



CASE STUDY

COOK COUNTY HEALTH AND HOSPITAL SYSTEMS (CCHHS)

The Cook County Health and Hospital Systems (CCHHS) is the second largest public healthcare system in the country. CCHHS is the largest component of the safety net for health care in Chicago and suburban Cook County. Cook County and Rush are academic partners in medical education and research. Members of the Department faculty serve as attending physicians for the large majority of ward teams on the hospital's Medicine service. Department faculties typically have their clinical practices at community-based health centers operated by the Ambulatory and Community Health Network of Cook County. Faculty members also precept house staff at the General Medicine Clinic of Fantus Health Center.

Caring for patients in need, regardless of ability to pay, has been the tradition of Cook County Health and Human Services (CCHHS) for more than a century. With over 450 beds and nearly 100 outpatient clinics, CCHHS is the primary public provider of comprehensive medical services for the people of metropolitan Chicago.

CCHHS is also home to a wide array of residency and fellowship programs and a pioneer of important medical and surgical techniques, with noted advances in the treatment of trauma and burn victims. At CCHHS, resident and attending physicians work together to meet the needs of the area's multiethnic population.

CCHHS uses various enterprise applications for its core functions. One of the key applications is Cerner which runs on Oracle Database 10g.

lyka has provided services to the CCHHS in multiple contracts either as a prime or sub-contractor (Cerner, DataLink, MoreDirect, and PC Connection). A Summary of some of the projects is presented below:

- IT Infrastructure Consulting Services
- Migrating Cloud Based Exchange Back to Local Exchange Servers
- Microsoft Active Directory Optimization and Services
- Remote DBA support services for CCHHS's Oracle platform.
- Cerner's Citrix XenApp upgrade

PROJECT 1: IT INFRASTRUCTURE CONSULTING SERVICES

lyka provided IT Infrastructure consulting services to CCHHS. CCHHS implemented new technology and has upgraded their existing Microsoft domain network. Under the new implementation, Windows 2008 R2 Domain Services have been installed on Cisco UCS servers.

CCHHS had a Citrix XenApp environment. lyka provided assistance in deploying a Proof of Concept for application utilizing the last version of XenApp, running on Windows 2008 Servers. The new XenApp environment was integrated with existing ESX 4.1 infrastructure. lyka built the entire XenApp environment, consisting of four (4) Virtual machines (VM) that includes XenApp Server, License Server, SQL Server and Web interface Server.

lyka provided full support for new Citrix implementation. lyka supported move of large groups of users to the new environment and XenApp applications such as Cerner Millennium, Microsoft Office, Adobe and all

other published applications. Various other components included remote access via SSL VPN and Client Access Gateway as well as profiles, printers and general Citrix infrastructure supports.

PROJECT 2: MIGRATING CLOUD BASED EXCHANGE BACK TO LOCAL EXCHANGE SERVERS

Over 5000 of CCHHS users were using MS Exchange in the Office 365 Cloud. In the recent past, CCHHS had two major instances of cloud unavailability which has resulted in serious scheduling issues--the users were unable to access email or their calendars. It resulted in loss of productivity for thousands of users and impacted customer services.

lyka provided complete study and analysis of the cloud environment at CCHHS, then infrastructure for migrating the cloud Exchange services to onsite based Exchange servers. Office 360 services from Microsoft were used to provide email, calendar and other exchange server services to CCHHS. lyka provided services that included but were not limited to cloud integration offering the same services with onsite Exchange server.

PROJECT 3: MICROSOFT ACTIVE DIRECTORY OPTIMIZATION AND SERVICES

CCHHS had implemented new technology and has upgraded their existing Microsoft domain network. Under the new implementation, Windows 2008 R2 Domain Services have been installed on Cisco UCS servers. The current implementation is an upgrade to the old active domain network running on Windows 2000 servers. With the design, implementation of the new Windows 2008 R2 servers, several transition and technology challenges were raised.

Also with any new network, there is a need for the availability of application and product experts to optimize, integrate, and ensure smooth operation of the network and services. CCHHS required an onsite expert with knowledge of Cisco UCS products, Microsoft Active Directory, Windows 2008 R2 Servers, System Center Components (Configuration, Operation, Data Protection, virtualization, service manager).

lyka was responsible for managing, integrating, optimizing and assisting the CCHHS IT team with services to its end customers.

PROJECT 4

lyka implemented a new Citrix XenApp 6.5 infrastructure to host the Cerner Millennium suite of applications. As CCHHS moved into the pilot and production phases of this project, CCHHS required a 24x7 support model.

lyka professional services worked with CCHHS each step of the way to align the solution to their business needs. lyka provided the people, processes and technology to align organizational objectives to IT services. lyka provided a suite of services to ensure positive results including:

- **Planning and Assessment Services:** lyka planning services such as the Data Center Analytics Assessment helped gather qualitative information to help assure the best technical and financial fit for virtual data center infrastructure.
- **Architecture Planning Service:** lyka's experienced data center architects worked closely with the client to develop a comprehensive design and implementation plan.
- **Virtual Infrastructure Assessment Services:** lyka's analytics assisted assessment services provided an end-to-end view from virtual to physical, server to storage to analyze existing virtual infrastructure, uncover infrastructure bottlenecks and provide a right sized capacity plan for their VDC roadmap.
- **Implementation Services:** lyka implementation services leveraged experienced lyka professionals to deploy the D-Block solution into their IT infrastructure.

IYKA APPROACH

- Building XenApp Environment Build.
- Installing Application onto XenApp Environment.
- Testing and validating single sign-on solution on the new Citrix servers.
- User Acceptance Testing.

RELEVANCE OF THE WORK

Iyka was responsible for staffing and managing the delivery of the project.

CATEGORIES SUPPORTED

Technical & Tech Support, Programming and App Dev., Analyst (Computer Sys & Data), IT security, System Admin, Project Manager.

ABOUT IYKA

Headquartered in Greater Chicago, Iyka is a multiple national and international award winning strategic data management company. Iyka brings innovative products, Applications Development, and IT staff augmentation services that simplify technology and technology processes to serve commercial, educational, and government clients.

Iyka Enterprises, Inc. (Iyka) is an MBE / WBE / DBE / BEP / WOSB / 8(a) certified business that has served over 100 global public sector and private sector clients since 2000. Iyka holds multiple SLED, Fed, and Commercial professional IT services Master Contracts, IDIQ contracts, and GWACs.

GET STARTED NOW!

To Find Out More About Iyka's Consulting Services Call (630) 372-3900

Or complete the brief contact form: <https://iyka.com/contact-us/>

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