

Aligning IT Services to Business Needs: Business Relationship Management Approach

Presentation for the 2016 e-Health Conference
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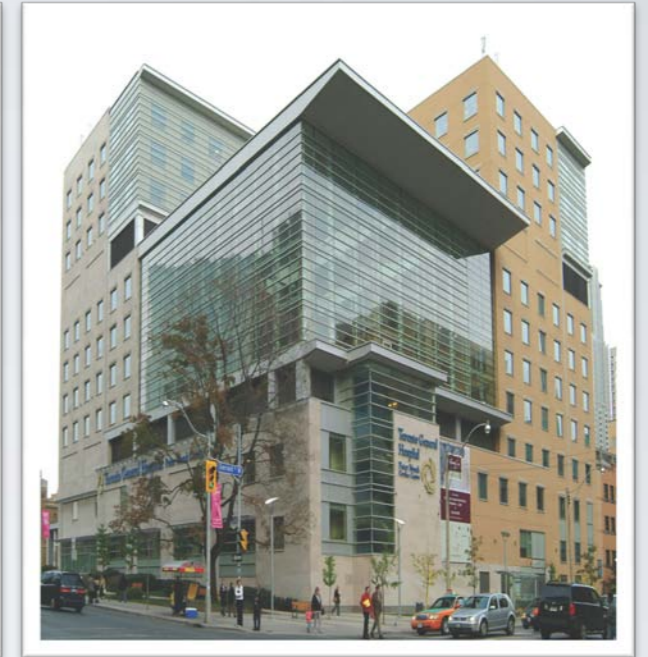
OUR FOUR SITES

Toronto Western

Toronto Rehab

Princess Margaret

Toronto General



Clinical Programs

- Arthritis • Joint Department of Medical Imaging • Krembil Neuroscience Centre • Laboratory Medicine Program
- Medical and Community Care • Multi-Organ Transplant Program • Peter Munk Cardiac Centre
- Princess Margaret Cancer Program • Surgical Programs and and Critical Care • Toronto Rehab

People

15,000 staff, including 2,078 research personnel • 1,650 physicians • 1,900 volunteers • 7,000 students

Care Delivery

1,284 Beds • 442,663 Inpatient Cases • 1,059,482 Outpatient Visits • 112,191 Emergency Department Visits

UHN IT AT A GLANCE

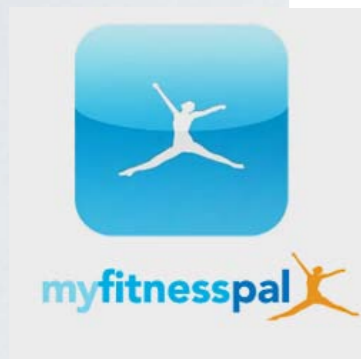
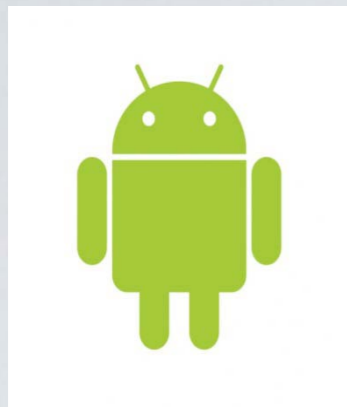
- 300+ applications
- 21 IT Teams
- 475+ IT staff
- 1 off-site data centre
(Several on-site data centres)
- 3 networks
- 7,000+ PC/Laptops
- 1,000+ Smartphones

Outsourced managed service
(data center, help desk,
servers, etc.)

CompuCom[®]
The Leading IT Outsourcing Specialist



THE WORLD WE LIVE IN TODAY



TEMP° TRAQ®



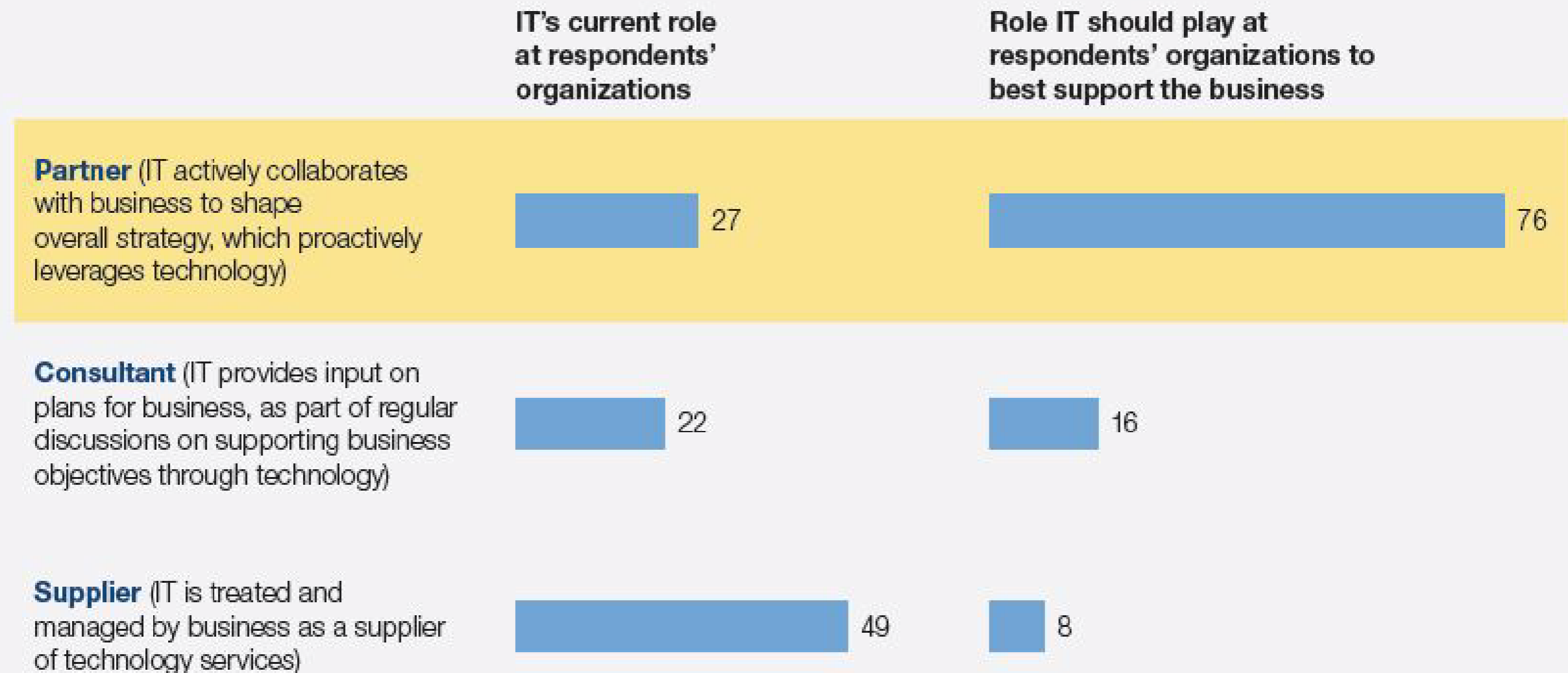
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WHY FOCUS ON PARTNERSHIPS?

Exhibit 1 IT rarely works as a partner with the business, but most executives believe it should.

% of respondents,¹ n = 709



¹ Respondents who answered "don't know" are not shown, so figures may not sum to 100%.

SITE MANAGEMENT TEAM

Candice Newell

Paul Massaroni

Terra Ierasts

Beth O'Shaughnessy



Toronto Western

Toronto Rehab

Princess Margaret

Toronto General

NAVIGATORS

- Build and maintain network of experts
- Primary advisors on change for both IT provider and business partner
- Triage questions, ideas, issues
- Know the “secret sauce”



CONNECTORS

- Actively connect the dots
- Bring people together to solve problems
- Advocate for engagement
- Develop and maintain business IQ tools



TRANSLATORS

- Bilingual - Speak both languages
- Able to interpret & provide context
- Fill in the missing pieces of the puzzle
- Find common ground
- Get to the “Why”



TRUSTED ADVISOR

- Asked for advice & insight
- Cut through ambiguity
- Find the truth
- “No sides”
- Know “how it really is” =
Listening Posts



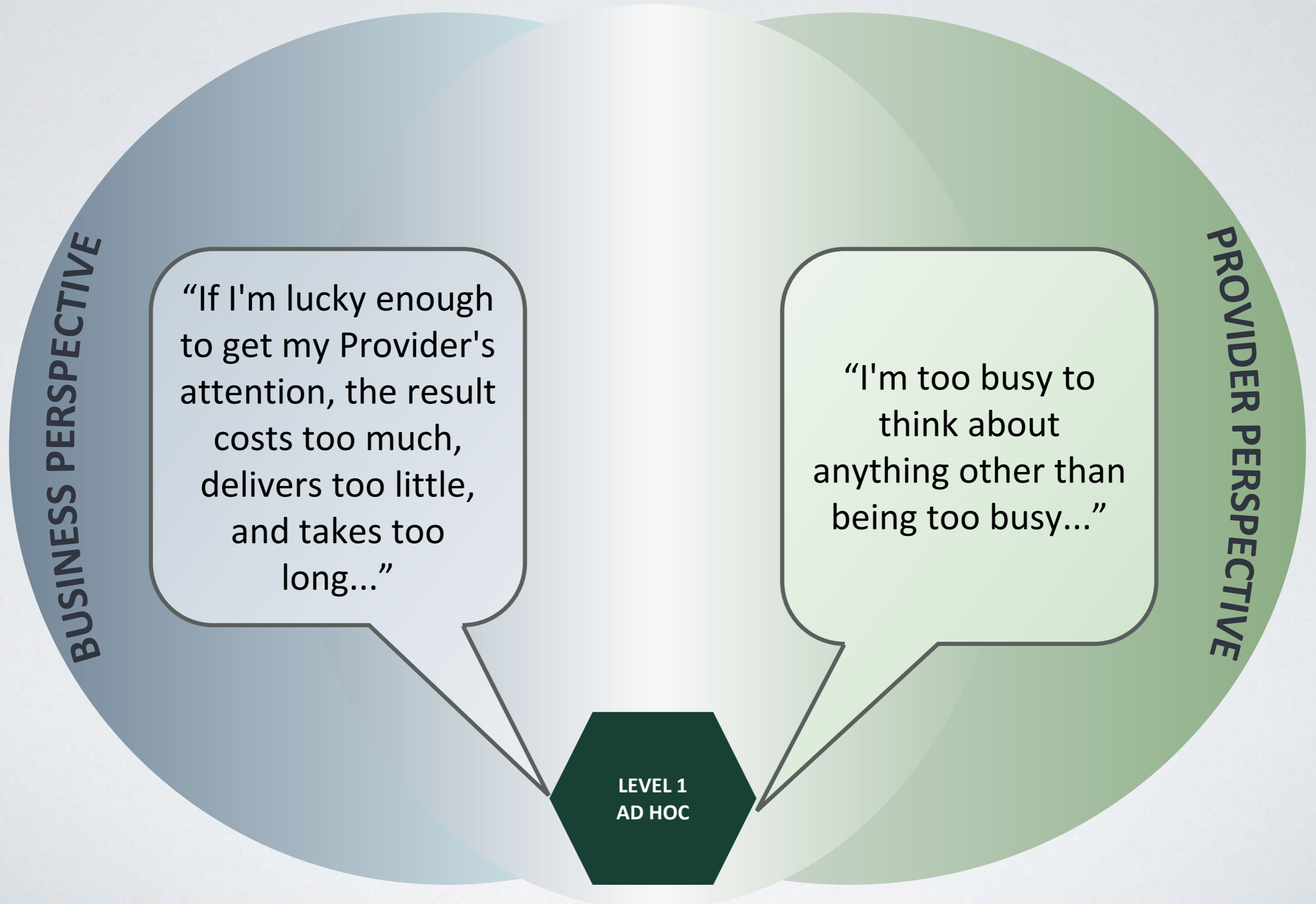
ALIGNMENT

- Engage at all levels of the organization
- In-depth view of the organization
- Understand pain points and impacts of change
- Break down silos to see the big picture
- Identify opportunities across hospitals



BUSINESS RELATIONSHIP MATURITY MODEL

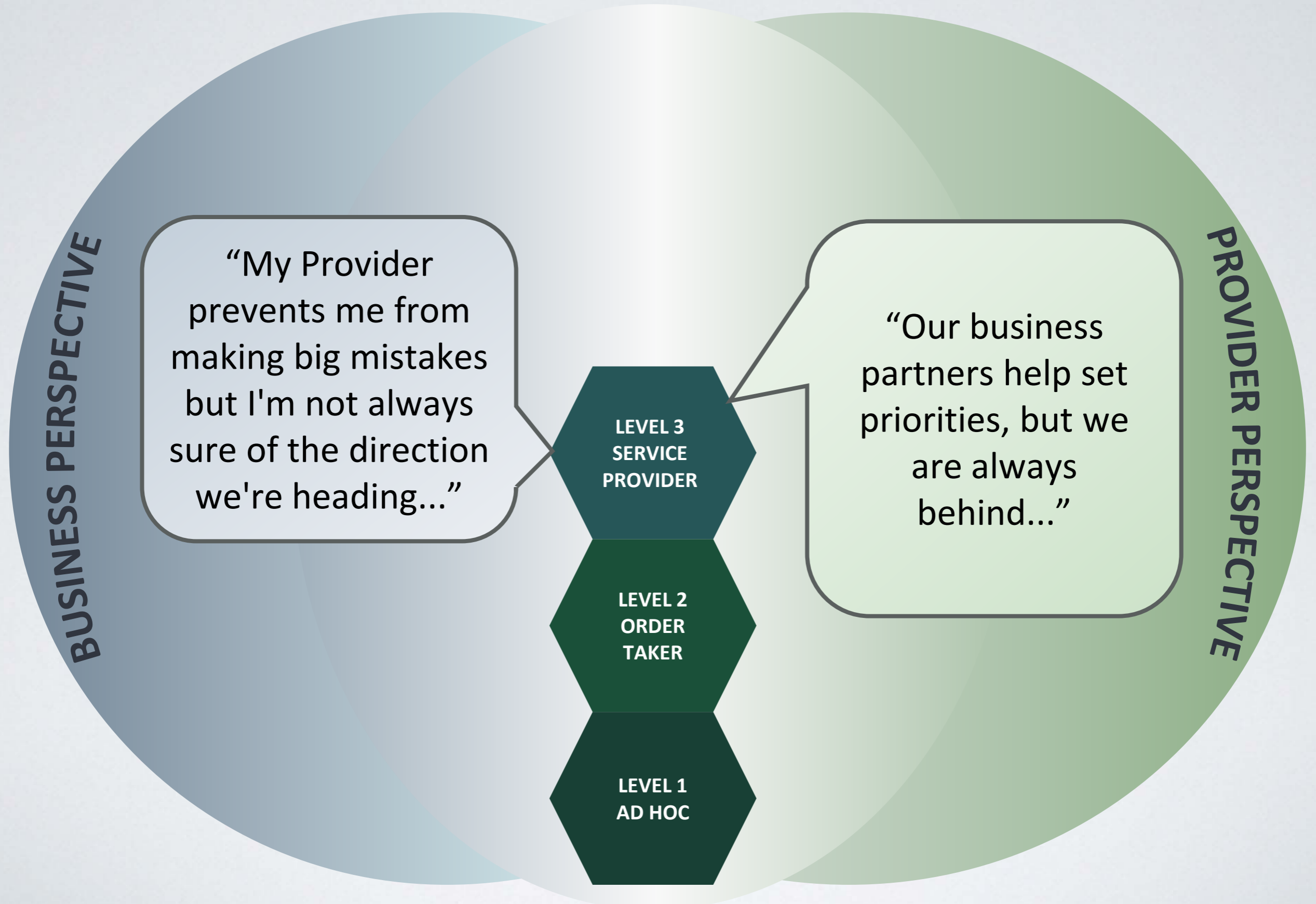
BUSINESS RELATIONSHIP MATURITY MODEL



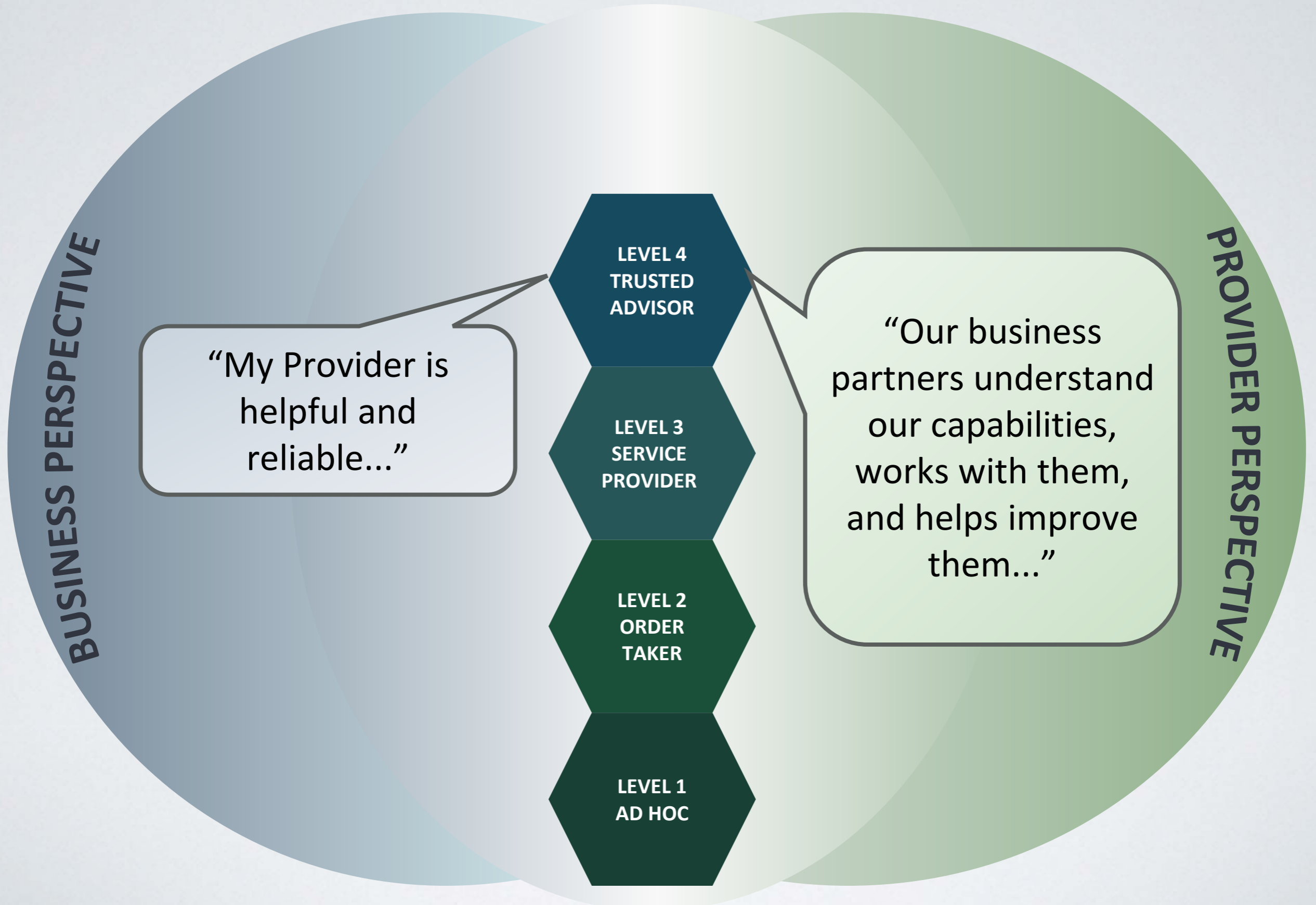
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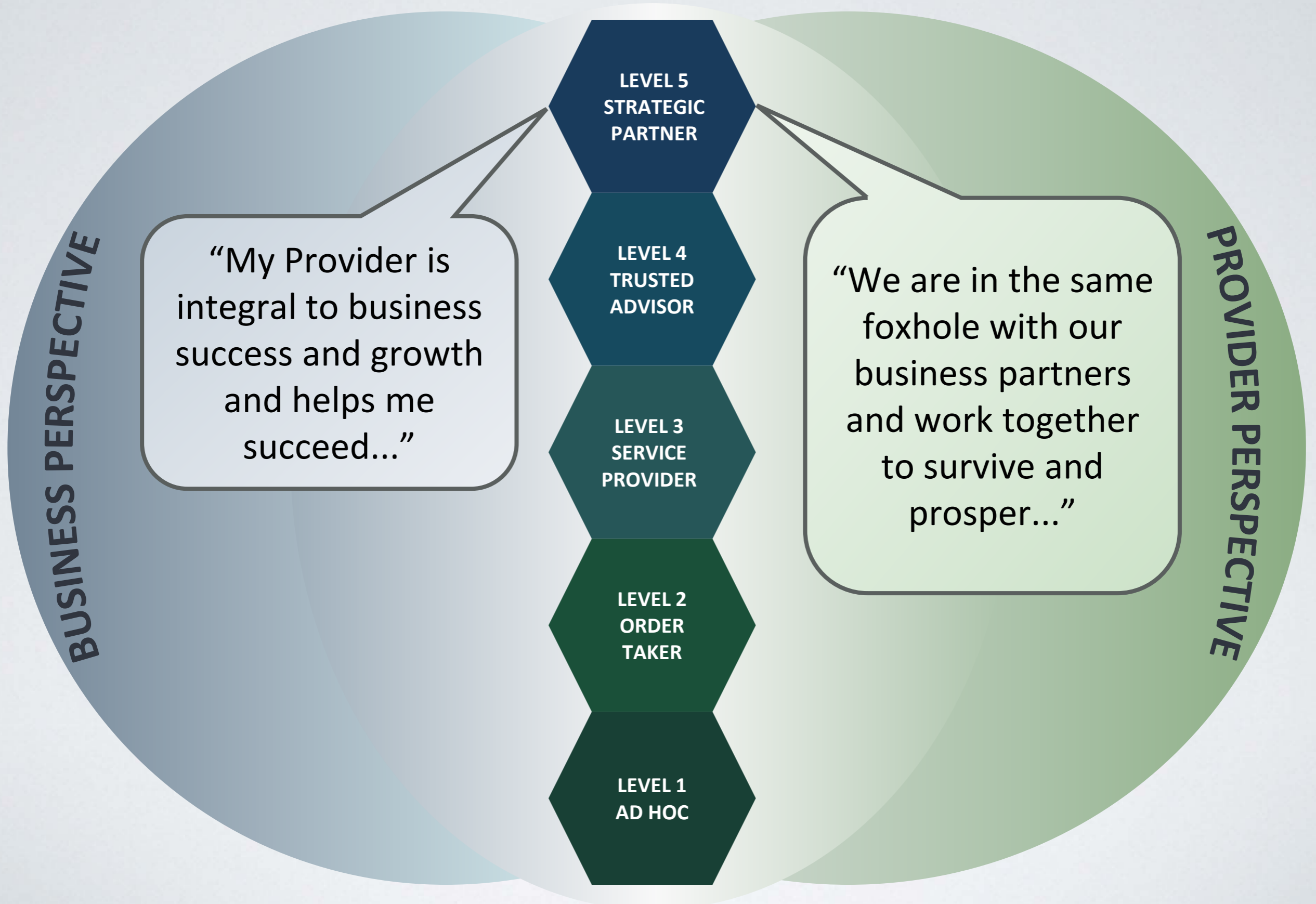
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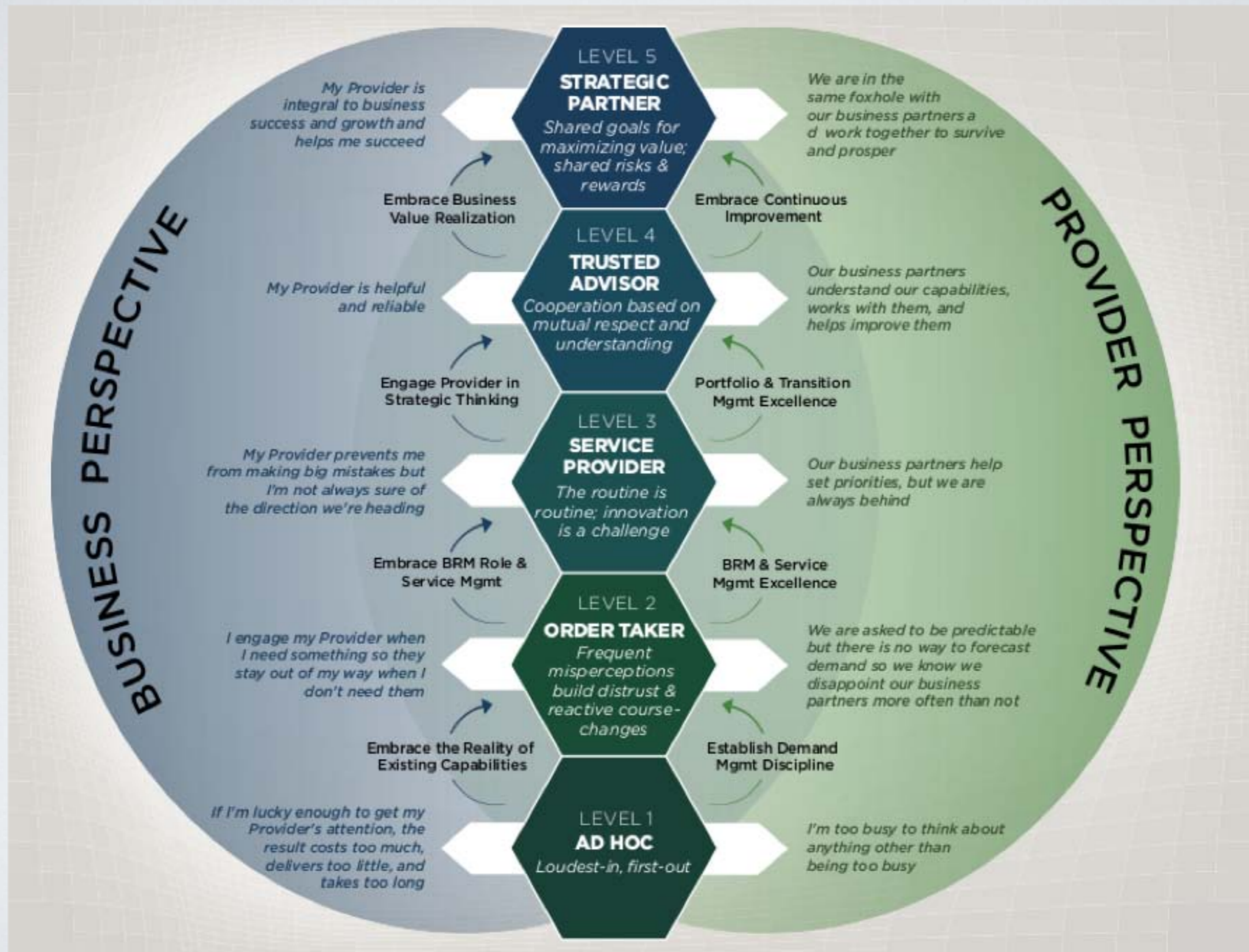
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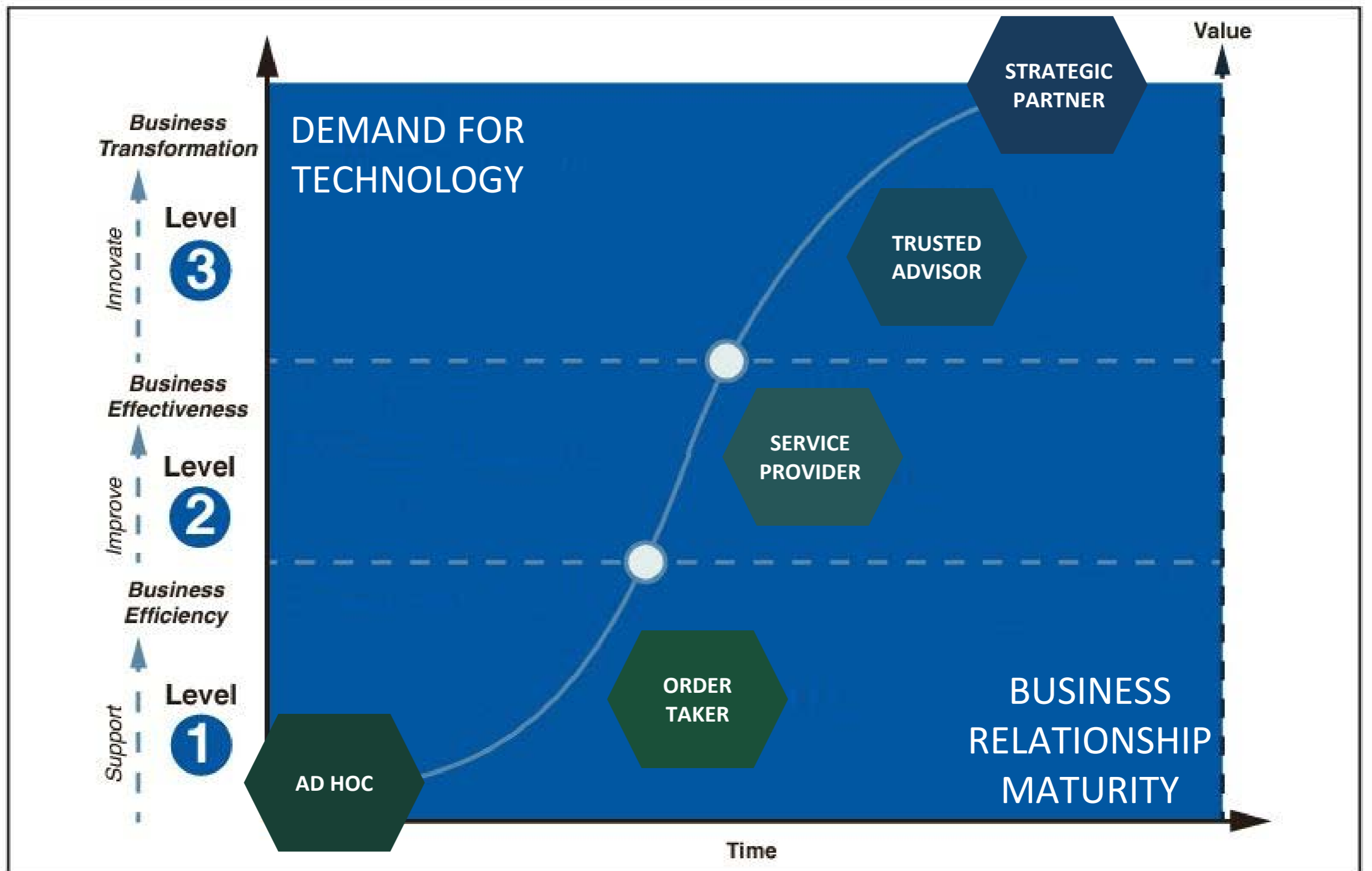
BUSINESS RELATIONSHIP MATURITY MODEL



BUSINESS RELATIONSHIP MATURITY MODEL



PARTNERSHIP = VALUE



THANK YOU!