

Information for Quality programme: update

Strategic delivery: Setting standards Increasing and informing choice Demonstrating efficiency economy and value

Details:

Meeting	Audit and Governance Committee
Agenda item	9
Paper number	AGC (13/06/2017) 549 NJ
Meeting date	13 June 2017
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Output:

For information or decision?	For information
Recommendation	<p>The Committee is asked to Note:</p> <ul style="list-style-type: none"> • The HFEA Website GDS live assessment takes place on 7th Jun 2017 • Progress on the new data submission system • The progress with data migration and assurance, and receive a presentation from Northdoor plc on project assurance • Budget update and spending to date • Updated risks and issues
Resource implications	The IfQ Programme budget has now been expended. The budget for remaining work has been established at £350,000
Implementation date	During 2017–18 business year
Communication(s)	Regular, range of mechanisms
Organisational risk	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input checked="" type="checkbox"/> High
Annexes:	None

1. Background

1.1. The Information for Quality (IfQ) programme encompasses:

- The redesign of our website and Choose a Fertility Clinic (CaFC) function
- The redesign of the 'Clinic Portal' (used for interacting with clinics) and combining it with data submission functionality (Release 2) that is currently provided in our separate system (used by clinics to submit treatment data to us)
- A revised dataset and data dictionary which will be submitted for approval by the Standardisation Committee for Care Information (SCCI)
- A revised Register of treatments, which will include the migration of historical data contained within the existing Register
- The redesign of our main internal systems that comprise the Authority's Register and supporting IT processes.

1.2. This paper updates Members on:

- Completing the programme
- Work in progress
- Programme budget
- Risks and issues

2. The IfQ programme

2.1. Given the importance of IfQ to our strategy, we update the Committee on progress at each meeting. It has been agreed by the Authority that the Programme will close, and we can start to assess the expected benefits, but only at the point at which the new HFEA website is launched. Thereafter we will continue to report on the completion of the treatment data submission system, and associated infrastructure.

2.2. This paper sets out the path to conclusion of the Programme and then of the residual work. The programme is progressing per 'agile' principles required by the Government Digital Service (GDS).

2.3. Our attention is now focussed on completing the work necessary to move the HFEA website from Beta to live; and, concurrently, producing a Beta version of the treatment submission system (located in the HFEA Clinic Portal, launched in January 2017).

3. Work in progress

HFEA Website and choose a fertility clinic

3.1. The Government Digital Service provided feedback in early May 2017 to be addressed before we can proceed 'to live'. This included the necessity of thorough security penetration testing; the completion of an exercise and report as to the accessibility of the

website to all users; and confirmation of our arrangements for continual improvement, and active management, of the website.

- 3.2.** The required work to satisfy GDS standards has now been completed and an assessment by GDS was expected to take place in May 2017. The assessment is now taking place on 7 June 2017 – with an update provided at the meeting. It is possible the website will have been launched.

Release 2 – data submission component

- 3.3.** This project is picking up speed following the focus on the website, and the Portal before that. Very good progress is being made on the ‘front end’ experienced by users and we have begun sharing the outputs of this with users. This work will yield benefits in terms of both making user interaction more friendly and provide greater flexibility to incorporate more complex submission elements. Similarly, engagement with clinics’ suppliers of patient record systems is ongoing and positive.
- 3.4.** That said, there is much to do, and we continue to need the support of externally commissioned expertise (contracted in developers) to progress. Our plan to release the new system to current ‘EDI’ users remains September 2017.

Register data migration

- 3.5.** As reported regularly, over the last 12 months, the Register has been subject to a thorough overhaul, and cleansing exercise – in preparation of migration of the data to a new Register to enable all the benefits of the data submission system to be realised.
- 3.6.** Data Migration is progressing at a slow pace following the focus of resources on other activities within the organisation; this includes greater emphasis on the website (CaFC) and the transfer of knowledge from staff leaving the organisation to colleagues, some of whom are involved in the data migration effort.
- 3.7.** Nevertheless, the goal of completing a significant milestone relating to the data migration – the third ‘trial load’ is on track for completion in July 2017.
- 3.8.** Members will recall we have appointed a third party (Northdoor plc) to provide assurance that we are compliant with our own data migration strategy – commissioned in 2015/16. Northdoor has now completed its second data migration audit. It is timely for Members to be appraised of the findings of this audit - to receive information about the findings and provide an opportunity for questions and any areas of reassurance that the Committee may find useful, here or at a future date. **A senior representative from Northdoor will present the findings of their review at the meeting.**

4. Programme budget

- 4.1.** The IfQ programme budget has now closed; with final expenditure (subject to final accounts) of £1.276m compared to our planned programme budget of £1.227m. That expenditure includes substantial work (to end March 2017) on the data submission project, although, as noted above, there is a considerable amount of work still to complete.

- 4.2.** The budget for completion of the data submission project has been established at £350,000 for the 17/18 financial year. The budget is in line with capital expenditure expectations. As such expenditure is on investment, or development, of the IT system estate – in essence development expertise provided by contractors on short-term contracts, and some programme management resource (delivered by internal secondee).

Budget this F/Y	Planned spend	Actual to date	Monthly Variance
£350,000 (17/18)	£40,000 (April 17)	c. £37,700 (awaiting finance nominal report) (April 17)	c. £2,300

5. Risks and issues

- 5.1.** Risks are reviewed regularly, the latest review on 12 May 2017 and several new risks to the project were identified. The main area of risk relates to staffing, particularly given the departure of colleagues from the organisation further to the organisational change programme.

- 5.2.** The top five risks to the project have been identified as:

- Increasing workload and lack of resources
- Loss of knowledge within the IT team
- Data migration supported by only a few people, often diverted to other work
- Reliance on external contractors, which means there is a risk of contractors leaving at short notice
- Key IT knowledge will soon be transferred to contractors

- 5.3.** Mitigation in place:

- Recent experience of recruiting a developer has made us more aware of the risks we may run into in the absence of existing knowledge, or high quality documentation. Risks are largely cost related further to the necessary learning curve as external contractors will need more time to understand the architecture, code, systems etc. currently being used. Mitigating this risk will require dedicated time and resources on knowledge transfer and handover, as well as a structure for technical documentation.
- We are currently in the process of recruiting a further developer to overlap with the current lead developer to cover the transition period pending recruitment of a permanent member of staff.

6. Recommendation

The Committee is asked to note:

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- Progress on the new data submission system

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- Budget update and spending to date
- Updated risks and issues