

Ticker Announcement

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Aims

To deliver pop up visual messages onto computers to ensure fast and reliable updates of urgent/important IT information.

Methodology

The following illustrate how Ticker Announcement works:

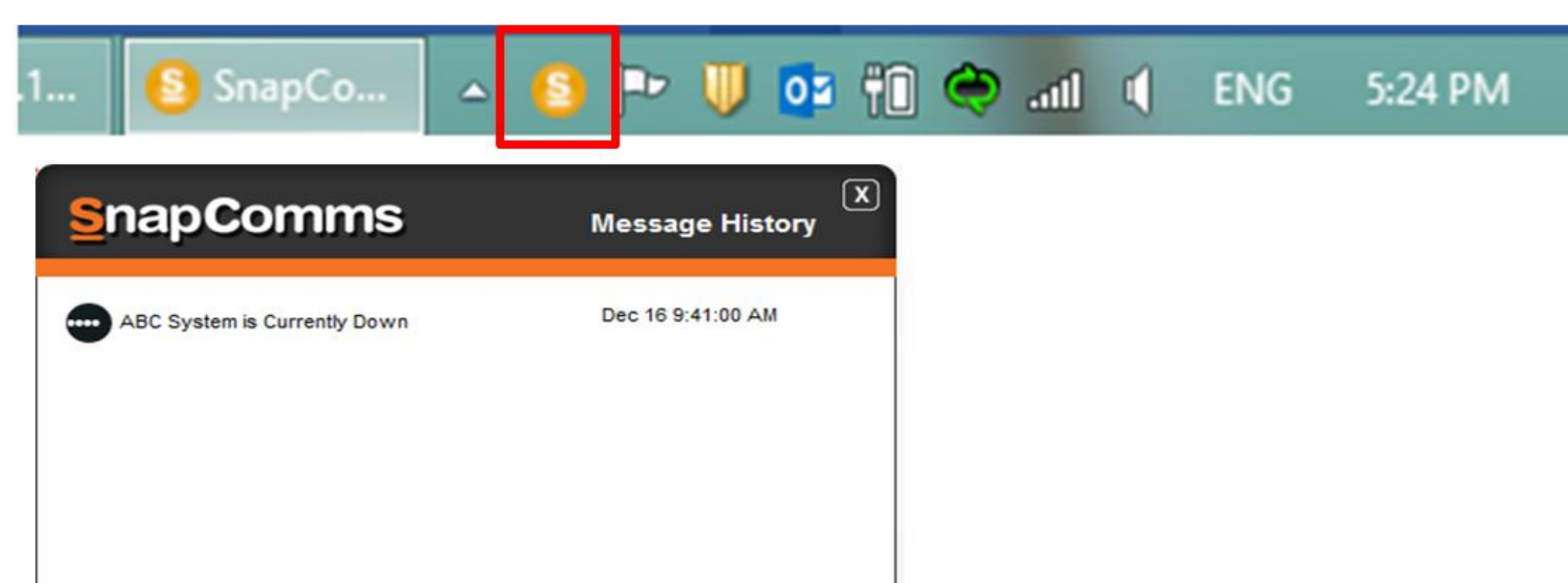
Step 1 : When a system is down, the following ticker will appear on the PC above the taskbar



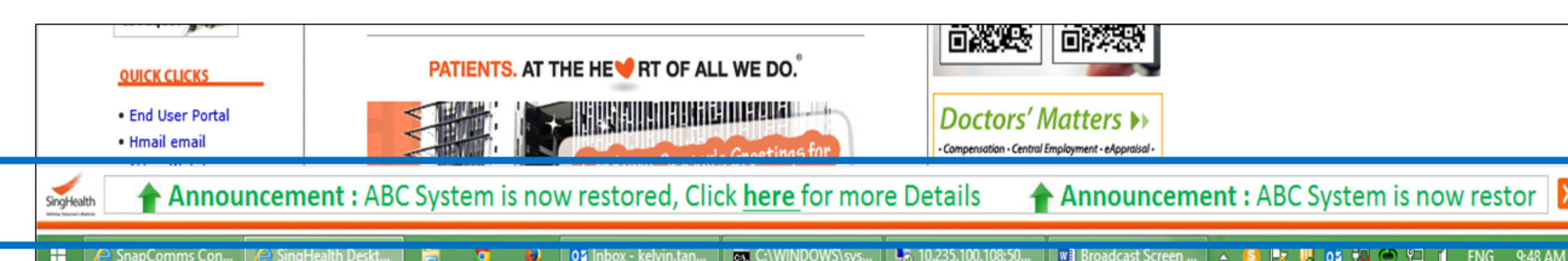
Step 2 : Click on the ticker for more information. The following screen will appear and the ticker will disappear



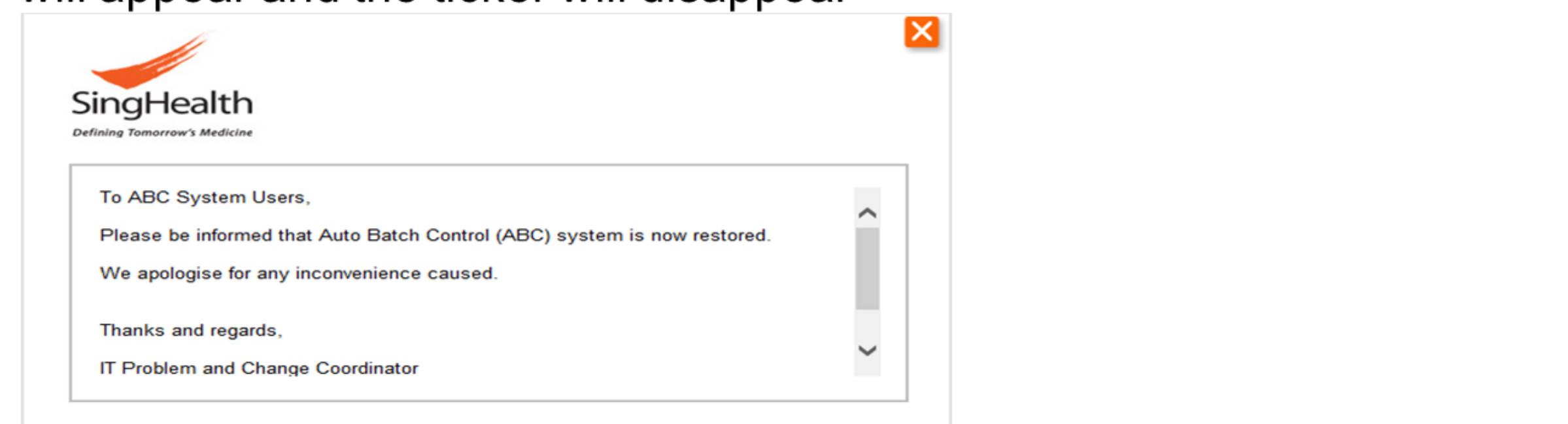
You can view the history of the message by clicking on the software icon as below:



Step 1 : Upon system recovery, the ticker will appear again informing users that the system has recovered



Step 2 : Click on the ticker for more information. The following screen will appear and the ticker will disappear



Result

The following result was observed :

- Improved operation effectiveness
- Improved the internal channel communication with better reach out to SingHealth users

Conclusion

The project had allowed users to get the system downtime and system uptime in less than 30mins via their PCs and thus do not have to contact helpdesk all the time, which will have already been flooded with all the calls during an unscheduled downtime.

This has resulted in a much pleasant experience whereby downtime information is delivered in a more efficient and effective way to the affected users visually.

This project has seen a reduction of helpdesk calls due to incidents by 50%.