Digital Solutions Division

ACT Government | ACT Health

Canberra Health Services Non-Clinical Systems

Version 1.0

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Document review

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Contents

1. Introduction 6
2. Security Systems 7
   2.1. Access Control 7
   2.2. Fixed Duress 7
   2.3. Alarms 7
   2.4. Closed Circuit TV 7
   2.5. Help Points 8
   2.6. Key Management Solution 8
   2.7. Security Monitoring 8
   2.8. Data Cabinets Security Locks 9
3. Life Critical 10
   3.1. Nurse Call 10
4. Building Management 11
   4.1. Building Management and Control System 11
   4.2. Digital Addressable Lighting Interface 11
   4.3. Lift Controllers 11
   4.4. Consumer Locks 11
   4.5. Master Clocks 12
   4.6. Fire Indicator Panel 12
5. Messaging System 13
   5.1. Messaging Engine 13
   5.2. Messaging Integration Engine 13
   5.3. Paging 13
6. Audio Visual Systems 14
   6.1. Patient Information and Entertainment System 14
   6.2. IP Television 14
   6.3. Video and Audio Conferencing 14
   6.4. Digital Signage 14
   6.5. Digital Way Finding 15
   6.6. Theatre/Full AV 15
7. Unified Communications 16
   7.1. SIP Exchange 16
   7.2. Digital Voice Exchange 16
   7.3. Instant Messaging 16

7.4. Room Booking 16
8. Location Tracking Systems 17
8.1. Real Time Location System 17
8.2. Asset Tracking 17
8.3. Sterilised Asset Tracking 17
8.4. RFID 17
9. Wireless Network and Services 18
9.1. Network 18
9.2. Mobile Duress 18
10. Network 19
10.1. Local Area and Wide Area Network 19
10.2. Starlight Foundation Services 19
10.3. Ronald McDonald House 19
10.4. Australian National University 19
11. Transmission Systems 20
11.1. Physical Fibre Network 20
11.2. Territory Radio Network 20
11.3. Distributed Antennae System 20
12. Miscellaneous 21
12.1. Neo Natal ICU Baby Monitor 21
12.2. Pneumatic Tube System 21

1. Introduction

This document provides a list of critical no-clinical systems that are in use across the Canberra Health Services (CHS) sites. These systems have been categorised under various system types and includes the system manufacturers/vendors that are used for each system.

Although this document endeavours to capture information at a high level, it is not intended to provide detailed technical information for the systems or the specific model numbers for each system.

2. Security Systems

2.1. Access Control

The access control system is a security management system that manages physical access to nominated areas within a building.

2.1.1. Manufacturer

The system is provided by Tyco/Software House.

2.1.2. System Components

The following components are used for the access control system:

- C-Cure 9000 Servers installed in a highly available configuration;
- iStar door controllers; and
- Card readers, electric strike and various other door hardware.

2.2. Fixed Duress

Fixed Duress is provided in various areas/rooms based on the business requirements.

2.2.1. Manufacturer

The system is provided by Tyco/Software House.

2.2.2. System Components

The following components are used for the fixed duress system:

- C-Cure 9000 Servers installed in a highly available configuration;
- iStar door controllers; and
- Duress buttons using dry contact.

2.3. Alarms

This system is involved in raising alarms.

2.3.1. Manufacturer

The system is provided by Tyco/Software House.

2.3.2. System Components

The following components are used for the alarm system:

- C-Cure 9000 Servers installed in a highly available configuration;
- iStar door controllers; and
- Alarms.

2.4. Closed Circuit TV

This system provides Closed Circuit TV (CCTV) monitoring and recording of the CCTV footage.

2.4.1. Manufacturer

The system is provided by Avigilon.

2.4.2. System Components

The following components are used for the CCTV system:

- IP CCTV cameras – indoor and outdoor;
- CCTV cameras must be able to leverage Power over Ethernet (POE) or POE+;
- Network Video Recorder (NVR). Must support IP network connectivity; and
- External CCTV cameras potentially installed on Hex Poles.

2.5. Help Points

The help points are provided in areas where public safety is important.

2.5.1. Manufacturer

The system is provided by Jacques Technologies.

2.5.2. System Components

The following components are used for the help points system:

- Voice and video call points; and
- Must support IP network connectivity.

2.6. Key Management Solution

The electronic key management data cabinets are used to secure, manage and provide audit facility for the use of every key within the cabinet.

2.6.1. Manufacturer

The system is provided by Traka Assa Abloy.

2.6.2. System Components

The following components are used for the CCTV system:

- Key cabinet;
- Smart Traka software; and
- Must support IP connectivity.

2.7. Security Monitoring

2.7.1. Company

After-hours and offsite security monitoring is provided by SNP Security.

2.8. Data Cabinets Security Locks

2.8.1. Manufacturer

The system is provided by Enlogic.

2.8.2. System Components

The following component is affected by this system:

- IP data cabinet locks.

3. Life Critical

3.1. Nurse Call

There are currently several nurse call systems installed at the ACT health Directorate.

3.1.1. Manufacturers

The systems are provided by Hills, Rauland and Tacera.

3.1.2. System Components

The following component are included in this system:

- Servers provisioned in highly available configuration;
- Buttons that provide nurse call, nurse assist etc;
- Annunciators; and
- Over door lights.

4. Building Management

4.1. Building Management and Control System

4.1.1. Manufacturer

The system is provided by Siemens.

4.1.2. System Components

The following component are included in this system:

- Meters;
- Controllers;
- Sensors; and
- Uses BACnet protocol.

4.2. Digital Addressable Lighting Interface

4.2.1. Manufacturer

The system is provided by Clipsal.

4.2.2. System Components

The following component are included in this system:

- Addressable lighting;
- Sensors;
- Switches; and
- IP addressable.

4.3. Lift Controllers

4.3.1. Manufacturers

There are several lift providers at The Canberra Hospital.

4.3.2. System Components

The following component are included:

- Controllers;
- Direct Current (DC) cabling.

4.4. Consumer Locks

4.4.1. Manufacturer

This is provided by Salto.

4.4.2. System Components

- Reader;

- Hospitality card; and
- 802.15.4 Zigbee mesh network.

4.5. Master Clocks

4.5.1. Manufacturer

The clocks are provided by Krontech.

4.5.2. System Components

- IP Clocks; and
- Supports Network Time Protocol.

4.6. Fire Indicator Panel

4.6.1. Manufacturer

The fire indicator panels are provided by various manufacturers.

4.6.2. System Components

- Serial PRN to IP Moxa.

5. Messaging System

5.1. Messaging Engine

The messaging engine integrates with various systems.

5.1.1. Manufacturer

The messaging engine is provided by Ascom.

5.1.2. System Components

- DURAsuite appliances;
- Software components;
- Support for High Level Interface connection with other systems; and
- Must support IP connectivity.

5.2. Messaging Integration Engine

5.2.1. Manufacturer

The messaging integration engine is provided by Spok.

5.2.2. System Components

- System appliances and servers;
- Software components;
- Support for High Level Interface connection with other systems; and
- Must support IP connectivity.

5.3. Paging

5.3.1. Manufacturer

The paging system is provided by Vitacom.

5.3.2. System Components

- Server appliances or virtual;
- Software components;
- Support for High Level Interface; and
- Must support IP connectivity.

6. Audio Visual Systems

6.1. Patient Information and Entertainment System

6.1.1. Manufacturer

The Patient Information and Entertainment System (PIES) is provided by various vendors.

6.1.2. System Components

- Server appliances or virtual;
- Software components;
- Support for High Level Interface; and
- Must support IP connectivity.

6.2. IP Television

6.2.1. Manufacturer

The IPTV is provided by Exterity.

6.2.2. System Components

- Television;
- Digital Media Player;
- Digital Media Manager;
- Transcoders; and
- Encoders.

6.3. Video and Audio Conferencing

6.3.1. Manufacturer

The Video conferencing and collaboration solution is provided by Cisco.

6.3.2. System Components

- Integrated Cisco Webex video conferencing units of various sizes based on the room size and requirement; or
- Commercial television and video conferencing unit such as Cisco Webex Room Kit.

6.4. Digital Signage

6.4.1. Manufacturer

The digital signage is provided by Exterity.

6.4.2. System Components

- Television; and
- Digital Media Player.

6.5. Digital Way Finding

6.5.1. Manufacturer

The digital way finding is provided by Exterity.

6.5.2. System Components

- Television;
- Digital Media Player; and
- Dedicated kiosks.

6.6. Theatre/Full AV

6.6.1. Manufacturer

The is provided by Celestron.

6.6.2. System Components

- Controllers;
- Amplifiers;
- Speakers; and
- Microphones.

7. Unified Communications

7.1. SIP Exchange

7.1.1. Manufacturer

The provider is Asterix Open Systems.

7.1.2. System Components

- Voice over Internet Protocol (VoIP) exchange.

7.2. Digital Voice Exchange

7.2.1. Manufacturer

The provider is Cisco.

7.2.2. System Components

- Cisco unified Communications Manager;
- Appropriate hardware; and
- Cisco IP phones.

7.3. Instant Messaging

7.3.1. Manufacturer

The provider is Cisco.

7.3.2. System Components

- Jabber software.

7.4. Room Booking

7.4.1. Manufacturer

The provider is Evoko.

7.4.2. System Components

- Room booking panels; and
- Integration with Microsoft Outlook.

8. Location Tracking Systems

8.1. Real Time Location System

8.1.1. Manufacturer

The provider is Ekahau.

8.1.2. System Components

- Corporate wireless network;
- Ekahau software; and
- Servers.

8.2. Asset Tracking

8.2.1. Manufacturer

The provider is Motorola or Olinqua.

8.2.2. System Components

- Corporate wireless network;
- Software Topcat/Hardcat or other; and
- Server.

8.3. Sterilised Asset Tracking

8.3.1. Manufacturer

The provider is to be determined.

8.3.2. System Components

- Barcode readers;
- Exciters;
- Server; and
- Software.

8.4. RFID

8.4.1. System Components

- Exciters; and
- RFID labels.

9. Wireless Network and Services

9.1. Network

9.1.1. Manufacturer

The wireless network equipment is provided by Cisco. The wireless network is installed, configured and managed by ACT Government.

9.1.2. System Components

- Wireless access points;
- Wireless LAN Controllers; and
- Appropriate software.

9.2. Mobile Duress

9.2.1. Manufacturer

The provider is Ascom.

9.2.2. System Components

- DURAsuite hardware;
- Software; and
- High level interface.

10. Network

10.1. Local Area and Wide Area Network

10.1.1. Manufacturer

The LAN and WAN network is provided by Cisco.

10.1.2. System Components

- Core, distribution and access layer network switches; and
- Installed, configured and managed by ACT Government.

10.2. Starlight Foundation Services

10.2.1. Manufacturer

Not applicable.

10.2.2. System Components

- Children's channel which integrates with PIES.

10.3. Ronald McDonald House

Ronald McDonald house has separate network.

10.4. Australian National University

Primarily this is a separate network. However, ANU leverage ACT Government network which is made accessible to ANU via a separate Service Set Identified (SSID).

11. Transmission Systems

11.1. Physical Fibre Network

11.1.1. Manufacturer

The provider is AFC group.

11.1.2. System Components

- Single mode and multi-mode fibre; and
- MTP fibre network using Lucent Connector (LC).

11.2. Territory Radio Network

11.2.1. Manufacturer

The provider is Motorola.

11.2.2. System Components

- Trunk radio network;
- Antenna; and
- TRN handsets.

11.3. Distributed Antennae System

11.3.1. Manufacturer

DAS is provided by the three major carriers i.e. Telstra, Optus and Vodafone.

11.3.2. System Components

- The components required to support 3G. 4G and 5G.

12. Miscellaneous

12.1. Neo Natal ICU Baby Monitor

12.1.1. Manufacturer

There are various providers involved with this system.

12.1.2. System Components

- NICUCAM;
- CCTV camera; and
- RFID exciters and wrist/ankle bands.

12.2. Pneumatic Tube System

12.2.1. Manufacturer

The provider is Lamson.

12.2.2. System Components

- Pneumatic tube infrastructure.

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