



**AGENDA ITEM**

4.2

**DIGITAL & DATA COMMITTEE**

**CRITICAL INCIDENTS REPORT – MARCH 2022**

<b>Date of meeting</b>	23/03/2022	
<b>FOI Status</b>	Closed/Private	
<b>If closed please indicate reason</b>	Business Sensitive	
<b>Prepared by</b>	Andrew Nelson, Chief Information Officer / Senior Information Risk Owner	
<b>Presented by</b>	Andrew Nelson, Chief Information Officer / Senior Information Risk Owner	
<b>Approving Executive Sponsor</b>	Stuart Morris, Director of Digital	
<b>Report purpose</b>	FOR DISCUSSION / REVIEW	
<b>Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/group)</b>		
<b>Committee/Group/Individuals</b>	<b>Date</b>	<b>Outcome</b>
Digital Delivery Board	10/02/2022	Noted

**ACRONYMS**

CTMUHB	Cwm Taf Morgannwg University Health Board
DHCW	Digital Health & Care Wales
PCH	Prince Charles Hospital
RGH	Royal Glamorgan Hospital
SAN	Storage Area Networks



## **1. SITUATION/BACKGROUND**

- 1.1 The digital strategy sets out how CTMUHB intends to become a digital health board. As the organisation adopts digital ways of working and increasingly relies upon digital tools and accurate and complete data for improving decision making it is incumbent upon the organisation to ensure that these tools are fit for purpose, resilient and reliable.
- 1.2 The loss of critical systems is identified on the corporate risk register.

## **2. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING**

- 2.1 Since the 1st November 2021 we have had 26 critical incidents affecting digital services which have had significant impact on users and services. The more recent incidents relate to:

- 2.1.1 Storage Area Networks (SANs) in the Digital Health & Care Wales (DHCW) data centres, which when they fail can result in the clinical systems becoming inaccessible

- 2.1.2 Citrix: The Citrix system is used extensively across the Health Board, and typically provides 3500 active sessions on any weekday. There are approximately 9000 staff who use Citrix on a regular basis at different times of the day/week. This is supported by 300+ servers and supporting infrastructure hosted at Prince Charles Hospital (PCH) and Royal Glamorgan Hospital (RGH).

The system has gone through a programme of upgrade and development over the last 2 years. This has been to facilitate access to modern Cloud based services such as Office365, and to support collaboration through video and voice conferencing solutions.

Due to the sub-optimal deployment of digital resources, made out of necessity to enable the COVID response, there have been a number of disruptions to service and issues with stability. CTMUHB is continuing to address the mountain of technical debt that exists, with the modernisation of the Citrix system in its

final stages. May of the issues relating to performance and stability now remediated.

CTMUHB continues to monitor and manage the system and are now at the stage of reviewing the usage of Citrix for staff through central monitoring and also utilising floorwalkers to update the IGEL devices that staff use to connect to Citrix. This will, in many cases, allow digital professionals to upgrade the IGEL experience to allow compatible devices to provide a richer experience when using voice and video through teams and other video collaboration tools. The team will also be reviewing the login process and desktop icon consolidation.

### 3. KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

3.1 There are no key risks for escalation to the Board.

### 4. IMPACT ASSESSMENT

<b>Quality/Safety/Patient Experience implications</b>	There are no specific quality and safety implications related to the activity outlined in this report.
<b>Related Health and Care standard(s)</b>	Effective Care
<b>Equality Impact Assessment (EIA) completed - Please note EIAs are required for <u>all</u> new, changed or withdrawn policies and services.</b>	No (Include further detail below)  EIA will be considered as part of any new or changed processes
<b>Legal implications / impact</b>	There are no specific legal implications related to the activity outlined in this report.
<b>Resource (Capital/Revenue £/Workforce) implications / Impact</b>	There is no direct impact on resources as a result of the activity outlined in this report.
<b>Link to Strategic Goals</b>	Improving Care



## 5. RECOMMENDATION

- 5.1 The Committee are requested to **NOTE** the contents of the report and specifically the issues experienced in the past 5 months, the process for logging and reporting them, and the mitigating work put in place to reduce a re-occurrence.



Title	n	Issue description	Priority	Responsible Team	No. of users affected	Status	Investigation Completed	Date reported	Comms Sent
Heol Draw - Loss of Services	1	During the inclement weather on Sat 19th Feb 2022 - three trees came down and broke the Fibre and Telephone services to site 22/2/22 BT PSBA attended sites and services have been resumed	High	3rd party		Resolved	Submitted	23/02/2022	TRUE
National Hosted Systems Unavailable	2	Downtime was experienced for a number of systems hosted nationally, these included: WNCR, WCP, WIS, ServicePoint & other services National update received on 17/02/22: We have identified the root cause as a power issue which has now being resolved. We have had an issue with the Virtual Server Farm at NDC. It is recovering so services will come back on-line. We have taken a decision not to move any affected services to CDC at this point. Investigations continue on the root cause.	High	National	8000	New	Underway	17/02/2022	TRUE
WLIMS Service Disruption	3	The patching of the WLIMS Red Hat Linux servers today worked as expected. DHCW successfully patched all the servers in the NDC before moving to the CDC. However, when failing from database node 1 in the CDC to node 2 (in order to patch node 1) there was a setting missing on node 2 that caused the outage. Update & Resolution: To enable the patching of WLIMS PROD (Live) Linux servers, the Live service had been failed over this morning (change 106103) within the CloudCentres Datacentre from node 1 to node 2. This failover prevented users from accessing the WLIMS service and affecting the processing of results. The PROD environment was failed back to node 1 that enabled users to log in and	High	National	800	New	Submitted	10/02/2022	TRUE



Title	n	Issue description	Priority	Responsible Team	No. of users affected	Status	Investigation Completed	Date reported	Comms Sent
		processing of results. The issue with electronic orders being received into TrakCare Lab (TCL) and results going out from TCL to downstream systems has now been resolved. The backlog of orders has now cleared.							
Network Outage	4	Loss of connectivity experienced on two occasions starting at 9:40am Appears to have affected all sites. Other Health Boards experienced the same outage, suggesting a potential PSBA issue.	High		8000	New	Underway	03/02/2022	TRUE
Citrix slow login issue	5	some staff experiencing issues logging into Citrix and with performance. Affecting Win 10 and 7_15	High	Local - Infrastructure	100	Resolved	Signed off	31/01/2022	TRUE
Citrix Connectivity issues	6	vdisk retry accounts high Guests disconnecting from PVS Servers Users experiencing slow, freezing and disconnecting sessions.	High	Local - Infrastructure		Resolved	Signed off	26/01/2022	TRUE
RGH Switchboard Issue	7	Wed 26th Jan 2022 – 1843hrs the switchboard Consoles in RGH went into Night Service mode. This meant that switchboard in RGH could not receive any calls. A call was raised to ICT on Call at Approx 0200hrs by the switchboard stating that they had been uncommonly quiet. On call then contacted Marco at 0330hrs. Marco raised a call with Daisy Support (Ref CS0336061). The Auto attendant was switched off and calls were routed to one console. At 0830hrs 27th the AA was reset and all system can back into operations. We have reviewed the upgrades that	High	Local - Infrastructure		Resolved	Underway	26/01/2022	TRUE



Title	n	Issue description	Priority	Responsible Team	No. of users affected	Status	Investigation Completed	Date reported	Comms Sent
		took place on 26th did not affect the consoles issue and Daisy are still investigating.							
Citrix login delays	8	Problems with Citrix sessions logging on - observed between 08:50 and 09:40	High			Resolved	Signed off	19/01/2022	TRUE
ODFB issues with corruption of files within user profile (Citrix FSLogix)	9	Observed issue only in citrix. plans for changing O365 optimization policy for Citrix profiles - being implemented 22/01/2022	Normal	Local - Infrastructure	100	Resolved	Signed off	09/01/2022	FALSE
Internet Outage	10	CTMUHB Internet Access was unavailable for KHHP, YCC, YCR and PoW. Any patients in these locations wanting to use an ipad or BYOD for a virtual visit would be unable to do so	High	Local - Infrastructure	6000	Resolved	Signed off	24/12/2021	TRUE
Citrix Office 365 access issue	11	Problem initially with Teams, but then Outlook and Onedrive	High	Local - Infrastructure	500	Resolved	Signed off	22/12/2021	TRUE
Telephony Outages at PCH and RGH	12	At approximately 14:10pm on 16th December all phones at RGH & PCH went down. RGH came back online within a few minutes but PCH staff had to issue out all the fall back radios and take certain mobile numbers in place of the cardiac arrest system. Rob Antell was contacted and subsequently dealt with the issues so that we were able to receive calls and all issues were resolved by 14:40pm. This morning at 8:30am the phone lines went down again at both sites but this time it was just internal and external calls but nothing affecting the cardiac arrest system. We were back up and running fairly quickly but RGH are only receiving internal calls and PCH were only receiving external calls.	High	3rd party		New	Submitted	20/12/2021	TRUE



Title	n	Issue description	Priority	Responsible Team	No. of users affected	Status	Investigation Completed	Date reported	Comms Sent
		Issues with DECT at RGH on Saturday							
WCP Issue post upgrade	13	22.3 Major upgrade. Since 16/12/2021 drug prescription issues (generic>branded). Ongoing discussions around rollback.	Critical	National		New Incident	Underway	16/12/2021	TRUE
DHCW Routing Issue	14	Packets coming in and out of DHCW where dropped causing a slight outage		National		Logged with Support Team	Signed off	09/12/2021	FALSE
RGH synapse issues	15	Issue logged initially with Shaun S on south clinical on-call. Synapse in Radiology unable to save images, but Shaun thinks other systems could have possibly been affected, just not reported. It affected RGH only, but all modalities in RGH (Xray, CT, MRI) couldnt save images because one of the Fuji hosts was not accessible. Issue lay with switch in server room. There is a known issue with a memory leak on particular version of firmware switch was on. After contacting both Dan C/Neil R in comms, switch was rebooted which resolved the issue. Firmware upgrade, which would permanently resolve problem not implemented as this requires around 30 minutes down time.	High	Local - Infrastructure	6	Resolved	Signed off	04/12/2021	TRUE
T:\ Drive access issues - staff unable to access folders	16	DATIX Logged - 189480 - This is an ongoing problem that is not being resolved. Concerns have been escalated to me today, across the workforce, with a number of issues relating to IT. This is now getting to the point where patient safety is at risk as staff are not able to access essential documents. In particular staff are not able to access Public Protection Notices, Accident and Emergency	High	Local - Infrastructure	40	Resolved	Signed off	01/12/2021	FALSE



Title	n	Issue description	Priority	Responsible Team	No. of users affected	Status	Investigation Completed	Date reported	Comms Sent
		reports, electronic birth books, shared databases with patient information and safeguarding records and reports.							
Apps disappearing on Blackberry UEM Managed Devices - iPads and iPhones	17	Reports of users apps disappearing off their managed devices, both iPads and iPhones. Possible wide impacting incident	High	Local - Infrastructure	1000	Resolved	Signed off	17/11/2021	FALSE
Switchboard Consoles - PCH-RGH	18	Unable to transfer calls from RGH to PCH and vice versa. Call logged with Daisy along with review of current infrastructure with a view to looking at moving to CTMUHB VMs during the upgrade in Jan 2022	High	Local - Infrastructure		Resolved	Signed off	17/11/2021	TRUE
All SQL 2014 AAG Databases offlined	19	Access to all DBs hosted on 2014 AAG temporarily lost.	High	Local - Infrastructure	400	Resolved	Signed off	16/11/2021	FALSE
PoW - Nerve Centre Issues	20	SBUHB have identified the failure of x56118 and x56119 to receive the Peadiatric cardiac arrest call is not a phone or network issue, it is with Nervecentre. Nervecentre has been rebuilt by GW from SBUHB which seems to have resolved the current issue, will continue to monitor until new system is installed. New system PO has now been signed off and funding received	High	Local - Infrastructure	2	Resolved	Signed off	15/11/2021	TRUE
PCH Void Cabinet Power Issues	21	Loss of power to Switch stack within PCH Corridor 3 voice -UPS replaced	Normal	Local - Infrastructure		Resolved	Signed off	12/11/2021	FALSE
Sharepoint Intranet Homepage not loading	22	Page not loading	High	Corprate Comms	9000	Resolved	Signed off	08/11/2021	FALSE



Title	n	Issue description	Priority	Responsible Team	No. of users affected	Status	Investigation Completed	Date reported	Comms Sent
Citrix published apps not appearing	23	Only failover desktop appearing - affecting all new logins from approx. 07:30-07:50. Additional issue identified on 11/11 possibly caused by FileShareWitness offlining Further issue on 13/11 AM 5-6am. problem with published apps appearing. OnCall were phoned to deal. Appears to have been issues with backend database connection.	High	Local - Infrastructure	200	Logged with Support Team	Signed off	06/11/2021	FALSE
PCHPRINTPATH Offline	24	Server reported offline at 02:15am on 5th Nov through clinical system on-call support. This was escalated to Pathology Clinical System manager and a temp fix applied by 03:25.  Update from service point call and review of incident: Gareth Barker called Matt Jones stating that staff could not print cross match reports from telepath. Logged on to PCHPRINTPATH to check virtual printer queues, physical printer queues and the formatted server services to ensure no issues were present - everything looked OK Used PuTTY to SSH on to the UNIX server where i could check the UNIX queues for telepath printing - FACT BBSinstant and BBSlabels were down with a few jobs backed up. Restarted these queues and cleared the backlog of jobs, checked they flowed through the virtual local queues OK which they did, notified Gareth who checked with the department who confirmed it was OK.  The appeared to be a virtual disk service issue with one of the hosts in that cluster - looks like this started around 23:56pm. There were some	Critical	Local - Infrastructure	1	Resolved	Signed off	05/11/2021	TRUE



Title	n	Issue description	Priority	Responsible Team	No. of users affected	Status	Investigation Completed	Date reported	Comms Sent
		<p>cluster events at around 5:35am. After this point the server got into a Failed state in the cluster thus resulting in printing issues again.</p> <p>Matt spoke with Dean Thomas who revived the server from it's 'failed state' and was able to get it back online. I then restarted the queues once again in UNIX and ensured the jobs were able to print OK through the local printers and all was OK.</p>							
Integration Services	25	<p>Integration services have not received any WPAS messages from Cwm Taf LHB since 05/11/2021 01:02.</p> <p>Messages from CT WPAS will not be sent to any of the following end systems</p> <p>WRRS, TRRR, WNCR, ICNET, WPOCT, MPI, MTED, Cito, Cardiology, Enlighten</p>	High	National		Logged with Support Team	Not started	05/11/2021	FALSE
Outlook connectivity	26	<p>Some users experiencing issues with outlook connections.</p>	High	Local - Infrastructure		Resolved	Signed off	02/11/2021	