

Enterprise Architecture Dispensation

Department of Health Standard
QH-IMP-402-13:2014

1. Statement

This Standard describes the process for all Enterprise Architecture dispensations, to ensure all areas within the scope of this standard are aware of the evaluation and consideration of dispensation requests within eHealth Queensland, including governance arrangements.

2. Scope

Compliance with this standard is mandatory.

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

This standard applies to all Hospital and Health Services applications for dispensations from the Enterprise Architecture Health Service Directive.

3. Out of Scope

Information management related dispensation requests are out of scope for this standard. Information management related requests shall be considered by the Information Management Strategic Governance Committee. Please contact the Health Informatics Services for more information.

4. Dispensation Requests

4.1 Approach

4.1.1 Dispensation types

This standard outlines the steps to seek dispensations for the following categories:

1. **Enterprise Architecture HSD Dispensation** – Hospital and Health Services requesting a dispensation from the mandatory requirements of the Enterprise Architecture Health Service Directive.
2. **Enterprise Architecture Policy Dispensation** – Department of Health Divisions and Commercial Business Units requesting a dispensation from the mandatory requirements of the Enterprise Architecture Framework Policy.

4.1.2 Queensland Health Chief Information Officer responsibilities

To manage dispensations the Queensland Health Chief Information Officer shall:

- Allocate responsibility to the Architecture & Standards Committee or Design Authority based on the respective delegations to approve dispensations (see 4.2.5 Governance Review)
- Appoint a Dispensation Coordinator to:
 - maintain dispensation registers and regularly report dispensation register metrics to the appropriate governing bodies
 - process dispensation application requests
 - monitor approved dispensation conditions including reporting requirements.

4.2 Requesting a dispensation

4.2.1 High Level Process Flow



As per the Enterprise Architecture Health Service Directive, and the Department of Health Enterprise Architecture Policy Hospital and Health Services, Divisions and Commercial Business Units shall seek formal dispensation from compliance with the mandated ICT applications, technologies and services.

4.2.2 Dispensation requirement

To determine the dispensation requirement the Hospital and Health Service, Department of Health Division or Commercial Business Unit shall:

- discuss the dispensation requirement with the Digital Architecture Unit
- if a request is required, complete a Dispensation Briefing Note to the Design Authority or the Architecture and Standards detailing the dispensation requirement (refer to 4.2.5 Governance Review)
- have the briefing note appropriately approved by internal governance
- submit the request to the Dispensation Coordinator for actioning.

Note: The elements of the briefing note that are required for assessment are outlined in the Definitions table.

4.2.3 Register request

The submitted Dispensation Briefing Note request shall be recorded into the Enterprise Architecture Dispensation Register and allocated a unique reference identifier.

4.2.4 Assess requirement

Each request shall be assessed by the appropriate subject matter experts, prior to consideration by the relevant governing body. This assessment shall include an evaluation of the impact of the request on Queensland Health from a supportability, maintainability and fiduciary perspective. Any issues or risks that arise during evaluation shall be negotiated with the submitting Hospital and Health Service, Department of Health Division or Commercial Business Unit.

At the completion of the assessment, the assessor will provide a written recommendation to the relevant governing bodies for consideration. The recommendation/s shall include any outstanding issues and risks together with conditions on granting the dispensation.

4.2.5 Governance review

Dispensation requests from the Enterprise Architecture HSD or the Department of Health Enterprise Architecture policy shall be considered by either the Design Authority or the Architecture and Standards Committee. The following criteria outlines the accountabilities of the committees:

The decision making rights of the Design Authority exclude solution architectures where:

- the total investment value is >\$500,000 or
- impacts more than one HHS or
- are high risk or high complexity.

4.2.6 Record result

The outcome of the governance review shall be recorded in the minutes of the relevant committee. The Dispensation Coordinator shall record the decision in the Enterprise Architecture Dispensation Register.

All decisions made by the Design Authority shall be reported to the Architecture and Standards Committee for noting.

4.2.7 Notify submitter

The Dispensation Coordinator shall notify the outcome of the dispensation request to the submitter via formal correspondence from the relevant governing body including the approval conditions, compliance and reporting requirements.

4.2.8 Review/report

Approved dispensation requests shall include a date of review, at which time the dispensation and its conditions shall be re-assessed by eHealth Queensland with the result of the assessment being

provided to the Architecture and Standards Committee and communicated to the Dispensation Coordinator.

The submitter shall report to the relevant governing bodies against agreed conditions outlined in the dispensation by the due date/s.

The Dispensation Coordinator shall regularly report dispensation register metrics to the Architecture and Standards Committee.

4.2.9 Appeals

Any appeals to recommendations and endorsements will be referred to the appropriate Architecture and Standards Committee.

At the completion of the assessment, Digital Architecture Unit will provide a written recommendation to the Design Authority. The recommendation/s shall include any outstanding issues and risks together with conditions on granting the dispensation.

5. Related legislation and documents

Legislation

- *Financial Accountability Act 2009*
- *Financial Accountability Regulation 2009*
- *Financial and Performance Management Standard 2009*
- *Healthcare Identifiers Act 2010*
- *Hospital and Health Boards Act 2011*
- *Information Privacy Act 2009*
- *Public Health Act 2005*
- *Public Records Act 2002*
- *Public Service Act 2008*
- *Right to Information Act 2009*

Supporting documents

- Enterprise Architecture Framework Policy
- Enterprise Architecture Health Service Directive

Forms and templates

- Enterprise Architecture Dispensation Register

Related documents

- Queensland Government Enterprise Architecture (QGEA), Department of Science, Information Technology, Innovation (DSITI):
 - Applicability and authority of the QGEA Guideline
 - Information Architecture Supporting Classification Definitions White Paper
 - QGEA Alignment Policy
 - QGEA Foundation Principles
 - 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)
- Information Architecture White Paper 1.0
- Department of Health
 - Clinical Records Management Policy
 - Data Management Policy
 - Information Security Policy
 - Records Management Policy
 - Use of ICT Services Policy

6. Definitions

Term	Definition / Explanation / Details	Source
Dispensation	Seeking an exemption from the mandatory conditions of the relevant authority instrument.	
Dispensation Coordinator	Responsible officer appointed within eHealth Queensland to coordinate the receipt, evaluation, submission to governing bodies, notification, monitoring and follow up of applications for dispensations.	
Dispensation register	<p>The following information shall be recorded in the dispensation register for each request:</p> <ul style="list-style-type: none"> • Unique reference identifier • Dispensation short title • Short description • Requesting person, role, contact details, location • Request approver/location details • Submission date • Which authority instrument (policy or HSD) • Specific application, technology or service under request • Dispensation recommendation (Endorsed/Endorsed with Conditions/Declined) • Conditions imposed (optional to duplicate from recommendation) • Review date • Compliance date • Design Authority outcome (Endorsed/Endorsed with Conditions/Declined or progressed to ASC for consideration) • Architecture and Standards Committee (Endorsed/Endorsed with Conditions/Declined) • Submitter notified • Responsible action officer • Action/s due date 	

Term	Definition / Explanation / Details	Source
	<ul style="list-style-type: none"> Status 	
Enterprise Architecture	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.	Queensland Government Chief Information Office <i>Glossary</i>
Enterprise ICT Services	ICT services or projects that are managed and/or delivered by eHealth Queensland that are intended for use by any or all of the Department's Divisions and Hospital and Health Services.	Queensland Health ICT Governance Framework
Governing Bodies	For the purposes of this standard the meaning of governing bodies includes the Department of Health committees that have responsibility for oversight of Enterprise Architecture and/or Enterprise ICT Services within their Terms of Reference.	
Health Service Directive	<p>Section 47 of the Hospital and Health Boards Act 2011 authorises the Chief Executive of the Department of Health to issue Health Service Directives to Hospital and Health Services. Health Service Directives may be issued for the purposes of:</p> <ul style="list-style-type: none"> Promoting service coordination and integration Optimising effective and efficient use of resources Setting standards and policies for safe and high quality service delivery Ensuring consistent approaches to service delivery Supporting the application of State policies, legislation and agreements entered into by the State. <p>Health Service Directives are brief and focussed on specific requirements of, or outcomes to be achieved by, Hospital and Health Services.</p>	Queensland Health online
Dispensation Briefing Note	<p>Dispensation Briefing Note shall contain/consider the following elements:</p> <ul style="list-style-type: none"> Business requirements, benefits and impacts (high level options analysis) Financial/cost: initial investment, ongoing costs, financial impact on Queensland Health for diverting from a mandated application, technology or service Contestability Operational requirements and resources Interoperability Information sharing Information security Issues, risks and dependencies. 	

Version Control

Version	Date	Comments
1.0	05 Nov. 2014	New procedure.
1.1	13 Nov. 2014	Minor editorial amendments.

Version	Date	Comments
1.2	10 Jun. 2015	Transferred information to new template as a standard.
2.0	28 March 2018	<p>Formal review undertaken.</p> <p>Dispensation request process updated to align to current Enterprise Architecture HSD and Policy.</p> <p>Roles and responsibilities reviewed and updated</p> <p>Approved by Architecture and Standards Committee.</p>