



Information Management & Technology (IM&T) Request Procedure

1. Guiding Principles

The WA Health [Information Communications & Technology Governance Policy](#) is mandatory for WA Country Health Service (WACHS). This document governs what is required to introduce new systems and technology into the Health environment. Requests can come from a variety of sources. These may be triggered by a WACHS program area or region deciding new software, system or initiative would be of benefit. This document describes the procedures required to initiate a request, the requirements and pathway for approval.

This procedure applies to all WACHS employees and contractors.

2. Procedure

In general, the request procedure must be followed for all:

- New software applications or systems.
- Enhancements to existing systems and software.
- Expansion of existing systems into new sites.
- New infrastructure.

Tasks that are considered business as usual work are not required to be requested via this process. Examples of these are creation of login accounts for staff, access to existing network resources, purchase of computers, requests to fix application faults and maintenance of current applications and systems.

2.1 Initiating the Request

When a business need is identified someone from the business area should contact the Director IM&T or Applications Manager to seek advice whether:

- a formal request is required,
- an alternative solution may be available, or,
- the request is considered business as usual and can proceed without further governance.

If it identified that the formal request process is required, then the business area must assign a requestor to take the lead on managing the request on behalf of the business area. Support for the request from an executive business sponsor must be gained before proceeding further.

It is preferred that requests are on behalf of the whole of WACHS as opposed to individual regions. The requestor should consult with area program leads or other regional stakeholders to determine the applicability for a whole of WACHS request.

Support and awareness for the request should be gained from any regional governance committee where the request is specific to a region.

Support and awareness for the request should be gained from Area Committees (Regional Medical Directors Forum, Population Health Leadership Team etc) where the request is for the whole of WACHS.

The requestor should consult with budget holders to identify possible funding sources.

Information Management & Technology staff are available to help with the preparation of the Pre-CAR document and this can be requested by contacting the WACHSDADIESSecretariat@health.wa.gov.au email address.

Once the form is complete the [Pre Concept Approval Request \(Pre CAR\) form](#) can be submitted with any initial supporting documentation via email to: WACHSDADIESSecretariat@health.wa.gov.au.

2.2 Initial Assessment

The Pre-CAR form is to be tabled and discussed at the WACHS Digital and Data Innovation Executive Subcommittee (DADIES) as to whether;

- the request is supported to proceed to a Concept Approval Request (CAR) submission
- the request can proceed without further governance
- a trial is approved and can proceed until the trial is completed, or
- the request is not supported, and work must cease.

The D&DIES Secretariat is to inform the requestor of the outcome.

2.3 Trials

The WACHS Digital and Data Innovation Executive Subcommittee can approve a trial to proceed but the expectation is that after the defined and approved trial period a report and recommendation is to be submitted back to the committee and in general a full CAR process is required to gain the approval for an ongoing implementation of the request.

2.4 CAR Submission

If the WACHS Digital and Data Innovation Executive Subcommittee approve the initial request to proceed through the governance process, then the requestor is required to complete the more detailed Concept Approval Request form.

Information Management & Technology staff are available to help with the preparation of the CAR document and this can be requested by contacting the WACHSDADIESSecretariat@health.wa.gov.au email address.

Any relevant supporting documentation should be lodged with the CAR form:

- For cloud hosted solutions, contact [WACHS ICT Security](#) who will assist with a Cloud Security Risk Assessment that is to be submitted with the CAR
- Any relevant briefing notes
- Vendor submissions or proposals.

All WA Health policies must be complied with and considered as part of the submission, such as:

- WA Health [Cloud Policy - MP 0140/20](#)
- Patient privacy guidelines / obligations
- [Patient Safety Risk Assessment](#) may be required
- [Data Custodian Policy](#)
- [Data Access, Use & Disclosure Policy](#).

The requestor must then submit the CAR form with any supporting documentation via email to: WACHSDADIESSecretariat@health.wa.gov.au. The CAR does not need to be signed at this stage.

The Digital and Data Innovation Executive Subcommittee Secretariat is to assess the paperwork lodged for completeness and assist the requestor in ensuring the request is ready to be escalated.

The CAR form is then sent to HSS Customer Engagement to formally register the CAR and to provide feedback from the relevant HSS teams.

Once HSS have collated their feedback the CAR form is to be returned;

- if material changes are required, the requestor is to amend the form and return it to the D&DIES secretariat for resubmission to HSS;
- if HSS determine the CAR is in a final state, then the requestor can arrange to sign the form and gain the signatures of the cost centre holder and executive sponsor and return to the D&DIES secretariat for tabling at the WACHS Digital and Data Innovation Executive Subcommittee.

2.5 Local CAR Endorsement

The Digital and Data Innovation Executive Sub-Committee is to review the request to decide on approval. The requestor and/or the sponsor may be required to attend and present the request to the Committee.

The Sub-Committee can directly approve requests for WACHS only that have a value equal to or less the \$2 million dollars over 5 years. The Sub-Committee may ask for more information, approve or reject the request.

The Secretariat is to advise the requestor of the outcome.

2.6 Whole of System CAR Endorsement

Requests made for multiple Health Service Providers must be approved by the whole of system ICT Proposal Sub-Committee.

Requests of higher value must also traverse the whole of system committees as follows:

- Greater than \$2 million and up to \$5 million ICT Program Committee
- Over \$5 million the ICT Executive Board.

Requests over the value of \$250,000 require a business case to be prepared.

Further detail in relation to the WA Health ICT Governance process is available via the [ICT Governance](#) intranet link.

2.7 Other Considerations

After the request governance processes have been completed, Information Management & Technology are responsible for managing implementation of all digital projects.

Project on a Page (POP), project plans and periodic project status reports may require tabling for monitoring of progress at the discretion of the Digital and Data Innovation Executive Sub-Committee.

For solutions containing patient information or that are proposed to be used by patients, a Patient Safety Risk Assessment must be completed before the solution is deployed.

3. Definitions

Business / Executive Sponsor	A member of the WACHS Executive who provides high level support and ownership for the request / project.
Pre-Concept Approval Request (Pre-CAR)	Proposal – Pre-Concept Approval Request. The initial proposal document which describes the business need/problem, options, recommendation and high-level business justification. It is intended to provide enough information for a governance decision to be made as to whether the merit of the concept. If there is sufficient merit / interest in its further consideration, a more detailed Concept Approval Request and possibly Business Case will be required.
Health Support Services (HSS)	Health Support Services (formerly HIN & HCN) whole of Health department that provides ICT and business systems service delivery, client services and support.

Information Management & Technology (IM&T)	WACHS Information Management & Technology directorate
ICT Customer Engagement Team (ICT CET)	Health Support Services ICT Customer Engagement Team
ICT Executive Board	Whole of Health committee with responsibility for approving all major ICT requests.
Governance	Process of decision making to ensure accountable, ethical and appropriate outcomes for WACHS and the whole of health.
WACHS Digital and Data Innovation Executive Subcommittee (DADIES)	WACHS wide committee to provide governance over requests and project.
ICT Program Committee	Whole of Health ICT Governance Committee that reviews and recommends request to the ICT Executive Board
Requestor	The nominated individual that will take responsibility for the request process including being contact point and managing the preparation of request documentation.

4. Roles and Responsibilities

The Requestor is responsible for:

- Ensuring compliance with the WACHS Request procedure
- Preparing the request details and associated documents
- Ensuring completeness of the request information including costs, budgets & risks
- Consulting with key stakeholders to ensure the request is representative of the business needs
- Ensuring there is an appropriate executive / business sponsor / data custodian for the request
- Ensuring cost centre / budget holder approval has been established
- Submitting the forms.

Business / Executive Sponsor is responsible for:

- Providing high level support for the request and providing sign off on the Pre-CAR/CAR form
- Maintaining oversight of the request.

Information Management & Technology are responsible for:

- Providing support and advice to requestors and sponsors
- Receiving, acknowledging and registering the request
- Maintaining a register of all requests submitted
- Reviewing for completeness and provide advice around the request documentation
- Lodging the request for the DADIES assessment
- Providing feedback to requestors on the progress of their requests.

NOTE: After the request governance processes have been completed, Information Management & Technology is responsible for managing implementation of all digital projects.

The WACHS Digital and Data Innovation Executive Subcommittee is responsible for:

- Reviewing the register of all requests submitted
- Adhering to its Terms of Reference and reviewing requests
- Making recommendations on requests
- Monitoring project progress and deliverables.

5. Compliance

This procedure is mandatory under the WA Health [Information Communications & Technology Governance Policy](#).

Failure to comply with this procedure may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Integrity Policy Framework](#) issued pursuant to section 26 of the [Health Services Act 2016](#) (WA) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

WACHS staff are reminded that compliance with all policies is mandatory.

6. Records Management

All WACHS corporate records must be stored in the approved Electronic Documents and Records Management System.

[Records Management Policy](#)

7. Evaluation

Monitoring of compliance with this document is to be carried out by Digital & Data Innovation Executive Sub-Committee (D&DISC) using the following means or tools:

- HSS Concept Approval Request Register.
- Monthly review of requests at D&DISC.

8. Standards

[National Safety and Quality Health Service Standards](#) – 1.5

9. Legislation

[Health Services Act 2016](#)

10. References

[WA Health ICT Governance and Approval Process](#)
[WA Health ICT Strategy 2020 – 2030](#)

11. Related Forms

[ICT Patient Safety Risk Assessment](#)

12. Related Policy Documents

[Records Management Policy](#)

13. Related WA Health System Policies

[Cloud Policy](#)
[Health Technology Governance Policy](#)
[Information Access, Use & Disclosure Policy](#)
[Information and Communications Technology \(ICT\) Governance Policy](#)
[Information Management Governance Policy](#)

14. Policy Framework

[Clinical Governance, Safety and Quality](#)
[Information and Communications Technology \(ICT\)](#)
[Information Management](#)

**This document can be made available in alternative formats
on request for a person with a disability**

Contact:	Applications Manager, Information Management & Technology		
Directorate:	Innovation & Development	EDRMS Record #	ED-CO-16-31650
Version:	2.00	Date Published:	15 June 2021

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