IT Department – Project update

Executive Summary

This document provides an overview of the latest advancements and project updates within the NBCC IT department, showcasing my leadership and our team's commitment to continuous improvement and innovation. Additionally, I am formally requesting a salary adjustment, justified by the significant accomplishments detailed below.

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1. Microcare HIS Evaluation and Documentation Status

- Successfully completed a gap study and evaluation with each department.

- Developed comprehensive documentation of findings and system evaluation status.

2. Upgrade of Primary and Secondary Domain Servers to Windows Server 2016

- Successfully upgraded primary and secondary domain servers from Windows Server 2012 to Windows Server 2016.

- Ensured compliance with Microsoft standards and resolved synchronization issues with Azure.

3. Enhanced Internet Connectivity and Redundancy

- Implemented Mobily 5G as a standby internet connection to ensure uninterrupted access in case of line failure.

- Planned further augmentation of connectivity with the addition of another fiber optic line.

4. Evaluation and Selection of Hospital Information System (HIS)

- Conducted demonstrations with various HIS vendors: Careware, ATS, Oasis, MegaCare, and Vida.

- After thorough evaluations, Vida was chosen as the preferred HIS solution, marking a significant achievement.

5. E-Invoice Phase 2: Prerequisites Completed

- Successfully completed prerequisites for E-Invoice Phase 2.

- Implementation has been fully completed.

6. Integration of NPHIES with Waseel

- Successfully integrated NPHIES with Waseel for our insurance company.

- Enhanced data interoperability and strengthened collaboration between healthcare providers and insurers.

7. Wireless Controller Upgrade Initiative

- Planning for the upgrade of our outdated wireless controller is underway.

8. New OVR System Implementation (In-House Developed)

- Successfully implemented the in-house developed OVR system (Version 1.0), achieving full-circle automation.

9. New Task Management System (In-House Developed)

- Developed and successfully implemented a task management system for operations, medical, and executive tasks, achieving full-circle automation.

10. Successful Implementation of Freshworks CRM

- Key achievements include:
  - Integration of Chat Bot with websites.
  - Integration and testing of Email and SMS campaign functionalities.
  - Creation of a landing page.
  - WhatsApp integration.
  - Conducted five training sessions for the marketing department.

11. bloodandcancer.org Website Update

- Updated the bloodandcancer.org website with revised content as per the marketing department's instructions.

12. Upgrade of Medical Center Surveillance Cameras

- Successfully replaced all surveillance cameras at the medical center, significantly enhancing security.

13. Successful Firewall 200F Upgrade

- Successfully upgraded Firewall 200F, strengthening network security.

14. Backup Planning: Server and Fileserver

- Backup plan for our servers and fileserver is currently in the planning stage.

15. Cloud Call Center Solution 'Maqsam' Project

- Successfully implemented the cloud call center solution 'Maqsam.'

16. Data Visualization Initiative

- Initiated a data visualization project to empower decision-makers with clear and intuitive insights.

17. Data Migration

- Successfully demonstrated the current system and database to Vida, providing key tables for easier data migration.

18. SAP & Vida Project

- SAP & Vida project plan has been prepared and is awaiting implementation.