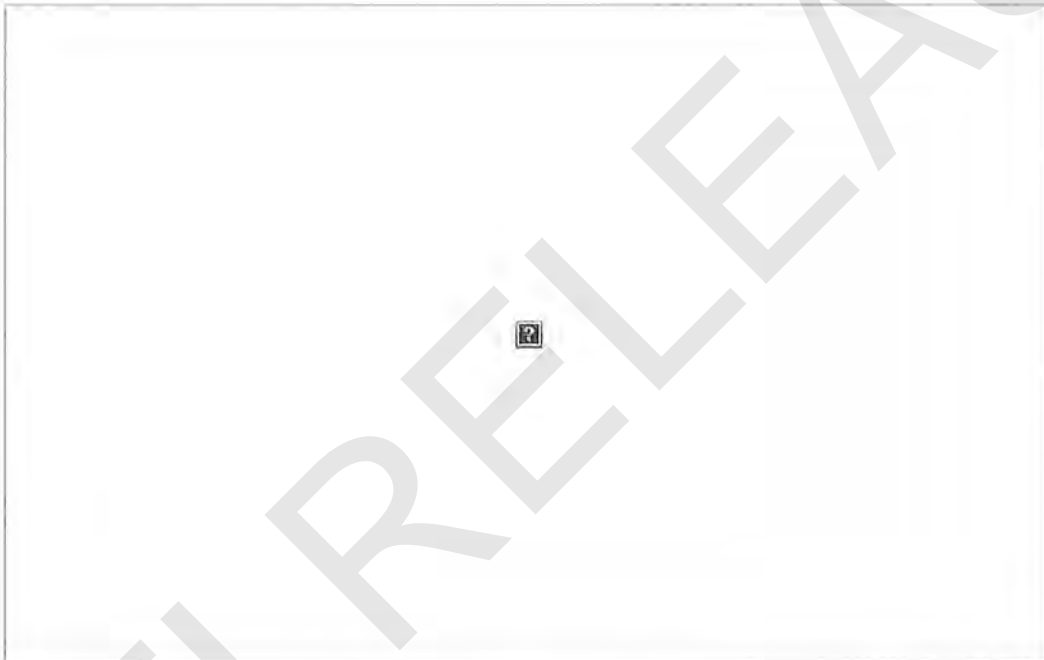


From: John Borch
To: eHealthQld-Corro
Subject: RE: Planned outage - HBCIS 8.2 Deployment - October 2019
Date: Wednesday, 16 October 2019 11:45:12 AM
Attachments: [image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)
[image013.png](#)
[image014.png](#)
[image015.png](#)
[image001.jpg](#)

Michael,

Can you please send me that latest timings for parliament sitting weeks. Just want to make sure that we act on the advice from ODG regarding avoiding changes around those times.

Cheers,
John



From: eHealthQld-Corro <eHealthQld-Corro@health.qld.gov.au>
Sent: Wednesday, 16 October 2019 10:37 AM
To: Damian Green <Damian.Green@health.qld.gov.au>; John Borch <John.Borch@health.qld.gov.au>
Cc: Emmy Kubainski <Emmy.Kubainski@health.qld.gov.au>
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Cheers,

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A/Director

Phone: 07 [redacted]

Phone: [redacted]

Address: Level 2, 108 Wickham Street, Fortitude Valley, 4006

Email: michael.crowe@health.qld.gov.au

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Cc: SDLO <SDLO@health.qld.gov.au>; Gemma Hodgetts <Gemma.Hodgetts@health.qld.gov.au>; Jasmina Joldic <Jasmina.Joldic@health.qld.gov.au>; MinDLO <MinDLO@health.qld.gov.au>; Kyle Fogarty <Kyle.Fogarty@health.qld.gov.au>

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Renaie Tesch
 A/Senior Director
 Office of the Director-General

Phone: 07 [REDACTED] Mobile: [REDACTED]
 Address: Level 37, 1 William Street, Brisbane, 4000
 Email: renaie.tesch@health.qld.gov.au

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Many thanks

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p: [REDACTED]
 e: nicole.scarcella@health.qld.gov.au

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14/10/19	15/10/19	3:00am	QCH	30 minutes	QH-CHG0040181	Passed	Complete
14/10/19	15/10/19	3:00am	Mackay	30 minutes	QH-CHG0040179	Passed	
15/10/19	16/10/19	4:00am	Cairns and FNQ	30 minutes	QH-CHG0040175	Passed	
15/10/19	16/10/19	5:00am	Maryborough	30 minutes	QH-CHG0040176	Passed	16 Oct 2019
15/10/19	16/10/19	5:00am	Sunshine Coast	30 minutes	QH-CHG0040178	Passed	
16/10/19	17/10/19	3:00am	TPCH	30 minutes	QH-CHG0040183	Passed	17 Oct 2019
16/10/19	17/10/19	3:00am	RBWH	30 minutes	QH-CHG0040184	Passed	

Cheers,

Michael Crowe

A/Director

Phone: 07 [REDACTED]

Phone: [REDACTED]

Address: Level 2, 108 Wickham Street, Fortitude Valley, 4006

Email: michael.crowe@health.qld.gov.au

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RTI RELEASE

From: [Stephen Savage](#)
To: [Michael Barnes](#)
Subject: Fwd: Planned outage - HBCIS 8.2 Deployment - October 2019
Date: Wednesday, 16 October 2019 12:05:56 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image009.jpg](#)

Kind Regards
Stephen

Stephen J Savage
A/Senior Director, Digital Application Service

Phone: 07 [REDACTED]
Mobile: [REDACTED]
Address: Level 10
100 Wickham Street,
Fortitude Valley, QLD, 4000
Email: stephen.savage@health.qld.gov.au

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From: John Borchini <John.Borchini@health.qld.gov.au>
Sent: Wednesday, October 16, 2019 11:47:36 AM
To: Stephen Savage <Stephen.Savage@health.qld.gov.au>
Subject: FW: Planned outage - HBCIS 8.2 Deployment - October 2019

Hi Stephen,

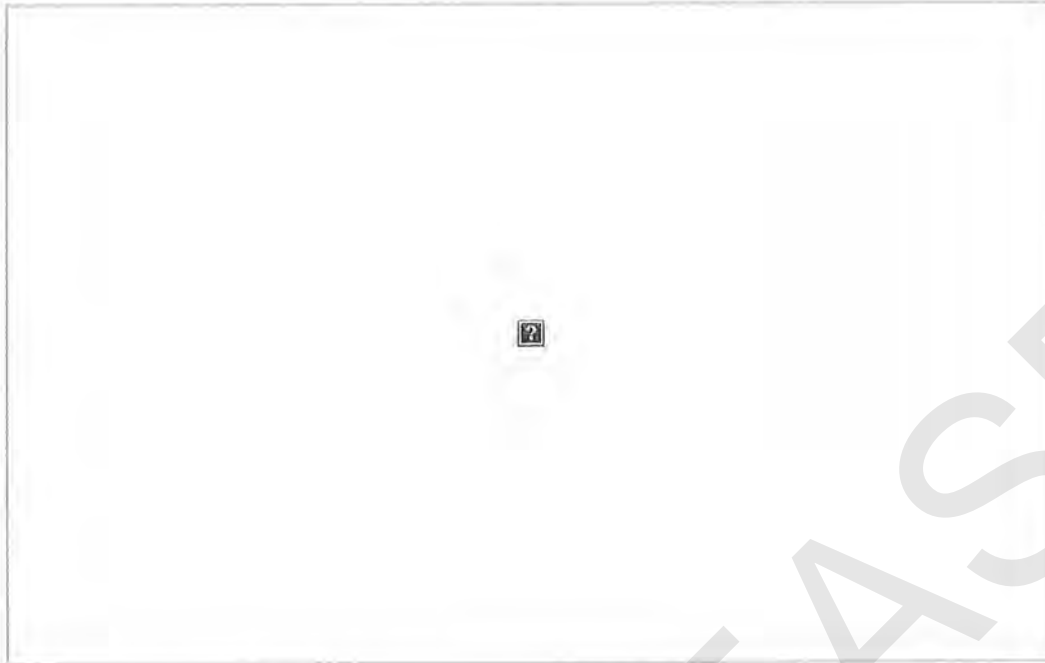
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 Office of the Director-General

Phone: 07 [REDACTED] Mobile: [REDACTED]
 Address: Level 37, 1 William Street, Brisbane, 4000
 Email: renaie.tesch@health.qld.gov.au

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 Senior Briefings and Liaison Officer
 Office of the Director-General, Department of Health

p: [REDACTED]
 e: nicole.scarcella@health.qld.gov.au

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To: Renaie Tesch <Renaie.Tesch@health.qld.gov.au>; Kyle Fogarty <Kyle.Fogarty@health.qld.gov.au>
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A/Director

Phone: 07 [REDACTED]

Phone: [REDACTED]

Address: Level 2, 108 Wickham Street, Fortitude Valley, 4006

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From: Michael Rogers
To: Stephen Savage; Andrew Smith; Michael Barnes; Ryan O'Donoghue
Subject: RE: Planned outage - HBCIS 8.2 Deployment - October 2019
Date: Wednesday, 16 October 2019 3:59:07 PM
Attachments: image001.png
 image002.png
 image003.png
 image004.png
 image005.png
 image006.png
 image007.png
 image008.jpg

I'm thinking we can use this as a guide?

<https://www.parliament.qld.gov.au/work-of-assembly/sitting-dates/dates/2019>

From: Stephen Savage <Stephen.Savage@health.qld.gov.au>
Sent: Wednesday, 16 October 2019 3:25 PM
To: Andrew Smith <Andrew.Smith4@health.qld.gov.au>; Michael Barnes <Michael.Barnes2@health.qld.gov.au>; Michael Rogers <Michael.Rogers@health.qld.gov.au>; Ryan O'Donoghue <Ryan.ODonoghue@health.qld.gov.au>
Subject: FW: Planned outage - HBCIS 8.2 Deployment - October 2019

Already shared with Michael Barnes.... but wanted to make sure that everyone has the same information.

You will note the additional requirement to exclude parliamentary sitting weeks.

Kind Regards
Stephen

Stephen J Savage
A/Senior Director, Digital Application Service

Phone: 07 [REDACTED]
 Mobile: [REDACTED]
 Address: Level 10
 100 Wickham Street,
 Fortitude Valley, QLD, 4006
 Email: stephen.savage@health.qld.gov.au

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Sent: Wednesday, 16 October 2019 11:48 AM
To: Stephen Savage Stephen.Savage@health.qld.gov.au
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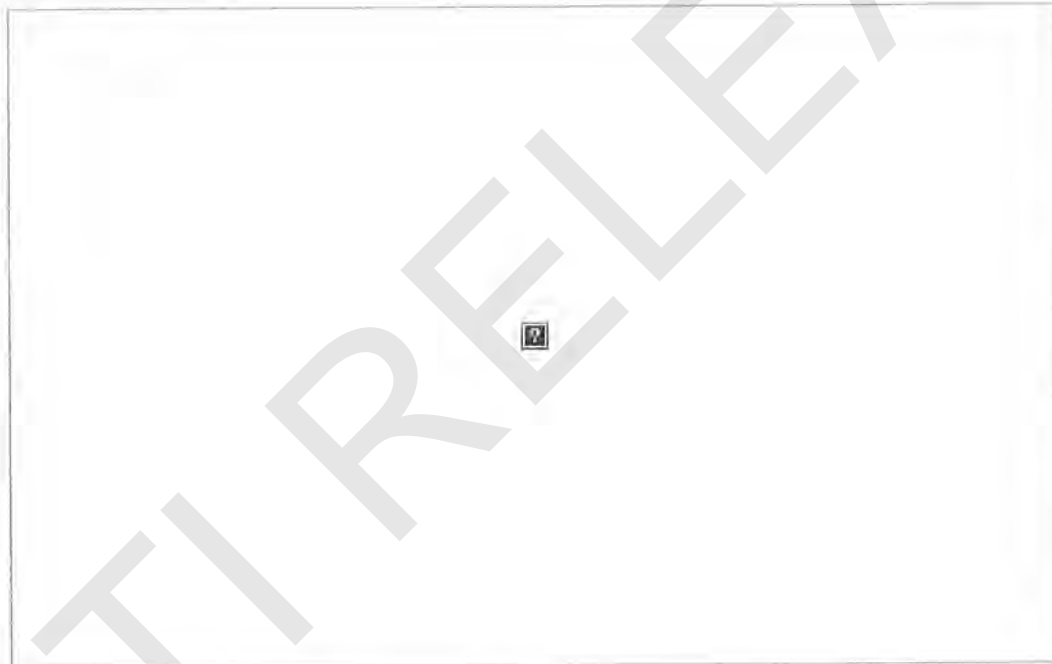
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A/Senior Director
Office of the Director-General

Phone: 07 [REDACTED] Mobile: [REDACTED]
Address: Level 37, 1 William Street, Brisbane, 4000
Email: renaie.tesch@health.qld.gov.au

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From: SDLO <SDLO@health.qld.gov.au>
Sent: Tuesday, 15 October 2019 5:35 PM
To: Gemma Hodgetts <Gemma.Hodgetts@health.qld.gov.au>; Jasmina Joldic <Jasmina.Joldic@health.qld.gov.au>; MinDLO <MinDLO@health.qld.gov.au>; Kyle Fogarty <Kyle.Fogarty@health.qld.gov.au>; Renaie Tesch <Renaie.Tesch@health.qld.gov.au>
Subject: Planned outage - HBCIS 8.2 Deployment - October 2019

Good afternoon

For your noting, please.

Many thanks

Nic
 Nicole Scarcella
 Senior Briefings and Liaison Officer
 Office of the Director-General, Department of Health

p: [REDACTED]
 e: nicole.scarcella@health.qld.gov.au

From: SDLO
Sent: Tuesday, 15 October 2019 4:50 PM
To: Renaie Tesch <Renaie.Tesch@health.qld.gov.au>; Kyle Fogarty <Kyle.Fogarty@health.qld.gov.au>
Subject: FW: Planned outage - HBCIS 8.2 Deployment - October 2019

Hi

Please see email from Michael. Please let me know if you want this forwarded on?

Ta, Nic

From: Michael Crowe <Michael.Crowe@health.qld.gov.au>
Sent: Tuesday, 15 October 2019 4:47 PM
To: SDLO <SDLO@health.qld.gov.au>
Subject: Planned outage - HBCIS 8.2 Deployment - October 2019

Hi SDLO,

As discussed with Kyle there are currently some planned upgrades to HBCIS happening last night, tonight and tomorrow. There is currently no issues and no perceived issues however given this is a Parliamentary week we just wanted you to have visibility should anything come up. We are currently providing some holding lines to Strat Comms as a 'just in case'.

Summary

1. This change is necessary to upgrade HBCIS to version 8.2.2.
2. This does come with a planned reduction to the HBCIS service for up to 30 minutes. But the timing of the change is agreed with each site to coincide with their slowest period of patient attendance.
3. Systems that use HBCIS will be affected. These are:
 - a. Patient Flow Manager
 - b. ieMR

- c. PractiX
 - d. PASLink
 - e. Auslab
 - f. EDIS
 - g. EDS / Viewer
4. Customers know and have agreed to the date and time of this degradation and will be working around the issue.
 5. Five sites have already been upgraded as planned and without incident (as per table below).
 6. Seven sites remain to complete between tonight and Thursday night.

Upgrade Day/Date	Cutover Day/Date	Cutover Time	QH Site	Advertised Outage Duration	RFC#	Test status	Deploy date
16/09/19	19/09/19	3:00am	Townsville (PILOT SITE)	30 minutes	QH-CHG0035512 (PARENT CHANGE)	Passed	Complete
2/10/19	2/10/19	5:30pm	Toowoomba / Roma & SDR / Ipswich	30 minutes	QH-CHG0040173 QH-CHG0040174	Passed	Complete
9/10/19	9/10/19	5:00pm	Rockhampton	30 minutes	QH-CHG0040177	Passed	Complete
9/10/19	10/10/19	3:00am	PAH	30 minutes	QH-CHG0040182	Passed	Complete
9/10/19	10/10/19	3:00am	GCUH / LOG / BDH	30 minutes	QH-CHG0040180	Passed	
14/10/19	15/10/19	3:00am	QCH	30 minutes	QH-CHG0040181	Passed	Complete
14/10/19	15/10/19	3:00am	Mackay	30 minutes	QH-CHG0040179	Passed	
15/10/19	16/10/19	4:00am	Cairns and FNQ	30 minutes	QH-CHG0040175	Passed	
15/10/19	16/10/19	5:00am	Maryborough	30 minutes	QH-CHG0040176	Passed	16 Oct 2019
15/10/19	16/10/19	5:00am	Sunshine Coast	30 minutes	QH-CHG0040178	Passed	
16/10/19	17/10/19	3:00am	TPCH	30 minutes	QH-CHG0040183	Passed	17 Oct 2019
16/10/19	17/10/19	3:00am	RBWH	30 minutes	QH-CHG0040184	Passed	

Cheers,

Michael Crowe
A/Director

Phone: 07 [REDACTED]

Phone: [REDACTED]

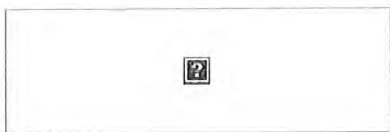
Address: Level 2, 108 Wickham Street, Fortitude Valley, 4006

Email: michael.crowe@health.qld.gov.au

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Office of the Chief Executive, eHealth Queensland



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RTI RELEASED

From: Ryan O'Donoghue
To: Stephen Savage
Subject: RE: Planned outage - HBCIS 8.2 Deployment - October 2019
Date: Wednesday, 16 October 2019 4:31:07 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.jpg](#)

Thanks Stephen.

From: Stephen Savage <Stephen.Savage@health.qld.gov.au>
Sent: Wednesday, 16 October 2019 3:25 PM
To: Andrew Smith <Andrew.Smith4@health.qld.gov.au>; Michael Barnes <Michael.Barnes2@health.qld.gov.au>; Michael Rogers <Michael.Rogers@health.qld.gov.au>; Ryan O'Donoghue <Ryan.ODonoghue@health.qld.gov.au>
Subject: FW: Planned outage - HBCIS 8.2 Deployment - October 2019
Importance: High

Already shared with Michael Barnes.... but wanted to make sure that everyone has the same information.

You will note the additional requirement to exclude parliamentary sitting weeks.

Kind Regards
Stephen

Stephen J Savage
A/Senior Director, Digital Application Service

Phone: 07 [REDACTED]
Mobile: [REDACTED]
Address: Level 10
100 Wickham Street,
Fortitude Valley, QLD, 4006
Email: stephen.savage@health.qld.gov.au

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From: John Borchi <John.Borchi@health.qld.gov.au>
Sent: Wednesday, 16 October 2019 11:48 AM

To: Stephen Savage <Stephen.Savage@health.qld.gov.au>
Subject: FW: Planned outage - HBCIS 8.2 Deployment - October 2019

Hi Stephen,

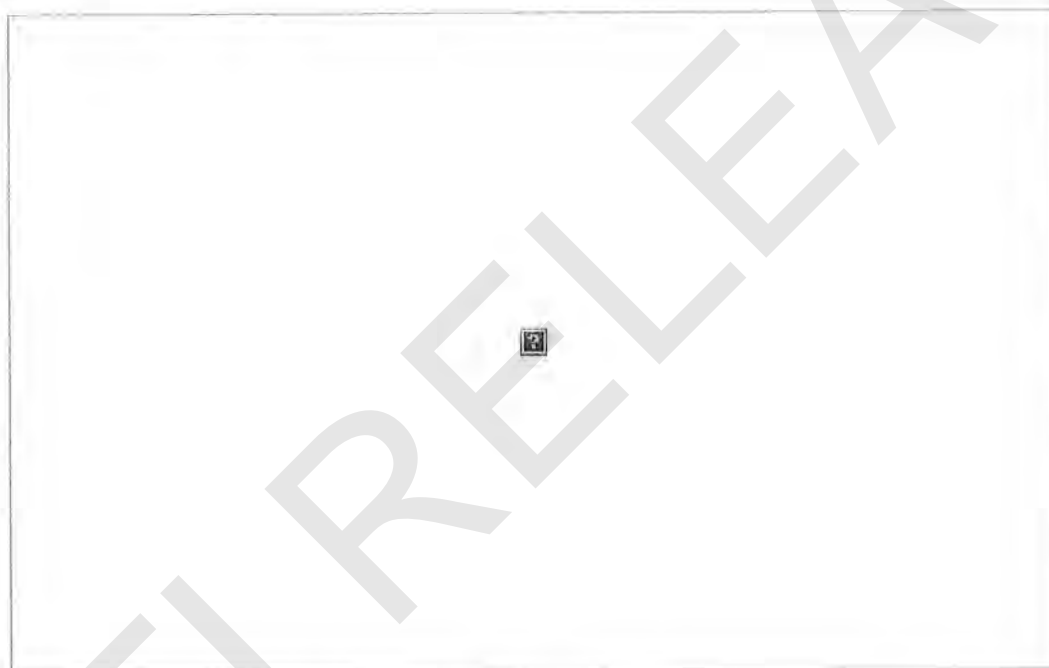
I received the below from ODG and CEO.

Can you please make sure that all application planned changes are captured and that teams understand they cannot implement changes that fit the criteria I described in my follow up email today.

We may need to stop those that are earmarked to go ahead from today if they meet the criteria.

From now on, DG needs a week's notice and these changes can't be during parliament sitting weeks. I'm getting latest info from CE's office on those dates and will forward to you.

Thanks,
John



From: eHealthQld-Corro <eHealthQld-Corro@health.qld.gov.au>

Sent: Wednesday, 16 October 2019 10:37 AM

To: Damian Green <Damian.Green@health.qld.gov.au>; John Borchio <John.Borchio@health.qld.gov.au>

Cc: Emmy Kubainski <Emmy.Kubainski@health.qld.gov.au>

Subject: FW: Planned outage - HBCIS 8.2 Deployment - October 2019

Hi all,

As per below, ODG's expectations were not met with the notice provided or the timing of the planned outage. Moving forward they have requested that for planned outages timing considers other things happening in the department / government at the time and that they are given a minimum of 1 weeks' notice.

There has been some repeated issues in this space so they will be formalising a process for notification that will be pushed down from ODG so we will need to adhere to these requirements. I was advised that it is broader than just an eHealth issue but obviously we need to do our part to make sure we aren't contributing to any concerns moving forward.

Cheers,

Michael Crowe

A/Director

Phone: 07 [redacted]

Phone: [redacted]

Address: Level 2, 108 Wickham Street, Fortitude Valley, 4006

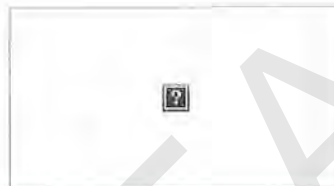
Email: michael.crowe@health.qld.gov.au

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From: eHealthQld-Corro

Sent: Wednesday, 16 October 2019 9:56 AM

To: Renaie Tesch <Renaie.Tesch@health.qld.gov.au>; eHealthQld-Corro <eHealthQld-Corro@health.qld.gov.au>

Cc: SDLO <SDLO@health.qld.gov.au>; Gemma Hodgetts <Gemma.Hodgetts@health.qld.gov.au>; Jasmina Joldic <Jasmina.Joldic@health.qld.gov.au>; MinDLO <MinDLO@health.qld.gov.au>; Kyle Fogarty <Kyle.Fogarty@health.qld.gov.au>

Subject: RE: Planned outage - HBCIS 8.2 Deployment - October 2019

Hi Renaie,

As discussed, agree that this wasn't good enough and I just wanted to clarify that it also didn't meet Damian's expectations in terms of both timing of the outage and giving ODG notice. We're following up on the internal process to make sure this doesn't happen again and will ensure the timing of planned outages is appropriate and that ODG receive a minimum of 1 weeks' notice.

Cheers,

Michael Crowe

A/Director

Phone: 07 [redacted]

Phone: [redacted]

Address: Level 2, 108 Wickham Street, Fortitude Valley, 4006

Email: michael.crowe@health.qld.gov.au

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From: Renaie Tesch <Renaie.Tesch@health.qld.gov.au>
Sent: Wednesday, 16 October 2019 7:47 AM
To: eHealthQld-Corro <eHealthQld-Corro@health.qld.gov.au>
Cc: SDLO <SDLO@health.qld.gov.au>; Gemma Hodgetts <Gemma.Hodgetts@health.qld.gov.au>; Jasmina Joldic <Jasmina.Joldic@health.qld.gov.au>; MinDLO <MinDLO@health.qld.gov.au>; Kyle Fogarty <Kyle.Fogarty@health.qld.gov.au>
Subject: RE: Planned outage - HBCIS 8.2 Deployment - October 2019

Hi Michael,

Thank you for the below advice re the planned outage.

Moving forward can you please ensure the team provide advice on planned outages at least one week prior and not at the time the outage is occurring.

Also can you please work with the respective areas for the scheduling of planned outages and ensure that these do not occur during sitting weeks. Given these are 'planned' there should be capacity to have these scheduled at more appropriate times (not matter how low risk the outage may appear).

Kind Regards
Renaie

Renaie Tesch
 A/Senior Director
 Office of the Director-General

Phone: 07 [redacted] Mobile: [redacted]
 Address: Level 37, 1 William Street, Brisbane, 4000
 Email: renaie.tesch@health.qld.gov.au

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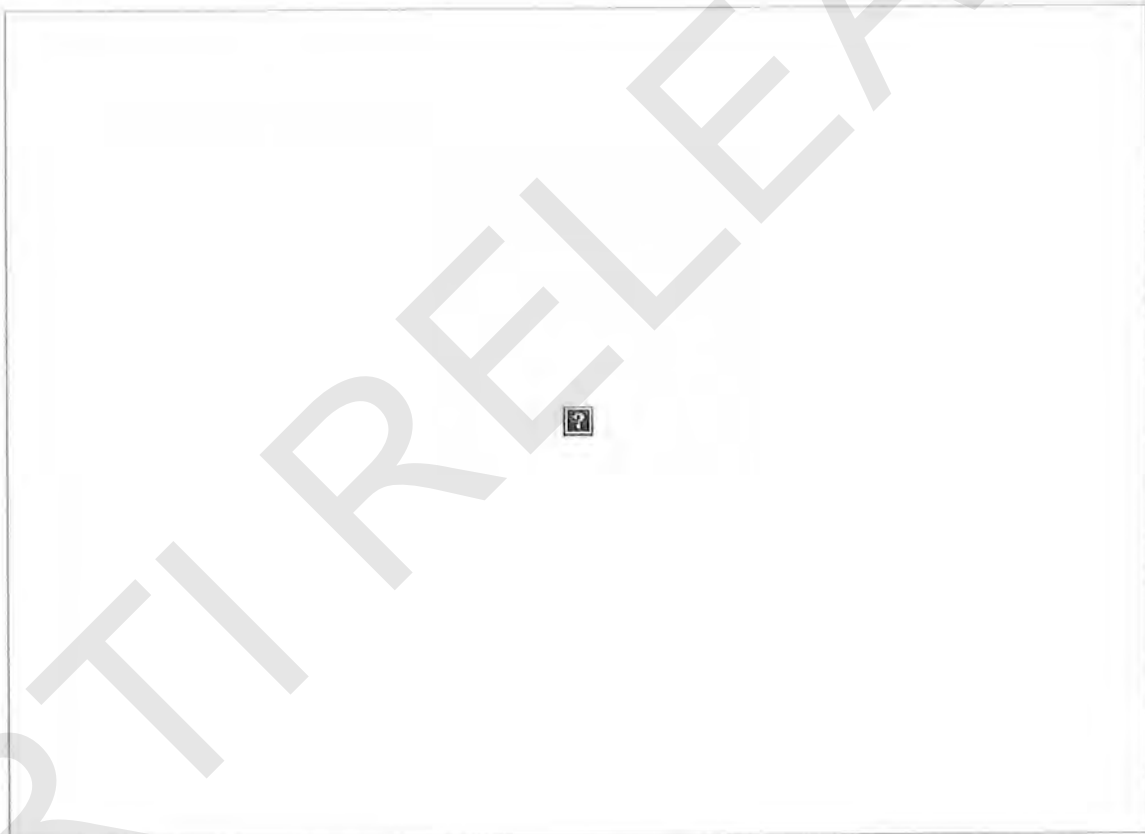
From: [John Borch](#)
To: [Damian Green](#)
Cc: [Michael Crowe](#)
Subject: Brief for DG and Minister - Progress on stopping own goals in ICT
Date: Saturday, 19 October 2019 12:57:00 PM
Attachments: [Minsiterial Meeting to discuss ICT Incidents and planned changes protocols.docx](#)
[image003.jpg](#)

Damian,

As requested, please find a brief for you to present to DG and Minister on Monday summarising the progress we're making in the areas you identified at the urgent ELT meeting held on Thursday 17 October.

Please let me know if you require further detail or considerable changes to this brief.

Thanks,
John



SUBJECT: ICT Incidents and planned changes increased control protocols

<input type="checkbox"/> Approved <input type="checkbox"/> Not approved <input type="checkbox"/> Noted <input type="checkbox"/> Further information required (see comments)	Signed..... Date...../...../..... Hon Steven Miles MP, Minister for Health and Minister for Ambulance Services Comments:
--	--

ACTION REQUIRED BY

Meeting being held on 21 October 2019 with Department of Health representatives.

RECOMMENDATION It is recommended the Minister:

- **Note** the increased control protocols to manage the implications of ICT incident messaging, especially those that are at risk of causing reputational damage.
- **Note** the improved coordination in treating ICT incidents across Queensland Health entities and with key managed service providers such as Cerner Corporation.
- **Note** the coordination of improved downtime practices through ICT Service Continuity Management and Business Continuity Procedures to minimise the impact of incidents across Queensland Health.

ISSUES

1. As requested by the Minister and Director-General Department of Health, eHealth Queensland is leading a range of **initiatives to improve communication protocols** with ICT incidents and planned changes to ensure the correct messaging is being released to affected personnel and escalation to appropriate executives is occurring in a timely manner; prior to media attention.
2. There are a range of activities in progress to meet this requirement including:
 - 2.1. **Planned Changes:** Completed a review and uplift of all planned changes with assessment of reputational risk due to severity of impact if the change is not affected correctly, reduced capability in patient facing services or impacting areas across Queensland Health that are susceptible to increase reputational risks. Changes that are not critical to maintain services are also being postponed to non-parliament sitting weeks. Briefs to the Director-General and Minister will be provided one week prior to the planned change where reputational risks required this action. Hot Issues Briefs and Media Holding Statements will also be prepared prior to the change taking place.
 - 2.2. **ICT Incidents:** Completing a review and uplift all **ICT Incident messaging protocols** including:
 - 2.2.1. Preparing pre-determined and approved messaging to affected areas across Queensland Health. These would not be released in high reputational risks circumstances until the Director-General and Minister receive notification first. In these circumstances Hot Issues Briefs and Media Holding Statements will also be prepared. This activity will be conducted in all incident events regardless of their technical severity. This task has been completed.
 - 2.2.2. Working with relevant parts of Queensland Health to ensure that business and clinical impacts are captured accurately in the pre-approved messages that are not inflammatory but appropriately describe the situation to assist in managing operational requirements across the health system. Specific details during an incident can be incorporated based on known scenarios with services and their business impacts. To be completed by 25 October 2019.
3. eHealth Queensland is leading a range of initiatives to **improve coordination and treatment of ICT incidents** across Queensland Health. During an incident there will be centralised coordination of communications and messaging for relevant technical and business areas. eHealth Queensland will coordinate an ICT technical impact teleconference during an incident and work closely with the Office of the Chief Clinical Information Officer that will coordinate a business impact teleconference with clinical and business areas. In relevant circumstances escalation of the incident will also lead to engagement of the System Health Emergency Coordination Centre (SHECC) within the department. This task has been completed
4. All incidents that have been escalated will have a post incident review to identify lessons learned, root causes and areas of improvement in managing the specific incident. The aim is to reduce the likelihood of the same or similar incident re-occurring and implement continuous improvement in ICT incident management. This task has been completed.
5. eHealth Queensland has been working closely with the Cerner Corporation developed a plan to improve the visibility, early detection and proactive resolution of incidents for both the Cerner Corporation and Queensland Health ICT environments that directly support the ieMR solution. Cerner have agreed to the following and these tasks to be completed by end of December 2019.

- 5.1. All Cerner Corporation changes are to be accompanied by a plan at least one week prior to scheduled change outlining testing activities, regression measures and provision of appropriate evidence and supporting documentation. This plan to be quality assured by a senior Cerner Subject Matter Expert (SME).
- 5.2. Provision of architectural documentation of the as-is Cerner ICT environment supporting Queensland Health identifying all systems and connections that support the Queensland Health environment.
- 5.3. Access to all logs of all key systems in the Cerner Corporation as-is ICT environment supporting Queensland Health to support the creation of an end-to-end dashboard of key systems supporting ieMR state-wide.
- 5.4. Deployment of a team to Queensland Health (co-located with eHealth Queensland) as a routine response to all priority 1 and 2 incidents. This Cerner Corporation team to have full access to its resources in Australia and overseas (including its Incident Response Centre) to ensure timely and expert response.
- 6. eHealth Queensland has been leading activities to improve downtime practice in highly critical healthcare service areas whereby technology plays an integral part with clinical practices. The **ICT Service Continuity Management** plan and assisting clinical and business areas to develop and implement **Business Continuity Plans** that are specific to the service being delivered. eHealth Queensland has commenced leading and championing the implementation of these plans across the health system. The appropriate governance is being determined to ensure the consistent application of these downtime practices are employed state-wide.

BACKGROUND

- 7. In the last six to twelve months there has been additional media scrutiny on ICT systems and events that have impacted Queensland Health. This level of scrutiny now requires additional controls to minimise the reputational impacts.
- 8. eHealth Queensland has been working with the department, Hospital and Health Services and other relevant parts of Queensland Health to ensure there is an improved coordination in messaging and management on ICT planned changes and incidents.

RESULTS OF CONSULTATION

- 9. Office of the Chief Clinical Officer, agreed to coordinate business impacts with eHealth Queensland.
- 10. Executive Director Disaster Management, agreed to coordinate escalation of ICT incidents with eHealth Queensland.

RESOURCE/FINANCIAL IMPLICATIONS

- 11. There are no additional resource or financial implications associated with this brief.

SENSITIVITIES/RISKS

- 12. Noted high level of media scrutiny in regard to ieMR and other high profile ICT system related matters and events.

<p>Cleared by (Dir/Snr Dir) Name: John Borchi Position: A/Chief Technology Officer Division: eHealth Queensland Tel No: [REDACTED] Date Verified: 18 October 2019</p>	<p>Content verified by (DDG/CE) Name: Damian Green Position: Chief Executive Officer Division: eHealth Queensland Tel No: [REDACTED] Date Verified: 21 October 2019</p>	<p>Director-General Endorsement Name: Dr John Wakefield Signed Date/...../.....</p>
---	---	---

From: [Joel Turner](#)
To: [John Borch](#)
Cc: [Reid Torr](#)
Subject: RE: QH-CHG0040962
Date: Monday, 28 October 2019 12:34:55 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.jpg](#)
[image009.jpg](#)

Thank you for the quick reply. I will Bcc you on the communication when sent out.

Kind regards,
Joel Turner

From: John Borch <John.Borch@health.qld.gov.au>
Sent: Monday, 28 October 2019 12:26 PM
To: Joel Turner <Joel.Turner@health.qld.gov.au>
Cc: Reid Torr <Reid.Torr@health.qld.gov.au>
Subject: RE: QH-CHG0040962

Thanks Joel,

From the emails to tech teams it looks like this is a necessary change to keep the underlying services operational.

So please continue with the change as planned.

Can you please keep me in the loop and provide any comms to customers, if any, from the tech teams you engaged.

Cheers,
John

John Borch

Acting Chief Technology Officer

Phone: 07 [REDACTED]

Mobile: [REDACTED]

Address: Level 10, 100 Wickham Street, Fortitude Valley, QLD 4006

Email: john.borch@health.qld.gov.au

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Technology Services Branch, eHealth Queensland



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From: Joel Turner <Joel.Turner@health.qld.gov.au>
Sent: Monday, 28 October 2019 12:15 PM
To: John Borchì <John.Borchì@health.qld.gov.au>
Cc: Reid Torr <Reid.Torr@health.qld.gov.au>
Subject: QH-CHG0040962

Good afternoon John,

We have a change QH-CHG0040962 scheduled for this Thursday 31/10/2019@6:30am to update SSL certificates for STS as part of SSL renewal. This is for "STSMANAGEMENT.HEALTH.QLD.GOV.AU". This change was already underway before being advised of this change process. I have been advised to run this by you first to confirm. I have attached the communication that I have sent to our user affected which is mainly technical teams.

Kind Regards,
 Joel Turner

From: Greg Callaghan <Greg.Callaghan@health.qld.gov.au>
Sent: Thursday, 17 October 2019 10:36 AM
To: Ben Sandiego <Ben.Sandiego@health.qld.gov.au>; Dallas Allen <Dallas.Allen@health.qld.gov.au>; Joe Pollard <Joe.Pollard@health.qld.gov.au>; Joel Turner <Joel.Turner@health.qld.gov.au>; Justin Fong <Justin.Fong@health.qld.gov.au>; Kiran Varsani <Kiran.Varsani@health.qld.gov.au>; Matthew Moore <Matthew.Moore@health.qld.gov.au>; Nathan Freeman <Nathan.Freeman@health.qld.gov.au>; Peter Bostock <Peter.Bostock@health.qld.gov.au>; Reid Torr <Reid.Torr@health.qld.gov.au>; Steven Reeves <Steven.Reeves@health.qld.gov.au>; Ting Yi Lim <Ting.Lim@health.qld.gov.au>; Trent Andrew Smith <Trent.Smith@health.qld.gov.au>; Xuan Jin <Xuan.Jin@health.qld.gov.au>
Subject: FW: New ICT Incident and Change Management Process

From: Ryan O'Donoghue <Ryan.ODonoghue@health.qld.gov.au>
Sent: Wednesday, 16 October 2019 4:56 PM
To: Ashley Windham <ash.windham@health.qld.gov.au>; Daniel Evans <Daniel.Evans@health.qld.gov.au>; Greg Callaghan <Greg.Callaghan@health.qld.gov.au>; Manisha Dsouza <Manisha.Dsouza@health.qld.gov.au>; Samantha Gilbert <Samantha.Gilbert@health.qld.gov.au>; Steve Williamson (Applications Manager) <Steve.Williamson@health.qld.gov.au>; Steven Sun <Steven.Sun@health.qld.gov.au>; William Knott <William.Knott@health.qld.gov.au>; Mark Schmiede <Mark.Schmiede@health.qld.gov.au>
Subject: RE: New ICT Incident and Change Management Process

Hi Guys,

My apologies for the many emails on this subject, however it appears as though it is an evolving topic and as such, things may shift as new information and directives are released.

Please see the attached email trail that provides a little background on the decision to run all Incident and RFC related communications through the CTO. As you can see, these requirements have come from the office of the DG.

Please also note that in addition to the previous conditions mentioned in John Borchì's email, there is also the additional restriction that we are to avoid scheduling RFCs that meet the criteria within sitting weeks of parliament. See the following link for an indication of these times: <https://www.parliament.qld.gov.au/work-of->

assembly/sitting-dates/dates/2019

To summarise:

eHQ ICT Managers are responsible for ensuring reputational risk is included in the assessment of ICT changes and incidents and ensuring appropriate mitigations and communications are in place.

For all planned RFCs or unplanned Incidents (P1-P4 inclusive) that meet any of the following criteria, the CTO eHQ must be notified (on mobile phone 0457 169 598) at any time **prior to** release of communication to HHS and DoH stakeholders:

- Potential or immediate impact is widespread (multiple HHSs) or state-wide, or
- The systems/services impacted (including upstream systems and services) have received recent regional or state-wide media coverage, or
- Incident priority is assessed as P1.

There is to be no team based messages sent, whether formally or informally, unless directed otherwise by CTO (John Borch) or the Major Incident Manager (Lara Saxby).

Additionally for planned RFCs:

Provide at least 1 week notice as this will go through the Office of the Director General (ODG).

Where possible, avoid scheduling RFCs (that meet the above criteria) during the sitting weeks of parliament, indicated in the above link. (For the rest of the year this is October 15 to 19, 22 to 24, as well as November 26 to 28)

Please get in touch if you or your teams have any questions or concerns.

Cheers,
Ryan

From: Ryan O'Donoghue

Sent: Wednesday, 16 October 2019 12:29 PM

To: Ashley Windham <ash.windham@health.qld.gov.au>; Daniel Evans <Daniel.Evans@health.qld.gov.au>; Greg Callaghan <Greg.Callaghan@health.qld.gov.au>; Manisha Dsouza <Manisha.Dsouza@health.qld.gov.au>; Samantha Gilbert <Samantha.Gilbert@health.qld.gov.au>; Steve Williamson (Applications Manager) <Steve.Williamson@health.qld.gov.au>; Steven Sun <Steven.Sun@health.qld.gov.au>; William Knott <William.Knott@health.qld.gov.au>; Mark Schmiede <Mark.Schmiede@health.qld.gov.au>

Subject: FW: New ICT Incident and Change Management Process

Importance: High

Hi Guys,

Please see the below message from John Borch regarding the communications process for planned and unplanned incidents and changes.

This was discussed in today's Directors meeting and we have been told that a formalised approach and associated process, documentation, etc will be released in the not too distant future.

Please make sure that your team are aware of this.

Cheers,
Ryan

From: John Borch <John.Borch@health.qld.gov.au>

Sent: Wednesday, 16 October 2019 11:38 AM

To: Nichole Aird - Senior Director DAS ieMR <Nichole.Aird@health.qld.gov.au>; Stephen Savage

<Stephen.Savage@health.qld.gov.au>; Phil Lingard <Phil.Lingard@health.qld.gov.au>; Anne Luk <Anne.Luk@health.qld.gov.au>; Kristi Taylor <Kristi.Taylor@health.qld.gov.au>; Tim Brassel <Tim.Brasel@health.qld.gov.au>; Garrick Peisley <Garrick.Peisley@health.qld.gov.au>; Shane Thompson <Shane.Thompson@health.qld.gov.au>; Shaun Caddell <Shaun.Caddell@health.qld.gov.au>; Rebecca Olivier <Rebecca.Olivier@health.qld.gov.au>; Andrew Smith <Andrew.Smith4@health.qld.gov.au>; Michael Barnes <Michael.Barnes2@health.qld.gov.au>; Michael Rogers <Michael.Rogers@health.qld.gov.au>; Ryan O'Donoghue <Ryan.ODonoghue@health.qld.gov.au>; Emma Anderson <Emma.Anderson@health.qld.gov.au>; Christina Hansson <Christina.Hansson@health.qld.gov.au>

Cc: Lara Saxby <Lara.Saxby@health.qld.gov.au>; Ebony Cresswell <Ebony.Cresswell@health.qld.gov.au>; Emmy Kubainski <Emmy.Kubainski@health.qld.gov.au>; Bob Bull <Bob.Bull@health.qld.gov.au>; Michael Crowe <Michael.Crowe@health.qld.gov.au>; Michael Berndt <Michael.Berndt@health.qld.gov.au>; ehealthQLD-TSB-Corro <ehealthQLD-TSB-Corro@health.qld.gov.au>

Subject: RE: New ICT Incident and Change Management Process

Importance: High

Hello All,

Please forward this message to all your teams.

Thank you for all those teams who have been engaging their Directors and Senior Directors to facilitate this requirement.

One area that seems to still be unclear is regarding planned changes. These are included in the assessment and process identified in my email below.

If you have a planned change that meets the below criteria, **the CTO eHQ will need to be informed at least 1 week prior to the change being implemented.** The criteria is:

- Potential or immediate impact is widespread (multiple HHSs) or state-wide, or
- The systems/services impacted (including upstream systems and services) have received recent regional or state-wide media coverage, or
- Incident priority is assessed as P1.
- There is to be no team based messages sent, whether formally or informally, unless directed otherwise by CTO or the Major Incident Manager.

If in doubt, raise it through your chain to me for review.

I understand this will be disruptive to your regular way of operating, however, it is vital that we take these additional steps in the short term.

Thank you,
John



From: John Borch

Sent: Friday, 11 October 2019 4:43 PM

To: Nichole Aird - Senior Director DAS ieMR <Nichole.Aird@health.qld.gov.au>; Stephen Savage <Stephen.Savage@health.qld.gov.au>; Phil Lingard <Phil.Lingard@health.qld.gov.au>; 'Anne Luk' <Anne.Luk@health.qld.gov.au>; Kristi Taylor <Kristi.Taylor@health.qld.gov.au>; Tim Brassel <Tim.Brasel@health.qld.gov.au>; Garrick Peisley <Garrick.Peisley@health.qld.gov.au>; Shane Thompson <Shane.Thompson@health.qld.gov.au>; Shaun Caddell <Shaun.Caddell@health.qld.gov.au>; Rebecca Olivier <Rebecca.Olivier@health.qld.gov.au>; Andrew Smith <Andrew.Smith4@health.qld.gov.au>; Michael Barnes <Michael.Barnes2@health.qld.gov.au>; Michael Rogers <Michael.Rogers@health.qld.gov.au>; Ryan O'Donoghue <Ryan.ODonoghue@health.qld.gov.au>; Emma Anderson <Emma.Anderson@health.qld.gov.au>; Christina Hansson <Christina.Hansson@health.qld.gov.au>

Cc: Lara Saxby <Lara.Saxby@health.qld.gov.au>; Ebony Cresswell <Ebony.Cresswell@health.qld.gov.au>; 'Emmy Kubainski' <Emmy.Kubainski@health.qld.gov.au>; Bob Bull <Bob.Bull@health.qld.gov.au>; Michael Crowe <Michael.Crowe@health.qld.gov.au>; Michael Berndt <Michael.Berndt@health.qld.gov.au>; ehealthQLD-TSB-Corro <ehealthQLD-TSB-Corro@health.qld.gov.au>

Subject: New ICT Incident and Change Management Process

Importance: High

Hello all,

Please pass on this message to all your teams.

With effect immediately I would like all support teams working on ICT infrastructure, applications and other ICT platforms to ensure that they are following the described process below to manage planned changes and unplanned outages on the platforms they are responsible to support.

eHQ ICT Managers are responsible for ensuring reputational risk is included in the assessment of ICT changes and incidents and ensuring appropriate mitigations and communications are in place. Further details will be made available in the coming week on the templates to be used, comms channels and escalation process.

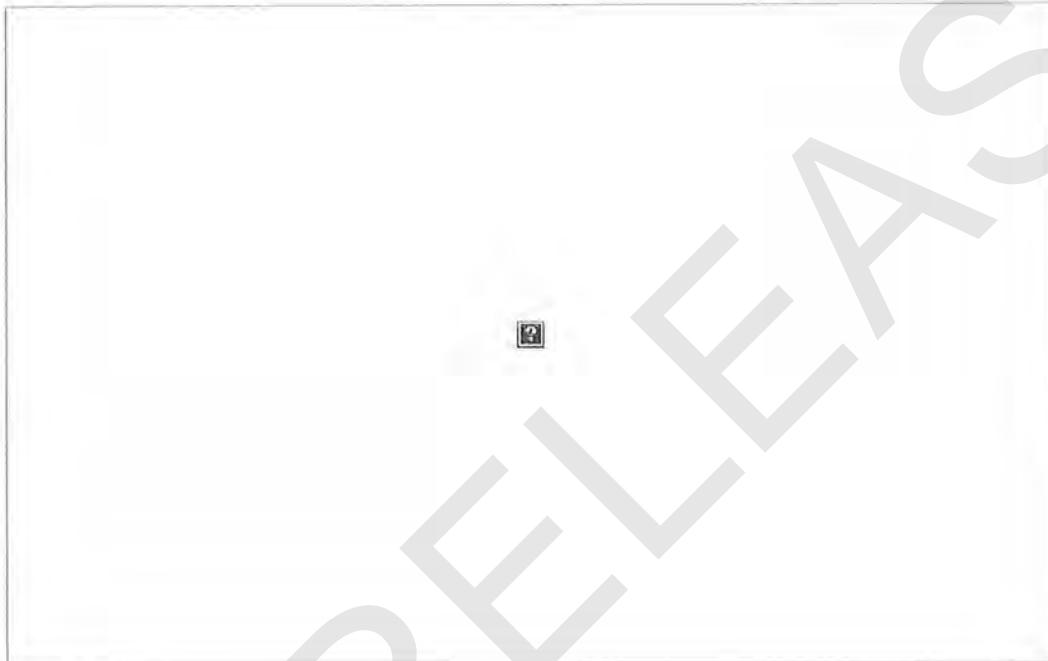
As an interim, for all ICT events (planned or unplanned P1-P4 inclusive) that meet any of the following criteria, the CTO eHQ (on mobile phone 0457 169 598) must be notified at any time **prior to** release of communication to HHS and DoH stakeholders:

- Potential or immediate impact is widespread (multiple HHSs) or state-wide, or
- The systems/services impacted (including upstream systems and services) have received recent regional

- or state-wide media coverage, or
- Incident priority is assessed as P1.
- There is to be no team based messages sent, whether formally or informally, unless directed otherwise by CTO or the Major Incident Manager.

Appreciate this is coming to you at short notice and with little context, however, it is critical that we implement these additional steps in our processes. The aim will be to ensure that your team's ability to notify customers and respond will remain efficient.

Thank you,
John



From: John Borch
To: Damian Green; Michael Crowe
Subject: FW: Planned outage - HBCIS 8.2 Deployment - October 2019
Date: Wednesday, 30 October 2019 4:21:15 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image009.jpg](#)

Damian,

I found it. It only went to one of my direct reports, Stephen Savage.

John Borch

Acting Chief Technology Officer

Phone: 07 [REDACTED]

Mobile: [REDACTED]

Address: Level 10, 100 Wickham Street, Fortitude Valley, QLD 4006

Email: john.borch@health.qld.gov.au

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From: John Borch
Sent: Wednesday, 16 October 2019 11:48 AM
To: Stephen Savage <Stephen.Savage@health.qld.gov.au>
Subject: FW: Planned outage - HBCIS 8.2 Deployment - October 2019

Hi Stephen,

I received the below from ODG and CEO.

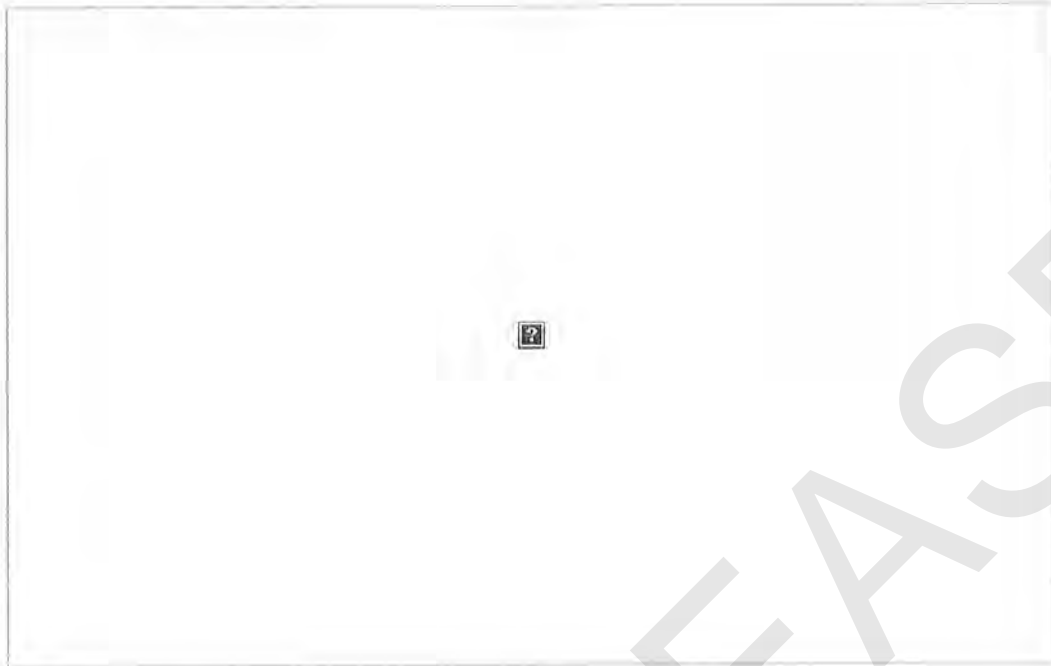
Can you please make sure that all application planned changes are captured and that teams understand they cannot implement changes that fit the criteria I described in my follow up email today.

We may need to stop those that are earmarked to go ahead from today if they meet the criteria.

From now on, DG needs a week's notice and these changes can't be during parliament sitting weeks. I'm getting latest info from CE's office on those dates and will forward to you.

Thanks,

John



From: eHealthQld-Corro <eHealthQld-Corro@health.qld.gov.au>

Sent: Wednesday, 16 October 2019 10:37 AM

To: Damian Green <Damian.Green@health.qld.gov.au>; John Borchini <John.Borchini@health.qld.gov.au>

Cc: Emmy Kubainski <Emmy.Kubainski@health.qld.gov.au>

Subject: FW: Planned outage - HBCIS 8.2 Deployment - October 2019

Hi all,

As per below, ODG's expectations were not met with the notice provided or the timing of the planned outage. Moving forward they have requested that for planned outages timing considers other things happening in the department / government at the time and that they are given a minimum of 1 weeks' notice.

There has been some repeated issues in this space so they will be formalising a process for notification that will be pushed down from ODG so we will need to adhere to these requirements. I was advised that it is broader than just an eHealth issue but obviously we need to do our part to make sure we aren't contributing to any concerns moving forward.

Cheers,

Michael Crowe
A/Director

Phone: 07 [REDACTED]

Phone: [REDACTED]

Address: Level 2, 108 Wickham Street, Fortitude Valley, 4006

Email: michael.crowe@health.qld.gov.au

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From: eHealthQld-Corro
Sent: Wednesday, 16 October 2019 9:56 AM
To: Renaie Tesch <Renaie.Tesch@health.qld.gov.au>; eHealthQld-Corro <eHealthQld-Corro@health.qld.gov.au>
Cc: SDLO <SDLO@health.qld.gov.au>; Gemma Hodgetts <Gemma.Hodgetts@health.qld.gov.au>; Jasmina Joldic <Jasmina.Joldic@health.qld.gov.au>; MinDLO <MinDLO@health.qld.gov.au>; Kyle Fogarty <Kyle.Fogarty@health.qld.gov.au>
Subject: RE: Planned outage - HBCIS 8.2 Deployment - October 2019

Hi Renaie,

As discussed, agree that this wasn't good enough and I just wanted to clarify that it also didn't meet Damian's expectations in terms of both timing of the outage and giving ODG notice. We're following up on the internal process to make sure this doesn't happen again and will ensure the timing of planned outages is appropriate and that ODG receive a minimum of 1 weeks' notice.

Cheers,

Michael Crowe
A/Director

Phone: 07 [REDACTED]
Phone: [REDACTED]
Address: Level 2, 108 Wickham Street, Fortitude Valley, 4006
Email: michael.crowe@health.qld.gov.au

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From: Renaie Tesch <Renaie.Tesch@health.qld.gov.au>
Sent: Wednesday, 16 October 2019 7:47 AM

To: eHealthQLD-Corro <eHealthQLD-Corro@health.qld.gov.au>
Cc: SDLO <SDLO@health.qld.gov.au>; Gemma Hodgetts <Gemma.Hodgetts@health.qld.gov.au>; Jasmina Joldic <Jasmina.Joldic@health.qld.gov.au>; MinDLO <MinDLO@health.qld.gov.au>; Kyle Fogarty <Kyle.Fogarty@health.qld.gov.au>

Subject: RE: Planned outage - HBCIS 8.2 Deployment - October 2019

Hi Michael,

Thank you for the below advice re the planned outage.

Moving forward can you please ensure the team provide advice on planned outages at least one week prior and not at the time the outage is occurring.

Also can you please work with the respective areas for the scheduling of planned outages and ensure that these do not occur during sitting weeks. Given these are 'planned' there should be capacity to have these scheduled at more appropriate times (not matter how low risk the outage may appear).

Kind Regards
 Renaie

Renaie Tesch
 A/Senior Director
 Office of the Director-General

Phone: 07 [REDACTED] Mobile: [REDACTED]
 Address: Level 37, 1 William Street, Brisbane, 4000
 Email: renaie.tesch@health.qld.gov.au

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From: SDLO <SDLO@health.qld.gov.au>
Sent: Tuesday, 15 October 2019 5:35 PM
To: Gemma Hodgetts <Gemma.Hodgetts@health.qld.gov.au>; Jasmina Joldic <Jasmina.Joldic@health.qld.gov.au>; MinDLO <MinDLO@health.qld.gov.au>; Kyle Fogarty <Kyle.Fogarty@health.qld.gov.au>; Renaie Tesch <Renaie.Tesch@health.qld.gov.au>
Subject: Planned outage - HBCIS 8.2 Deployment - October 2019

Good afternoon

For your noting, please.

Many thanks

Nic
 Nicole Scarcella
 Senior Briefings and Liaison Officer
 Office of the Director-General, Department of Health

p: [REDACTED]
 e: nicole.scarcella@health.qld.gov.au

From: SDLO
Sent: Tuesday, 15 October 2019 4:50 PM
To: Renaie Tesch <Renaie.Tesch@health.qld.gov.au>; Kyle Fogarty <Kyle.Fogarty@health.qld.gov.au>
Subject: FW: Planned outage - HBCIS 8.2 Deployment - October 2019

Hi

Please see email from Michael. Please let me know if you want this forwarded on?

Ta, Nic

From: Michael Crowe <Michael.Crowe@health.qld.gov.au>
Sent: Tuesday, 15 October 2019 4:47 PM
To: SDLO <SDLO@health.qld.gov.au>
Subject: Planned outage - HBCIS 8.2 Deployment - October 2019

Hi SDLO,

As discussed with Kyle there are currently some planned upgrades to HBCIS happening last night, tonight and tomorrow. There is currently no issues and no perceived issues however given this is a Parliamentary week we just wanted you to have visibility should anything come up. We are currently providing some holding lines to Strat Comms as a 'just in case'.

Summary

1. This change is necessary to upgrade HBCIS to version 8.2.2.
2. This does come with a planned reduction to the HBCIS service for up to 30 minutes. But the timing of the change is agreed with each site to coincide with their slowest period of patient attendance.
3. Systems that use HBCIS will be affected. These are:
 - a. Patient Flow Manager
 - b. ieMR
 - c. PractiX
 - d. PASLink
 - e. Auslab
 - f. EDIS
 - g. EDS / Viewer
4. Customers know and have agreed to the date and time of this degradation and will be working around the issue.
5. Five sites have already been upgraded as planned and without incident (as per table below).
6. Seven sites remain to complete between tonight and Thursday night.

Upgrade Day/Date	Cutover Day/Date	Cutover Time	QH Site	Advertised Outage Duration	RFC#	Test status	Deploy date
16/09/19	19/09/19	3:00am	Townsville (PILOT SITE)	30 minutes	QH-CHG0035512 (PARENT CHANGE)	Passed	Complete
			Toowoomba /	30	QH-CHG0040173		

2/10/19	2/10/19	5:30pm	Roma & SDR / Ipswich	minutes	QH- CHG0040174	Passed	Complete
9/10/19	9/10/19	5:00pm	Rockhampton	30 minutes	QH- CHG0040177	Passed	Complete
9/10/19	10/10/19	3:00am	PAH	30 minutes	QH- CHG0040182	Passed	Complete
9/10/19	10/10/19	3:00am	GCUH / LOG / BDH	30 minutes	QH- CHG0040180	Passed	
14/10/19	15/10/19	3:00am	QCH	30 minutes	QH- CHG0040181	Passed	Complete
14/10/19	15/10/19	3:00am	Mackay	30 minutes	QH- CHG0040179	Passed	
15/10/19	16/10/19	4:00am	Cairns and FNQ	30 minutes	QH- CHG0040175	Passed	
15/10/19	16/10/19	5:00am	Maryborough	30 minutes	QH- CHG0040176	Passed	16 Oct 2019
15/10/19	16/10/19	5:00am	Sunshine Coast	30 minutes	QH- CHG0040178	Passed	
16/10/19	17/10/19	3:00am	TPCH	30 minutes	QH- CHG0040183	Passed	17 Oct 2019
16/10/19	17/10/19	3:00am	RBWH	30 minutes	QH- CHG0040184	Passed	

Cheers,

Michael Crowe
A/Director

Phone: 07 [REDACTED]

Phone: [REDACTED]

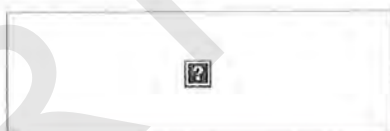
Address: Level 2, 108 Wickham Street, Fortitude Valley, 4006

Email: michael.crowe@health.qld.gov.au

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From: John Borch
To: Mark Schmiede
Subject: URGENT - Request to trace this email delivery
Date: Wednesday, 30 October 2019 4:23:00 PM
Attachments: [FW Planned outage - HBCIS 8.2 Deployment - October 2019.msg](#)
[image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)

Hi Mark,

Can you please trace the attached email recipients beyond me sending it to Stephen Savage.

It has come up as a major concern and this is an urgent task if you can please follow up straight away.

Thanks,
John

John Borch

Acting Chief Technology Officer

Phone: 07 [REDACTED]

Mobile: [REDACTED]

Address: Level 10, 100 Wickham Street, Fortitude Valley, QLD 4006

Email: john.borchi@health.qld.gov.au

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From: John Borch
To: Damian Green; Michael Crowe
Subject: Emails relating to email in question
Date: Wednesday, 30 October 2019 4:33:00 PM
Attachments: RE HBCIS 8.2 Deployment - October 2019.msg
 RE Planned outage - HBCIS 8.2 Deployment - October 2019.msg
 RE Planned outage - HBCIS 8.2 Deployment - October 2019.msg
 FW Planned outage - HBCIS 8.2 Deployment - October 2019.msg
 RE Planned outage - HBCIS 8.2 Deployment - October 2019.msg
 FW Planned outage - HBCIS 8.2 Deployment - October 2019.msg
 image001.png
 image002.png
 image003.png
 image004.png
 image005.png
 image006.png
 image007.png

Damian,

Attached are all the emails relating to the email that I sent to Stephen Savage. There are no others as I've checked my Inbox and Sent Items for all messages with this subject line.

I've started the trace on the email forwarding as well and we'll have an answer as to who received it. I'm guessing it will be whole of DAS team which is about 150 people; with some who may have forwarded to others.

Thanks,
John

John Borch

Acting Chief Technology Officer

Phone: 07 [redacted]
 Mobile: [redacted]
 Address: Level 10, 100 Wickham Street, Fortitude Valley, QLD 4006
 Email: john.borchi@health.qld.gov.au

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From: Ryan O'Donoghue
To: John Borch; eHealth-ICT-Change
Cc: Manisha Dsouza
Subject: Standard Change / Planned outage for PSS 1.0.32 Release QH-CHG0041281 08th November, 2019
Date: Thursday, 31 October 2019 10:34:52 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[Standard Change - PSS 1.0.32 Release.docx](#)

Hi John,

Please see below and attached details for an up-coming planned RFC.

As discussed yesterday, we are handling the technical aspects of the RFC while HSQ will have their own RFC including the communications out to their customers. At this stage we do not have information from HSQ regarding their intended communications plan, however we expect that this will be escalated to the ODG through their own processes.

Please let me know if you require further information in relation to this RFC.

Cheers,
Ryan

From: Manisha Dsouza <Manisha.Dsouza@health.qld.gov.au>
Sent: Tuesday, 29 October 2019 9:35 AM
To: Ryan O'Donoghue <Ryan.ODonoghue@health.qld.gov.au>
Subject: Standard Change / Planned outage for PSS 1.0.32 Release QH-CHG0041281 08th November, 2019

Hello Ryan,

Please see below our first change to be put through the new process. Naveen has documented all the details in the attached document with a summarised email below.

If you are ok with the information please forward to eHQ CTO and eHealth-ICT-Change@health.qld.gov.au

Thanks,

Manisha

From: Naveen Kannam <Naveen.Kannam@health.qld.gov.au>
Sent: Monday, 28 October 2019 10:52 AM
To: Manisha Dsouza <Manisha.Dsouza@health.qld.gov.au>
Cc: Artemis Giannaros <Artemis.Giannaros@health.qld.gov.au>; Lenita Metzroth <Lenita.Metzroth@health.qld.gov.au>
Subject: Standard Change / Planned outage for PSS 1.0.32 Release

Hi Manisha,

re [QH-CHG0041281 / PAWS \(Streamline, Serviceline, Lifecycle\) Application release](#).

Please see the attached word document with more info on this standard change.

There is a planned outage from 6 to 9 PM on 08/11/2019 (Friday).

Proposed dates are as follows:-

PAT:

- Run1 - 10/10/2019 (Thursday) - 9 AM - 12 PM - Completed
- Run2 - 16/10/2019 (Wednesday) - 9 AM - 12 PM - Completed
- Run 3 - 25/10/2019 (Friday) – 9 AM to 12 PM - Completed
- Run 4 - 01/11/2019 (Friday) – 9 AM to 12 PM

TPSR: Expected on Monday - 04/11/2019.

PROD: (Is NOT during parliament sitting week) - 08/11/2019 (Friday) 6 PM to 9 PM

Will seek your approval after we get a TPSR, all documents are attached to the RFC on SNOW.

Thanks,
Naveen

Naveen Kannam

Applications Officer

Phone: 07 [REDACTED]

Phone: [REDACTED]

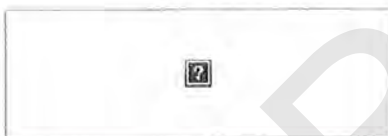
Email: Naveen.Kannam@health.qld.gov.au

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From: [Mark Schmiede](#)
To: [John Borch](#)
Subject: RE: URGENT - Request to trace this email delivery
Date: Thursday, 31 October 2019 11:45:42 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[FW - New ICT Incident and Change Management Process .zip](#)

Hi John,

As attached. There are some duplicates, that's because it finds each email in different peoples mailbox.

Regards,

Mark

From: John Borch <John.Borch@health.qld.gov.au>
Sent: Thursday, 31 October 2019 11:19 AM
To: Mark Schmiede <Mark.Schmiede@health.qld.gov.au>
Subject: RE: URGENT - Request to trace this email delivery

Thanks very much Mark,

They're happy with this info.

Is it possible to pull the actual emails in this latest report with the content. The DG wants to see if the tone or the message had changed as it was passed around.

If you can please provide the actual email for each of the instances you've identified in this latest report.

Thank you!!

John

John Borch

Acting Chief Technology Officer

Phone: 07 [REDACTED]

Mobile: [REDACTED]

Address: Level 10, 100 Wickham Street, Fortitude Valley, QLD 4006

Email: john.borch@health.qld.gov.au

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From: Mark Schmiede <Mark.Schmiede@health.qld.gov.au>
Sent: Thursday, 31 October 2019 11:03 AM
To: John Borchhi <John.Borchhi@health.qld.gov.au>
Subject: RE: URGENT - Request to trace this email delivery

Hi John,

See attached.

I've sorted it by Sent (BNE Time).

You can see the 'Sender or Created by' and 'Recipients in To Line'. Where it was sent to DL-eHealth-DAS-Corporate-SmartDeviceSupport, the members are in the 'location name' column. They are:

[REDACTED]@health.qld.gov.au
 [REDACTED]@health.qld.gov.au
 [REDACTED]@health.qld.gov.au
 [REDACTED]@health.qld.gov.au
 [REDACTED]@health.qld.gov.au
 [REDACTED]@health.qld.gov.au
 [REDACTED]@health.qld.gov.au
 [REDACTED]@health.qld.gov.au
 [REDACTED]@health.qld.gov.au

The one that went external was to [REDACTED]. It doesn't list his email address for some reason, but from the search, it is: [REDACTED].com.au

Regards,

Mark

From: John Borchhi <John.Borchhi@health.qld.gov.au>
Sent: Thursday, 31 October 2019 10:13 AM
To: Mark Schmiede <Mark.Schmiede@health.qld.gov.au>
Subject: Re: URGENT - Request to trace this email delivery

Hi Mark.

The question now is can we get a timeline of who sent email to who at what time.

The DG office would like to know who it went to at what time internally and externally to QH.

Thanks,
 John

John Borchhi
 A/CTO
 eHealth Queensland
 [REDACTED]

From: Mark Schmiede <Mark.Schmiede@health.qld.gov.au>
Sent: Thursday, October 31, 2019 9:27:43 AM
To: John Borchhi <John.Borchhi@health.qld.gov.au>
Subject: RE: URGENT - Request to trace this email delivery

Hi John,

Here is the report from O365. Its different to the splunk tracing log, as this searches every mailbox for the item, rather than logs of sent emails. It shows what folder in each mailbox it is in.
The search was looking for the text "DG needs a week's notice" in emails sent from the 16/10/19 onwards.

Any questions, let me know.

Regards,

Mark

From: John Borchì <John.Borchì@health.qld.gov.au>
Sent: Wednesday, 30 October 2019 6:00 PM
To: Mark Schmiede <Mark.Schmiede@health.qld.gov.au>
Subject: Re: URGENT - Request to trace this email delivery

Hi Mark,

Thank you.

Will you be able to pull a report in the morning similar to the Splunk one please.

I appreciate your help with this tonight. I think that's all we can do for now.

Cheers,
John

John Borchì
A/CTO
eHealth Queensland
[REDACTED]

From: Mark Schmiede <Mark.Schmiede@health.qld.gov.au>
Sent: Wednesday, October 30, 2019 5:53:36 PM
To: John Borchì <John.Borchì@health.qld.gov.au>
Subject: RE: URGENT - Request to trace this email delivery

Hi John,

It looks like this email was forwarded on by Stephen Savage to his managers. Ryan added it as an attachment to the one he sent his managers. Some of them forwarded it onto their teams.

There was one instance of that email going to a non-health email address. [REDACTED] forwarded it to [REDACTED]@com.au, [REDACTED]

Mark

From: John Borchì <John.Borchì@health.qld.gov.au>
Sent: Wednesday, 30 October 2019 4:24 PM
To: Mark Schmiede <Mark.Schmiede@health.qld.gov.au>
Subject: URGENT - Request to trace this email delivery
Importance: High

Hi Mark,

Can you please trace the attached email recipients beyond me sending it to Stephen Savage.

It has come up as a major concern and this is an urgent task if you can please follow up straight away.

Thanks,
John

John Borch

Acting Chief Technology Officer

Phone: 07 [REDACTED]

Mobile: [REDACTED]

Address: Level 10, 100 Wickham Street, Fortitude Valley, QLD 4006

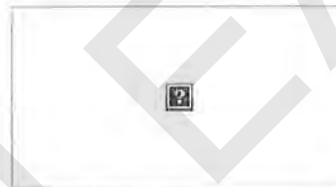
Email: john.borchi@health.qld.gov.au

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Queensland Health acknowledges the Traditional Owners of the land, and pays respect to Elders past, present and future.

From: Manisha Dsouza
To: John Borch
Cc: Ryan O'Donoghue
Subject: QH-CHG0041306 (16th Nov, 2019) - Transition II OS Patches Standard Change
Date: Thursday, 31 October 2019 2:26:05 PM
Attachments: Transition II OS Patches.docx
 image001.png
 image002.png
 image003.png
 image004.png
 image005.png
 image006.png
 image007.png
 NOTICE - ICT Planned Maintenance - Transition II - State-wide.msg

Hi John,

As per process communicated, please see below and attached details for an up-coming planned maintenance RFC. Communications email to be sent are attached too.

If you need any further information regarding the RFC, please let me know.

Regards,

Manisha

From: Jane Croucher <Jane.Croucher@health.qld.gov.au>
Sent: Thursday, 31 October 2019 11:18 AM
To: Manisha Dsouza <Manisha.Dsouza@health.qld.gov.au>; Jaben Ushay <Jaben.Ushay@health.qld.gov.au>
Subject: Transition II OS Patches Standard Change

Hi Manisha,

Here is the Transition II Quarterly Maintenance Standard Change - [QH-CHG0041306](#)

Proposed PROD release is 16th November 14:00 to 17th November 02:00 and is not during a sitting week.

The TPSR for PAT is completed and attached to the change ticket.

Let me know anything else you need.

Thank you,

Jane Croucher

Application Specialist, Digital Application Services, eHealth Queensland

Phone: 07 [REDACTED]

Phone: [REDACTED]

Address: Level 3, 100 Wickham Street, Fortitude Valley, 4001

Email: Jane.Croucher@health.qld.gov.au

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Jane

RTI RELEASE

From: John Borch
To: Ryan O'Donoghue; eHealth-ICT-Change
Cc: Manisha Dsouza
Subject: RE: Standard Change / Planned outage for PSS 1.0.32 Release QH-CHG0041281 08th November, 2019
Date: Thursday, 31 October 2019 4:22:00 PM
Attachments: image001.png
 image002.png
 image008.png
 image009.png
 image010.png
 image011.png
 image012.png
 image013.png

Thanks Ryan,

This is approved.

I'll be providing this to our CE's office to alert them to the fact that HSQ will provide the escalation.

Cheers,
John

John Borch

Acting Chief Technology Officer

Phone: 07 [REDACTED]
 Mobile: [REDACTED]
 Address: Level 10, 100 Wickham Street, Fortitude Valley, QLD 4006
 Email: john.borch@health.qld.gov.au

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From: Ryan O'Donoghue <Ryan.ODonoghue@health.qld.gov.au>
Sent: Thursday, 31 October 2019 10:35 AM
To: John Borch <John.Borch@health.qld.gov.au>; eHealth-ICT-Change <eHealth-ICT-Change@health.qld.gov.au>
Cc: Manisha Dsouza <Manisha.Dsouza@health.qld.gov.au>
Subject: Standard Change / Planned outage for PSS 1.0.32 Release QH-CHG0041281 08th November, 2019

Hi John,

Please see below and attached details for an up-coming planned RFC.

As discussed yesterday, we are handling the technical aspects of the RFC while HSQ will have their own RFC

including the communications out to their customers. At this stage we do not have information from HSQ regarding their intended communications plan, however we expect that this will be escalated to the ODG through their own processes.

Please let me know if you require further information in relation to this RFC.

Cheers,
Ryan

From: Manisha Dsouza <Manisha.Dsouza@health.qld.gov.au>
Sent: Tuesday, 29 October 2019 9:35 AM
To: Ryan O'Donoghue <Ryan.ODonoghue@health.qld.gov.au>
Subject: Standard Change / Planned outage for PSS 1.0.32 Release QH-CHG0041281 08th November, 2019

Hello Ryan,

Please see below our first change to be put through the new process. Naveen has documented all the details in the attached document with a summarised email below.

If you are ok with the information please forward to eHQ CTO and eHealth-ICT-Change@health.qld.gov.au.

Thanks,

Manisha

From: Naveen Kannam <Naveen.Kannam@health.qld.gov.au>
Sent: Monday, 28 October 2019 10:52 AM
To: Manisha Dsouza <Manisha.Dsouza@health.qld.gov.au>
Cc: Artemis Giannaros <Artemis.Giannaros@health.qld.gov.au>; Lenita Metzroth <Lenita.Metzroth@health.qld.gov.au>
Subject: Standard Change / Planned outage for PSS 1.0.32 Release

Hi Manisha,

re [QH-CHG0041281 / PAWS \(Streamline, Serviceline, Lifecycle\) Application release](#).

Please see the attached word document with more info on this standard change.

There is a planned outage from 6 to 9 PM on 08/11/2019 (Friday).

Proposed dates are as follows:-

PAT:

Run1 - 10/10/2019 (Thursday) - 9 AM - 12 PM - Completed
 Run2 - 16/10/2019 (Wednesday) - 9 AM - 12 PM - Completed
 Run 3 - 25/10/2019 (Friday) – 9 AM to 12 PM - Completed
 Run 4 - 01/11/2019 (Friday) – 9 AM to 12 PM

TPSR: Expected on Monday - 04/11/2019.

PROD: (Is NOT during parliament sitting week) - 08/11/2019 (Friday) 6 PM to 9 PM

Will seek your approval after we get a TPSR, all documents are attached to the [REC](#) on SNOW.

Thanks,
Naveen

Naveen Kannam

Applications Officer

Phone: 07 [REDACTED]

Phone: [REDACTED]

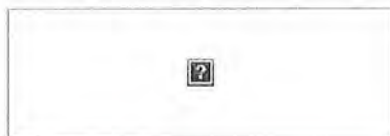
Email: Naveen.Kannam@health.qld.gov.au

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From: [John Borch](#)
To: [Michael Crowe](#)
Cc: [Emmy Kubainski](#); [ICT Incidents](#)
Subject: FW: Standard Change / Planned outage for PSS 1.0.32 Release QH-CHG0041281 08th November, 2019
Date: Thursday, 31 October 2019 4:24:00 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[Standard Change - PSS 1.0.32 Release.docx](#)
[image008.png](#)

Hi Michael,

As discussed, this is one of those HSQ managed applications whereby eHQ just provides technical support. This is to do with Payroll system.

The attached document is quite detailed about the change and the impact. There will be an outage and HSQ will be completing the ODG form.

Thanks,
John

John Borch

Acting Chief Technology Officer

Phone: 07 [REDACTED]

Mobile: [REDACTED]

Address: Level 10, 100 Wickham Street, Fortitude Valley, QLD 4006

Email: john.borchi@health.qld.gov.au

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From: Ryan O'Donoghue <Ryan.ODonoghue@health.qld.gov.au>

Sent: Thursday, 31 October 2019 10:35 AM

To: John Borch <John.Borchi@health.qld.gov.au>; eHealth-ICT-Change <eHealth-ICT-Change@health.qld.gov.au>

Cc: Manisha Dsouza <Manisha.Dsouza@health.qld.gov.au>

Subject: Standard Change / Planned outage for PSS 1.0.32 Release QH-CHG0041281 08th November, 2019

Hi John,

Please see below and attached details for an up-coming planned RFC.

As discussed yesterday, we are handling the technical aspects of the RFC while HSQ will have their own RFC including the communications out to their customers. At this stage we do not have information from HSQ regarding their intended communications plan, however we expect that this will be escalated to the ODG through their own processes.

Please let me know if you require further information in relation to this RFC.

Cheers,
Ryan

From: Manisha Dsouza <Manisha.Dsouza@health.qld.gov.au>
Sent: Tuesday, 29 October 2019 9:35 AM
To: Ryan O'Donoghue <Ryan.ODonoghue@health.qld.gov.au>
Subject: Standard Change / Planned outage for PSS 1.0.32 Release QH-CHG0041281 08th November, 2019

Hello Ryan,

Please see below our first change to be put through the new process. Naveen has documented all the details in the attached document with a summarised email below.

If you are ok with the information please forward to eHQ CTO and eHealth-ICT-Change@health.qld.gov.au.

Thanks,

Manisha

From: Naveen Kannam <Naveen.Kannam@health.qld.gov.au>
Sent: Monday, 28 October 2019 10:52 AM
To: Manisha Dsouza <Manisha.Dsouza@health.qld.gov.au>
Cc: Artemis Giannaros <Artemis.Giannaros@health.qld.gov.au>; Lenita Metzroth <Lenita.Metzroth@health.qld.gov.au>
Subject: Standard Change / Planned outage for PSS 1.0.32 Release

Hi Manisha,

re [QH-CHG0041281 / PAWS \(Streamline, Serviceline, Lifecycle\) Application release](#).

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Run 3 - 25/10/2019 (Friday) – 9 AM to 12 PM - Completed
Run 4 - 01/11/2019 (Friday) – 9 AM to 12 PM

TPSR: Expected on Monday - 04/11/2019.

PROD: (Is NOT during parliament sitting week) - 08/11/2019 (Friday) 6 PM to 9 PM

Will seek your approval after we get a TPSR, all documents are attached to the [RFC](#) on SNOW.

Thanks,
Naveen

Naveen Kannam

Applications Officer

Phone: 07 [REDACTED]

Phone: [REDACTED]

Email: Naveen.Kannam@health.qld.gov.au

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From: John Borch
To: Manisha Dsouza
Cc: Ryan O'Donoghue
Subject: RE: QH-CHG0041306 (16th Nov, 2019) - Transition II OS Patches Standard Change
Date: Thursday, 31 October 2019 4:33:00 PM
Attachments: [ICT Change Notification Process and Form.docx](#)
[image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)

Thanks Manisha,

This is approved.

There is a requirement to complete the attached form from Office of the Director-General. I believe that HSQ has provided you a copy of this. If you can please complete this form and send it to me and I'll provide to our CE's office.

I'm clarifying with ODG if this is only for 'outage' related activity or the broader criteria I've previously provided. We would then coordinate with HSQ.

Thanks,
John

John Borch

Acting Chief Technology Officer

Phone: 07 [REDACTED]
Mobile: [REDACTED]
Address: Level 10, 100 Wickham Street, Fortitude Valley, QLD 4006
Email: john.borchi@health.qld.gov.au

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From: Manisha Dsouza <Manisha.Dsouza@health.qld.gov.au>
Sent: Thursday, 31 October 2019 2:26 PM
To: John Borch <John.Borchi@health.qld.gov.au>
Cc: Ryan O'Donoghue <Ryan.ODonoghue@health.qld.gov.au>
Subject: QH-CHG0041306 (16th Nov, 2019) - Transition II OS Patches Standard Change

Hi John,

As per process communicated, please see below and attached details for an up-coming planned maintenance RFC. Communications email to be sent are attached too.

If you need any further information regarding the RFC, please let me know.

Regards,

Manisha

From: Jane Croucher <Jane.Croucher@health.qld.gov.au>
Sent: Thursday, 31 October 2019 11:18 AM
To: Manisha Dsouza <Manisha.Dsouza@health.qld.gov.au>; Jaben Ushay <Jaben.Ushay@health.qld.gov.au>
Subject: Transition II OS Patches Standard Change

Hi Manisha,

Here is the Transition II Quarterly Maintenance Standard Change - [QH-CHG0041306](#)

Proposed PROD release is 16th November 14:00 to 17th November 02:00 and is not during a sitting week.

The TPSR for PAT is completed and attached to the change ticket.

Let me know anything else you need.

Thank you,

Jane Croucher

Application Specialist, Digital Application Services, eHealth Queensland

Phone: 07 [REDACTED]

Phone: [REDACTED]

Address: Level 3, 100 Wickham Street, Fortitude Valley, 4001

Email: Jane.Croucher@health.qld.gov.au

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Jane