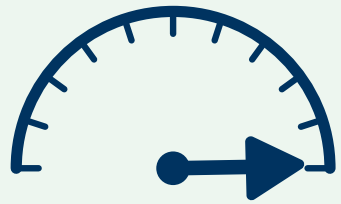


Service Management

The HSCIC maintains live operations and performance of computer systems that are critical to the smooth running of the NHS and the delivery of patient care.



99.97%
average availability

achieved across all services in the twelve months to June 2015



24/7

Industry best practice and proven systems

to provide 24 hours a day, 7 days a week monitoring and the proactive identification and resolution of issues

We manage systems with

82 suppliers for

125 services and support

27 areas with service management locally



36 major
Disaster Recovery
Tests performed

in the twelve months to June 2015 to ensure continuity of service in the event of a major incident

Over

1 million
users



supported in their use of national computer systems

“Service Management helps make certain vital national and local health IT systems are available to the NHS day and night, 365 days per year.”

Neil Bennett
Head of Service Management, HSCIC
