

## Understanding the options for improvement

The reformed structure of centralised and shared IT service functions within the NHS has brought with it clear gaps between the needs of Clinical Commissioning Groups (CCGs) and the quality/retained capability of resource provided by the Commissioning Support Units. It is imperative that IT infrastructure and services contribute to improvements in the quality of care and allow healthcare professionals to be more effective. To make an informed approach to the open market in terms of supplier choice, each CCG must have a clear overview of current IT infrastructure, support processes, issues and risks in order to ascertain future needs and capacity demands.

The process of selecting the right provider and migrating services has to be based on accurate, up-to-date information, including a complete understanding of the current IT systems, processes and critical service levels. With the advent of secure, government-approved cloud IT such as storage, data backup, collaboration and remote and mobile working, CCGs can become more secure, efficient, flexible and innovative than ever before.

### CCG IT Scoping Service

23Technology's CCG IT Scoping Service provides decision-makers with a comprehensive executive report that identifies and analyses every aspect of a CCG's current systems and third party support framework. The process will:

- Review the IT services provided to the CCG, or specific areas of concern to the CCG, identify the component parts and determine their importance to the organisation
- Investigate and document the technical configuration and ownership/contractual arrangements for each component
- Analyse each component for efficiency, suitability and performance – highlighting those that are underperforming or at risk of failing
- Define high-level options for the continuation and improvement of current services or the introduction of alternative systems
- Develop, where appropriate, a timetable for detaching from current services and transitioning to improved services



### An informed basis for negotiation

The final executive report details the steps needed to progress towards the next generation of IT support. This includes comprehensive statement of service requirements that will enable a targeted, transparent and quick tendering process for future support and deployment contracts. Furthermore, the information contained in the report provides CCGs with a solid foundation for further negotiation and discussion points with current and new suppliers.

By defining each action and ensuring that problem areas are highlighted in advance, 23Technology help CCGs to safely deploy improved infrastructure and systems quickly, cost-effectively and with no disruption to patient services.

### Talk to us

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