AMALA COLLEGE OF NURSING

(An undertaking of Amala Cancer Hospital Society)

Amala Nagar P.O., Thrissur-680 555, Kerala, India.

Website : www.amalanursingcollege.org

First Cycle NAAC Accreditation 2022

CRITERION 4

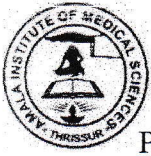## INFRASTRUCTURE AND LEARNING RESOURCES

4.4. IT Infrastructure

4.4.2 Documents Related To Updation of IT and Wi-Fi Facilities-Software Implementation Completion Report

Submitted to

THE NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

Software Implementation Completion Report

Introduction

This project designed to solve the operational issues of day-to-day activities of the hospital and all institutions under Amala Medical Society. In this project IT department developing two web based application, the first one is 'OneAmala' and second one is 'iApps'. Both are powered by IT Department of Amala Institute of Medical Sciences.

Scope

It is a Content Management System (CMS) to communicate with departments. Main event details and photos will be published in OneAmala. Other functions include phone directory, availability of circulars (public) and training schedules by HR departments. It resolves operational issues like IT hardware, maintenance, electrical complaints, phone complaints etc. iApps services includes "iServ" which is mainly used to raise the tickets for the above operational issues, and take part in managing the clinical activities such as discharge summary, investigation request etc. The server provides separate login ID for all the employees of Amala Institute of Medical Sciences, Amala College of Nursing, and other institutions under Amala Cancer Hospital Society. Quality management system for NABH is functioning under iApps.

Steps taken by IT

1. To conduct a meeting with Assistant Director & COO for make a project plan & select project team members.
2. Interact with department HOD's & employees to take their inputs.
3. Submit final project report for approval.
4. 07/01/2016 IT starts this project work.

Key Benefits of 'OneAmala'

1. Phone Directory.
2. Patient Shifting.
3. Intranet Mail.
4. Doctors Leave Information.
5. All Circulars.
6. Patient Feedback Form.
7. iApps.

Key Benefits of 'iApps'

1. Employee Attendance History.
2. Employee Training History.

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3. Employee Feedback.
4. Service Request for IT, Electrical, Bio Medical, Maintenance, Telephone, HIS, Other help.
5. Incidents Reporting
6. iDoc for Official Communication.

Implementation Steps

1. Within three months after getting the approval, IT completed the software development work.
2. Configure dedicate server.
3. Deploy application in the server.
4. Conduct introduction meeting and staff training.
5. Gap analysis completed during the training.
6. Released final software version (3/10/2022)

Thanks.

Thanks should be given to all of the following for working on, advising on or just being plain supportive through the project.

Project Steering Group

1. Director.
2. Assistant Director.
3. Chief Operating Officer

Project Working Group

1. Department HOD's.
2. HR Department.
3. Selected Staff

Project team

1. Sujith
2. Alitta

Project Closure Note

The CMS project has achieved the main aims and objectives of the project within the defined budget and planned timescale. This report confirms the closure of the Content Management System project. It also details the deliverables and the achievements of the project.

Objectives

The objective of the CMS project was to implement a web publishing tool which met the requirements of the Amala medical society.

Deliverables

CMS product – The Content Management System was developed after following evaluation procedures and gaining Board approval. The product, For Computing Services, in-house hardware has been installed.

CMS Hardware – The architecture of the CMS hardware resulted in the purchase of 1 application
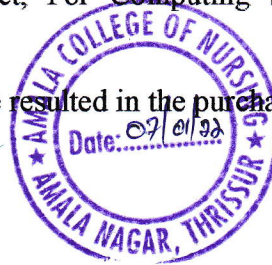
server. These servers have been built and installed by IBM.

Operational Procedures – The service delivery and support of the CMS is detailed in the Operational Procedures. Back up procedures and problem resolution is described along with the CMS publishing process and model. Computing Services will keep and maintain this document for their own records.

Training Material – In-house training will be provided by Computing Services training team. Also a Web accessibility/ usability workshop will be run in conjunction with CMS roll-out.

Benefits

The benefits of implementing a Content Management System will become more apparent as the application is rolled-out further, across departments. The main improvement will be the look and feel of the Amala external facing web sites, these will change to give a more consistent appearance and navigation style. Another benefit achieved by the CMS project is the provision of a reliable, organized web-publishing tool which will link to central data sources, removing data duplication in web sites.

Handover

The Content Management System will now be under the IT team. They will be responsible for assigning logins to users and supporting the CMS application by providing assistance to departments where and when required.

Roll Out

The IT teams have already begun the roll-out of the Content Management System. That is, the application is now being implemented in various departments within the Amala medical society. Considering the complexity of the roll-out process and the length of time it will take, appropriate working procedures should be established and followed. The roll-out progress needs to be monitored and working procedures reviewed at regular intervals therefore it may be beneficial to employ an Implementation Manager to priorities, plan and co-ordinate the roll-out.

Conclusion

The Content Management System implementation was a success because it followed the appropriate project management methodology and had clear objectives from the start. Projects that constantly monitor progress and review plans are more able to adapt to the challenges that arise during the life of the project.

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