



## Enterprise Architecture

### Client

Our client is a body concerned with the coordination of the provision of Healthcare and Medical Education in the UK. As part of this remit, they headed up an interest group of organisations responsible for regulation and Quality Assurance (QA) in this area, and needed to establish an efficient web-based tool to support the QA processes across several regulators, Strategic Health Authorities and education providers. PSM was engaged to lead a project to assess and advise on a strategy to provide this central support in order to define an appropriate underlying ICT architecture.

---

### Assignment Objectives

The specific objectives of the assignment were as follows:

- Detailed assessment of the current QA processes of the thirteen regulators, of the eight Strategic Health Authorities, and a number of education providers;
- Detailed assessment of their future needs, their current and possible future IT systems, and the market offerings available;
- Full understanding of the current infrastructure, followed by a comprehensive gap analysis;
- Assessment and understanding of the UK Quality Assurance process for Healthcare and Medical Education; and
- Improvement of the system through the development of a strategy to minimise the demands the QA process places on Educators and healthcare providers.

---

### What we did

- A team of PSM consultants rapidly gathered requirements from the main healthcare and medical regulators (thirteen organisations in total), all English Strategic Health Authorities (SHAs), and a group of Higher Education (HE) and Further Education (FE) institutions for the tool.
- Following this, based on our knowledge of best practice in similar applications in other sectors, we assessed various possible processes and IT architectures and described in detail several potential solutions, using TOGAF (The Open Group Architecture Framework) as a framework to describe both the As-Is ICT Architecture and the most appropriate To-Be ICT Architecture, showing its relationship to the business processes and the current and future needs identified earlier.
- Finally, on the basis of this work, we made a set of recommendations, providing options reflecting the eventual level of partner involvement.

---

### What we achieved

We structured our final reports to meet the needs and expectations of different audiences:

- the executive boards of the various regulators, who would need to quickly assess the findings and recommendations and make decisions based on this;
- the people who would ultimately implement the system; and
- Healthcare professionals and providers of education.

Our recommendations and reports were highly appreciated – the client described our output as “refreshing”, saying that it “brought badly needed clarity to a previously confusing situation”.