

# East Suffolk and North Essex NHS Foundation Trust

ICT Organisation Structure  
(February 2020)



# ICT Organisational Structure

Director of ICT (CIO)

Mike Meers

EA to Director of ICT

Deputy Director of  
ICT (Strategy)

Darren Atkins

Assistant Director of  
ICT (eHealth)

Andrea Craven

Assistant Director of  
ICT (Operations)

Mark Caines

IT Strategy  
Coordinator

ICT Strategy  
ICT TOM Transformation  
Financial Management of  
Service  
Service Portfolio  
Management  
Agile Software  
Development  
Interoperability &  
Automation  
System Partnership

Release Management  
IT Programme Delivery  
Clinical System Support  
Deployment Management  
Medical Records  
Form based design &  
workflow  
Transition Planning &  
Support  
Test Management  
IT Training  
Benefits Evaluation  
Roadmap Delivery  
Systems Integration

Service Management  
Call Handling  
Identity & Access  
Incident Management  
Request Fulfillment  
Problem Management  
Application Management  
Technical Management  
ICT Operation  
Management  
Service Support

# ICT Organisational Structure

## IT Strategy & Innovation

Deputy Director of  
ICT (Strategy) - DCIO

Darren Atkins

Head of Software  
Development

Paul Carew

Senior Robotics  
Developers

X 2

Automation Analyst

Software Developers

X 4

Nurse Innovation  
Lead

X 2



# ICT Organisational Structure

## eHealth (1)

Assistant Director of  
ICT (eHealth)

Andrea Craven

Lab IT Manager

Sara Pallant

Pathology  
Systems  
Management  
System Testing &  
Configuration  
Service Delivery

Head of IT Project  
Delivery  
(Infrastructure)

Tom Bevan

Infrastructure  
Project Delivery  
IT Business Case  
Support  
IT Programme  
Delivery

Head of IT Project  
Delivery  
(LIMS/ICE)

Heiko Kausch

Pathology and  
Order Comms  
Project Delivery  
IT Business Case  
Support  
IT Programme  
Delivery

Head of Digital  
Strategy (Deputy)

Sara Clark

ICT Digital  
Strategy  
Clinical and  
Corporate  
Systems  
ICT Programme  
Delivery  
Business Case  
Support  
System Testing &  
Configuration  
ICT Training

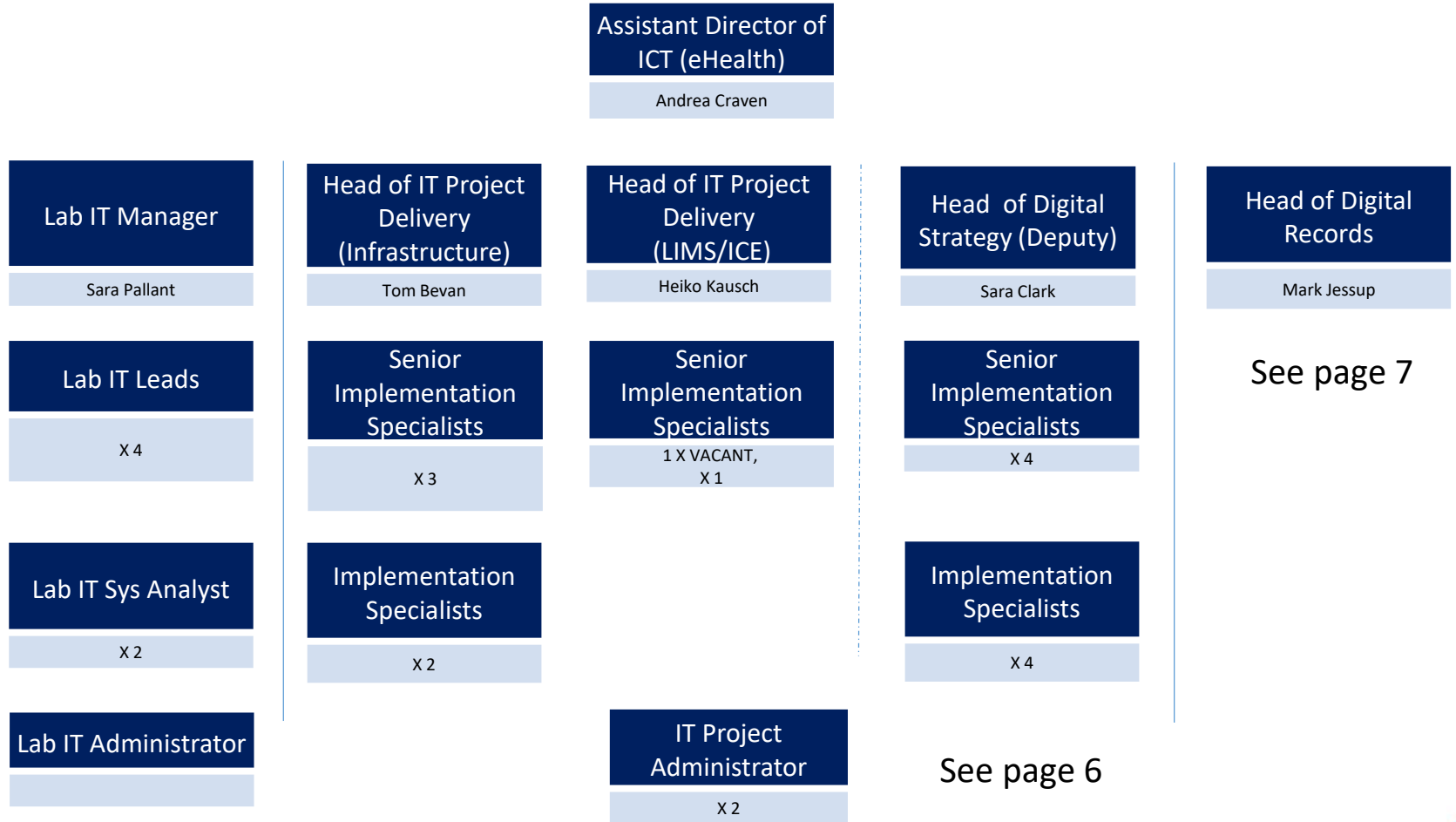
Head of Digital  
Records

Mark Jessup

Scanning Bureau  
eForm Delivery  
Health Records  
Access to Records

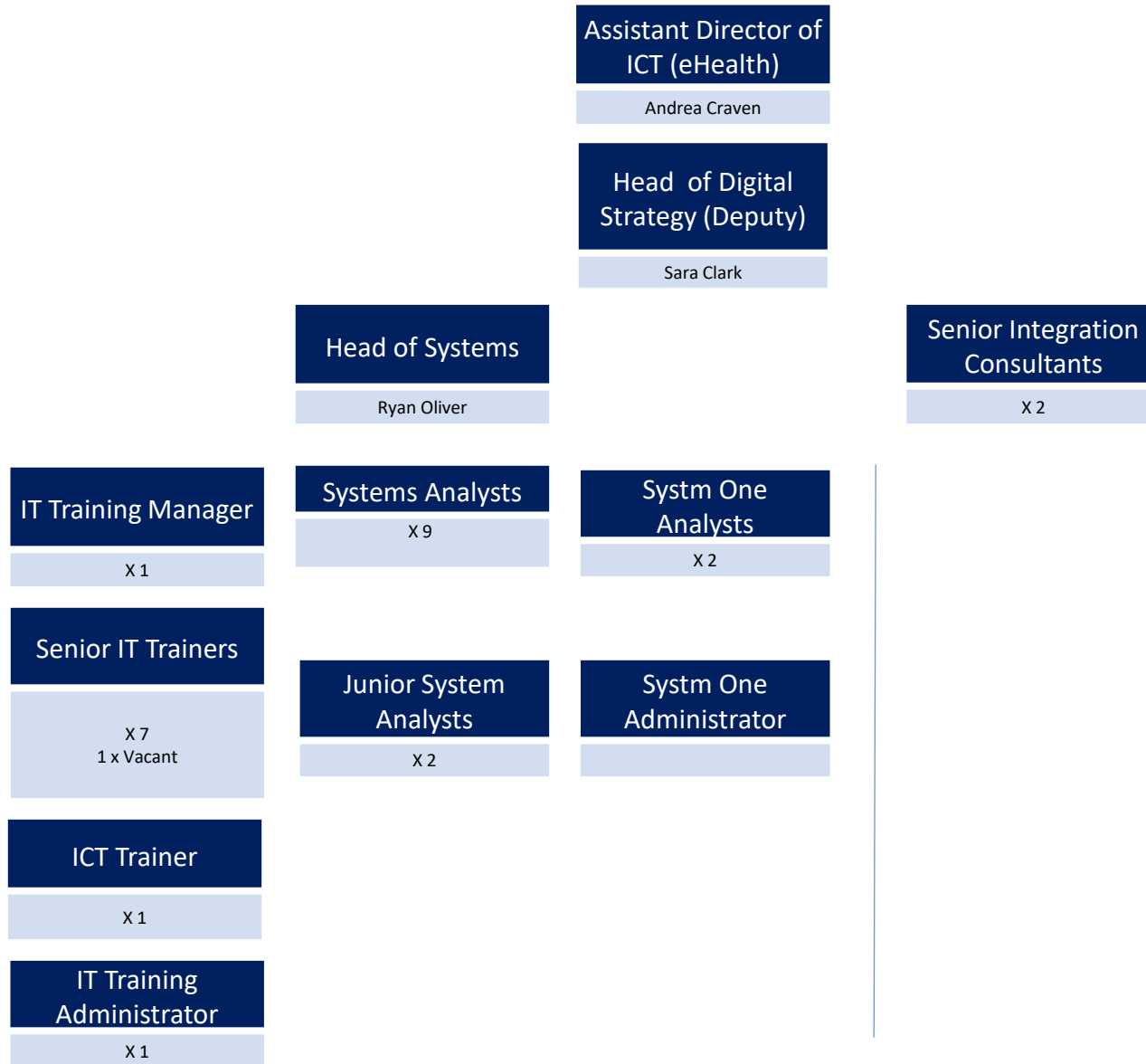
# ICT Organisational Structure

## eHealth (2)



# ICT Organisational Structure

## eHealth (3)



# ICT Organisational Structure

## eHealth (4)

Assistant Director of  
ICT (eHealth)

Andrea Craven

Head of Digital  
Records

Mark Jessup

Digital Records  
Manager  
(Ipswich)

Digital Records  
Manager  
(Colchester)

Digital Records Team  
Leader (Ipswich)

Digital Records Team  
Leader (Colchester)

Digital Records  
Officers  
(Ipswich & Colchester)

*see next slide*

Access to Health

X 2

eForm Developers

X 4

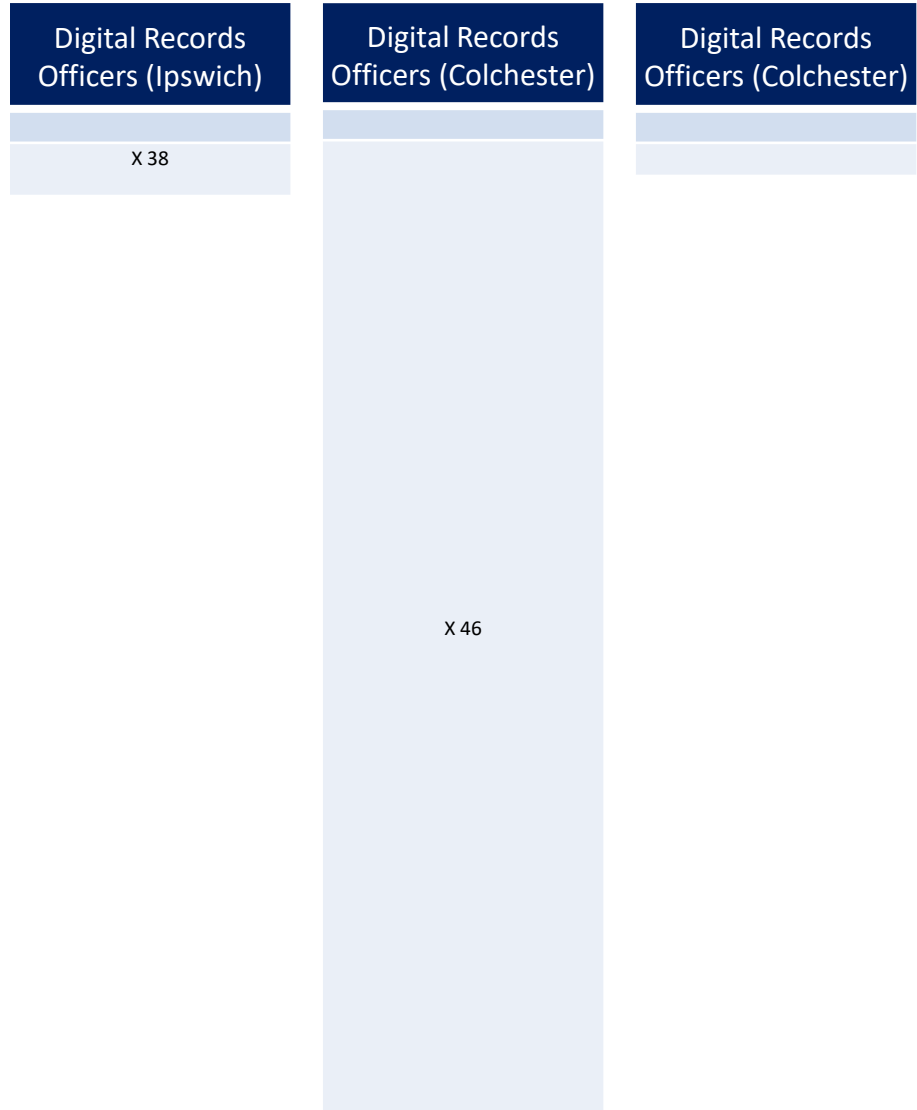
eForm  
Administrators

X 1



# ICT Organisational Structure

## eHealth (4 cont)





# ICT Organisational Structure

## IT Operations (1)

Assistant Director of  
ICT (Operations)

Mark Caines

Head of IT  
Service Integration  
Acute & Community  
(Deputy)

Paul Berriman

Head of IT  
Operations

Ian Ling

Head of IT  
Operations

Spencer Ratcliffe

Customer Services  
Manager

James Ling

IT Security Manager

Karl Kroger

Community and  
Acute  
Infrastructure  
Integration  
Deputy Head of  
Service

3<sup>rd</sup> Tier  
Problem  
Management  
Design &  
Planning for  
Infrastructure

2<sup>nd</sup> Tier  
Incident  
Management  
Desktop  
Network &  
Telecomms  
Sys Admin  
IT operations

Single Service  
Desk  
Switchboard  
Services  
Registration  
Authority  
Single Number  
Cloud Based  
Software  
Extended  
Hours: 8-5

# ICT Organisational Structure

## IT Operations (2)

