

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. This is the second status update released since the Future of IT review was completed. The first can be found on the [IT Committee MedNet site](#).

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 initiatives are underway towards continuing to address the IT service gaps identified in the Future of IT report –</p> <ul style="list-style-type: none"> • Device/desktop support: a number of hospital-based departments have moved or are in the process of moving to MedIT/UBC IT desktop support. • Identity & Access Management: Work continues on replacing the Faculty of Medicine (FoM) ID with the UBC Campus Wide Login (CWL). The goal is to reduce the number of IDs required for UBC systems and to enable eventual identity federation with our partners (e.g. health authorities). • WIFI: MedIT is working in partnership with Vancouver Coastal Health (VCH) to address the WIFI latency issues experienced at the Gordon and Leslie Diamond Health Care Centre (GLDHCC). • Network capacity: Major network upgrades were completed in summer 2016 at Vancouver Hospital and Health Sciences Centre (VHHSC) campus. Additional upgrades are in planning phases with an aim 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"> • UBC’s Vice President Research & International (VPRI) Office continues to grow their Advanced Research Computing (ARC) team. Several groups within FoM have begun to leverage ARC’s services. • Discussions have commenced with the Research Centre Directors and Associate Deans Research about developing components of an IT service delivery model to support FoM research. • Dr. Kelleher’s Data Sciences Working Group continues to meet to discuss positioning FoM with the capabilities to better use and reuse data for research purposes.

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<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 as an advisory Dr. Kelleher on IT in the FoM as a whole. • Through a prioritization exercise, the Committee determined their top three short term goals will be: <ol style="list-style-type: none"> 1. Addressing core IT service gaps; 2. Establishing IT governance; and 3. Establishing a communication/coordination forum between Health Authorities and the University.
<p>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</p>	<ul style="list-style-type: none"> • An IT coordination/advisory forum has been established between UBC and senior leadership in Provincial Health Services Authority (PHSA)/Providence Health (PH)/VCH Information Management Information Technology (IMIT) and BC Clinical & Support Services (BCCSS).
<p>Recommendation 5: Establish standard service costs and financial tracking and reporting consistent with best practices that will support benchmarking and continuous improvement</p>	<ul style="list-style-type: none"> • An initial framework has been developed that will allow for the FoM to track and report on costs for groups of services (service portfolio). This framework is being socialized and discussed. The intent is to use the framework as part of the 17/18 budget submission process. • Discussions about IT cost recoveries have begun with FoM Finance Committee.
<p>Recommendation 6: Ensure that IT investments align with the Faculty's vision, mission, and strategic commitments</p>	<ul style="list-style-type: none"> • The IT Committee has begun investigating Investment Prioritization frameworks. The current goal is to attempt to leverage the prioritization framework used at the University IT Advisory (ITAC)
<p>Recommendation 7: Develop a framework for engagement with individuals and groups</p>	<ul style="list-style-type: none"> • IT Client Services Managers have been working with numerous FoM units over the last year to ensure that current IT service agreements exist. • An outline of an engagement plan is complete and activities are underway. These include: <ul style="list-style-type: none"> ○ Meetings between Client Services Managers and FoM groups to explore IT needs. ○ Clarification of support agreements with various FoM groups which has resulted in the renewal of over 90% of the Service Level Commitments for the current fiscal period. ○ Assessment of various FoM groups that desire MedIT Desktop to support their IT and desktop needs. As a result, three units will be migrated over the next four months.