

The National Blood Bank Service of Ethiopia (NBBSE) Addis Ababa Blood Centre went live with BSIS version 1.0 on the 9th August 2017 and currently has 50 staff actively using BSIS. The NBBSE mission is to ensure availability of safe and adequate supply of blood and blood products to all transfusing health facilities in Ethiopia. The NBBSE is a non-profit governmental organisation established in 1969 by the Ethiopian Red Cross, transitioning to the Federal Ministry of Health of Ethiopia in 2012 and currently functioning as an independent agency since 2014. BSIS has been implemented at its main centre which is in Addis Ababa which is currently working towards AfSBT level 2 certification.

"Everyone has accepted the system and agrees that it greatly assists in the operation of the centre" (ICT Lead NBBSE, 2018)

This BSIS implementation team felt that "the implementation and deployment in this manner worked well" (ICT Lead, 2018) and importantly that "the validation process and the processes following are all very important to the successful implementation of BSIS" (QA Officer, 2018). In addition to ensuring that BSIS was implemented effectively and sustainably the team felt that the process of implementation assisted in getting general staff support for the new system, "Everyone is very positive. Initially not everyone was in favour but that has changed. Everyone has accepted the system and agrees that it greatly assists in the operation of the centre" (ICT Lead, 2018).

"feedback (from the health facilities) has been very positive" (QA Officer, 2018)

The NBBSE has also collected feedback on the BSIS system and the pack labels it produced from health facilities to which they issue blood and they note that "feedback has been very positive".

"I am confident that I am able to maintain BSIS based on the training that I received" (ICT Lead, 2018)

The NBBSE team are also very positive about the capacity building process noting that "I am confident that I am able to maintain BSIS based on the training that I received" (ICT Lead, 2018).

This capacity to manage and maintain BSIS locally has been illustrated in the NBBSE post implementation training run by local staff. The training lead by the local BSIS team "went very well and all the trainees were happy with the training. They actively participated. They exhibited a great deal of enthusiasm and interest in the BSIS program." (ICT Lead, 2018)

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