



Health Employee And Resource Tracking and Searching (HEARTS)

Melbourne 20th August 2009: eB2Bcom launches ViewDS for Health – Health Employee And Resource Tracking and Searching system at HISA 09 Canberra Convention Centre.

Requirement

Health Employee And Resource Tracking & Searching (HEARTS) evolved from a requirement of a major Hospital region in Melbourne Australia. Like many similar organisations, this Hospital was frustrated by their multiplicity of data repositories for employees and contractors, and the consequent lack of a single trusted authoritative source of staff information. This lack of co-ordinated directory services was seen as a major impediment to implementing other Identity Management Systems, particularly for security and provisioning.

HEARTS

provides a hospital with a centralised publishing point for staff, contractor, and visiting identity information and single point of update for all Allied Health contact information. It is the product of, and focal point for the integration, consolidation and automation of Identity Management systems, processes and procedures. HEARTS meets the requirements of multiple stakeholder groups supporting them in the functions they perform.

Key Features

Centralised Repository.

HEARTS provides a central point for the management of internal staff, external staff resources and other related data. It can also contain and publish other locally managed data for which there is no other source. This could include:

Non payroll staff - consultants, contractors, volunteers, research students, etc.

Functions and Roles - Duty Nurse, emergency reception, on-call reception, etc.

Resources (e.g. Meeting rooms) locations, booking details and contact

Committee groups - linkages of resources into groups

External contacts –information relating to external stakeholders such as GPs, Health clinics and other Hospitals.

Searching Capabilities

Users are not always precise in searching a directory: names can be mis-heard, transcribed incorrectly or shortened. Furthermore there is a wide range of names from different languages. HEARTS supports a range of approximate matching strategies to better support searches by human users. These include:

phonetic matching - e.g. "pane" will match "payne", "wong" will also find "wang"

typing correction - compensates for missing and transposed characters eg "fisotherapy" will match "physiotherapy"

stem matching - e.g. "optics" will match "optical"

synonym matching - e.g. "Bob" will match "Robert", "road" will match "street", "Cancer" will match "oncology"

Abbreviation matching - e.g. "NSW" will match "New South Wales"

word matching, including word synonyms, word phonetic matching and typing correction

fuzzy logic used to rank and return the best results and specialized indexes for rapid evaluation of approximate matches on large databases

Delegated Access control

Access controls protect privacy and sensitive information from inappropriate disclosure and provide a delegated administration model allowing differing levels of update to be made by a number of identified 'Stakeholder' groups. So Both Role Based and Attribute Based Access controls are supported with fine grained Access control based upon a combination of factors such as Time of Day also possible. For instance the cost centre managers are responsible for the accuracy and maintenance of information specific to their staff within their cost centre.

Single Sign On (SSO) and User Self Service

Proxy Authorisation functionality is employed to provide 'Single Sign On' based on the users Windows account. This reduces the maintenance cost and removes the need for administrators to maintain user authentication credentials in HEARTS. It also enables the provision of 'User Self Service' empowering staff to maintain key personal contact information within the View500 Staff directory.

Integration and automation

HEARTS can leverage existing corporate systems and processes to produce an up to date view of contact information.

The regular automated synchronisation of staff and organisational information provides provisioning and de-provisioning of staff and automated maintenance of the core Directory information.

Corporate applications receive a 'copy' of HEARTS information through automated synchronisation.

Examples are Windows Active Directory, Switchboard Interface, Finance, Payroll and Contract Management, Call Accounting System, Administration Systems and HMO systems

Phone Lists

Departmental phone listings and report are generated from the Staff Directory providing real time information which can be presented on the screen and printed on demand.

Organisational charts

Entries in a directory are arranged in a hierarchy called the directory information tree (DIT). The directory is most useful when the DIT mirrors a real-world hierarchy e.g. the organizational structure of a company or government.

These reports are generated automatically from the current information stored in HEARTS.

Reporting

A whole range of Reports are available from ViewDS

Technology

HEARTS uses the advanced ViewDS discovery server technology developed in Australia. This technology enables the unique functions of HEARTS. See www.viewDS.com

Modular Configuration Options

Standalone Edition

AD Synchronisation Edition

Universal Data Repository Synchronisation

Optional Features:

- * Customised reporting such as Cost centre reporting and Employee reporting
- * Organisation charts
- * Delegation Management & Appointments Management
- * Skills database including User self service and competencies
- * Emergency and first aid
- * Location management (Floors, Buildings, cubicles, network nodes linked to building plan layouts)
- * PKI certificates
- * External facing Health Portal, including self-service

Further Information: Call +613 9851 8600 or +65 6841 7374 or sales@eb2bcom.com