The Department of Health Enterprise Architecture extends the Queensland Government Enterprise Architecture to categorise specific departmental content. This Enterprise Architecture guides decision making by identifying applicable policies, standards and protocols aligned to five architecture domains (business, information, application, technology and information security). Common areas of multiple domains are noted within the relevant implementation standard(s).

**Implementation Standard**

Standard # QH-IMP-402-1:2014

**Enterprise Architecture Policy**

**Enterprise Architecture Framework**

**Implementation Standard**

1. **Purpose**

   This Implementation Standard identifies the minimum mandatory requirements to comply with the Department of Health Enterprise Architecture to support the department’s vision, strategic plans, and performance objectives.

2. **Scope**

   This Implementation Standard applies to all employees, contractors and consultants within the Department of Health divisions, agencies and commercialised business units.

3. **Supporting documents**

   **Authorising Policy and Standard/s:**
   - Enterprise Architecture Policy
   - Enterprise Architecture Foundations Implementation Standard
   - Enterprise Business Architecture Implementation Standard
   - Enterprise Information Architecture Implementation Standard
   - Enterprise Applications Architecture Implementation Standard
   - Enterprise Technology Architecture Implementation Standard

   **Procedures and Guidelines:**
   - Enterprise Architecture Development Method Procedure
   - Integration Patterns Procedure
   - Enterprise Architecture Guide

   **Protocols:**
   - ICT Cabling Protocol (under development)
   - Information Security Protocol
   - Information System Sustainability Protocol
   - Interoperability Protocol
   - Service Oriented Architecture Protocol
   - Systems Integration Protocol
4. Related documents

- Queensland Government
  - Health Sector (Clinical Records) Retention and Disposal Schedule
  - Queensland Treasury Information Sheet 3.3 – Information and Communication Technology (ICT)
- Queensland Government Enterprise Architecture (QGEA), Department of Science, Information Technology, Innovation and the Arts (DSITIA):
  - Applicability and authority of the QGEA Guideline
  - Information Architecture Supporting Classification Definitions White Paper
  - QGEA Alignment Policy
  - QGEA Foundation Principles
  - ICT-as-a-service Policy
  - ICT-as-a-service offshore data storage and processing Policy
  - ICT Cabling Infrastructure Policy
  - Integration Policy
  - Queensland Government Application Classification Framework
  - Queensland Government Application Portfolio Framework Detail
  - Queensland Government Business Process Classification Framework
  - Queensland Government Enterprise Architecture Framework 2.0 (QGEA)
  - Queensland Government Information Classification Framework
  - Queensland Government Information Principles
  - Queensland Government Information Security Classification Framework
  - Queensland Government Information Security Policy Framework
  - Queensland Government Technology Classification Framework
  - Queensland Government ICT Strategy 2013-17
  - Software Currency Policy
  - Use of ICT facilities and devices policy (IS38)
  - What is Information Architecture White Paper
- Queensland Health
  - Blueprint for better healthcare in Queensland 2013
  - Deloitte: Review of Health Services Information Agency
  - eHealth Strategy 2006
  - Queensland Health ICT Governance Framework
- Department of Health
5. Requirements

5.1 Enterprise Architecture

5.1.1 Decisions on the use of and investment in ICT shall align with the Queensland Government Enterprise Architecture and the Department of Health Enterprise Architecture.

5.1.2 The Department of Health Enterprise Architecture shall be considered as a set of artefacts, and a collection of existing resources and funded initiatives arranged into portfolios and organised by enterprise architecture domain.

Note: A diagram of the Department of Health Enterprise Architecture is included in Appendix 1.

5.1.3 The Department of Health Enterprise Architecture shall include five enterprise architecture domains to assist with organisation, navigation and understanding of what is relevant, applicable and useful. The five domains are business, information, application, technology, and information security.

5.1.4 Compliance with the Department of Health Enterprise Architecture shall require compliance with all elements of the architecture.

5.2 Enterprise Architecture Compliance and Dispensations

5.2.1 Department of Health organisational units and projects shall be in a position to show evidence of compliance with the Department of Health Enterprise Architecture including any specific dispensations that have been granted.

5.2.2 A formalised dispensation process shall be established to enable flexibility in meeting the variations and demands of the Department of Health service delivery.

5.2.3 To request a dispensation, an organisational unit shall undertake its own risk assessment; provide details regarding the impact of non-compliance, remedial action to be undertaken, associated costs and benefits of non-compliance and agreement to a timeframe to achieve compliance.

5.2.4 Dispensations shall be approved by the relevant governance authority as defined in the Queensland Health ICT Governance Framework.
5.3 Enterprise Architecture Domains

5.3.1 The business architecture shall be the starting point for ICT planning and execution by describing the department’s mission and how the means (capabilities, services, processes, functions) that is critical to achieving this mission are organised and executed.

Note: Refer to the Enterprise Architecture Business Implementation Standard and the Business Process Classification for further information.

5.3.2 Information resources shall be planned and managed in accordance with the Information Architecture to ensure that information is trustworthy and appropriately available for use throughout Queensland Health.

Note: Refer to the Enterprise Architecture Information Implementation Standard and the Information Classification for further information.

5.3.3 The application portfolio shall be planned and managed in accordance with the application architecture to ensure a flexible, integrated, and reusable portfolio of applications that are effectively configured to meet the needs of the organisation and its stakeholders.

Note: Refer to the Enterprise Application Architecture Implementation Standard and the Application Portfolio Classification for further information.

5.3.4 The technology portfolio shall be planned and managed in accordance with the technology architecture to ensure the integrity, availability and reuse of the technology capabilities required to support the application portfolio and information portfolio.

Note: Refer to the Enterprise Technology Architecture Implementation Standard and the Technology Products and Services Classification for further information.

5.3.5 The Department of Health’s information resources, application and ICT portfolios shall be protected in accordance with the Information Security Policy Framework to ensure that new methods for delivering services are secure, in balance with maximising user convenience and productivity.

Note: The information security architecture that is described in the Information Security Implementation Standard is based on the following goals of information security:

- Confidentiality: ensuring that information is accessible only to those authorised to have access
- Integrity: safeguarding the accuracy and completeness of information and processing methods
- Availability: ensuring that authorised users have access to information and associated assets when required.

Information and the supporting processes, systems and networks are important business assets. Confidentiality, integrity and availability of information may be essential to maintain competitive edge, cash-flow, profitability, legal compliance and commercial image.

Refer to the Information Security Policy Framework for further information.

6. Review

This Standard is due for review on: 05 June 2016

Date of Last Review: N/A

Supersedes: New Standard
7. Business Area Contact
Director, Strategy and Architecture Office, Planning, Engagement and Performance Directorate, Health Services Information Agency (HSIA)

8. Responsibilities

<table>
<thead>
<tr>
<th>Position</th>
<th>Responsibility</th>
<th>Audit criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Information Officer</td>
<td>• Approve Department of Health Enterprise Architecture artefacts</td>
<td>Approved artefacts</td>
</tr>
<tr>
<td>Strategy &amp; Architecture Office</td>
<td>• Regularly review and maintain Department of Health Enterprise Architecture artefacts</td>
<td>Up to date artefacts Management of dispensations</td>
</tr>
<tr>
<td></td>
<td>• Process and monitor dispensation requests and dispensations granted</td>
<td></td>
</tr>
<tr>
<td>ICT Governance Authority (designated)</td>
<td>• Review and endorse Department of Health Enterprise Architecture artefacts</td>
<td>Endorsed artefacts Endorsed dispensations</td>
</tr>
<tr>
<td></td>
<td>• Review and endorse dispensation requests and monitor dispensations granted</td>
<td></td>
</tr>
<tr>
<td>All employees, contractors and consultants within the Department of Health divisions, agencies and commercialised business units</td>
<td>• Apply the relevant requirements of the Department of Health Enterprise Architecture artefacts</td>
<td>Ability to demonstrate compliance</td>
</tr>
</tbody>
</table>

9. Definitions of terms used in the policy and supporting documents

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition / Explanation / Details</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications</td>
<td>A software system deployed by the agency which has part of an agency's business process embedded with it, for example, SAP.</td>
<td>Queensland Government Chief Information Office (QGCIO) Glossary</td>
</tr>
<tr>
<td>Artefact</td>
<td>Artefacts are documents that are components of the Department of Health Enterprise Architecture including but not limited to the policy, standards, protocols, procedures and guidelines.</td>
<td>Adapted from QGCIO Glossary</td>
</tr>
<tr>
<td>Authoritative source</td>
<td>An authoritative source is the one data source from a set of competing data sources that is designated by the enterprise as the most trusted and complete and representative of the ‘truth’. Any emergent discrepancies between competing data sources will be resolved by reference to the authoritative source. The term ‘source of truth’ is synonymous with the term ‘authoritative source’ with the latter being the preferred term.</td>
<td>Department of Health Strategy and Architecture Office</td>
</tr>
<tr>
<td>Broad Design Goals</td>
<td>Enterprise architecture contributes to the organisational strategy by describing how ICT solutions should be designed and delivered to satisfy business objectives. Broad design goals provide an overall description of how organisational strategies will be achieved. They are not solutions to strategic objectives in their own right, but provide patterns and approaches that will ensure that conformant solutions help achieve the strategies. Broad design goals are intended to be applied to the design and development of solutions.</td>
<td>Department of Health Strategy and Architecture Office</td>
</tr>
<tr>
<td>Term</td>
<td>Definition / Explanation / Details</td>
<td>Source</td>
</tr>
<tr>
<td>-----------------------------</td>
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</tr>
<tr>
<td>Common</td>
<td>Services supporting health service delivery activities across some Hospital and Health Services. Common is one of the three categories in the applications portfolio with Core and Local.</td>
<td>Queensland Health ICT Governance Framework</td>
</tr>
<tr>
<td>Core</td>
<td>Services supporting health service delivery activities that are performed state-wide. Core is one of the three categories in the applications portfolio with Common and Local.</td>
<td>Queensland Health ICT Governance Framework</td>
</tr>
<tr>
<td>Dispensation</td>
<td>For the purpose of this policy, the term ‘dispensation’ means the endorsed exception from compliance with the enterprise architecture.</td>
<td>Adapted from QGCIO Glossary</td>
</tr>
<tr>
<td>Domain</td>
<td>The categories used as part of the Queensland Government Enterprise Architecture (GEA) to provide a consistent and convenient method of logically grouping business processes, information assets, applications and technologies and ICT initiatives into meaningful and manageable areas for analysis.</td>
<td>QGCIO Glossary</td>
</tr>
<tr>
<td>Enterprise</td>
<td>The Department of Health and the Hospital and Health Services (HHSs) make up the public healthcare system known as Queensland Health. The use of the word enterprise within this document indicates the public healthcare system as it is influenced by enterprise architecture.</td>
<td>Department of Health Strategy and Architecture Office</td>
</tr>
<tr>
<td>Enterprise Architecture</td>
<td>The practice of applying a comprehensive and rigorous method for describing a current and future structure and behaviour for an organisation's processes, information, applications, technology and human resources, so that they align with the organisation's strategic direction.</td>
<td>QGCIO Glossary</td>
</tr>
<tr>
<td>Enterprise ICT Service</td>
<td>Enterprise ICT Services are described in the ICT Service Catalogue available on the QHEPS intranet.</td>
<td>Enterprise ICT Service</td>
</tr>
<tr>
<td>Enterprise Services</td>
<td>Enterprise Services provide core business functionality that is common to multiple applications (e.g. Clinical Data Service, Provider Directory Service etc)</td>
<td>Department of Health Strategy and Architecture Office</td>
</tr>
<tr>
<td>Fit for purpose</td>
<td>The extent to which the current functionality of the Information Asset/Application/ Technology meets the need of the particular business area (NB: not the entire business of the agency) in which it is used.</td>
<td>QGCIO Glossary</td>
</tr>
<tr>
<td>Information Model</td>
<td>The Department of Health Information Model refers to the collection of models, data set specifications (DSS) and standards that have been iteratively developed across the organisation. Key sources of data standards include the Queensland Health Data Dictionary and the Corporate Reference Data System. Within the department, the information model equates to an enterprise information model.</td>
<td>Department of Health Strategy and Architecture Office</td>
</tr>
<tr>
<td>Local</td>
<td>Services supporting activities that may be specific to a local area or that arise from local innovation. Local is one of the three categories in the applications portfolio with Core and Common.</td>
<td>Queensland Health ICT Governance Framework</td>
</tr>
<tr>
<td>Mandated/ Mandated Options</td>
<td>If an applicable position states a mandated product/service, it must be used. If there are multiple products/services for an applicable position, one of products/services must be used.</td>
<td>Department of Health Strategy and Architecture Office</td>
</tr>
</tbody>
</table>
### Term | Definition / Explanation / Details | Source
--- | --- | ---
**dispensation is required to not use a mandated product/service.**

**Principles**
Principles represent the Information and Communication Technology (ICT) interpretation and application of the organisation’s mission and philosophy. They are fundamental and apply to all levels of ICT initiatives from EA to specific solution implementations. Adherence to the principles ensures alignment to organisational strategy and intent and results in a sustainable ICT environment.

Department of Health Strategy and Architecture Office

**Processes**
A series of logically related activities or tasks performed together to produce a defined set of results. Processes are defined in the Business Process Classification document.

www.businessdictionary.com

**Quality attributes**
Quality attributes, often referred to as system qualities, are quality characteristics that extend the requirements of any ICT initiative or architecture. Quality attributes are intended to be applied to both solutions and the enterprise architecture. Quality attributes ensure that solutions are not only functional, but also supportable by the organisation and traceable to organisational non-functional requirements. Quality attributes ensure that the enterprise architecture is designed and developed in a way that supports business strategies and drivers and provides direction and guidance to solutions.

Department of Health Strategy and Architecture Office

**Technologies**
Support the application portfolio of the business, including software technologies, hardware, and network support.

QGCIO Glossary

### 10. Approval and Implementation

**Policy Custodian:**
Senior Director Strategy Governance and Architecture, Planning, Engagement and Performance Directorate, HSIA

**Responsible Executive Team Member:**
Chief Information Officer, HSIA

**Approving Officer:**
Ray Brown, Chief Information Officer, HSIA

**Approval date:** 05 June 2014

**Effective from:** 05 June 2014

### Version Control

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<tr>
<th>Version</th>
<th>Date</th>
<th>Prepared by</th>
<th>Comments</th>
</tr>
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<tr>
<td>1.0</td>
<td>27/05/2014</td>
<td>ICT Policy</td>
<td>Finalised for CIO approval and publication</td>
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