital Services Service Desk provision to all NHS Ayrshire & Arran users through appropriate Digital Services teams. It is expected the Incident and Problem Manager will work closely with all teams in Digital Services, key stakeholders, customers of the service and all supporting Third Parties. Responsible for the end-to-end management of Incidents and Problems related to Digital services to limit potential organisational disruption, enabling a return to business-as-usual service as soon as possible. From initial logging, through to resolution and closure, ensuring that the full lifecycle for Incidents and Problems are suitably managed and controlled to restore IT Services which are impacting NHS Ayrshire & Arran. This will require liaising with all teams within Digital Services.Responsible for the governance of IT Incidents and Problems with the overall target of minimising disruption to NHS Ayrshire & Arran staff across all areas.Creation and production of monthly management reports on incidents and problems to report to all levels of key stakeholders up to and including CXOs. Develop, prepare, agree, and communicate procedures to all relevant parties. Producing, updating, and sending out communication messages relating to high priority Incidents and other Problem/IT related issues.Review Incident records for accuracy, chase and seek clarification on high priority Incidents to produce Incident reports and follow up any outstanding actions and deliver within SLA.Role is focused on Incident and Problem Management provided through the Service Desk in support of current local Digital Services delivery and requirements to contribute to the development of support processes for new and changing NHS Ayrshire & Arran, West of Scotland, and National Initiatives. The role will support continuous improvement of the Digital Services whilst minimising the risk to business services, all activities will be recorded for auditing purposes.Responsible for Supplier Management, leading regular meetings, directing and managing resources from Internal and External (Suppliers) teams, proposing, requesting and managing the budget for work undertaken by all resources and conducing training with Internal and External (Suppliers) teams. In addition to this providing Management Information to show progress of work being undertaken by the teams. |

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| DIMENSIONS |
| Direct responsibility for monitoring, developing, and improving the quality of incident and problem management through interdepartmental working and Digital Services Service Desk provision to 14,000 + users across NHS Ayrshire & Arran through ongoing identification, analysis and reporting of performance and activity. Identification of areas for improvement and the implementation of new processes and procedures to meet client expectations in line with organisational requirements. Management of critical incidents and problems relating to Digital services and interdepartmental interaction, including Service Desk facilities which receive 6,000+ contacts per month. Ensuring service level targets and associated processes and procedures for Incident / Problem Management are clearly defined, implemented and met by internal staff and external suppliers. Escalation point for all Digital Services teams and Service Desk staff in relation to incidents and problems raised. |
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| ORGANISATION POSITION |
| The Incident and Problem Manager will report directly to the Acting Head of Service Delivery and will work alongside peers including the Digital Services Support Manager and the Digital Services Change Manager.. |

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| ROLE OF DEPARTMENT |
| The Department is responsible for delivering the following services on an organisation wide basis across NHS Ayrshire & Arran:1. Cost effective Digital services to drive Transformational Change and the delivery of effective and safe patient care.
2. Developing and maintaining the technical IT infrastructure (servers, desktops, local and wide-area networks) to enable the sharing of information and knowledge across NHS Ayrshire & Arran in a secure managed environment.
3. Providing support and professional advice on Digital technology, Voice, and Data Networks.
4. Delivering safe, effective, and efficient Digital Services to provide the highest possible standards and quality of care to patients.
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| KEY RESULT AREAS  |
|  **Incident Management**1. Development, agreement, implementation, embed, by training, guiding and advising Digital Services staff, and management of incident management policies and procedures for all Digital systems to ensure minimum disruption to service of clinical and corporate applications, therefore reducing impact on patient care.
2. Ownership and Management of the Incident and Major Incident Management Process ensuring the flow is fit for purpose, it is followed through the lifecycle end to end including Incident recording, classification, investigation, testing and resolution and supports the target of Incident SLA’s being met and exceeded by teams.
3. Create and agree Service Level Agreements (SLAs) for each service area and manage all Incidents through the lifecycle to ensure they are progressed in line with SLAs.
4. Monitoring, analysing, and reporting on Incidents affecting the Digital environment, performing tasks such as: prioritising and categorising Incidents; monitoring updates against major Incidents and ensuring that escalations and communications are managed appropriately to limit the potential disruption to service and return to business as usual as quickly as possible. In addition respond to unplanned unpredictable events or service interruption to restore service to its operational state as quickly as possible to minimise any adverse effect on organisation impact.
5. Experience in reporting and analysing Incident management performance and trends and the ability to write coherent, concise, and readable technical documentation. Produce monthly standard reports and respond timeously to requests for information relating to incident management activities from management and Digital teams. Ensure the underlying causes of IT Incidents are investigated via the Problem Management process
6. Responsible for validating the situation, customer and business impact, verifying the priority of Major Incidents and managing collaborative efforts to resolve the incidents effectively.
7. Accountable for creation and distribution of clear, timely and accurate business and technical communications, across the organisation including senior and executive management.
8. Demonstrate customer focus and the ability to utilise the required resources to clearly articulate the customer experience.
9. Act as point of contact for Service desk on escalated Incidents, taking ownership where needed to drive resolution. The ability to work under pressure with a flexible and pragmatic approach.

**Problem Management**1. Develop, agree, implement, embed, by training, guiding and advising Digital Services staff, and manage Problem Management policies and procedures for all Digital systems to ensure minimum disruption to service of clinical and corporate applications, therefore reducing impact on patient care.
2. Take ownership of the Problem Management and Continual Service Improvement (CSI) processes ensuring the workflows underpin the business goals of reducing Incident volumes and increase system availability across all services. In addition responsible for the creation and updates of Problem Management knowledge base articles.
3. Identification of multiple occurrences of related Incidents from which Problem records are created and managed, ensuring that root cause analysis is carried out as part of Problem resolution, with identification of actions and their owners. Conduct Root Cause Analysis (RCA) for critical and recurring Problems. Responsible for the end to end management of all Problems and associated tasks. Including maintaining an inventory of the Problems being analysed, current progress and status.
4. Assess Problems, to ensure that suitable data is provided and that the quality of the data is fit for purpose. To ensure that investigation and diagnosis can proceed as expediently and accurately as possible. All Problems will be reviewed against the Problem Acceptance Criteria - To ensure that only items which meet the Problem definition are progressed via the Problem Management process.
5. Monitor and ensure information relating to Problems is maintained including appropriate workarounds and resolutions to reduce the number and impact of Incidents over time.
6. Monitoring, analysing, and reporting on Problems (ensuring objectives, Critical Success Factors (CSF) and Key Performance Indicators (KPIs) are monitored and adhered to). Performing tasks such as: categorising types of Problems; identifying trends, monitoring updates, and ensuring proposed correct actions are completed and documented appropriately. Facilitating & chairing the Problem Management review meetings. Record and track all actions and ensure resource is allocated to address any underlying faults and achieve the required service stability.

**Service & Client Management**1. Directly responsible for delivering best practice Digital Incident and Problem Management processes providing efficient and effective support to internal Digital customers.
2. Develop and maintain good working relationship with ability to communicate complex technical problems and incidents with Digital Services Staff and key suppliers if associated services. Liaising with Digital Services Head of Service Delivery to facilitate required information provision or review of 3rd Party Vendor reporting on Service Level Agreements.
3. Ensure that customers' issues are addressed timeously by all Digital Services staff and identify opportunities for improvements, keeping abreast of organisations best practice.
4. Develop and implement key performance indicators for the measurement of accurate and prompt resolution of Digital Incidents and Problems. Responsible for development and maintenance knowledge articles for key issues.
5. Resolving conflict or contention for service within defined priorities, escalating actions to the Digital Services Head of Service Delivery as necessary.
6. Review, assist in the development of and agree communications for users in relation to unplanned system outages with other Digital Services staff ensuring they are easily understood. Ensure all communications are issued to agreed timetables, and directed to the right people where possible and are kept updated as appropriate if circumstances change during an outage/incident.
7. Responsible for the administration of Service Desk software and implementing changes, agreed with Digital Services, West of Scotland and Nationally.
8. Proven track record in the management of ITIL Service Operations processes.
9. Excellent organisational skills including attention to detail and multitasking, as well as excellent written, verbal communication and leaderships skills.
10. Strong stakeholder management and interpersonal skills, interfacing/presenting to director level.
11. Experience of driving through service improvement activities. Experience managing the provision of complex IT services against SLAs, including customer liaison management at all levels.
12. Awareness and understanding of Change, Problem, and Incident Management, maintaining Service Levels, ITSCM (IT Service Continuity Management), Business Continuity and Disaster Recovery.

The above is not exhaustive, and the post-holder may be required to fulfil any other reasonable requests for support on other digital related matters. |
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| 7a. EQUIPMENT AND MACHINERY |
| The post holder will use a range of standard office machinery & equipment, including: -* Scanners / Photocopiers or Multi-Function Devices
* Telephony
* Tele conferencing
* Video Conferencing
* Personal Computer
* Printer
* Audio Equipment
* Mobile Phone
* Other office equipment including smartboard, projector and photocopier.
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| **7b. SYSTEMS** |
| The post holder will use and ensure maintenance and services in support of a complex range of computer equipment and systems, including: -1. Servers, network equipment, PCs, printers, and other computer peripherals.
2. Microsoft operating systems, Microsoft 365 Applications, Adobe Applications, and other network systems.
3. Service Desk Software Application and Reporting Tools.
4. Business Support systems such as SSTS, eExpenses, ePayroll and eESS.
5. There will be a requirement to support single user systems, applications, and multiuser departmental systems, with operational awareness required, even if not a frequent user.
6. Specialist knowledge and understanding of Acute, Primary Care and Community Digital Clinical Systems throughout the organisation.
7. Access to Turas for appraisal and staff development.

The post holder will use a range of electronic and manual recording and reporting systems, including but not limited to 3rd party contracts, technical, legislative & supplier literature. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Work is assigned and assessed by the Digital Services Head of Service Delivery in line with local, West of Scotland and National initiatives.The post holder operates with a high degree of autonomy and has significant authority to determine how objectives should be met.The post holder identifies and initiates items for consideration by the client groups.Interaction and relationships with the very diverse range of service users, stakeholders and professional groups will be critical and will necessarily determine the overall direction and priorities of the department.The review of work is undertaken by the Digital Services Head of Service Delivery on a regular and informal basis, and formally through yearly Personal Development Plan meetings. |

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| 9. DECISIONS AND JUDGEMENTS |
| 1. Key areas of responsibility and agreed priorities & objectives will be agreed with the Head of Service Delivery in keeping with NHS Ayrshire & Arrans Digital & Data Strategy.
2. The majority of the post holder’s activity will be self-initiated and proactive in response to meeting objectives of the job with freedom to act / autonomy in the following Key Areas: -
3. Interpretation and response to requests for areas of work or escalation of incidents and problems (often complex) including anticipation and resolution of issues.
4. Individual issue resolution or complex communication to the rest of the Digital Services Directorate and customers as appropriate (proactive and responsive).
5. Interpretation, communication, and submission of information to Digital Services relating to Incident and Problem Management.
6. Interpretation and communication of information to and from 3rd party suppliers in relation to Incident and Problem Management.
7. Decisions, directions, and communication to External Suppliers (proactive and responsive).
8. Proactively establishing customer expectations and providing developments in service provision or performance measures to facilitate agreement and satisfaction where possible.
9. Frequent interaction and joint working on key projects or pieces of analysis or Service and Quality Improvement.
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| 1. Providing service improvements necessary to meet the aspirations of Digital users through the management of Incidents and Problems which may affect patient care while ensuring all interested parties are kept updated with progress.
2. Developing, implementing, embedding and communicating Incident and Problem management processes for all Digital systems to ensure minimum interruption to service delivery of applications.
3. Investigate complex system errors and failures which may require configuration of software and hardware, trend analysis and reporting process.
4. Concluding the resolution of Incidents or Problems with Digital teams and resources to whom the post holder has no authority, with high and conflicting demands on resources, to the benefit of end users.
5. Delivering all elements of role with a changing and growing NHS Ayrshire & Arran and West of Scotland, ensuring correct prioritisation and categorisation of complex Incidents, often many at one time, whilst ensuring patient care is delivered effectively and with minimal risk to continuity of Digital Services.
6. Managing and prioritising a balance of scheduled work and services with periodic emergency work
7. Working within a highly technical and changing environment.
8. Providing solutions to complex technical Incidents and Problems.
9. High level of dexterity and precision maintaining and solving issues with machinery, physical equipment, hardware across organisation.
10. Frequent periods of concentration required when analysing complex technical incidents/problems, writing reports and knowledge-based resolution.
11. Dealing with aspects of patient confidentiality and data protection.
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| 11. COMMUNICATIONS AND RELATIONSHIPS |
| Communication is a key element to this role with the ability to communicate complex technical information effectively to individuals or large groups at all levels and stakeholders in a clear and understandable manor being an absolute requirement. Other than obvious inter departmental communication, all users of Digital equipment or services are able to converse with the post holder at any time, whether junior or senior, clinical, or clerical. The nature of communication is wide ranging from basic to complex Digital issues, technical to supportive, informative to emotive. Depending on the recipient of the communication this can be positive news regarding improvements of service, informative news regards to changes in service, negative news regarding unavoidable service outage. Internal - in person communication, e-mail, telephone, or group presentation: -1. Issue agreed communication to all Digital Users on demand for all Major Incidents or unplanned Service Outages.
2. Close collaboration with Heads of Service, Service Desk Team Leader and other Digital Management teams.
3. Executive team members, senior clinical and medical staff, General Managers, Service Managers, Departmental managers or Heads of Departments and a wide range of users of Digital systems and services.

 External - in person communication, e-mail, telephone, or presentation: -1. External suppliers with key contractual relationships within NHS Ayrshire & Arran and NHS Scotland.
2. National teams and national technical leads.
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| 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB |
|  **Physical Effort/Skills:*** High level of dexterity and precision occasionally fixing equipment
* Sitting for prolonged periods of time
* Occasionally moving and handling equipment
* Frequent advanced keyboard skills
* Occasional travelling between sites
* Driving licence/driver

**Mental Effort/Skills:*** Ability to deliver initiative, proactiveness and subjectivity at times of high demand or pressure, such as major clinical or Digital system outage.
* Knowledge that major impact on clinical and medical services can be affected by initiative, decisiveness, and promptness of reactions to loss of Digital services can create high levels of stress, often requiring additional effort.
* Understanding & progressing resolution of known problems which can be complex in nature both technically and in regard to understanding clinical or organisational implications.
* Lengthy periods of concentration are required analysing Digital issues whilst balancing frequent interruptions by Digital Service Users or department staff, and multi-tasking.
* Maintaining knowledge in area of expertise including managerial, technical & legislative advancements, whilst continuing to carry out day to day activities.
* Physical demands on time management and ability to diversify due to team of staff with varying responsibilities & skills, ensuring performance measures are met & improved upon.

**Emotional Effort/Skills:*** Excellent interpersonal skills.
* Exceptional customer service orientation.
* Informing users of issues which may affect their productivity.
* Empathy with colleagues and users
* Dealing with stressful, angry users

**Environmental Working Conditions:*** Mainly office based but can be subject to agile working and working from home
* Travelling between sites
* Occasionally unpleasant conditions, exposure to dust and noise
* Server rooms within hospitals and clinics
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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| 1. Significant experience of working in a Digital service or support function with proven ability of managing staff with diverse skills and abilities.
2. Educated with degree in IT, Business Management, or related field, or holds equivalent level of professional IT qualifications.
3. Qualified in ITIL Foundation level is desirable.
4. In depth knowledge of Digital Support is essential as is competence in troubleshooting, root cause analysis and problem solving.
5. In-depth knowledge and understanding of NHS primary care, community and secondary care services, systems, and infrastructure.
6. High level of familiarity of the concepts, standards, technology, tools, procedures, hardware, software, and services in use for delivering Digital services is required.
7. Proven ability to understand the business aspects of information systems and applications supported, and specialist knowledge of technical aspects of information and application systems, hardware, and software environments in which they run, business continuity process and procedure to ensure impact is known for loss or interruption to services.
8. High levels of analytical and numeric skills are essential.
9. Highly developed & fine Keyboard skills are required.
10. High level of communication and negotiating and influencing skills and the ability to diplomatically deal with all levels of users and senior management must be demonstrable.
11. High level of knowledge of legislation, best practices and procedures surrounding Digital.
12. Managerial competencies with organised approach to administration, workloads and prioritisation across multi-skilled teams and complex services.
13. Demonstrated capability to manage own workload and make informed decisions, working independently and using own initiative.
14. Excellent report writing skills and able to articulate complex information to a range of key stakeholders at all levels.
15. Advanced level IT Skills including Excel, Word and PowerPoint.
16. Able to design, implement and embed documented procedures and policies with staff at all levels.
17. Able to deal, analyse and present technical information to a non-technical audience.
18. Self-motivated with the ability to motivate and empower others to achieve specific goals in the resolution of Incident and Problem Management.
19. Practical approach to problem solving, and excellent ability to understand technical issues.
20. Strong management and leadership skills.
21. The ability to work under pressure and multitask, maintaining quality output.
22. Exceptional relationship building skills, including extensive experience of working collaboratively with stakeholders at all levels,
23. Full driving license and car is essential.
24. Experience of the NHS is desirable.

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| 14. JOB DESCRIPTION AGREEMENT |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.Job Holder’s Signature:Head of Department Signature: | Date:Date: |