

NHS-HE Forum - Nov 2007 @

**NHS IT and HE IT - How Similar?
Ten Golden Rules
that Apply to Both**

Ted Woodhouse

Managing Director, ALIT Limited

Specialist ICT Consultants

**Former Director of IT
at The Leeds Teaching Hospitals NHS Trust**

NHS & HE IT



The Similarities

- * **Nature of Customer Base**
- * **“Second-Rate Citizens”**
- * **Budget Constraints**
- * **Dedicated Staff**
- * **Service-oriented ethos**
- * **Often, physically close**

NHS & HE IT



The Differences

- * **Management Ethos (Ethe)**
- * **Research Computing**
- * **Budget Constraints**
- * **Network Capacity**
- * **Environment**
- * **National Interference**



10 Rules for IT for NHS & for HE

1. Never Be First

2. Never Develop if You Can Buy Well

3. Alter the Way You Do Business to Suit the Product, not the Other Way Round



10 Rules for IT

4. **Don't Catch "Bad Supplier" twice**
- if it was nasty first time round, it will be worse second time
5. **Everything Should be Made as Simple as Possible, but No Simpler**
6. **Talk to the REAL Users**
- ALL the time



10 Rules for IT

7. **Never Computerise Problems
(See First Corollary)**
8. **If It Ain't Broke, Don't Fix It**
9. **Beware Outsourcing**
10. **Beware the Lowest Tender**



10 Rules for IT

- Three Corollaries

- C1. If You Have a Problem and You Computerise It, You Then Have Two Problems**
- C2. There is No Such Thing as an “IT Project” - CHANGE is King**
- C3. Never forget either Moore’s Law or Wirth’s Law ...**



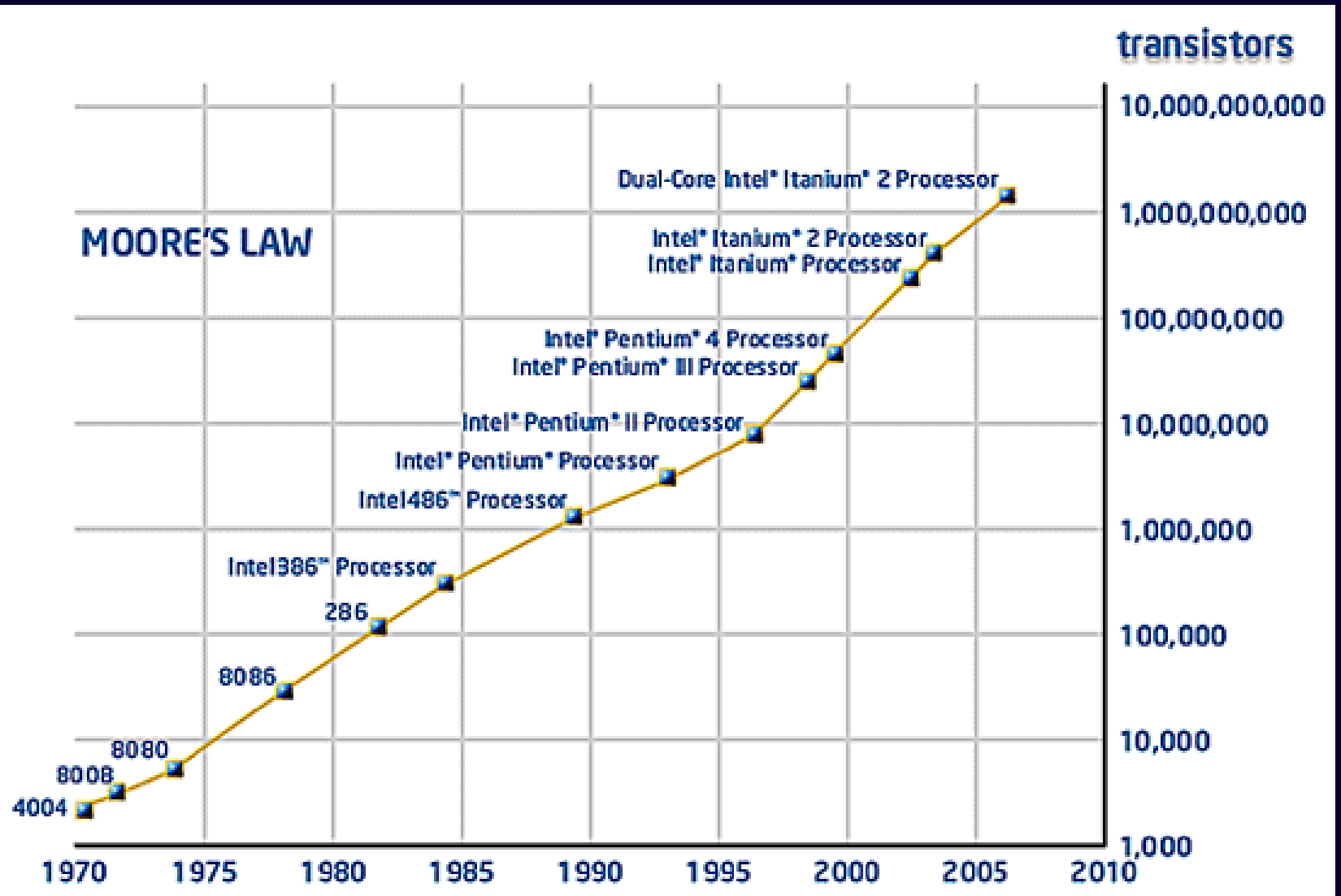
Moore's Law

**Gordon E. Moore - Co-Founder of Intel - wrote
in *Electronics Magazine*, 19 April 1965:-**

**“The Number of Transistors that can
Inexpensively be Placed on an
Integrated Circuit is Increasing
Exponentially, Doubling
Approximately Every Two Years”**



Moore's Law





Moore's Law

Applies in More Generic Terms to:-

Processing Speed

Memory Capacity

LCD Screen Resolution

Digital Camera CCD Resolution

Hard Drive Capacity (but less so!)

Current Best Evidence is That Moore's Law will Continue to Apply until 2019



Wirth's Law(s)

In 1995, Niklaus Wirth stated that:-

“Software Gets Slower Faster Than Hardware Gets Faster”

“Reliable and transparent programs are usually not in the interest of the designer”



10 Rules for Life

- **Based on a Experience Gained over the Past 60 years and 10¹/₂ months (and counting!)**
- **May sound Frivolous, but you Ignore them at Your Peril**
(well, perhaps not all of them) ...



10 Rules for Life

- 1. Take a Moment, from time to time, to Remember that You're Alive – You are Special**
- 2. But Not That Special!**
- 3. If you see Someone Drop Litter, Kill Them**



10 Rules for Life

4. **Otherwise, Be Good,
Compassionate and Kind**
5. **Whatever You Want to Do in Life,
DO IT – or at Least TRY**
6. **When Someone says, “Duck!”,
Respond in this Order:-**
 1. **Duck**
 2. **Ask Why**



10 Rules for Life

7. Be Happy. Count Your Blessings

**8. If You Can't Be Happy,
Don't Whinge.**

**9. Don't Smoke. Don't Surprise
People From Behind. Learn to
Punctuate.**



10 Rules for Life

**10. When Called Upon To Speak
In Public, Always Keep Your
Remarks Brief !**



Questions Comments Discussion

Applause

Royalties

etc