Regional Shared Care

New Work Service Request

# Service Description

New work requests are for DHB specific requests which do not fall within the Product Development lifecycle.

The cause of separation from Product Development lifecycle could include:

* Any request outside of the Shared Care Regional Steering prioritisation schedule and/or Capital funding programme
* DHB specific request which is not utilised by other DHB’s
* DHB prioritisation deviation from the national plan

# Key Activities

The following activities are undertaken

| **Key Activity** | **Description** |
| --- | --- |
|  | A New Work Service Request is created by the specific DHB or Primary Care provider listing the detailed requirements for the request.  The New Work Service Request is created using a template that contains mandatory fields which must be filled in to be accepted. |
|  | All New Work Service Requests need to gain the approval of a relevant RC Manager and/or Finance Manager. This is a validation that the Manager has the appropriate funding for any work requests being undertaken and any thresholds to said funding that may apply. |
|  | heathAlliance, being the facilitator of both the SharedCare Project Programme, and the relationship/account management owner for vendor for CareConnect, all New Work Service Requests need to be evaluated by hA.  This is to ensure that:   * the quality of information for the request is appropriate for vendor engagement; * continued alignment to regional strategic direction occurs; * a review of any alignment to upcoming product developments can occur. |
|  | The SharedCare Steering group approve the New Work Service Request prior to Statement of Work creation, ensuring the alignment to the regional objectives of SharedCare.  Note: ADHB based requests are pre-approved by ADHB SharedCare Steering Group members prior to wider Steering approval |
|  | New Work Service Request sent from appropriate hA nominated individual for Statement of Work (SOW) creation.  New Work Service Requests will not be accepted by non-authorised hA personnel.  SOW created including development timelines and costs. SOW is sent to hA, RC Manager and New Work Service Request requestor for approval. |
|  | RC/Financial Manager is the approver of the request. The SOW will include effort, cost and possible scheduling for implementation if decision is to go ahead.   * If approved: Work is scheduled and release plan updated to coincide with schedule. * If rejected: Review implications of rejection including:   + Scheduled into regional Product Lifecycle within appropriate Shared Care/CareConnect Steering priorities. Request referenced into release plan and request closed   + Cancelled permanently and close request |
|  | Work will be scheduled, developed and released based on the agreed timeframe. This will take into account the release cycle for the product, the current capacity threshold of the next release, the level of criticality of the business if reprioritisation is required, etc. |

# Responsibilities

### Requestor

The requestor is responsible to ensure that:

* the New Work Service Request template is completed for each new request;
* there is an appropriate level of detailed information in the request that allows hA and the vendor with information to validate and to produce an appropriate SOW;
* all customer side requirements are gathered that cover the totality of the development request;
* initial financial approval is gained prior to request being sent to hA;
* responses to any request for further information from hA or Financial Approver is actioned in a timely manner.

### Financial Approver

The Financial Approver is responsible to ensure that:

* the request is valid for the needs required;
* the request has financial funding available if approval of final SOW occurs;
* the initial approval of the request for SOW creation is actioned in a timely manner;
* formal approval / rejection for detailed SOW for development is actioned in a timely manner;
* they are engaged in the prioritisation of development activities, as required. Ensure the view of the prioritisation not only takes in to account the needs of their user community but the wider Regional CareConnect needs.

### healthAlliance

hA is responsible to ensure that:

* the request has adequate detail to allow the vendor to create a formal SOW;
* the request is validated against the Regional strategic direction and any alignment to any planned product development;
* work with the requestor to gather any additional information that maybe required throughout the SOW lifecycle;
* both initial and final financial approval is gathered;
* ensure vendor SOW creation occurs within a timely manner;
* ensure Financial Approver raises appropriate PO’s and pays vendor for development within CareConnect financial mechanisms.

### Vendor

Vendor is responsible for ensuring that:

* an initial review of the information provided is to a level that allows them to create an SOW;
* any request for further information occurs in a timely manner;
* the SOW creation occurs within the timeframes specified;
* a representative is available for any questions around the SOW.

### Shared Care Steering

Steering is responsible for ensuring that:

* pre-approval of any New Work Service Request prior to any SOW request to the vendor
* any SOW development requests are scheduled without unduly impacting regional product development initiatives;
* any SOW development request that are not regionally focussed are reviewed appropriately with the requesting business needs taken into considering when determining prioritisation.

# Request Mechanism

Requests for New Work Service Requests and associated SOW is:

* Fill in template: URL to be added
* Once authorised email it to: email address to be added
* Once validated an email with a request number will be emailed to the requester. (Cherwell)

# Support and Assistance

Assistance on filling the

# Request Fulfilment Service Targets

|  |  |  |
| --- | --- | --- |
| **Workflow Step** | **Owner** | **Service Targets** |
| Request Verification | healthAlliance | 5 business days |
| Steering Group approval | Steering | 5 business days or next SharedCare meeting (whatever is earliest) |
| Statement of Work creation | Vendor | 5 business days |
| Financial Approval | DHB/hA | 3 business days |
| Work Scheduling | Steering | Next Steering meeting |

# Workflow

The following is the workflow related to a New Work Request.