

## Policy Directive



# NSW Health Foundation Information and Communication Technology (ICT) Services and Platforms

**Summary** This Policy Directive requires all NSW Health Organisations to use a range of statewide clinical, corporate and infrastructure ICT services, standards and platforms to ensure consistent foundational capabilities across NSW Health.

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**Applies to** Ministry of Health, Local Health Districts, Board Governed Statutory Health Corporations, Chief Executive Governed Statutory Health Corporations, Specialty Network Governed Statutory Health Corporations, Cancer Institute

**Distributed to** Ministry of Health, Public Health System

**Audience** All Staff of NSW Health

Secretary, NSW Health

This Policy Directive may be varied, withdrawn or replaced at any time. Compliance with this directive is mandatory for NSW Health and is a condition of subsidy for public health organisations.



## FOUNDATION INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SERVICES AND PLATFORMS

### POLICY STATEMENT

NSW Health Organisations must use the state-wide Information and Communication Technology (ICT) infrastructure services, standards and platforms listed in this Policy to ensure consistent foundational capabilities across NSW Health.

### SUMMARY OF POLICY REQUIREMENTS

NSW Health Organisations must utilise the following foundational services and platforms in fulfilling their operational remit:

Corporate	Clinical	Infrastructure
Accellion (Kiteworks) Platform AFM Online HealthRoster Incident Management System (ims+) Microsoft (Various) Enterprise Agreement state-wide alignment of support core office productivity (Microsoft Office) and collaboration (MS Teams) <ul style="list-style-type: none"> <li>○ Desktop and Mobile Device Management including endpoint protection</li> <li>○ Standardised Remote Access Services</li> </ul> MuleSoft Integration Platform My Health Learning NSW Health Cloud Services NSW Health Enterprise Vulnerability Management System Oracle Identity and Access Management ServiceNow Enterprise Service Management (ESM) Platform StaffLink Core HR and Payroll StaffLink Financial and Procurement VMoney Web	Enterprise Imaging Repository (EIR) Health Establishment Registration On-line (HERO) HealtheNet – NSW State Clinical Repository Hospital Pharmacy Products List (HPPL) My Health Record Connectivity Pathology and Imaging Orders and Results to HealtheNet	Health Security Operations Centre Health Wide Area Network Health Wide Area Network Proxy, Internet Gateway, Firewall Management NSW Government Data Centres State-wide Directory Services including On Premise, Cloud and Integrated Services State-wide Email Services including Hosting, Archiving, Integrated Services and Mail Security



NSW Health has made significant investment in the development of state-wide clinical, corporate and infrastructure ICT services, standards, and platforms. As these platforms, services and technologies become more comprehensive and the health informatics environment matures, there is a need to ensure that they become 'foundation elements' that are consistently implemented to maximise benefit and allow optimal development of future functionality across NSW Health.

NSW Health Organisations must not procure alternative services or platforms if a service or platform has been identified as a foundational service and substantially performs the same function.

## REVISION HISTORY

Version	Approved by	Amendment notes
October-2021 (PD2021_043)	Secretary, NSW Health	Updated to include nine additional services.
January-2020 (PD2020_005)	Secretary, NSW Health	Initial Document

## ATTACHMENTS

Appendix – Definition of Services and Platforms.

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**DEFINITIONS OF SERVICES AND PLATFORMS****Accellion (Kiteworks) Platform**

Provides a means for staff to securely send and receive documents and files over the internet or network. Other common file transfer processes, such as email and use of external devices are very risky especially if no additional encryption standards are adopted.

**AFM Online**

A standardised system and process for asset and facilities management. The system is an enabler for effective asset management and a foundation component of the overall NSW Health asset management framework.

**Enterprise Imaging Repository (EIR)**

A centralised imaging store that allows sharing of digital medical images and reports across all public hospitals in NSW.

**Health Establishment Registration On-line (HERO)**

The process of recording a core set of mandatory information about a Health Service resulting in the automatic assignment of a state-wide identifier for that entity, unique within the context of NSW. HERO maintains information about physical and virtual establishments and services that are essential for internal information management processes and messaging interfaces.

**Health Security Operations Centre (HSOC)**

Provides threat intelligence and continuously monitors our state-wide services for cyber threats against NSW Health, 24 hours a day 365 days a year. HSOC includes security incident management, incident escalation and rapid response to outbreaks.

**Health Wide Area Network (HWAN)**

Provides a common connectivity platform across the state for all Health organisations. This service offers increased network capacity to provide consistent high quality, highly resilient performance for clinical and corporate applications.

**Health Wide Area Network Proxy, Internet Gateway, Firewall Management**

Provides highly available access to the Internet for business purposes. It offers increased capacity to provide consistent high-quality performance for clinical and corporate applications, as well as resiliency together with reduced overall cost of service.

**HealthNet – NSW State Clinical Repository**

A foundation platform to enable NSW Health patients to receive the “right care, at the right place, at the right time”. HealthNet provides NSW Health clinicians a longitudinal view of information that is received from core electronic medical records in a standardised structure.



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### **HealthRoster**

The state-wide rostering system that allows managers to roster more effectively and efficiently. It provides dynamic feedback on both the staffing needs and on award compliance during the online building and modification of rosters.

### **Hospital Pharmacy Products List (HPPL)**

A single list of pharmaceutical products that is used by hospital pharmacies across the state, implemented in conjunction with a Pharmacy management system called iPharmacy.

### **Incident Management System (ims+)**

A consolidated mandatory system for the reporting of all incidents, near misses and complaints to support all NSW Health staff, and to improve safety, quality, and the patient experience.

### **Microsoft (Various) Enterprise Agreement**

State-wide consistent adoption of support core office productivity (Office 365) and collaboration (Teams, OneDrive, SharePoint Online). The agreement simplifies software licensing, budgeting, and administration with a single agreement through which all Microsoft software is managed.

#### *Desktop and Mobile Device Management including Endpoint Protection*

Offers the capacity to provide modern management of services, desktop standardisation and application deployment.

#### *Standardised Remote Access Services*

A state-wide gateway to access internal health resources remotely via two-step (Two-Factor) authentication. Remote Access allows for an authorised and secured connection to the NSW Health network from a remote location that minimises the potential exposure to NSW Health from damages, destruction, misuse, and theft.

### **MuleSoft Integration Platform**

Provides a unified platform for connecting cloud and on-premise data sources, application program interfaces (APIs) and applications used across the NSW Health clinical and corporate systems

### **My Health Learning**

Centralises and standardises the delivery and the assessment of staff knowledge and skill across NSW Health. It provides a single online platform for learning content and for recording and reporting of personal learning records.

### **My Health Record Connectivity**

My Health Record is a secure online summary of an individual's health information. Healthcare providers authorised by their healthcare organisation can access My Health Record to view and add patient health information. In NSW Health, clinicians can view their patient's My Health Record information in the HealtheNet Clinical Portal, which is accessed via their local electronic medical record system.

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**NSW Health Cloud Services**

Provides a scalable and secure cloud infrastructure for computing services (networking, software, analytics, and intelligence) and storage (databases and servers).

**NSW Health Enterprise Vulnerability Management System**

A system used to identify, evaluate, treat, and report on security vulnerabilities in systems that malware and other attacks can exploit.

**NSW Government Data Centres**

Provides hosting of Health organisations in the two NSW Government Data Centres (Silverwater and Unanderra). The services also support the government's shift to procuring ICT as-a-service by providing access to ICT services through the Government Digital Community Marketplace.

**Oracle Identity and Access Management**

Manages users' access privileges with enterprise IT resources.

**Pathology and Imaging Orders and Results to HealtheNet**

All Local Health Districts and Specialty Health Networks must upload pathology and imaging to the NSW State Clinical Repository, HealtheNet.

**ServiceNow Enterprise Service Management (ESM) Platform**

Provides the ability to standardise, automate and improve business processes and better support customer experience, and provide clear and insightful analytics to support decision making. ServiceNow provides a transformed and streamlined service desk.

**StaffLink Core HR and Payroll**

Provides a state-wide application that streamlines, standardises, and simplifies human resources and payroll processes. It provides managers and staff with internet access to more accurate and timely data.

**StaffLink Financial and Procurement**

Provides state-wide functionalities for financial management.

**State-wide Directory Services including On Premise, Cloud and Integrated Services**

Provides critical directory protection, authentication, audit, delegated access, and identity management services. The service provides the basis for mobility across NSW Health.

**State-wide Email Services including Hosting, Archiving, Integrated Services and Mail Security**

Provides a hosted multi-tenant environment which delivers critical email, email long term storage, message hygiene and mail relay services to over 140,000 NSW Health staff, managing over 2.5 billion messages annually.



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### **VMoney Web**

Automates and streamlines Visiting Medical Officer (VMO) payment processes. This web-based time and charge entry application requires VMOs or their delegates to log the hours and duties undertaken by them in order to claim payment (replacing paper based system) and use workflow to route the claim information to the relevant departments for approval and processing.