

**WEEKLY REPORT****12 to 18 Jan. 2025.**

LOCATION/DEPARTMENT	FAULT	STATUS	DATE
Psychiatry (Accounts)	Faulty HDMI slot (replaced with VGA)	Resolved	13-01-2025
Chest Clinic (Pharmacy HoD)	Network Connectivity Issues (lhims)	Resolved	14-01-2025
Psychiatry (Pharmacy)	Printer Issues (Error print on shared computer)	Resolved	14-01-2025
Psychiatry (Pharmacy Manager)	Set up New Machine for the office	Resolved	15-01-2025
Diabetes Clinic (Records)	Network Issues (faulty Keystone)	Resolved	15-01-2025
Diabetes Clinic (Records)	Network Issues (Quixmo)	Resolved	15-01-2025
Diabetes Clinic (dcno incharge)	Network Issues (lhims)	Resolved	15-01-2025
Psychiatry (Records)	Network Issues (lhims)	Resolved	15-01-2025
Consulting room 1B (OPD)	Network Issues (lhims)	Resolved	15-01-2025
Psychiatry (Con room 6)	Network Issues (lhims)	Resolved	15-01-2025
Diabetes Clinic (Records)	Network Issues (lhims)	Resolved	15-01-2025
Consulting room 1A (OPD)	System not turning on	Resolved	16-01-2025
Psychiatry (Psychotherapy)	Install a wireless network adapter	Resolved	16-01-2025
Poly (NHIS)	Installation/update of claim-it on 10 PCs	Resolved	16-01-2025
Diet Therapy (Consulting Rooms)	Network Printing Issues (Installed shared printer on CR2 and CR3)	Resolved	17-01-2025
Medicine (D3)	Network Connectivity Issue (lhims)	Resolved	17-01-2025

**WEEKLY REPORT****19 to 25 Jan. 2025.**

LOCATION/DEPARTMENT	FAULT	STATUS	DATE
Chest Clinic (Pharmacy)	PC not turning on (reseat the memory)	Resolved	20-01-2025
Psychiatry (Secretary)	Office Activation	Resolved	20-01-2025
Chest Clinic (Pediatrics)	Network Issue (lhims not working)	Resolved	20-01-2025
Chest Clinic (NACP)	Operating System problem (Install new OS)	Resolved	20-01-2025
Medicine (D5)	Windows Black Screen	Resolved	20-01-2025
Chest Clinic (Pharmacy)	Desktop not turning on	Resolved	21-01-2025
Diabetes Clinic (Incharge's Office)	Tablet not able access lhims	Resolved	21-01-2025
Chest Clinic (Pediatrics)	Network Issue (lhims)	Resolved	21-01-2025
Medicine (D5 BM office)	Office Activation	Resolved	21-01-2025
Medicine (D5 HoD office)	Network Issue (lhims)	Resolved	21-01-2025
Medicine (D5 Library)	Network Issue (lhims)	Pending	21-01-2025
Medicine (D5 HoD office)	Printer Issue	Resolved	21-01-2025
Psychiatry (Con room 2)	Network Issues (Keystone port faulty)	Resolved	22-01-2025
Diet Therapy	Faulty Display (splash screen)	Resolved	22-01-2025
Chest Clinic (Adult Con room)	Faulty patch cable (replaced patch cable)	Resolved	23-01-2025
Psychiatry (Con room 8)	Faulty patch cable (replaced patch cable)	Resolved	23-01-2025
Chest Clinic (Con rooms)	Network Issues (slow lhims on 5 pcs)	Resolved	24-01-2025
Chest Clinic (Pharmacy)	Network Issues (lhims)	Resolved	24-01-2025
Medicine (D5)	Network Issues (lhims)	Resolved	24-01-2025
Medicine (D3)	Network Issues (lhims)	Resolved	24-01-2025
Medicine (D3)	PC not turning on	Resolved	24-01-2025

**WEEKLY REPORT****26<sup>th</sup> Jan. to 1<sup>st</sup> Feb. 2025.**

LOCATION/DEPARTMENT	FAULT	STATUS	DATE
Chest Clinic (Pharmacy)	Network Issue (lhims)	Resolved	27-01-2025
Chest Clinic (Pediatrics)	Network Issue (lhims not working)	Resolved	27-01-2025
Medicine (D2)	Virus Infected Machine (Install Windows)	Resolved	28-01-2025
Medicine (D2)	Network Issue (lhims)	Resolved	29-01-2025
Chest Clinic (Adult Con room)	Network Issue (lhims)	Resolved	29-01-2025
Psychiatry (Head of Pharmacy)	Set up new printer	Resolved	30-01-2025
Diabetes (Records)	Network Issue (lhims)	Resolved	30-01-2025

**WEEKLY REPORT****2<sup>nd</sup> Feb. to 8<sup>th</sup> Feb. 2025.**

LOCATION/DEPARTMENT	FAULT	STATUS	DATE
Medicine (D5)	Windows Activation	Resolved	03-02-2025
Chest (Adult clinic)	Network Issues (lhims)	Resolved	03-02-2025
Medicine (D2A)	Network Issues (lhims)	Resolved	03-02-2025
Chest (Pharmacy)	Network Issues (slow lhims)	Resolved	03-02-2025
Medicine (D5 BM)	Printer Issue (Printer not set as default)	Resolved	05-02-2025
OPD (Consulting Room 1A)	Network Issue (lhims)	Resolved	05-02-2025
Psychiatry (Records)	Network Issue (lhims)	Resolved	05-02-2025
Psychiatry (Pharmacy)	Network Issue (lhims)	Resolved	05-02-2025
Psychiatry (Pharmacy)	Network Printing Issues (Reinstalled OS)	Resolved	06-02-2025
Medicine (D2A)	Network Issues (lhims)	Resolved	06-02-2025
Psychiatry (A&E Secretary)	Set up Sec's workstation due to relocation	Resolved	07-02-2025
Psychiatry (A&E)	Network Issue (lhims)	Resolved	07-02-2025
Psychiatry (A&E HoD)	Replaced Ethernet cable with a longer one	Resolved	07-02-2025
Psychiatry (A&E)	Terminated 2 Cat6 twisted pair cables	Resolved	07-02-2025

**WEEKLY REPORT****9<sup>th</sup> Feb. to 15<sup>th</sup> Feb. 2025.**

LOCATION/DEPARTMENT	FAULT	STATUS	DATE
Chest (Con Room)	Network Issue (lhims)	Resolved	10/02/25
D2A	Network Issue (lhims)	Resolved	10/02/25
OPD (Con Room 1A-F)	Network Issue (lhims)	Resolved	10/02/25
Psychiatry (A&E)	Relocation of Photocopier Network Printer	Resolved	11/02/25
Psychiatry (Records)	Network Issue (lhims)	Resolved	11/02/25
Psychiatry (Pharmacy)	Printer Issue Network Issue (lhims)	Resolved	11/02/25
Psychiatry (Con Rooms)	Network Issue (lhims)	Resolved	11/02/25
Psychiatry (Psychotherapy)	Network Issue (lhims)	Resolved	11/02/25
Diabetes (DCNO incharge)	Tablet lhims issue	Resolved	12/02/25
Chest (Pharmacy)	Internet not working	Resolved	12/02/25
D2 Accounts	Network Issue (lhims)	Resolved	12/02/25
Psychiatry (Records)	Network Issue (lhims)	Resolved	12/02/25
Psychiatry (Pharmacy)	Network Issue (lhims)	Resolved	12/02/25
OPD con room 1A – F	Network Issue (lhims)	Resolved	12/02/25

**WEEKLY REPORT****16<sup>th</sup> Feb. to 22<sup>nd</sup> Feb. 2025.**

LOCATION/DEPARTMENT	FAULT	STATUS	DATE
Psychiatry (Con room 2)	Network Issue (lhims)	Resolved	17/02/25
D4	Network Issue (lhims)	Resolved	17/02/25
Diabetes (Records)	Quixmo Printer Issue (Resolved)	Resolved	17/02/25
Diet Chest (Paedics)	Network Issue (lhims)	Resolved	17/02/25
Psychiatry (Lead Clinician)	Network Connectivity Issues	Resolved	18/02/25
Psychiatry (Pharmacy)	Network Issue (lhims)	Resolved	18/02/25
Psychiatry (Con Rooms)	Network Issue (lhims)	Resolved	18/02/25
Diabetes (Records)	Quixmo Issue and Network Issue (lhims)	Resolved	18/02/25
Diabetes (DCNO incharge)	Tablets running slow	Resolved	19/02/25
Chest (Pharmacy)	Internet not working	Resolved	19/02/25
Psychiatry (Records)	Network Issue (lhims)	Resolved	20/02/25
Diabetes (Pharmacy)	Network Issue (lhims)	Resolved	20/02/25
Psychiatry (Pharmacy)	Printer reconfigured to a network printer	Resolved	21/02/25
D2 Accountant office	Configured and Set up New PC	Resolved	21/02/25

## WEEKLY REPORT

23<sup>rd</sup> Feb. to 1<sup>st</sup> Mar. 2025.

LOCATION/DEPARTMENT	FAULT	STATUS	DATE
OPD (Consulting room 1)	Network Issue (lhims)	Resolved	24/02/25
D4A	Network Issue (lhims)	Resolved	24/02/25
Diabetes (Pharmacy)	Faulty UPS (Replaced battery)	Resolved	24/02/25
Chest (Paedics)	Network Issue (lhims)	Resolved	24/02/25
Chest (Pharmacy)	Network Connectivity Issues	Resolved	25/02/25
Psychiatry (Pharmacy)	Network Issue (lhims)	Resolved	25/02/25
Psychiatry (Con Rooms)	Network Issue (lhims)	Resolved	25/02/25
Diabetes (Records)	Quixmo Issue	Resolved	25/02/25
D4A	Network Issues	Resolved	26/02/25
Chest (Pharmacy)	Internet not working	Resolved	26/02/25
Diet (Records)	Internet not working	Resolved	26/02/25
Psychiatry (Records)	Network Issue (lhims)	Resolved	27/02/25
Diabetes (Pharmacy)	Network Issue (lhims)	Resolved	27/02/25

### Summary of Activities

The IT support team successfully resolved all reported **network connectivity, power backup, and printing issues** across various departments during the week. A total of **13 technical issues** were reported, with all of them **fully resolved**.

### Key Issues and Resolutions

#### 1. Network Issues (LHIMS & Internet Connectivity)

- **Departments affected:** OPD (Consulting Room 1), D4A, Chest (Paediatrics & Pharmacy), Psychiatry (Pharmacy, Records, and Consulting Rooms), and Diabetes (Pharmacy & Records).
- **Issues:** Users were unable to access **LHIMS** or had general internet connectivity issues.
- **Resolution:** Troubleshooting, access point resets, and system reconfigurations restored network functionality.

## 2. Power Backup Issue

- **Diabetes (Pharmacy):** A faulty UPS battery was replaced to ensure consistent power supply.

## 3. Printer and Device Issues

- **Diabetes (Records):** A Quixmo Printer Issue was successfully fixed, restoring printing operations.

## Conclusion & Recommendations

The IT team successfully **resolved 100% of reported issues** within the week. To maintain seamless operations, we recommend:

- **Regular network monitoring** to prevent recurring LHIMS connectivity disruptions.
- **Routine UPS and power system checks** to ensure uninterrupted system operations.
- **Proactive user support** through basic troubleshooting training to handle minor network issues before escalation.



## WEEKLY REPORT

2<sup>nd</sup> to 8<sup>th</sup> Mar. 2025.

LOCATION/DEPARTMENT	FAULT	STATUS	DATE
D1	System Not turning on	Resolved	3/03/25
D4	Network Issue (Replaced Access point)	Pending	3/03/25
Diabetes (Records)	Quixmo Printer Issue (Resolved)	Resolved	3/03/25
Diabetes (Pharmacy HoD)	Replaced UPS battery	Resolved	3/03/25
Psychiatry (HoD)	Network Connectivity Issues	Resolved	4/03/25
Psychiatry (Pharmacy)	Network Issue (lhims)	Resolved	4/03/25
Diabetes	Tablet not connecting to ehealth	Resolved	4/03/25
Diabetes (Records)	Quixmo (host URL not found)	Resolved	4/03/25
D4	Uninstalled Access point for reconfiguration.	Pending	5/03/25
Diabetes (Pharmacy)	Faulty UPS (Replaced battery)	Resolved	5/03/25
Psychiatry (Records)	Network Issue (lhims)	Resolved	6/03/25
D3A	Network Issue (lhims)	Resolved	6/03/25
Psychiatry (Con room 1)	Set up a better working PC from the stock at the office	Resolved	6/03/25
Psychiatry (Con room 3)	Set up a better working PC from the stock at the office	Resolved	6/03/25

### Summary of Activities

During the week, the IT support team addressed multiple technical issues across different departments. The majority of the reported faults involved **network connectivity issues, hardware replacements, and system setup optimizations**. Out of the **13 reported issues, 11 were fully resolved**, while **2 network-related cases remain pending**.

### Key Issues and Resolutions

#### 1. Network Issues (LHIMS & General Connectivity)

- **Departments affected:** Psychiatry (HoD, Pharmacy, and Records), Diabetes (Records, D3A), and D4.
- **Issues:** Devices unable to connect to LHIMS and general connectivity failures.

- **Resolution:** Troubleshooting and reconfiguration restored network access, except for **D4**, where **access point reconfiguration is still pending**.

## 2. Hardware Replacements & System Setup

- **D1:** System that was not turning on was successfully repaired.
- **Diabetes (Pharmacy HoD & Pharmacy):** Replaced **UPS batteries** to ensure power backup functionality.
- **Psychiatry (Con Room 1 & 3):** Set up **better working PCs** from available office stock to improve performance.

## 3. Printer and Device Issues

- **Diabetes (Records):** Resolved **Quixmo Printer issues**, including a **host URL connectivity error**.
- **Diabetes:** Tablet not connecting to eHealth was successfully fixed.

## 4. Pending Issues

- **D4 Network Issue:** An **access point was replaced**, but **final configuration is still pending**.
- **D4 Access Point Reconfiguration:** **Uninstallation was completed**, but further reconfiguration is required.

## Conclusion & Recommendations

The IT team successfully **resolved 85% of reported issues**, with **only two pending network-related cases** that require further action. To enhance operational efficiency, we recommend:

- **Completing the access point reconfiguration at D4** as a priority.
- **Regular maintenance of network devices** to minimize future connectivity issues.
- **Ensuring a stock of essential IT components** (UPS batteries, access points, PCs) for quicker replacements when needed.

## WEEKLY REPORT

9<sup>th</sup> to 15<sup>th</sup> Mar. 2025.

LOCATION/DEPARTMENT	FAULT	STATUS	DATE
Psychiatry (Con room 1)	Replaced old PC	Resolved	10/03/25
Psychiatry (Con room 3)	Replaced old PC	Resolved	10/03/25
Diabetes (Records)	Network issue (lhims)	Resolved	10/03/25
Chest (Paedics)	Network Issue (lhims)	Resolved	10/03/25
Psychiatry (Records)	Quixmo Card Printer Issue	Resolved	11/03/25
Psychiatry (Records)	Network Issue (lhims)	Resolved	11/03/25
OPD (Con Room 1)	Network Issue (lhims)	Resolved	11/03/25
D4A	Network Issues	Pending	11/03/25
Diagnostic Center	System not turning on	Resolved	12/03/25
Psychiatry (Con room 5)	Lhims not working	Resolved	12/03/25
OPD Psychiatry	Network Issue (All machines in the vicinity are picking 192 IP addresses)	Resolved	13/03/25
D2 Accountant	System not turning on (partly resolved) needs CMOS battery replacement.	Partially resolved	13/03/25
Psychiatry (Psychotherapy)	Activate Microsoft office	Resolved	14/03/25
D5	Update Chrome	Resolved	14/03/25

### Summary of Activities

During the reporting period, the IT support team handled various technical issues across multiple departments. The primary concerns included **network issues, system replacements, software updates, and hardware failures**. A total of **13 issues were fully resolved**, while **one issue remains partially resolved** and another is still pending.

### Key Issues and Resolutions

#### 1. Network Issues (LHIMS & Connectivity)

- **Departments affected:** Diabetes (Records), Chest (Paediatrics), Psychiatry (Records), OPD (Con Room 1), and OPD Psychiatry.
- **Issues:** Inconsistent connectivity and LHIMS access problems.

- **Resolution:** Troubleshooting and reconfiguration restored full functionality.

## 2. Hardware Replacements & Fixes

- **Replaced old PCs at Psychiatry (Con Room 1 & 3)** to improve system performance.
- **Diagnostic Center:** A system that failed to turn on was successfully repaired.
- **D2 Accountant Office:** A system failure was **partially resolved**, but it requires a **CMOS battery replacement** for full functionality.

## 3. Software & Printer Issues

- **Psychiatry (Psychotherapy):** Activated Microsoft Office for operational efficiency.
- **D5:** Updated Chrome to ensure compatibility with web applications.
- **Psychiatry (Records):** Resolved a **Quixmo Card Printer Issue** affecting document printing.

## 4. Pending & Partially Resolved Issues

- **D4A:** Network issues are still **pending resolution** and require further troubleshooting.
- **D2 Accountant:** CMOS battery replacement is needed for a complete system fix.

## Conclusion & Recommendations

The IT team successfully addressed most of the reported issues, with only **one pending and one partially resolved** case. Moving forward, we recommend:

- **Proactive system maintenance** to minimize network downtime.
- **Stocking essential hardware components** (such as CMOS batteries) for faster issue resolution.
- **User awareness training** on basic troubleshooting to prevent minor disruptions.