



## TRUST BOARD COVER SHEET

	<p><i>The cover sheet purpose is to provide the Trust Board/Committee with a clear summary of the paper being presented, how it impacts on the people we serve, key matters for attention and the ask of the Trust Board/Committee</i></p> <p><i>The Accountable Director must satisfy themselves that the cover sheet is accurate and fully reflects the paper. The expectation is that the Accountable Director has read and agreed the content of both the cover sheet and paper.</i></p>	
<b>Meeting and Date of meeting</b>	<p style="text-align: center;">Trust Board Thursday 27<sup>th</sup> November 2025</p>	
<b>Title of paper</b>	<p style="text-align: center;">SHSCT Major Incident – IT Outage Status Update Report</p>	
<b>Accountable Director</b>	<b>Name</b>	<p style="text-align: center;">Ms Elaine Wilson</p>
	<b>Position</b>	<p style="text-align: center;">Director of Planning, Performance &amp; Informatics</p>
<b>Report Author</b>	<b>Name</b>	<p style="text-align: center;">Caroline Brown</p>
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<b>This paper sits within the Trust Board role of:</b>	<p style="text-align: center;">Accountability</p>	
<b>This paper is presented for:</b>	<p style="text-align: center;">Assurance <i>(Notes on completion at end of document)</i></p>	
<b>Links to Trust Strategic Priorities</b>  	<input type="checkbox"/>	<p>Collaborative Working</p>
	<input checked="" type="checkbox"/>	<p>Learning Organisation</p>
	<input checked="" type="checkbox"/>	<p>Safety, Quality &amp; Experience</p>
	<input type="checkbox"/>	<p>Community First</p>
	<input type="checkbox"/>	<p>Whole-Life Approach</p>

## **1. Reason for Presentation of Paper / Report**

At 08:05 hrs on Wednesday 17 September the Southern Trust experienced a full network outage which resulted the need to re-route ambulances away from our acute hospital sites and cancel elective appointments. Access was restored at 1700hrs on Wednesday 17 September and the Major Incident was stood down formally at 09:00 on Thursday 18 September.

The purpose of this paper is to provide an overview of the structures put in place and the work underway to establish the facts relating to the IT outage incident, including to identify any findings which caused the incident, factors which contributed to these findings, and to make recommendations which when implemented would serve to reduce the risk of a similar incident occurring in the future.

This review work is also considering the actions taken by the Trust in response to the incident, with a particular focus on learnings and improvements that can be made in respect to enactment of business continuity arrangements and communications both during and following the incident.

It is important to note that this update report is not intended to set out the outcomes of the detailed review work but is being presented to Trust Board at this time to give assurance regarding the scope of the review work underway and to summarise the status of the work at this time.

## **2. Detailed summary of paper contents:**

The paper summarises the governance structures that have been established within the Trust to undertake a thorough review of the IT outage incident, including the independently chaired Incident Review Group and its four sub-groups which are as follows:

- Technical Root Cause Analysis
- Encompass business continuity arrangements
- Major Incident Response, including general emergency planning business continuity arrangements
- Communications (internal and external)

The paper proceeds to provide an overview of the scope of work being undertaken by each of the sub-groups, any findings to date, and the steps required to complete the review.

## **3. Areas of improvement/achievement:**

The incident, while regrettable, has resulted in a learning opportunity for the Trust in terms of approaches to Major Incident planning and business continuity during the event. We will not lose the opportunity to learn from this and share our learning with the rest of the region, and this paper summarises some of the early learnings and information already disseminated to the region.

**4. Areas of concern/risk/challenge:**

The occurrence of the IT Outage has been a considerable area of challenge for the Trust, however the role of the Incident Review Group is to establish the facts relating to the IT outage incident, including to identify any findings which caused the incident, factors which contributed to these findings, and to make recommendations which when implemented would serve to reduce the risk and / or impact of a similar incident occurring in the future.

**5. Impact on Statutory Duties: Provide details on the impact of the following and how.**

<i>Financial Impact</i>	<i>Safety and Quality Impact</i>
Yes, there are Financial Impacts	Yes, there are Quality, Safety or Experience Impacts

**6. Risk Assessment (Risk level and state if a risk assessment be completed)**

Any risks identified as part of the Incident Review will be considered for inclusion on the Risk Register of the Trust and associated mitigating actions taken forward.

**7. Other Business Intelligence/data (If appropriate)**

N/A

**8. Impact: Provide details on the impact of the following and how. If this is N/A you should explain why this is an appropriate response.**

<b>Corporate Risk Register</b>	No additional risk identified at this stage – risks will be reviewed following the completion of the review of the incident.
<b>Board Assurance Framework</b>	The incident review will be reported again to Trust Board on completion of the Review.
<b>Equality and Human Rights</b>	There are no equality or human rights issues arising from this document.

### **Trust Board Role Fulfilment**

<b>Strategy</b>	<i>Papers in this category should address forward-looking priorities, long-term objectives, or service transformation. These are typically focused on shaping the future of the organisation and will often involve decisions on direction, investment, or innovation.</i>
<b>Culture</b>	<i>These papers aim to influence or reflect the values, behaviours, and staff or patient experiences within HSC. They may relate to leadership development, equality, diversity and inclusion, staff engagement, or initiatives intended to reinforce our organisational ethos.</i>
<b>Accountability</b>	<i>Papers falling into this area relate to governance, assurance, performance monitoring, compliance, and risk. They provide evidence that responsibilities are being fulfilled, standards are being met, and corrective actions are being taken where necessary.</i>

### **Reasons for Paper Presentation**

<b>Approval</b>	<i>Used when an item requires a formal agreement or endorsement by the meeting / committee members. Examples are approving minutes, budgets, proposals or policies.</i>
<b>Assurance</b>	<i>Used when an item can be measured against a certain criteria / standard. Examples are a project is on course with delivery or financial targets are being met.</i>
<b>Information</b>	<i>Used when an item is presented for the purpose of updating or informing the attendees without requiring a decision or action, such as reports, updates, or announcements.</i>
<b>Discussion</b>	<i>Used when an item is listed primarily for open discussion, brainstorming or gathering input from the members without requiring an immediate decision.</i>