

Future of IT in the FoM Recommendations: Status Update

The Future of IT in the Faculty of Medicine initiative, an IT review conducted in 2015, identified seven recommendations to better align IT with the mission of the Faculty of Medicine. The following table outlines the recommendations and the activities that are underway to support them.

Many of these recommendations will take several years to fully implement. The activities below are small steps towards meeting these larger goals.

Recommendation	Activities Underway
<p>Recommendation 1: Align the provision of and access to IT services to meet the Faculty’s needs</p>	<p>A number of projects are underway that start addressing IT service gaps identified in the Future of IT report –</p> <ul style="list-style-type: none"> • Device/desktop support: Planning has started to transition a number of hospital-based departments to MedIT/UBC IT desktop support. One group has already been moved and the goal is to have a second transitioned by the end of the calendar year. • ID/password management: Work continues on replacing the Faculty of Medicine ID with the UBC Campus Wide Login (CWL). The goal is to reduce the number of IDs required for UBC systems. • Wireless: Wireless internet has been installed in Chilliwack General Hospital and the Skin Care Centre. • Network capacity: Network upgrades continue at Vancouver General Hospital campus. The upgrades are one of the steps required to improve the network and bring it to a modern standard.
<p>Recommendation 2: Develop and implement an IT service delivery model to directly support FoM research</p>	<ul style="list-style-type: none"> • Dr. Kelleher has started a Data Sciences Working Group to explore advanced research computing in the Faculty. • UBC’s Vice President Research & International Office continues to grow their Advanced Research Computing team, which focuses on supporting the high-performance computing and data management needs of researchers.
<p>Recommendation 3: Create a responsive, transparent, and accountable governance structure to manage IT within the Faculty</p>	<ul style="list-style-type: none"> • An IT Committee has been formed to provide recommendations to Dr. Kelleher on IT in the Faculty as a whole. • The intention is that the Committee will be supported by a number of advisory groups focused on specific topics, such as education or research. These groups are intended to ensure broad engagement in IT decision-making.

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	<ul style="list-style-type: none"> Initial priorities for the Committee include establishing governance, confirming and prioritizing service gaps, and discussing how to engage with the health authorities to address service issues.
Recommendation 4: Evolve the governance structure and create operational forums to best support partnerships external to the University such as Health Authorities and the Ministry of Health	<ul style="list-style-type: none"> The IT Committee is developing recommendations for Dr. Kelleher regarding the operational governance of UBC's IT networks in academic hospitals. These networks are managed in partnership with the health authorities, and the recommendations are intended to address fundamental issues arising from this dual ownership.
Recommendation 5: Establish standard service costs and financial tracking and reporting consistent with best practices that will support benchmarking and continuous improvement	<ul style="list-style-type: none"> A framework is being developed that will allow for the Faculty to track and report on costs for groups of services (service portfolios). The goal is to provide greater visibility and clarity regarding IT costs, to allow for improved decision-making.
Recommendation 6: Ensure that IT investments align with the Faculty's vision, mission, and strategic commitments	<ul style="list-style-type: none"> Educational technology priorities for the upcoming year have been identified and will be forwarded to the IT Committee for review. These will be used to ensure that educational technology funding aligns with priorities for budgeting.
Recommendation 7: Develop a framework for engagement with individuals and groups	<ul style="list-style-type: none"> IT Client Services Managers started working with the Faculty of Medicine last fall. These resources act as liaisons between Faculty of Medicine groups and UBC IT/MedIT. An outline of an engagement plan is complete and initial activities have started. These include: <ul style="list-style-type: none"> Meetings between Client Services Managers and Faculty of Medicine groups to explore IT needs. The renewal of Service Level Commitments between MedIT and various Faculty groups.