



Information and Communications Technology (ICT) Governance Policy

1. Purpose

In April 2014 WA Health introduced a new governance structure for Information and Communications Technology (ICT). The primary aim of the governance structure is to ensure that the right ICT systems are in place to enable the WA health system to provide safe, high quality, accountable and effective health care for Western Australians in a financially sustainable environment.

This policy is a mandatory requirement for Health Service Providers under the *Digital Health Policy Framework* pursuant to section 26(2)(k) of the *Health Services Act 2016*.

This policy is also a mandatory requirement for the Department of Health pursuant to section 29 of the *Public Sector Management Act 1994*.

2. Applicability

This policy is applicable to WA health entities.

The requirements contained within this policy are applicable to the services purchased from contracted health entities where it is explicitly stated in the contract between the contracted health entity and the State of Western Australia or Health Service Provider. The State of Western Australia or Health Service Provider contract manager is responsible for ensuring that any obligation to comply with this policy by the contracted health entity is accurately reflected in the relevant contract and managed accordingly.

3. Policy Requirements

3.1 Key requirements

- WA Health comprises the Department of Health and Health Service Providers under a devolved governance model. However, in order to maximise the benefits of ICT investment and provide consistent state-wide ICT systems where appropriate, decision making around ICT is managed through the WA Health ICT Governance Structure.
- This policy outlines the decision-making framework for WA Health's ICT investment. This includes clarifying the expected roles, responsibilities and accountability of all parties involved in the planning and delivery of ICT programs and projects and prescribes the processes to be followed in initiating and managing an ICT proposal or project.
- All proposals for ICT investment are to be considered and approved in accordance with the [WA Health ICT Governance Structure](#) and the [ICT Governance and Approval Process](#).
- Proposals are to align with WA Health's strategic directions and the priorities set out in the [WA Health Digital Strategy 2020-2030](#).

- PRINCE2 is the mandated project management methodology across WA Health and is used for the management of ICT projects. ICT projects are to be reported to the ICT Project Management Office managed by HSS.
- An ICT Patient Safety Risk Assessment is required throughout the system lifecycle, for any ICT system or application that impacts, either directly or indirectly, on patients. For ICT projects, an [ICT Patient Safety Risk Report](#) must be completed and approved prior to go-live, and the report and risks must be handed over to operations as part of the approval to transition.
- Health service providers are responsible for determining the internal processes to be followed and for ensuring the appropriate level of authorisation is given (in accordance with procurement delegations) before a Concept Approval Request or Governance Business Case is submitted through the ICT Governance Structure. This is to be communicated to the ICT Business Engagement Team in HSS and to the ICT Strategy and Governance Team in the Department of Health.

In addition to complying with this policy, all purchases of ICT goods and services are to be in accordance with the Procurement Policy Framework and WA Health's financial delegations.

3.2 Roles and responsibilities

- The **ICT Executive Board** sets the strategic direction for WA Health's ICT investment in line with business needs and the WA Health ICT Strategy 2015-2018. It is responsible for approving Business Cases for ICT Proposals in excess of \$250,000, or where the proposal has been escalated by the ICT Program Committee and ICT Proposal Review Sub-Committee.
- The **ICT Program Committee** identifies and prioritises ICT proposals and oversees the delivery of ICT projects. It receives monthly project dashboard reports on ICT projects and intervenes as required or escalates issues to the ICT Executive Board on an exception basis. It provides advice to the ICT Executive Board on ICT proposals and can make decisions on proposals up to a total lifetime cost of \$250,000.
- The **ICT Proposal Review Sub-Committee** has the authority to make decisions on ICT proposals with a total lifetime cost of less than \$250,000. It is required to escalate issues to the ICT Program Committee and ICT Executive Board where there is likely to be a significant impact across WA Health or where a proposal or project is considered high risk.
- **Health Service Chief Executives** are responsible for ensuring the appropriate level of authorisation is given (in accordance with procurement delegations) before a Concept Approval Request or Business Case is submitted through the ICT governance process.
- **Project Sponsors** are accountable for the delivery of individual projects in accordance with the PRINCE2 Project Management Methodology.
- The **Clinical, Corporate and Consumer Reference Groups** provide advice to the ICT Executive Board on priorities and emerging issues.
- Individual **Project Boards** are responsible for the delivery of specific ICT projects, in accordance with the PRINCE2 project management methodology, with project managers required to report to the ICT PMO on a monthly basis.

- **Business User Groups** and **Business Advisory Groups** provide advice about individual applications or portfolios of applications from a user perspective.
- The **Portal Governance Steering Committee** provides advice and guidance and determines business-oriented priorities for the WA Health Portal (HealthPoint). It governs the information architecture and taxonomy of the WA Health Portal and reports to the ICT Program Committee.
- The **ICT Strategy and Governance Team** in the Department of Health provides Secretariat support to the ICT Executive Board, ICT Program Committee, ICT Clinical Reference Group and ICT Consumer Reference Group. The Team also oversees the implementation of the WA Health ICT Strategy 2015-2018 and manages monthly reporting on the ICT Strategy to the ICT Executive Board and quarterly reporting to all stakeholders and is responsible for communicating ICT governance decisions across WA Health.
- The **Business Engagement Team (BET) in HSS** is responsible for working with staff across WA Health to support the development of ICT proposals, including support for the completion of Concept Approval Requests and Business Cases. BET is the first point of contact and manages the receipt and processing of Concept Approval Requests and Business Cases and liaises with other parts of HSS around technical requirements.
- The **ICT Project Management Office (PMO) in HSS** is responsible for ensuring ICT projects are managed in accordance with the PRINCE2 project management methodology and in accordance with procedures established by the WA Health Program Management Office. The ICT PMO provides monthly dashboard reporting to the ICT Program Committee and provides direct project management of some projects.

4. Compliance Monitoring

The System Governance and Policy Unit, Digital Health Directorate, on behalf of the System Manager, will monitor compliance with this policy by:

- annual surveys of members of ICT governance bodies and staff preparing Concept Approval Requests and Business Cases
- monthly review of Project Dashboard reports by the ICT Program Committee.

Failure to comply with this policy may result in disciplinary action and, in serious cases, termination of employment or engagement.

5. Related Documents

The following documents are mandatory pursuant to this policy:

- [WA Health Digital Strategy 2020-2030](#)
- [WA health system ICT Governance Structure](#)
- [ICT Governance and Approval Process](#)
- [ICT Patient Safety Risk Report](#)

6. Supporting Information

The following information is not mandatory but informs and/or supports the implementation of this policy:

- [ICT Patient Safety Risk Assessment \(PSRA\) Guide for ICT Projects](#)

7. Definitions

The following definition(s) are relevant to this policy.

Term	Definition
Concept Approval Request (CAR)	A Concept Approval Request (CAR) is an initial proposal document that describes the business need, problem or opportunity and proposes options in response. The CAR provides the business justification for an ICT proposal, proposed options, estimated costs and proposed funding source, and expected benefits. It is intended to provide sufficient information for the ICT governance bodies to determine if further effort to develop a detailed business case is warranted. In the case of smaller, low risk and well-developed proposals, the ICT governance bodies may choose to approve a project on the basis of information presented in a CAR.
Governance Business Case	A Governance Business Case is a detailed document setting out the basis for an ICT proposal including business need, solutions options and analysis, proposed implementation approach, detailed costings, proposed funding source, and analysis of benefits and risks.
ICT Proposal	<p>An ICT proposal could be an idea for enhancement, or modification to an existing system or change in system workflow or process, or it could be an idea for a completely new system.</p> <p>ICT proposals commonly include:</p> <ul style="list-style-type: none"> • procurement of ICT services, applications, systems, hardware infrastructure (eg servers) • development of a new software application or system • enhancement or addition to an existing software application, system or infrastructure <p>rollout of an existing software application to additional site/s.</p>
PRINCE2	PRINCE2 stands for Projects in a Controlled Environment. It is a structured project management methodology covering the organisation, management and control of projects.
WA health entities	<p>WA health entities include:</p> <p>(i) health service providers as established by an order made under section 32 (1)(b) of the <i>Health Services Act 2016</i>.</p> <p>(ii) Department of Health as an administrative division of the State of Western Australia pursuant to section 35 of the <i>Public Sector Management Act 1994</i>.</p>

WA health system	The WA health system is comprised of: <ul style="list-style-type: none"> (i) the Department; (ii) Health Service Providers (North Metropolitan Health Service, South Metropolitan Health Service, Child and Adolescent Health Service, WA Country Health Service, East Metropolitan Health Service, PathWest Laboratory Medicine WA, Quadriplegic Centre and Health Support Services); and (iii) contracted health entities, to the extent they provide health services to the State.
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8. Policy Contact

Enquiries relating to this policy may be directed to:

Title: Director
Directorate: Digital Health
Email: DigitalGSP@health.wa.gov.au

9. Document Control

Version	Published date	Review date	Amendment(s)
MP 0001/16	1 July 2016	March 2018	Original version
MP 0001/16 v.2.0	12 April 2018	March 2020	Amendment as listed below.
<ul style="list-style-type: none"> • Policy requirement: update to Patient Safety Risk Assessment (PSRA) to reflect that an ICT Patient Safety Risk Assessment required and for ICT projects: ICT Patient Safety Risk Report required. 			
MP 0001/16 v.2.1	4 November 2019	March 2020	Minor amendment as listed below.
<ul style="list-style-type: none"> • Supporting information document: 'ICT Patient Safety Risk Assessment- PSRA Guide for ICT Projects-Contact number for Health Support Services updated on document. 			
MP 0001/16 v.2.2	4 December 2019	March 2020	Minor amendment as listed below.
<ul style="list-style-type: none"> • Update to ICT Patient Safety Risk Assessment PSRA Guide for ICT Projects – hyperlink updated to document Project Risk Management Strategy. 			
MP 0001/16 v.2.3	23 May 2023	March 2020	Amendment as listed below.
<ul style="list-style-type: none"> • Supporting Information document: 'ICT Patient Safety Risk Assessment PSRA Guide for ICT Projects' hyperlinks updated throughout the document. 			
MP 0001/16	14 April 2025	March 2020	Amendments as listed below.
<ul style="list-style-type: none"> • Policy transferred to the updated mandatory policy template. • Applicability amended to WA health entities and contracted health entities statement included. • Policy requirements 3.1 bullet point 3: updated hyperlink to ICT Governance and Approval Process; bullet point 4: replaced WA Health ICT Strategy 2015-2018 to WA Health Digital Strategy 2020-2030 and bullet point 6: Updated ICT Safety Patient Risk Report hyperlink. • Compliance monitoring section amended to reflect policy owner's responsibility to monitor policy compliance. • Related documents: updated document titles and hyperlinks as per updates to policy requirement. Removal of Policy Frameworks and other mandatory policies as per 			

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| Policy Frameworks governance. <ul style="list-style-type: none">• Definition section: Inclusion of WA health entities and WA health system definition.• Policy contact: updated to reflect current policy ownership. |
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Note: Mandatory policies that exceed the scheduled review date will continue to remain in effect.

10. Approval

Approval by	Dr David Russell-Weisz, Director General, Department of Health
Approval date	1 June 2016

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

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