The Future of IT in the Faculty of Medicine

Making Form Follow Function

Monthly Update #4
April 2015
Future of IT in the FoM

Health Partnerships
- IT Strategy & Governance
- Service Scope, Delivery & Funding
- Client Requirements & Engagement
- IT Continuous Improvement

Integrated Health @ UBC

IT @ UBC
**Project Timelines & Milestones**

**Consultation & Engagement**
- **October – December**: Project planning
- **January – March**: Information gathering
- **April**: Evaluation & analysis
- **May – June**: Recommendation & approval
- **July – August**: Roadmap & transition planning

**December**
- Scope, approach & work plan complete

**January**
- Steering Committee approval of plan

**March**
- Draft of information gathering report complete

**May**
- Preliminary recommendations reviewed by Steering Committee

**June**
- Preliminary recommendations reviewed by Department Heads
- Recommendations approved by Steering Committee
- Recommendations approved by Department Heads & Faculty Executive

**August**
- Formal governance initiated
Where We Are

- Evaluation and analysis phase has started
- Findings report (current state) in development
- New information from interviews & group sessions will be fed into analysis

<table>
<thead>
<tr>
<th>Engagement Forum</th>
<th>Timelines</th>
<th># of Sessions/ Responses (as of April 17)</th>
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</thead>
<tbody>
<tr>
<td>Interviews</td>
<td>Ongoing</td>
<td>28</td>
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<tr>
<td>Group sessions</td>
<td>January 27 – May 14</td>
<td>7</td>
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<tr>
<td>Survey</td>
<td>Complete</td>
<td>135</td>
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</tbody>
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Emerging Themes

Common feedback arising from interviews, group sessions, and survey - draft
Fundamental Service Requirements (1/3)

Network Connectivity
- Adequate bandwidth to support administrative and research related data transfers
- Wireless Internet: Availability/access, particularly in hospitals

Equal Access to UBC Resources
- Needed for faculty (including clinical faculty), staff, and learners at all locations

Collaboration Tools
- Allow faculty and staff to collaborate, interact in real time and share information at all locations
Fundamental Service Requirements (2/3)

Services and Support

• Adequate desktop (platform independent) support service for all departments/centres

• Service delivery attributes
  • Single point of contact (‘one-stop shop’)
  • Easy access to information about services and IT support
  • Service consistency
  • Consistent response times for requests
  • Training support: tool training support from service owner and general IT training
  • IT services consultation
  • Change management for faculty members who are impacted by process change
Fundamental Service Requirements (3/3)

**Basic Data Management**
- Common platforms for remote and secure data storage, access, and analysis
- Data backup, archival, and retention
- Data capture and database creation
- Data vulnerability due to lack of secure environments for storage and transfer

**Advanced Research Computing**
- High Performance Compute, Big Data/Data Science, highly qualified personnel
- Integrated data and systems
Service Enablement and Sustainment

**Capital Investments**
- Acquisition and renewal of infrastructure

**Programmatic Support**
- Diversity of skillset to support program development

**Service Cost**
- Clarity on what is provided in-kind by University vs. Department/Centre funded
Integration and Collaboration with Health Authorities

Clinical Research Data
- Ability to access clinical data (navigating privacy and security policy and procedures)
- Linkages to registries and other data sources

Network and Resource Accessibility
- Identity and access management (one username and password)
- One device to access clinical and academic systems
- UBC Wireless Connectivity
- Access to both UBC and hospital services
Governance and Related Issues

Organizational-Operational

• Governance should be empowered to move things forward, distribute information, and arrive at consensus
• Governance body should provide standards but with flexibility in how these are applied

Cultural

• Trust in IT in the governance structure
• Trust between various faculty units and departments
• Trust between education, research and clinical functions related to the Faculty
• Department communication / silos
• Slow decision making due to bureaucratic and hierarchical reporting structure
User Engagement

Service Awareness
• What IT services are available to the departments/centres
• How to get access to services

Communication and Feedback
• Communication channel to exchange information and provide feedback
• Meaningful way to engage end-user about new technology deployment