Health ICT

End of Financial Year
Highlight Report
2020-21

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Department of Health

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Office of the CIO

Message from the CIO

Good healthcare is now intrinsically connected with modern, flexible, reliable information and communications technology (ICT) including digital infrastructure (foundations) and digital health capabilities. At the Department of Health, Tasmania, we have achieved a remarkable technology led year. We have maintained and sustained existing clinical and corporate systems while quietly achieving "well-above" industry standards as it relates to the delivery of Health ICT services. For example, we were the first jurisdiction to offer a full state-wide online booking and vaccination management service to support the state and national COVID-19 mass vaccination program. We have delivered and scaled Check-In-TAS to support contact tracing across Tasmania while rolling out and deploying new technologies such as Medtasker and upgrading critical Emergency Department systems such as TrakED.

In addition, our telehealth services have scaled (through the peak of the COVID-19 response) by 1400%. We have also delivered new and innovative technologies supporting remote monitoring of patient vital signs via our new hotel quarantine virtual monitoring system. This initiative was key to facilitating the safe entry of citizens from other countries into Tasmania via the Seasonal Workers program. The program contributed towards helping our farmers and indirectly our economy by facilitating additional health system capacity using technology, which helped make this program possible.

Health ICT has also undertaken significant work behind the scenes to improve the scalability of our telephony platforms, particularly as it relates to our COVID-19 call centres. We have also improved customer ease of engagement by leveraging augmented technologies such as the password reset tools and service centre process improvements. In addition, we have strengthened our network services, delivered critical duress capabilities, and uplifted cyber security awareness across the state while seamlessly sustaining key technologies our colleagues rely upon and achieved a successful go-live of K-Block at RHH.

In addition, our Project Management Offices delivered numerous projects last financial year including key Public Health, Ambulance, Hospitals South, North and Northwest initiatives, including key whole of government dependant capabilities. Most notably, the initiation of the Human Resources Information System (HRIS) project that directly addresses key recommendations within the North-West regional outbreak report while delivering substantial improvements to our current HR processes.

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Supporting our team's successes is key governance and oversight mechanisms including the Strategic Information Management and Technology Executive Committee (SIMTEC), THS ICT Committee, Digital Health Clinical Advisory Group, Cybersecurity Review Board and the Architecture Review Board. We have also developed the Health ICT Strategic Plan 2021-2031. While the ICT Strategic Plan is circulating in draft, we enthusiastically await the outcome of the state's formal first Digital Health Strategy. Collectively, the Digital Health Strategy and our ICT Strategic Plan will lay the digital health foundation to support our clinicians at the front lines of healthcare delivery with modern contemporary technologies over the next 10 years.

Looking ahead, financial year 2021-22 continues our critical operational focus, COVID-19 support and delivering the government's strategic initiatives, supporting better patient outcomes. A new and exciting focus for Health ICT will include activities arising from the Our Healthcare Future paper, (Stage Two of the Tasmanian Government's long-term reform agenda), focusing on the immediate actions and recommendations. This includes the completion of the Digital Health Strategy and Business Case outlining the next steps for the State's digital health program and seeking endorsement of that via the budgeting processes.

I hope you enjoy reading our 2020-21 highlight report, I would like to thank and acknowledge our technology and project professionals within the team, including our clinical and external partners for achieving so much over a very intense operational year.

Sincerely,
Warren Prentice
Chief Information Officer
Health ICT, Department of Health, Tasmania

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Program Management Office

Over the past year, the Program Management Office (PMO) has seen a high degree of change and advancement of capability. The Program Management Office is now structured into two independent units:
- The Project Delivery Office which oversees the delivery, from initiation to closure, of all projects within the portfolio; and
- The Project Management Office which will retain responsibility for the development of project management tools, templates and techniques and will provide guidance and assurance to the projects within the Project Delivery Office.

The restructure has enabled the Project Management Office to maintain assurance independence over the projects being delivered by the Project Delivery Office.

Key activities included:

Implemented and enhanced the Whole of Government (WoG) Project Management Framework.

Introduced revised SIMTEC and Clinical Advisory Ggroup (CAG) reporting products and processes.

Released a Test Management Framework and templates.

Developed and implemented the project reporting tool Launched the PMO Intranet site.

Introduced ADKAR (Awareness, Desire, Knowledge, Ability, Reinforcement) change management concepts and continues to deliver change management training.

Project scheduling and cost estimate tools developed.
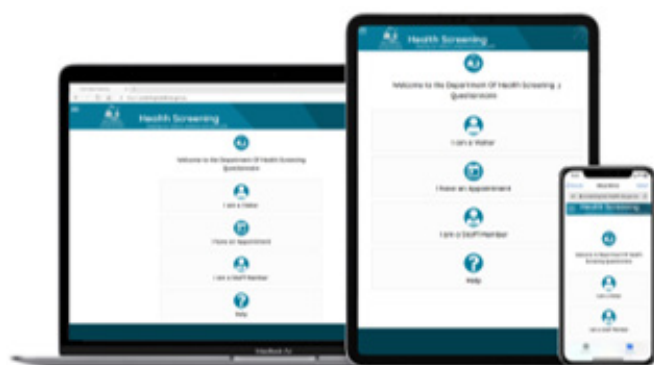
Project variation management process developed.
Project health check procedure developed and project health checks now proceeding.

Benefits realisation framework developed and training in benefits realisation planning held for PMO and key projects.

Project management glossary documented.

Risk and issue management and governance guidelines developed.

DICE project assessment tool introduced - Duration, Team Performance Integrity, Commitment, Efffort.

Project management framework and lifecycle reviewed and updated to include:
- Architecture review cycles
- Cybersecurity assessments
- Information risk assessments
- Health check gates.

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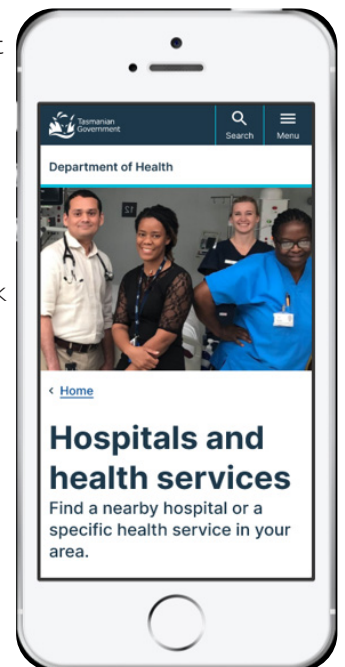
Significant project achievements

Major TrakCare ED upgrade in all Emergency Departments.

All hospital switchboards migrated to the ARC console solution.

Planning System Replacement deployed for Northern Cancer Services.

Check-in-TAS app released to the public.

Online screening tool at Public Health sites went live.

COVID-19 Mass Vaccination (Oracle) solution went live to Public Health Hotline in March and to consumers in April 2021.

In partnership with Ambulance Tasmania, the Secondary Triage solution went live.

Medtasker project continues to deploy state-wide and receive positive media in health journals – this project also won the prestigious TasICT Best Project award for 2021.

State-wide Radiation Treatment Planning System Replacement deployed for Northern Cancer Services.

In collaboration with Primary Health Tasmania, completed a successful pilot of electronic Referrals resulting in 60% reduction in time to triage for the in-scope specialties. A state-wide project has now kicked off.
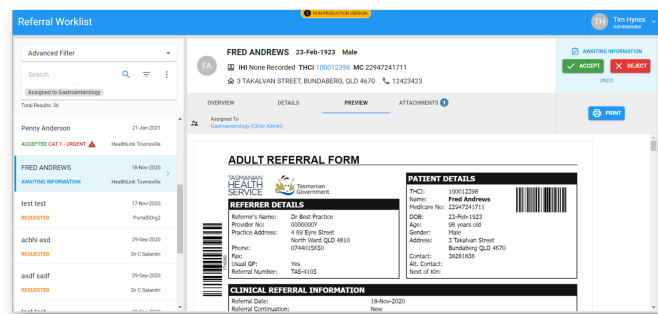
Strategy, Information Management & Governance Office

Strategy, Information Management & Governance Office (SIMGO) continues to promote innovation and champion the development of an information management culture. Over the past year the unit has provided support and delivery services in regard to:

- Strategy, Policy and Standards;
- Information Governance;
- Information Asset Management;
- Information Protection;
- Electronic Document and Records Management;
- Data Management;
- Information Capability; and
- Whole-of-Govt and National Digital Health work programs.

Looking forward SIMGO will build their service catalogue and customer experience strategies, progress the national digital health agenda and mature information management across the business by developing new frameworks, policies, standards, guidelines and supporting tools.

Commenced the Information Management Remediation Project, rolling out the Content Manager 9 (CM9) system across the business to support compliant and secure, digital corporate document management.

Provided specialist advice on information management, record management and privacy related requests.

Expanded and optimised our Data Breach response capability.

Expanded and optimised our Information Risk Framework and tools.

Coordinated systems, data and information reform activity in response to recent Sex and Gender legislative change.

Supported the Agency's Response to the Commission of Inquiry into the Tasmanian Government's Responses to Child Sexual Abuse in Institutional Settings.

Delivered an environmental scan and ongoing support to development of the new enterprise Data Strategy.

Delivered an environmental scan and ongoing support to development of the new enterprise Data Strategy. Contributed to a range of policy and legislative matters including:

- A new Intergovernmental Agreement on data sharing;

- Commonwealth Data Transparency & Availability Bill;

- National Health (Privacy) Rules;

- Privacy Assessments and Information Sharing Protocols between the Office of the Australian Information Commissioner and DoH/THS;

- Bilateral Agreement on Collection Use and Disclosure of COVIDSafe App Data; and.

- Data Governance Framework for the Real-Time Prescription Monitoring Project

Significant project achievements

Coordinated the Digital Health Strategy Request for Tender – onboarding with KPMG underway.

Delivered electronic document process solutions for auditing and legal services, COVID-19 contact and case management, Tasmania Vaccination Program, Emergency Coordination Centre and Emergency Operations Centres.

Processed and archived 200 boxes of paper files, freeing up available office space.

Finalised assessment of 77 Registers of Records destroyed across DoH/THS.

Appraised 1250 + hardcopy records for disposal.
Users of the CM9 system expanded to 690 and growing.

Meanwhile corporate records registered in CM9 system has increased to over 3.8 million.

Facilitated information risk assessments for 30 projects.

Developed a Sex and Gender data standard to allow more inclusive data collection and capture, to support improved client outcomes and experiences.

Published an appropriate Information Sharing and Collaboration Fact Sheet.

Completed a Request for Quotation (RFQ) procurement process to support and extend DoH/THS analysis and reporting capability i.e. Qlik.

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Cybersecurity Services

The Health ICT Cybersecurity Services team leads the Department's efforts to identify and manage cybersecurity risks. Our vision is to ensure adequate protection is given to the digital assets (information and technical) which underpin the successful delivery of healthcare, and in doing so, collectively we establish and cement community trust in the Department's cybersecurity posture and management of these sensitive assets.

The past year has seen the team continuing to develop and mature practices and capabilities across a number of key cybersecurity domains:

- Governance and management
- Protection planning, including risk consulting/assessment
- Security Operations including Monitoring, Detection and Incident Response
- Awareness, Education and Outreach
- Threat Intelligence and Vulnerability Management

Contributed to Tasmanian Government representation for Commonwealth 'Protecting Critical Infrastructure' reforms.

Participated in national healthcare cybersecurity forums, including the 'National Health CIO's Roundtable Cybersecurity Group' and the 'National Healthcare Security Forum'.

Initiated the Department's first cybersecurity awareness and training program.

Active contribution to Whole-of-TasGov cybersecurity Standards development.

Developed a new risk-focused Dept of Health Cybersecurity Policy.

Provide ongoing support to Department policy framework redevelopment.

Commenced development of Departmental Cybersecurity Incident Response Plan and associated support processes and documentation, creating alignment with Whole-of-TasGov arrangements.

Participated in 'Tasmanian Disaster Risk Assessment' (TASDRA) Cyber Incident workshop.

## Significant project achievements

Commenced build of an enterprise Security Information and Event Management platform, which is the basis of a cyber incident detection and response capability.

Provided cybersecurity risk assessment and management consulting to key ICT projects including Medtasker, COVID-19 Mass Vaccination, Ambulance Secondary Triage, and Health Screening Tool.

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Telehealth & Virtual Care

Telehealth Tasmania is a state-wide service that uses technology to connect clinicians and patients so they can communicate face-to-face from different locations and care can be provided over distance. This means that patients can have the opportunity to see their clinician without having to leave their home/community.

Adoption and scale of virtual care has been significantly accelerated by COVID-19, with funds made available through the COVID-19 National Partnership Agreement (NPA) to support telehealth services within the Department of Health.
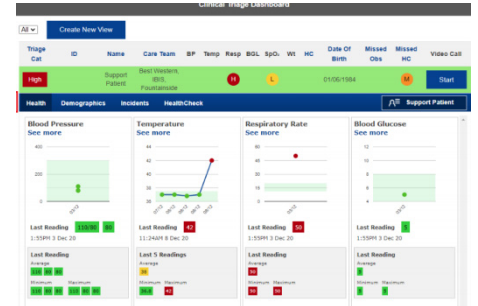
4100 Outpatient consults using Telehealth by video conference saves patients over 635K in travel, 116 metric tonnes in carbon emissions.

Telehealth video conference platform leveraged to provide continuity and interoperability (MS Teams, WebEx) with aging Polycom end points.

Telehealth Tasmania team transitioned into Health ICT as 'Telehealth and Virtual Care'.

Supported health remoting monitoring services for 10 repatriation and seasonal worker cohorts, or 1357 guests in quarantine hotels.

Significant project achievements

Conducted extensive business analysis of Outpatient service delivery processes and developed a solution architecture targeting enhanced capabilities and efficiencies across the patient outpatient journey. This will include patient selected care preferences, enhanced patient communications, waiting list management tools, appointment management, clinic operations management as well as patient self-service appointment bookings. These capabilities are in planning for delivery during FY2021-22 and FY 2022-23.

Over 100 services now enabled in THS for self-service scheduling and delivery of services via telehealth video consultation.

Implementation of the MyCare Manager solution, providing remoting monitoring and video conference communications for guests in quarantine hotels.

Implemented a mobility (iPad) solution that provides a simple and secure video conference facility, augmenting Mental Health Hospital in the Home services. The solution enables virtual admission where needed, or an enhanced face to face admission when there are issues with physical access to the home, or if it is the client's preference.

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eHealth

eHealth provides frontline services to hospitals and community health services. This includes:

- Project management services, such as assistance with initiating project and ICT procurements, business analysis and clinical process improvements;
- Proactive system administration for clinical systems and lifecycle management;
- On the ground support and training for administrative and clinical information systems and data management services, such as merging duplicate patient records; and
- Coordination and advice on the ICT component of biomedical equipment and capital works within health facilities.

In the past year the eHealth governance has been strengthened with the review of the Terms of Reference of the THS ICT Committees and significant updates to the eHealth and ICT Procurement Approval Protocol.

Trained approximately 3,000 clinical and administrative staff on six key clinical applications statewide.

Provided ongoing support to the COVID-19 testing clinics by training referral hub staff, assisting with notification of negative test results and maintaining clinic sessions.

Proactively managed a portfolio of clinical applications by upgrading the underlying operating systems and applying upgrades to twelve systems.

Supported the upgrade of various building and communication management systems, such as Nurse Call, CCTV and the Enterprise Building Integrator.

Cancer Services sites into the Patient Administration Service (PAS) and therefore contributed to ensuring that NCS align with the Tasmanian Department of Health Admission and Discharge Policy.

Assisted Northern Cancer Services (NCS) transitioning to registering eligible same day admissions across Northern Cancer Services sites into the Patient Administration Service (PAS) and therefore contributed to ensuring that NCS align with the Tasmanian Department of Health Admission and Discharge Policy.

Roll-out of 85 Workstations on Wheels statewide to support social distancing in hospitals and access to patient information at the bedside.

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Significant project achievements

Completed a major upgrade and migrated the Workplace Health System - Cohort into a Software as a Service (SaaS) arrangement.

Successfully integrated the ARIA Oncology Information System with the Digital Medical Record ensuring broad and timely access to critical treatment information.

Implemented the PACS Viewer, which provides access to public hospital Medical Imaging to external clinicians ensuring continuity of care.

Major upgrade to the Enterprise Building Integrator and Digital Video Manager in the Northern hospitals

Implemented processes for accurate and meaningful capture of data for the Rapid Access In-reach Service (RAIS) an Our Healthcare Future initiative

Patient national My Health Records were accessed more than 75,000 times by Hospital clinicians since the integrated viewing portal was introduced in September 2020.

Uploads to patient My Health Records from Public Hospitals in 2021:
- Discharge Summary: 30,203
- Medical Imaging Reports: 86,292
- Pathology Reports: 466,533
- Prescription Records: 200,411

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Client Services

The Client Services team provide a number of critical ICT support services to the Department of Health, Department of Communities and Ambulance Tasmania. We are the first point of contact for IT related requests through the IT Service Centre, responding to around 40,000 calls and 18,000 emails a year. We support over 15,000 devices via the Desktop Support team and provide Telecare, the Department of Health's corporate video conferencing service. During this year we have also provided technical assistance and consultancy across a number of strategic projects. Client Services have a footprint that covers the entire state with staff based in Burnie, Latrobe, Launceston and Hobart.

Instituted flexible working arrangements for the IT Service Desk, this facilitated the continuation of ICT support when COVID-19 physical distancing restrictions were required.

IT Service Desk answered 40K calls and responded to 18.3K emails.

Decentralised the IT Service Desk to support increased business continuity.

Desktop Support provisioned 1200 PC's, 1500 Laptops and 400 Portable devices.

Emergency setup of additional COVID-19 Call Centre staff at the Technopark satellite site.

Assisted with the ISM e-forms project.

Emergency move of the COVID-19 screening team from Melville St to Macquarie St.

Upgrading all the PC's to laptops in the NW for Children Youth & Families dept of DCT.

Continued progress in the removal of Windows 7 machines, addressing critical cybersecurity risks.

Supported weekend pop up go-lives of COVID-19 vaccination clinics statewide.

Refresh of the Major Incident Management process.

Strategic review of video conferencing technology kicked off.

Significant project achievements

Migration of video conference end points to the PEXIP bridge.

Assisted in the relocation of the Queenstown Ambulance station.

In conjunction with eHealth finalised the rollout of the Workstation on Wheels (WoW) carts to hospitals.

Upgraded the video conference infrastructure in the first of two rooms of L10 22 Elizabeth St.

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Clinical Application and Enterprise Services

The focus of the Clinical Application Services team is:

- The support, integration and the system administration of a range of clinical applications operated within the Department (a role shared with the eHealth System Administration team).

- Technical consultancy and support to information technology/information management enabled projects within DoH and the Department of Communities Tasmania (DCT).

The focus of Enterprise Services, part of Digital Enterprise Services from 2021-22 is:

- Managing, maintaining and supporting those technology platforms that are required to deploy and deliver a significant portfolio of corporate and clinical applications across the Department and DCT.

Responded to approximately 20,000 issues/faults and services requests and actioned approximately 1000 requests for new features and enhancements, or problem resolution requiring detailed analysis.

Provided application support across a range of technologies including upgrades, migrations, and support and maintenance of a range of corporate applications.

Provided application support across a range of technologies including upgrades and migration of a range of clinical applications (such as the Medication Formulary and Environmental Health Information System).

Technically reconfigured multiple applications to enhance their availability and accessibility in the event of a technology failure using a "load balanced" configuration. This included updated configurations to replicate information across our data centres.

Rapid completion of new configurations within and additional reporting from the master patient administration system (iPM) to support new COVID-19 response locations and other public health initiatives as required to keep Tasmania safe.

Provided technical consultancy advice and support to the Department's Website Transformation project.

Provided training/education, consultancy and advice about the use of Confluence and JIRA to assist Departmental staff to improve the management of information and tasks.

Led the on-going renewal of digital (SSL) certificates which underpin secure and private access to applications and data internally and externally.

Worked with the Clinical Financial Analytics unit to support the development and deployment of their range of clinical and executive dashboards.

Continue to support and enhance the application platform for the Department of Communities Tasmania (DCT) applications, with a specific focus of the Department's strategic applications CARDI and CPIS.

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Significant project achievements

Contributed to the eHealth project to upgrade the Occupation Health Record application (Cohort) to a new version delivered anew as Software as a Service (SaaS).

Contributed to the eHealth initiative to complete the integration of the ARIA Oncology Information System with the Digital Medical Record.

Substantial technical contribution to the project to upgrade iPharmacy to version 9.5, which provide new pharmacy functionality together with a refresh of the entire fleet of label printers to improve reliability and to standardise operations, making it easier and more efficient for pharmacy staff.

Substantial technical contribution to the internal Health ICT Service Management upgrade project which provides the initial configuration for a new service management platform (Ivanti Service Manager) culminating in the migration of a suite of ageing service request electronic forms into the new platform as the first deliverable from the program.

Supported the major upgrade of Population Screening and Cancer Prevention's Client Management System.

Substantial contribution to Population Health initiatives and the PMO led projects supporting the COVID-19 response, noting in particular:

- TNDD Plus (RedCAP deployment)
- Check In Tas

Substantially progressed several long-established application upgrades/migrations to contemporary Windows infrastructure facilitating the retirement of legacy Microsoft Windows Server infrastructure (Windows 2003/2008).

Commenced the migration of many hundreds of application databases to new infrastructure as part of the replacement of end-of-life technology infrastructure within the Department's data centres.

Major contribution to the upgrade of and on-going configuration enhancements to the management of our Citrix Application Delivery Controllers (ADC), including the use of geo-blocking, to improve security and redundant access to a range of applications.

Technical configuration for the PMO led TrakeCare ED upgrade in all Emergency Departments. This included the implementation of a new architecture, under-pinned by our ADC configuration, implemented as a true symmetrical, highly available solution across the two data centres ensuring that if a data centre fails, the application will remain operational.

Significant progress on the development of enhanced functional capabilities in the Obstetrics application (ObstetrixTAS) anticipated for deployment later in 2021.

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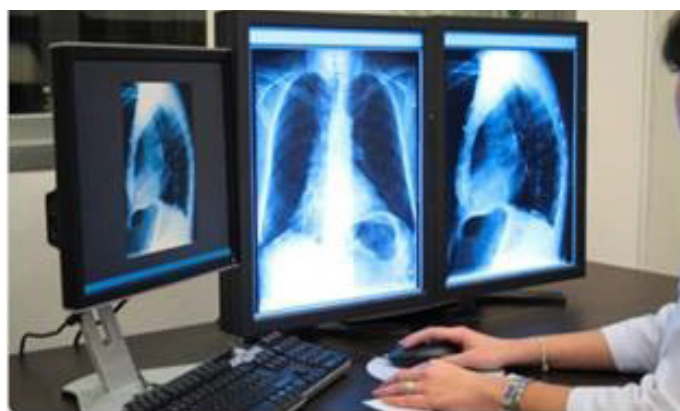
Digital Enterprise Services

Digital Enterprise Services focus is utilising enterprise applications and platforms in the non-clinical space such as Financial and Human Resource, Online Services and key Corporate. Business Systems broadly performs 6 functions for existing and prospective clients:

- Solutions Management;
- Business Redesign;
- Application / Platform Development;
- Application / Platform Management;
- Application / Platform Support;
- Reporting and Process Management.

Digital Enterprise Services will broaden its focus to support applications and platforms supporting the corporate and clinical areas of Health.

Supporting Business, Community and Staff through COVID-19 through many changes to all applications and various ad hoc fixes.

Transfer of DPaC Community Sport & Recreation staff into our Empower, with related payroll interface and other financial changes applied to our Finance One platform.

Multiple restructures have occurred which affect hundreds of sections and thousands of staff.

Successful End of Financial Year processes.

Welcomed Online Services into the team.
Multiple Award changes and backpays.

Enabling of Electronic Single Touch Payroll to MyGov - Australian Taxation Office (ATO).

Managed over 9,000 HelpDesk requests.

Managed pays in excess of $1.4 billion.

Designed and engineered platform enhancements to existing payroll systems to ensure sustained operations while the new HRIS program progresses.

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Significant project achievements

Upgrades:
- ProAct to version 2020
- Technology One to 2020B
- Captiva – Scanning application, including transition to IMTS-managed Windows Server 2016 infrastructure
- Tasmania Health Education Online (THEO) – both infrastructure and software

Deployed / Commissioned / Rolled out:
- Browser Operated Self Service (BOSS) for ProAct – Rostering
- Employee Self Service (ESS) to more areas of the THS
- nPrinting module NewsStand
- PageUp – Onboarding and Proposal to Vary Establishment (PTVE) replacement

Specific Solutions – development and / or support:
- Ambulance Tas Uniform supply
- Winc (stationery supplies) web catalogue integration
- Workers Comp replacement database
- Spectacle Assistance System replacement
- EHIS - integration with new Tobacco Licencing application
- IFRS16 - alignment to new accounting standard for leases

Technology changes:
- Transition of all platforms from Tesltra Core, covering Finance One, ProAct and Captiva
- Stabilisation of the Empower performance

Digital Infrastructure Services

Digital Infrastructure Services is responsible for the critical 24x7 operational delivery of network communication services, computer and storage, data processing and application hosting services to the Department.

Network connectivity is the most fundamental part of any ICT infrastructure and without it, business is no longer able to function. The Department of Health has the most complex and critical data network within the Tasmanian Government which seamlessly connects clinicians to patient information that they need to provide care.

The majority of the Department's corporate and clinical systems are hosted on computer and storage infrastructure managed by Digital Infrastructure Services located within both major and regional hospital sites and housed within the Department's two data centres.

Hosting and managing over 1300 virtual machines, 3 petabytes of data, two datacentres, four major server rooms located in hospitals, 28 regional servers and over 700+ network devices.
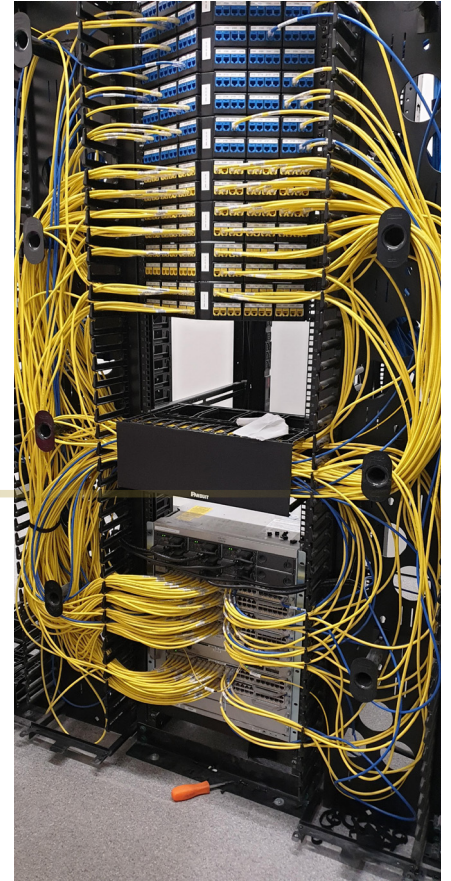
Accelerated capital asset refresh schedule has significantly reduced the risk of aging ICT infrastructure impacting on clinical service delivery. Assets have been replaced in all major hospitals, some regional and district hospitals and within the Department's data centres.

Assisted with commissioning twenty-eight new regional sites and numerous hospital redevelopments.

Received and fixed 10,000 incidents and requests, and made over 1000 complex changes to the digital infrastructure environment.

Implement and support COVID-19 testing and vaccination clinics with their ICT infrastructure requirements including consultation, mobilisation, demobilisation and strategic advice.

Developing a standard solution for the connectivity of Wi-Fi enabled medical devices to the new upgraded Wi-Fi network, this has enabled devices including infusion pumps, defibrillators, patient monitors to be connected in a sustainable and supportable way.

Wi-Fi

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Significant project achievements

Finalisation of the Royal Hobart Hospital K-block redevelopment, the state's most digitally advanced and complex hospital facility consisting of 10,000 active devices including:

- digital operating theatres;

- patient monitoring;

- anaesthetic machines;

- sterilisation robots;

- nurse call systems;

- patient entertainment;

- VoIP telephony;

- video security; and

- general network access to corporate and clinical systems.


Royal Hobart Hospital – Wireless (Wi-Fi) upgrade completed across the entire campus including Wellington clinics, Mistral place, 70 Collins St, 81 Elizabeth Street. This significant upgrade enables staff and patients to roam throughout the campus whilst being constantly connected to clinical systems.

Implementation of TasGovt Duress-as-a-Service solution at RHH K-block facility, Roy Fagan Centre and the Northside Mental Health Clinic at the Launceston General Hospital. Partnering with Telstra, this major upgrade significantly increases staff and patient safety in these high-risk environments.

Upgraded power protection and cooling capacity of key ICT server rooms at each of the major hospitals, the outcome of these upgrades is that each server room can sustain multiple component failures or main power outages and continue to function and deliver services to support clinical service delivery. These types of initiatives are key digital health foundation examples

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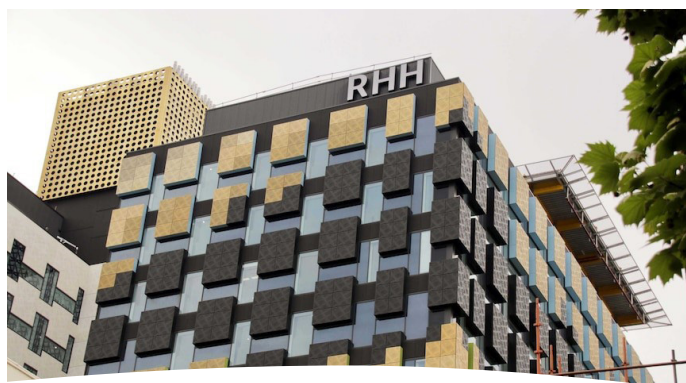
Enterprise Architecture

An Enterprise Architecture function has been established in Health ICT to ensure ICT investment and delivery supports Department strategy and delivers optimum outcomes across the business. Its goal is to reduce the proliferation of disparate, siloed solutions and duplication of process and data by applying a 'big picture' lens across the entire enterprise. Enterprise Architecture Principles (see below) are in place to provide a framework to consider decisions from the perspective of desired enterprise outcomes and change activities consider decisions against this framework.

1. Technology should enable business outcomes
2. We prioritise enterprise outcomes
3. Leverage as-a-service opportunities
4. Better information leads to better outcomes
5. Always be secure and compliant
6. Simplify (processes, products and technologies)
7. Re-use and standardise before buying new
8. Adaptive, agile, flexible and scalable

Implementation of an architecture repository to provide the master view of our applications and their health, and to support the outcomes described above.

Development of architecture models to support the execution of ICT, Digital Health and Data Strategies.

Update to the project management handbook to highlight key points of integration with architecture governance, architecture governance has been established and the Architecture Review Board has been mobilised.

Mobilisation and execution of the Architecture Review Board.

Significant project achievements
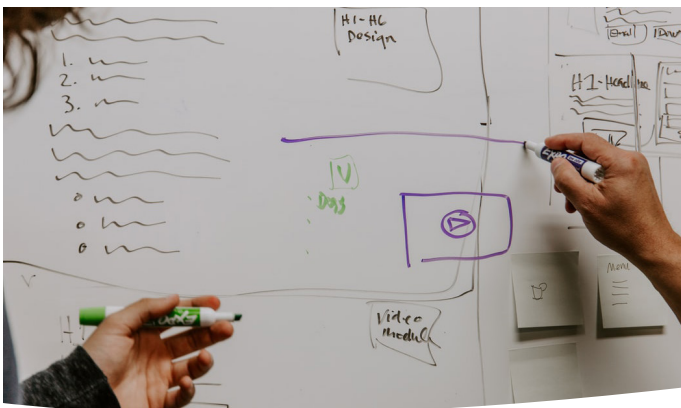
Solution Architecture project support and documentation for key projects including a number of COVID-19 related projects and Outpatient Transformation.

Proof of Concept for enhanced application service monitoring by synthetic transaction monitoring.

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Human Resources Information System

In 2020 the Tasmanian Government allocated $21.6 million over three years for the procurement, implementation, and operation of a contemporary and fully integrated Human Resource Information management system (HRIS). This investment will allow for a step-change digital transformation in how the Department manages its workforce and provides the foundation for continuous improvement and innovation into the future.

It is anticipated the program will increase productivity and engagement for employees by:

- implementing greater automation and digital processes for all HR management functions
- removing paper-based and manually intensive processes
- enabling mobile self-service capabilities that remove inefficient and ineffective practices
- increasing productivity and improved workforce management
- providing a single source of truth for all personnel data that is accurate and accessible.

The HRIS team was established under the Office of the CIO to deliver this program. In 2020 the team developed high level requirements and subsequently released a Request for Tender to the open market. In early 2021 key stakeholders across the Department commenced the meticulous task of evaluating market responses with an outcome expected later in 2021.

Meanwhile recruitment became a key focus and subject matter experts joined the team. While the currently approved work will be implemented by the Department of Health (as the lead Agency) in partnership with the Department of Communities Tasmania and Department of Premier and Cabinet, the case for investment is driven by whole-of-government risks and opportunities for all Agencies.
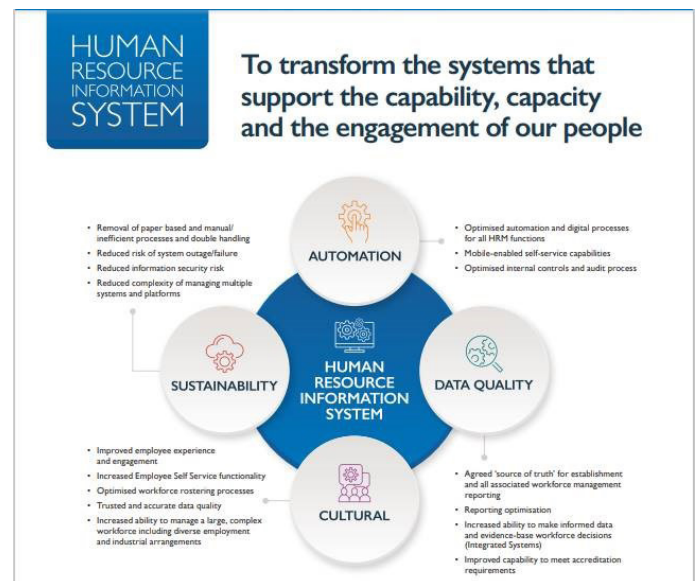
The program now enjoys executive sponsorship across all government departments and teams looks forward to commencing solution design and implementation in 2022.

Brent Feike
Deputy Chief Information Officer & Director - HRIS Program

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