

# ICT Policy Dispensation

## Queensland Health Digital Standard

QH-IMP-489-1:2022

### 1. Statement

This Standard describes the requirements for ensuring all ICT policy and Enterprise Architecture dispensations are identified, assessed, and appropriately managed, monitored and maintained.

### 2. Scope

This policy applies to all Queensland Health employees, volunteers, contractors, consultants, and managed service providers working for:

- the Department of Health divisions and
- Hospital and Health Services.

This standard applies to ICT policy dispensations sought for the mandated requirements embedded in policies and standards, enterprise architecture standards, technical standards and data set specifications as defined through the:

- Enterprise Architecture Health Service Directive (EA HSD)
- Enterprise ICT Governance HSD and related Digital Policy Suite
- Queensland Health Enterprise Architecture
- Information Security Management System (ISMS) Policy Suite
- Department ICT and Information Management Policy Suite
- Queensland Health Information and Communications Technology (ICT) Cabling Standard.

NOTE: Dispensations requests for whole-of-government exceptions are out of scope for this standard, including Information Security (IS18) policy.

### 3. Requirements

- 3.1. Where Queensland Health business areas have identified possible non-compliance with ICT policy requirements, a dispensation must be sought in line with the governing artefacts.
- 3.2. All dispensation requests sought for the mandated Queensland Health ICT policy requirements embedded in policies and standards, enterprise architecture standards, technical standards and data set specifications must:
  - 3.2.1 ensure an appropriate risk assessment is undertaken prior to applying for a dispensation



- 3.2.2 be submitted to the relevant ICT Policy Manager for consideration and assessment.
- 3.3. The ICT Policy Manager will assess the request to:
  - 3.3.1 determine whether the request has merit and appropriate consultation has occurred
  - 3.3.2 ensure impacts, risks and controls have been comprehensively considered and documented
  - 3.3.3 provide a recommendation to the appropriate governing body as to whether the request should be approved or rejected.
- 3.4. Each governing body must have a Dispensation Coordinator/s who will:
  - 3.4.1 maintain the Dispensation Register
  - 3.4.2 acknowledge receipt of a dispensation application
  - 3.4.3 co-ordinate the evaluation of the dispensation application
  - 3.4.4 process dispensation application requests to the governing body
  - 3.4.5 notify requestors of the application decisions
  - 3.4.6 monitor approved dispensation conditions, including ongoing communication with the requestors
  - 3.4.7 report dispensation register metrics to the governing body as required
  - 3.4.8 publish a summary of dispensations on QHEPS.
- 3.5. Any appeals will be referred by the requestor to the Chair of the governing body for appropriate escalation.
- 3.6. All dispensations must be reviewed and assessed by the due date. Where the requestor determines that the dispensation needs to be extended past the agreed due date, the dispensation must be reassessed and updated.

## 4. Legislation

- *Financial Accountability Act 2009*
- *Financial Accountability Regulation 2019*
- *Financial and Performance Management Standard 2019*
- *Hospital and Health Boards Act 2011*
- *Human Rights Act 2019*
- *Information Privacy Act 2009*
- *Public Health Act 2005*
- *Public Records Act 2002*
- *Public Service Act 2008*

- *Right to Information Act 2009*

## 5. Supporting documents

- Enterprise Architecture Health Service Directive
- Enterprise ICT Governance Health Service Directive
- Enterprise Architecture Policy
- Queensland Health Enterprise Architecture Framework
- ICT Policy Governance Policy
- Information and Communications Technology Cabling Standard

ICT Policy Register (<https://www.health.qld.gov.au/system-governance/policies-standards/ict-policies>)

## 6. Definitions

Term	Definition
Architecture and Standards Committee	The Architecture and Standards Committee (ASC) is responsible for ensuring effective and appropriate sharing of information across the health system through enterprise architecture, information management and security policies, standards and guidelines.
Design Authority	The Design Authority (DA) ensures that digital enabled initiative architectures align to the health system enterprise architecture for those solutions that do not warrant consideration by the ASC.
Dispensation	Seeking an exemption from the mandatory conditions of the relevant authority instrument.
Dispensation Coordinator	The Dispensation Coordinator is the responsible officer appointed to maintain the dispensation register and manage the ICT Policy dispensation. The below Responsible area contacts: <ul style="list-style-type: none"> <li>• ICT Cabling Standard: Digital Architecture (<a href="mailto:eHealthArchitecture@health.qld.gov.au">eHealthArchitecture@health.qld.gov.au</a>)</li> <li>• Enterprise Architecture: Digital Architecture (<a href="mailto:eHealthArchitecture@health.qld.gov.au">eHealthArchitecture@health.qld.gov.au</a>)</li> <li>• Information Management: Corporate Information Management (<a href="mailto:Records-corporate@health.qld.gov.au">Records-corporate@health.qld.gov.au</a>)</li> <li>• Health Informatics Services (<a href="mailto:ehealth-imstrategy@health.qld.gov.au">ehealth-imstrategy@health.qld.gov.au</a>)</li> <li>• Statistical Services Branch (<a href="mailto:dqstd@health.qld.gov.au">dqstd@health.qld.gov.au</a>)</li> </ul>

Term	Definition
	<ul style="list-style-type: none"> <li>ISMS: Cyber Security Group (<a href="mailto:cybersecurity@health.qld.gov.au">cybersecurity@health.qld.gov.au</a>)</li> <li>Other Digital and ICT Policy: Digital Policy and Governance (<a href="mailto:Digital-Policy@health.qld.gov.au">Digital-Policy@health.qld.gov.au</a>).</li> </ul>
Dispensation Register	The Dispensation Register holds information about individual approved dispensations and is located on QHEPS.
Enterprise Architecture	<p>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.</p> <p>The Queensland Health Enterprise Architecture (QHEA) Framework supports enterprise architecture activity within Queensland Health. Architecture frameworks and standards are mandated within the QHEA and specify the minimum actions required to comply with the QHEA. Dispensations can be sought for mandated artefacts.</p>
Governing Body	<p>For the purposes of this standard, governing bodies includes the Queensland Health committees that have responsibility for systemwide oversight of Information Management and/or ICT within their Terms of Reference.</p> <ul style="list-style-type: none"> <li>ICT Cabling Standard: <a href="#">Design Authority</a></li> <li>Enterprise Architecture: <a href="#">Architecture and Standards Committee</a> or delegated to <a href="#">Design Authority</a></li> <li>Information Management: <a href="#">Information Management Strategic Governance Committee</a></li> <li>ISMS: <a href="#">Information Security Committee</a></li> <li>Other Digital and ICT Policy Suites: <a href="#">Architecture and Standards Committee</a>.</li> </ul>
ICT	Information and communication technology (ICT), also commonly referred to as Information Technology (IT), includes software, hardware, network, infrastructure, communications, devices and software systems (applications) that not only support business processes of an agency but which enable the digital use and management of information and enable people to connect in a digital environment. Typically, ICT covers both the Application and Technology layers of the QGEA. Also, see the Application and Technology QGEA classification framework domains for further examples.

Term	Definition
ICT Policy	<p>ICT policy is a statement of the principles, values and key provisions governing decision-making and sets out the intent to achieve a particular outcome. ICT policy can be a standalone document or supported by ICT standards and/or guidelines.</p> <p>ICT policy consists of two types of policy:</p> <ul style="list-style-type: none"> <li>• Department of Health ICT policy which applies across all divisions within the Department of Health.</li> <li>• Queensland Health digital policy, which applies across the Department of Health and Hospital and Health Services.</li> </ul>
ICT Policy Manager	<p>The ICT Policy Manager is appointed by the policy custodian. The ICT Policy Manager is responsible for implementing and maintaining ICT policy in line with the ICT Policy Framework.</p> <p>For the purpose of this standard, the ICT Policy Manager role also incorporates Enterprise Architecture managed by Digital Architecture, eHealth Queensland.</p>
Information Management	<p>Information management is the means by which an organisation plans, collects, organises, governs, secures, uses, controls, disseminates, exchanges, maintains and disposes of its information; as well as any means through which the organisation ensures that the value of that information is identified and exploited to its fullest extent.</p>
Information Management Strategic Governance Committee	<p>The Information Management Strategic Governance Committee (IMSGC) is responsible for setting the strategic direction for and guides the use of information and its management to enable improved decisions and outcomes to support Queensland Health priorities. IMSGC has delegated accountability over information management matters across the Queensland Health ecosystem to ensure compliance, efficiency and strategic alignment.</p>
Information Security Committee	<p>The Information Security Committee (ISC) is responsible for setting the strategic direction and practices for information security to minimise security threats and issues that impact Queensland Health to enable the delivery of modern healthcare.</p>

Term	Definition
Queensland Health	Queensland Health comprises of the Department of Health and the 16 independent Hospital and Health Services (HHSs).
Requestor	A Queensland Health employee or business area who submits a dispensation request against a mandatory requirement.

## Version Control

Version	Date	Comments
1.0	26/10/2022	New Standard Approved by Director-General