# IT Regional and Business Services

**What is forcing us to change?**

| Key Driver 1 | Key Driver 2 | Key Driver 3 | Key Driver 4 | Key Driver 4 | Key Driver 5 | Key Driver 6 | Key Driver 5 | Key Driver 6 |
|---|---|---|---|---|---|---|---|---|
| Lack of High Availability and Reliability of the envrionment | Accountabilities are unclear and lacks sound data decisions and management | SLHS perception that IT Under Performs | IT Identity | Choice to become an IDN or Health System | Regulatory Compliance | Health System Capital/Operating Finances | Lack a set of management requirements and dashboards to manage SLA | Rapid Health System Growth |

**What are the goals?**

| Objective 1 | Objective 2 | Objective 3 | Objective 4 | Objective 5 | Objective 6 | Objective 6 | Objective 7 |
|---|---|---|---|---|---|---|---|
| Set of Actively used Metrics and Dashboards | Key areas of Staff Training and Education | Regional and CAH IT Support and Systems Alignment | Resource and Staffing Plan | Quality Change Control Program Actively used | Defined and Implemented OneSupport Model | Application Life-Cycle for each area with defined Maintenance requirements | High System Reliability with Targeted Measurements and Best Practice |

**What benefits do we seek to achieve? How will these be measured?**

| Benefit 1 | Benefit 2 | Benefit 3 | Benefit 4 | Benefit 5 | Benefit 6 |
|---|---|---|---|---|---|
| Make management decisions based on data. **Measure:** Tracking decision with positive outcome and/or trends | Improved issue resolution. **Measure:** Staff call resolution rates decrease | Implement System Capabilities for improved business operation and performance. **Measure: Tracking improvement initiatives** | . **Measure:** d | **Measure:** d | . **Measure:** d |

**Who is impacted? Who benefits? Who is responsible?**

| Impact Stakeholder | Impact Stakeholder | Impact Stakeholder | Impact Stakeholder | Impact Stakeholder | Impact Stakeholder |
|---|---|---|---|---|---|
| | | | | | |

**What changes are required?**

| Enabling Change 1 | Enabling Change 2 | Enabling Change 3 | Enabling Change 4 | Enabling Change 5 | Enabling Change 6 | Enabling Change 7 |
|---|---|---|---|---|---|---|
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**What solutions enable the changes to occur?**

| Solution 1 | Solution 2 | Solution 3 | Solution 4 | Solution 5 |
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