



# KINGSWAY COURT HEALTH AND WELLBEING CENTRE PROJECT 2017

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**Acknowledgments:**

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## BACKGROUND

Kingsway Court Health and Wellbeing Centre's information management system was in many ways outdated. The centre's database could not fulfil all their needs as a charity organisation and was running on time-worn infrastructure that was under high risk of crashing and causing data loss.



## INVESTIGATION

In order to understand the organisations' information needs, we first interviewed staff members about their interaction with the IT system. The goal was to identify all the issues with the system and prioritize them based on their importance. The problems we found could be categorised as database-related, email-related and server-related problems.



## DATABASE ISSUES

We spent the first few weeks changing the design of the database, adding new functionalities and removing obsolete features. These improvements allowed the staff to work more efficiently and store all relevant information.



## E-MAIL ISSUES

Email-related issues were largely synchronization issues that caused a lot of confusion. We managed to find simple and quick fixes that enabled better communication between staff members.



## SERVER ISSUES

Most server-related concerns had to do with the age of the system which considerably slowed down everyday tasks. We researched different options for file sharing and database hosting. The two logical solutions were upgrading to a new server or migrating to the cloud.

We found that the organisation's status as a non-profit could let us migrate to the cloud with no extra cost. This also offered other advantages such as being able to access their work environment remotely as well as eliminate the concern for data loss. We migrated the back-end of the database to the cloud\*, leaving the front-end on local machines to allow the staff to work on the same interface they were used to, except with faster access. We also moved their shared files from the server to a shared folder on the cloud to accommodate the need for file sharing.

\*Due to Microsoft's announcement about discontinuation of Access web apps, the recommendation was made to migrate to Microsoft Azure instead.



## INFORMATION NEEDS QUESTIONNAIRE

We designed an information needs questionnaire for the clients of the centre to assess how efficiently the centre communicated with them and how that could be improved. After the analysis of results, we discussed our findings with the staff and gave suggestions on possible improvements that the centre will take into consideration.