


Vision		Behaviours	
<p>The key strategic direction is one of modernisation, streamlining, integration; the development of a cost effective, customer focussed service through a business management approach to the provision of support to clinical services and management.</p>		<ul style="list-style-type: none"> <li>Start with needs – that’s patient needs and service user needs</li> <li>Customer first approach - perception is key</li> <li>Actively collaborate with other supporting areas to ensure a consistent joined up approach to our patients and employees</li> </ul> <p><b>Respectful</b> – We treat others as we would want to be treated ourselves  <b>Caring</b> – We always put patients first  <b>Responsible</b> – We always say what we are going to do  <b>Committed</b> – We strive to be the best</p>	
Core Principles		5 P’s for ICT 	
<ul style="list-style-type: none"> <li>Strategise, Plan, Evaluate, Adapt, Improve, Implement, Deliver, Support and reiterate</li> <li>Compliance with relevant legislation and standards</li> <li>Digitisation where possible and where benefits and cost reduction is clear</li> <li>Fit for purpose and future proofing (Scalability and Flexibility)</li> <li>Automate where possible and where benefits and cost reduction is clear</li> <li>Controlled rationalisation of systems and assets</li> <li>Delivery is supported by effective and proactive suppliers underpinned by a strong SLA and Contract</li> <li>Quality first - Putting quality first will be our approach in everything we do as we strive for outstanding healthcare for our local community</li> </ul>		<ul style="list-style-type: none"> <li>We will put <b>Our Patients</b> needs at the fore front of all technology decisions.</li> <li>We will develop <b>Our People</b> to deliver a professional high quality service to meet the needs of the Trust.</li> <li>We will develop SLAs and KPIs to measure and improve <b>Our Performance</b>, adhering to nationally recognised standards and regulations.</li> <li>We will ensure technology is available across <b>Our Places</b> and that it is provisioned with security and stability in mind</li> <li>We will manage technology effectively to ensure <b>Our Pounds</b> provide value for money and efficiencies throughout the Trust</li> </ul>	
Strategic Areas of Focus			
Partnership Working / Collaboration	Customer Experience	Information Available at point of Requirement	Professionalism / Resource Availability
<p>We will be able to share information internally and across organisation                      Communication channels will be varied from Instant messaging to video calls and web conferencing.  <b>BENEFITS:</b>                      Cost savings / Time &amp; Travel savings / Reduced facilities usage.</p>	<p>Patients &amp; employees will see benefits in availability and stability of ICT throughout our whole site, providing them with opportunities to self serve, meeting their needs more quickly and effectively.                      Engagement with the Health Groups will increase to ensure ICT direct time and resources to where it is needed most.</p>	<p>Mobility will provide information to the right people at the right time, whether Patient, employees or partners. Manual duplication of input will be reduced. Data across platforms will be integrated.                      Applications will be rationalised and procurements will have strong, supportive requirements enabling benefits to be driven out.</p>	<p>ICT will have the technical resource to resolve issues quicker and at first contact. Benefits for transformational projects within the business will be realised at an earlier stage as ICT will have the skills, resource, process and governance in place to support the Trust. Resource efficiencies within Health Groups will be maximised.</p>





# ICT High Level Roadmap

