Indian Health Service

IHS Enterprise Architecture and Category Management

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What is Enterprise Architecture (EA)?

Enterprise architecture refers to the process of mapping events, interests, and goals, determining where they intersect.

It is a highly visual process that allows stakeholders to align business concepts with outcomes while encouraging transparency throughout the process.

Benefits:

- The ability to capture both tangible and intangible concepts and assets.
- EA helps create a standardized approach for acquiring technology and reducing the cost burden to the agency.



Enterprise Architecture and Category Management Vision and Goals

Vision

 Guide business partners and stakeholders towards smart technology decisions that solve business problems

Mission

 Promote quality health care delivery and sound business decisions by aligning technology investments to support IHS goals



Enterprise Architecture and Category Management Team Goals

- Support Health IT modernization with enterprise architecture analysis
- Establish Technology Governance to improve organizational performance
- Category Management as a strategic resource
- Influence technology decision making by providing data-driven analysis and services
- Increase EA visibility and credibility within the organization (business architecture contributions, relationship building)
- Remediation (assets needing to be fixed), End of Life (assets to be replaced), and Lifecycle Planning/Forecasting (assets in need to be addressed in the future).

What is Category Management (CM)?

Category Management - process of overseeing and maximizing the financial and operational value of a group of related commodities, products or services by identifying and monitoring total spend and consumption; keeping abreast of market shifts, new alternatives or inventions; forecasting market supply and demand; and continuously evaluating supplier performance to drive down cost, improve supplier performance, respond to changing business requirements and enhance stakeholder satisfaction.

Spend Management

- Understand what are we spending on, who is spending, when are they spending and how often, why are they spending, where is the usage and by how many people and/ or locations, who supports what we spend on, are there additional costs associated with the initial spend
- How much are we spending and how much does it cost to spend it

Strategic Alignment

How does what we are spending align to our mission, vision, and goals

Category Management Continued

Vendor Management

- Who are we spending with (vendors, contractors), why are we spending with these vendors or contractors? How are they performing (ask the COR and PM)
- What contract(s) is in place? What are the key terms?
 What is the start and finish date of the contract? Is there an SLA in place? Should there be an SLA in place?
- How much of our budget are we spending? Does this make sense? Are we spending on the right thing, in the right place, at the right time?

Business Strategy

- Can we reduce cost and/or improve efficiency if we change our approach and strategy in how we spend?
- What strategies can be developed to improve

Technical Business Management (TBM) alignment with CPIC processes



10 Government-wide Categories

FACILITIES & CONSTRUCTION = \$81.2B LED BY GSA	PROFESSIONAL SERVICES = \$71.1B LED BY GSA	IT = \$56.7B LED BY GSA	MEDICAL = \$43.5B CO- LED BY DOD & VA	Transportation & Logistics = \$28.5B Led BY DOD
 Construction Related Materials Construction Related Services Facilities Purchase & Lease Facility Related Materials Facility Related Services 	 Business Admin Services Financial Services Legal Services Management & Advisory Services Marketing & Public Relations Research & Development Social Services Technical & Engineering Services 	 IT Software IT Hardware IT Consulting IT Security IT Outsourcing Telecommunications 	 Drugs & Pharmaceutical Products Healthcare Services Medical Equipment, Accessories, & Supplies 	 Fuels Logistics Support Services Motor Vehicles (non- combat) Package Delivery & Packaging Transportation Equipment Transportation of Things
INDUSTRIAL PRODUCTS & SERVICES = \$11.1B LED BY GSA	TRAVEL = \$7.5B LED BY GSA	SECURITY & PROTECTION = \$5.4B LED BY DHS	HUMAN CAPITAL = \$4.5B LED BY OPM	OFFICE MANAGEMENT = \$2.3B LED BY GSA
 Basic Materials Fire / Rescue / Safety / Environmental Protection Equipment Hardware & Tools Industrial Products Install / Maintenance / Repair Machinery & Components Oils, Lubricants, & Waxes Test & Measurement Supplies 	 Employee Relocation Lodging Passenger Travel Travel Agency & Misc. Services 	 Ammunition Protective Apparel & Equipment Security Animals & Related Services Security Services Security Systems Weapons 	 Compensation & Benefits Employee Relations Human Capital Evaluation Strategy, Policies, & Ops Planning Talen Acquisition Talent Development 	 Furniture Office Management Products Office Management Services

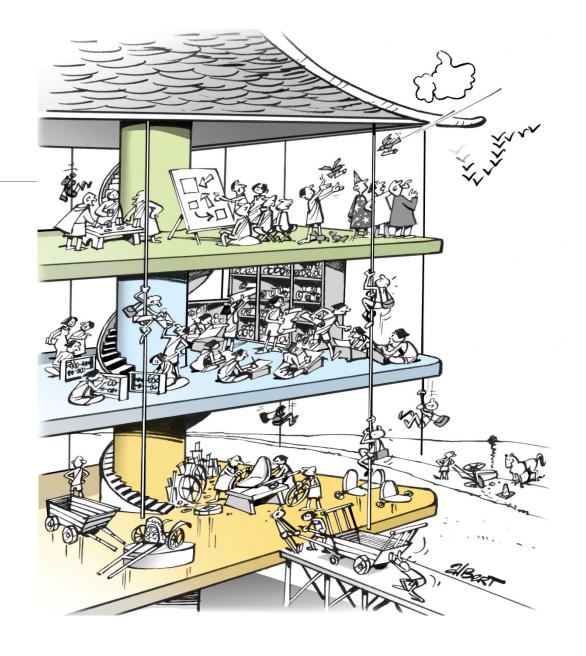
EA / CM Playbook

Lifecycle Management – annual planning

Assist with intake processing of new projects

Assisted & Supporting Services

- Gap Analysis
- Identify Emerging Technologies
- Risk Assessment Input
- Impact Assessment
- Analysis of Alternatives
- Current State Technical Analysis
- Spend Under Management



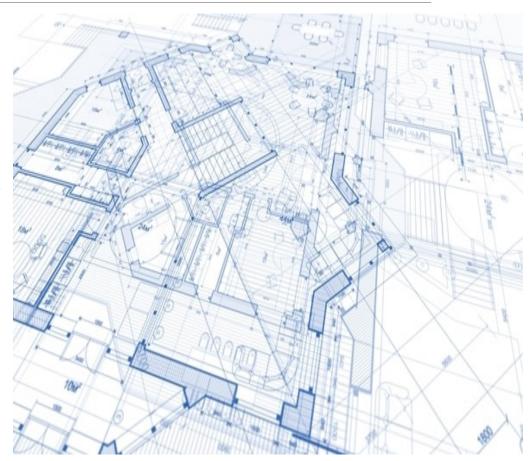
EA / CM Playbook - Cont.

Assisted & Supporting Services (Cont.)

- Capabilities Assessment
- Annual Lifecycle Planning Analysis e.g., cloud analysis
- Infrastructure Analysis e.g., cloud analysis
- Migration Planning e.g., cloud
- Acquisition Lifecycle Support review/inform requirements, provide standards

Work Products

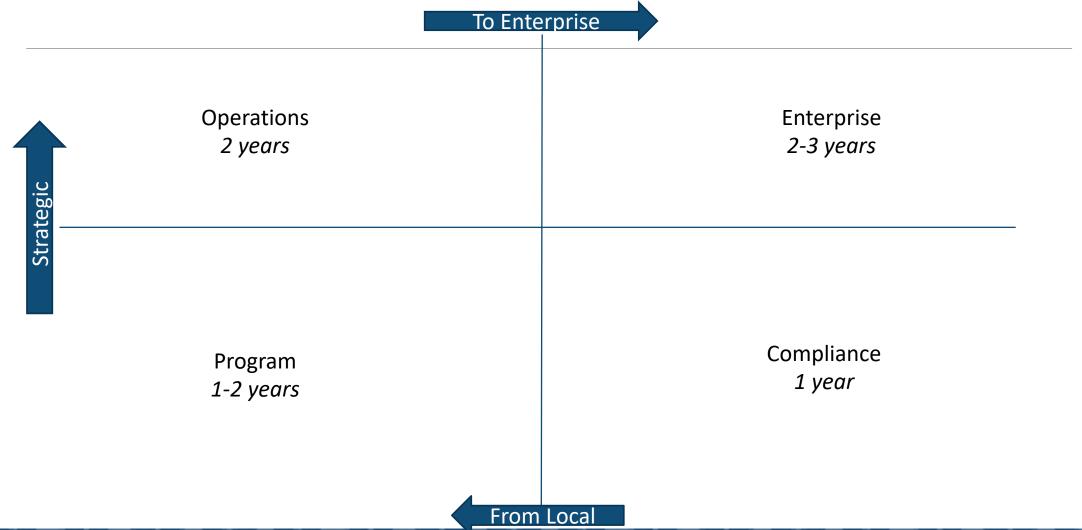
- Lifecycle Management Policy supports lifecycle management
- Documented Processes for governance (in conjunction with CPIC)
- Data management policy
- EA Work Tracker
- Whitelists HW/SW inventory, guidelines





Enterprise Architecture and Category Management maturity planning







Enterprise Architecture and Category Management maturity planning



- Intake Process to identify business needs
- IT Infrastructure Roadmap
- Streamlined Acquisition approval process (target architecture, reference architecture, category management
- EA Work Tracker
- Reference architecture (products, whitelist)
- Target architecture
- Technology Governance
 - Tecnology Business Management (TBM), Capital Planning and Investment Control (CPIC), IT investments, security, credentialing, supply chain risk management, category management, helpdesk, end user training, migration planning
- Request for Proposal (RFP)/Request For Information (RFI) Review and Standardization
- Identify emerging technologies
- Intake process for Category Management

- EA Roadmap (with IT components)
- End-to-End process intake to maintenance, then EOL
- Reduce risk to enterprise through governance (includes EA metrics)
- Emerging Technologies Roadmap
- Modify Technology standards/guidelines and templates (EA Content)
- IT Inventory IT Operations (ITOPS), End of Life (EOL)
- Hardware (HW)/Software (SW) Whitelist approved for IHS use
 - Includes biomed, ancillary services
 - Technical specifications
- Governance for maintaining current systems/environment
 - Current Electronic Medical Record (EMR), data gov for medical records, change/configuration management
- New Electronic Health Record (EHR) rollout



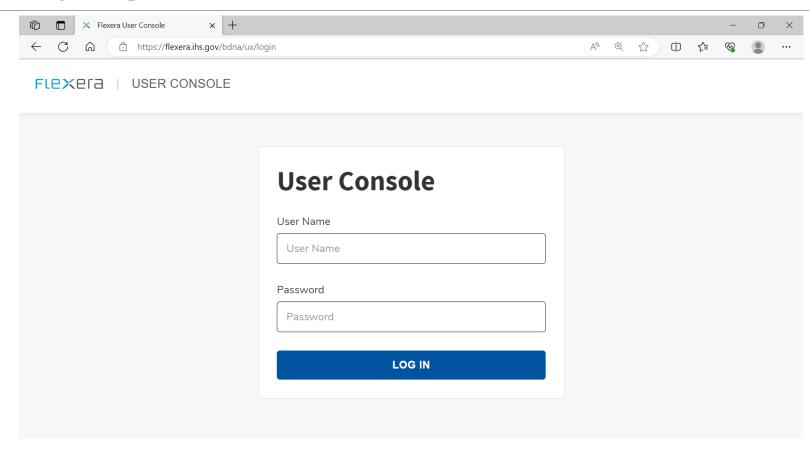
Getting started with Flexera

Flexera

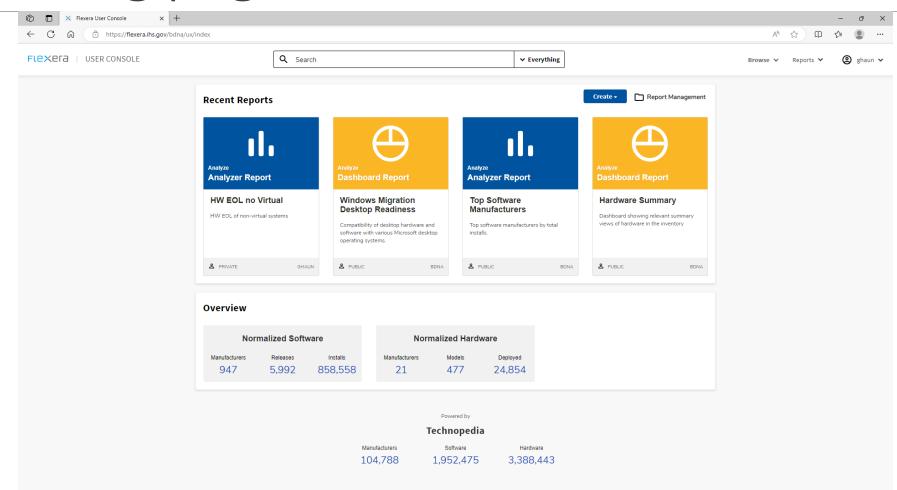
Flexera delivers SaaS-based IT management solutions that can enable IHS OIT to accelerate digital transformation and multiply the value of our technology investments with unparalleled visibility into complex hybrid ecosystems. It can help transform our IT with tools that deliver the actionable intelligence to effectively manage, govern and optimize our hybrid IT environment.

- •Anyone with a D1 (IHS Domain) account can request access
- Pulls data from existing scanning tool (BigFix)
 - More data sources can be added and are planned
 - Would like to test with an Area using System Center Configuration Manager (SCCM)
 - BigFix data refreshed on the first Friday of the month
- Data is "agency wide data" but can be sorted
- Has built in reports or the user can build reports

Login page



Landing page



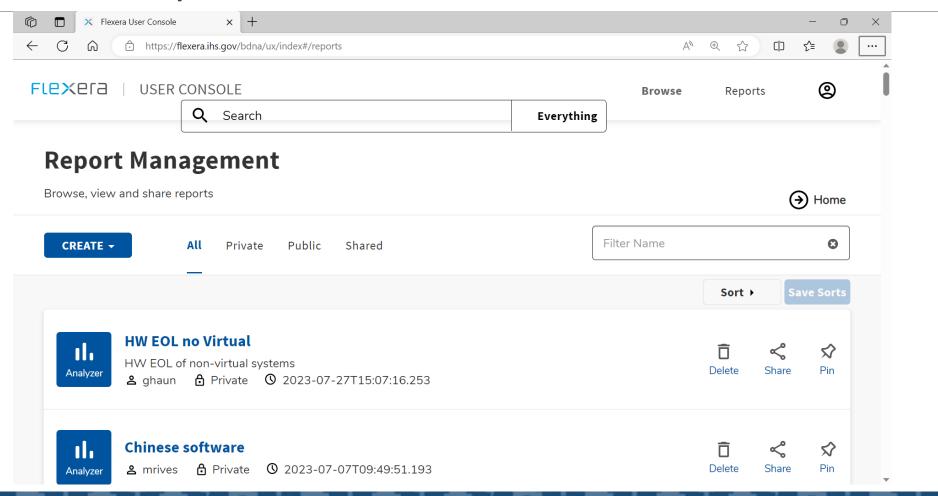
Use Cases

Use case #1

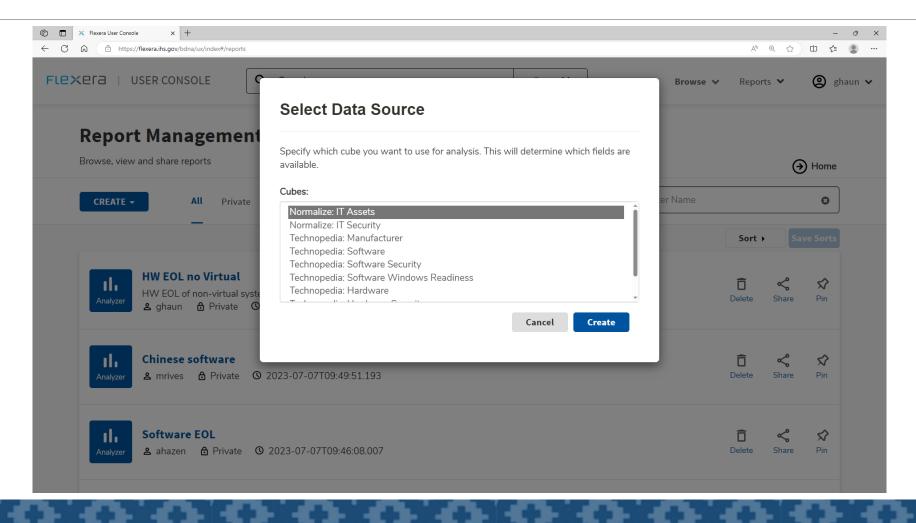
To prepare for budget requests for upcoming year, the IT Manager at the IHS Claremore Hospital has been asked to determine how many laptops will be EOL and need to be replaced in FY25.

First step, start by picking from IT Assets then develop a report using the Report Builder on the landing page.

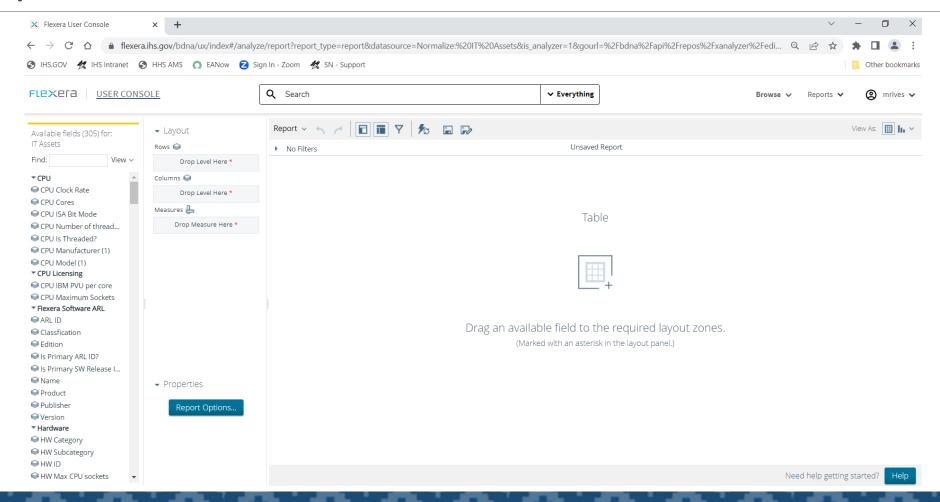
Built in reports



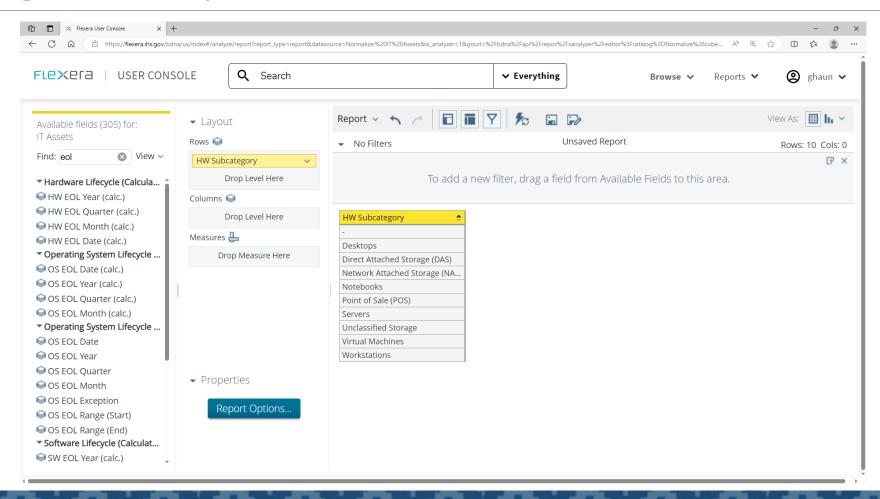
Data source selection



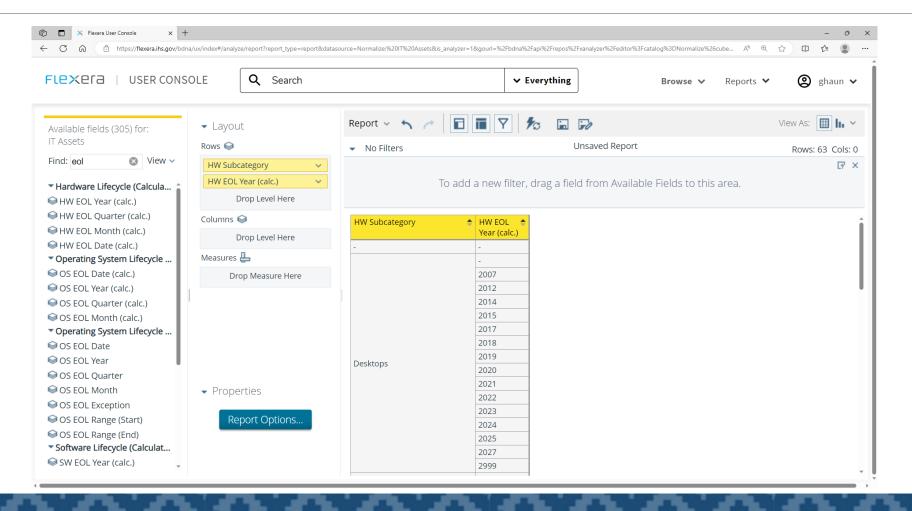
Report builder



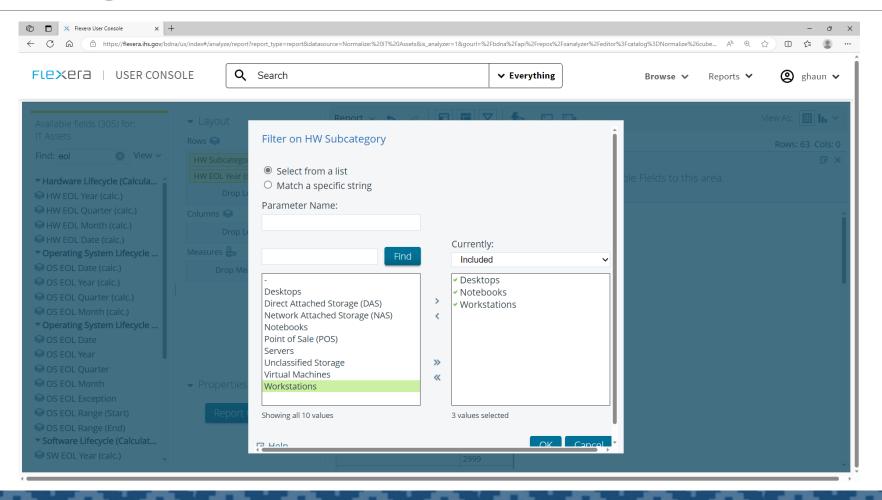
Drag N Drop



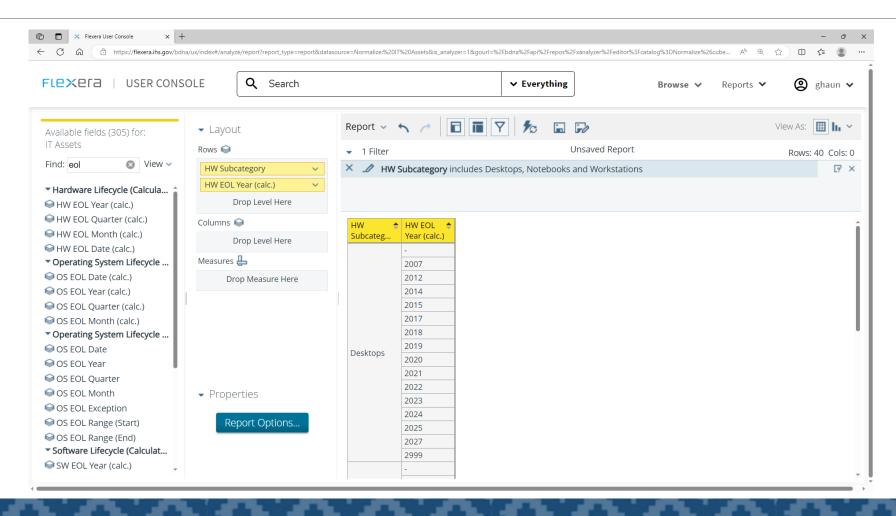
Add each selection



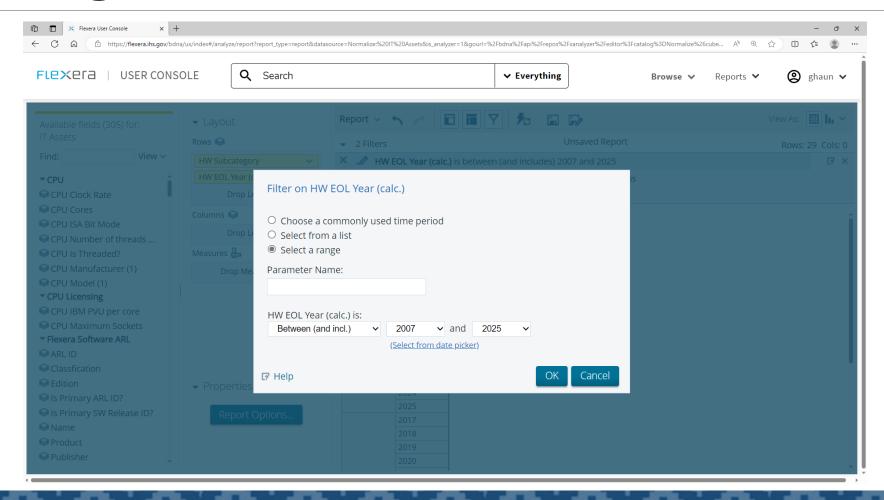
Filtering to narrow results



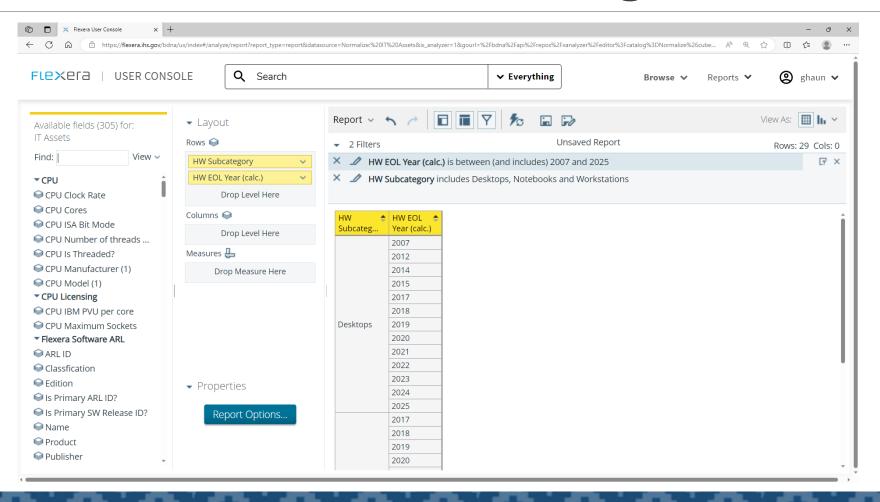
Filtered to workstations with EOL dates



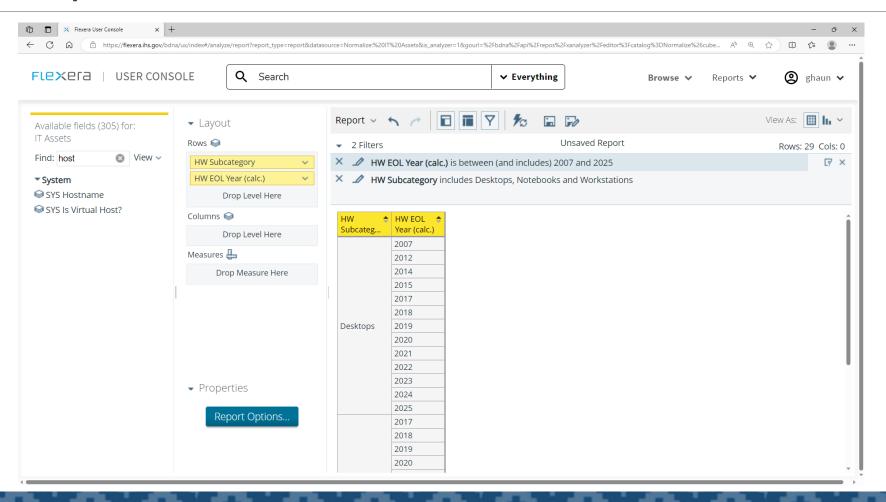
Filtering with EOL dates between 2007-2015



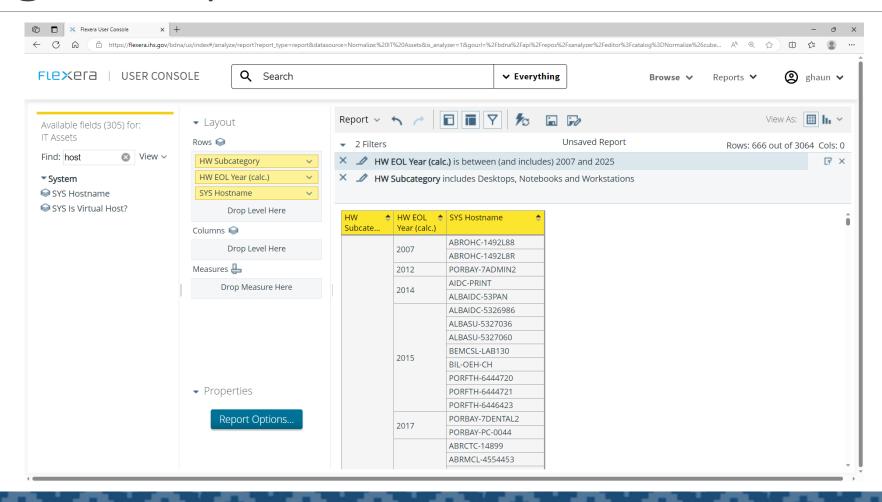
Refined list based on filtering



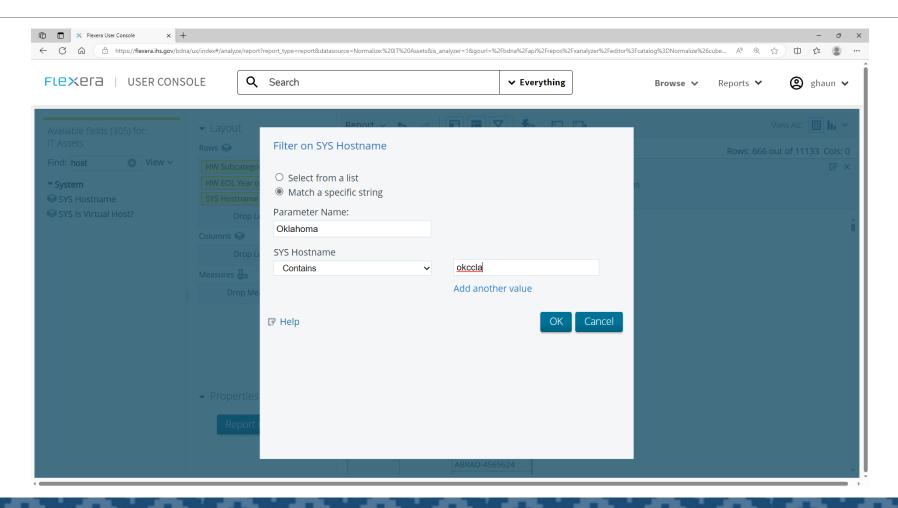
Add System Hostname via "FIND"



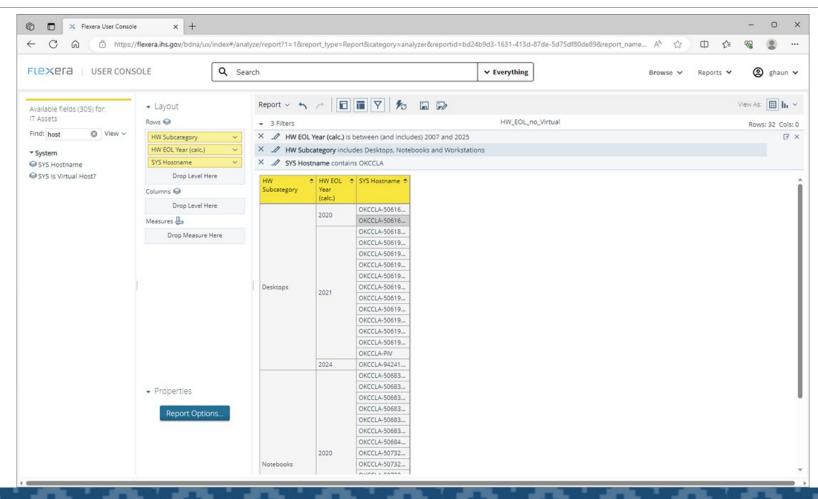
Drag & Drop SYS Hostname



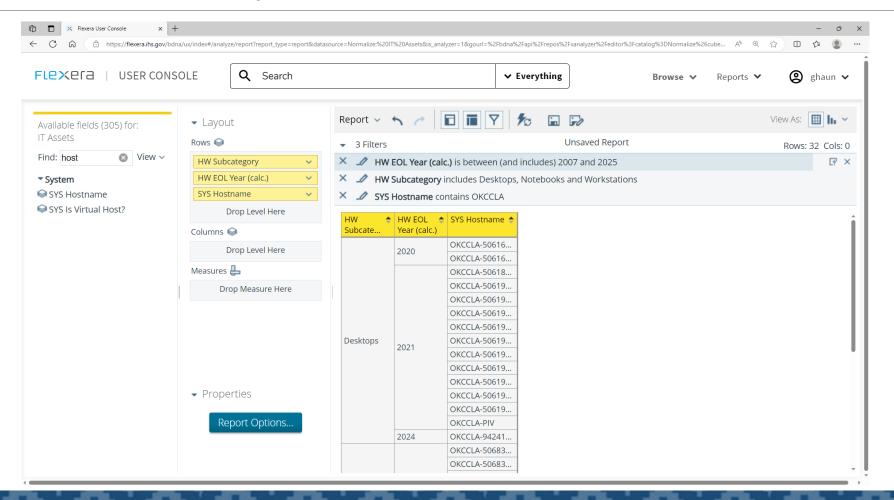
Refined list with hostnames



Refined list by location based on hostname naming



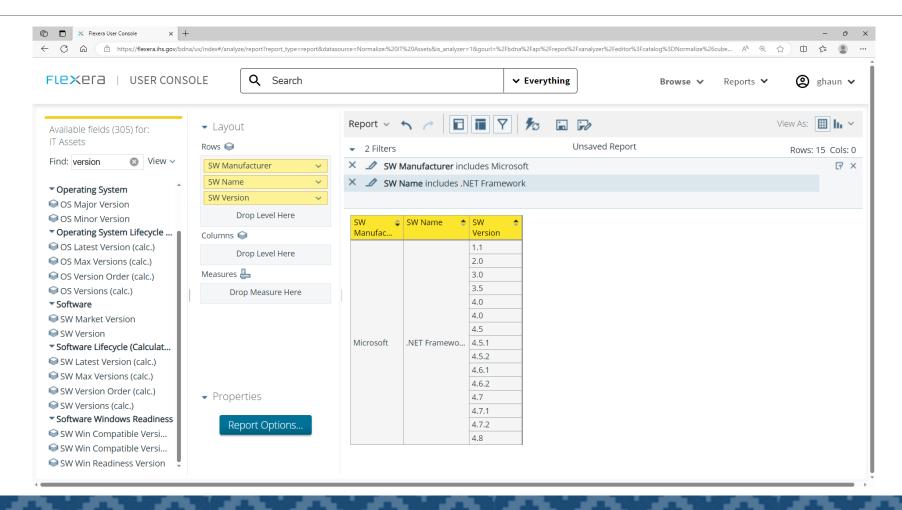
Refined list by location



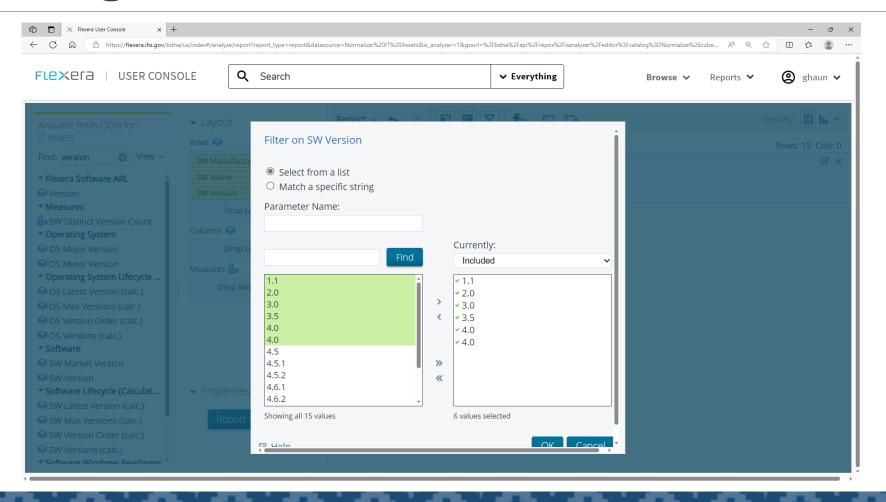
Use case #2

The Oklahoma Area needs to update all workstations to a version of .NET later than 4.5. Using report builder, they screen for old versions.

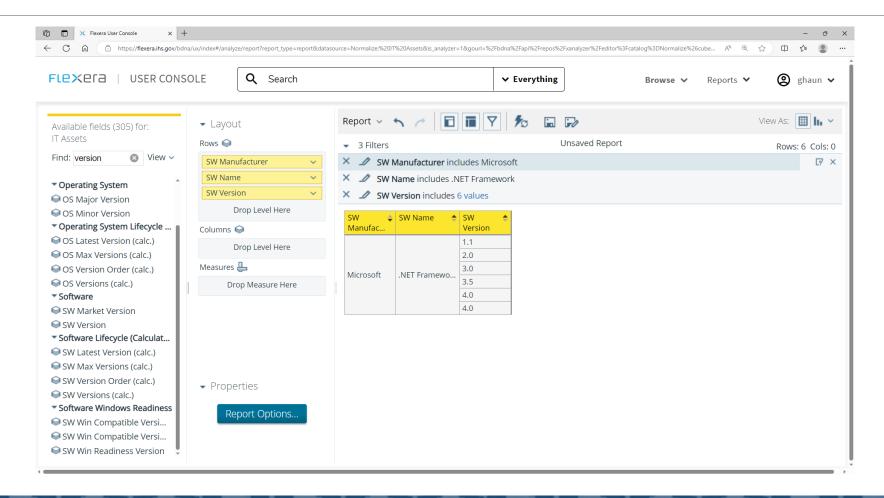
List of .NET versions



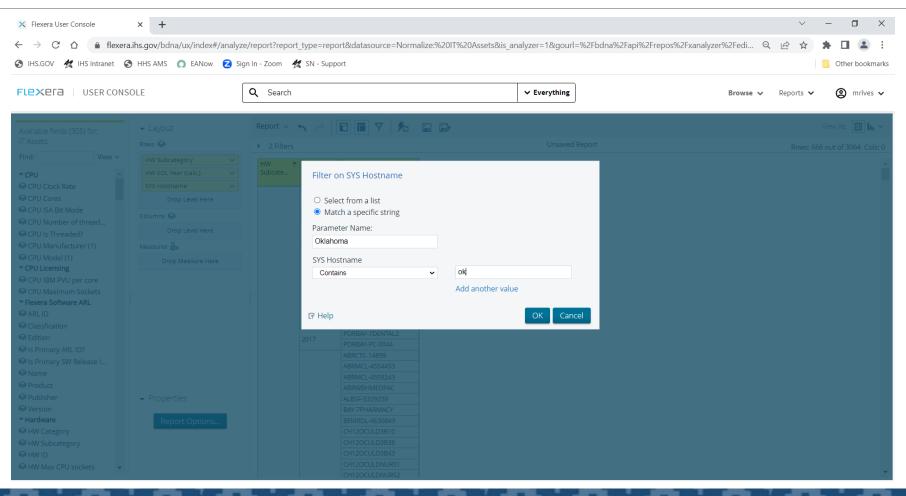
Filtering for .NET versions



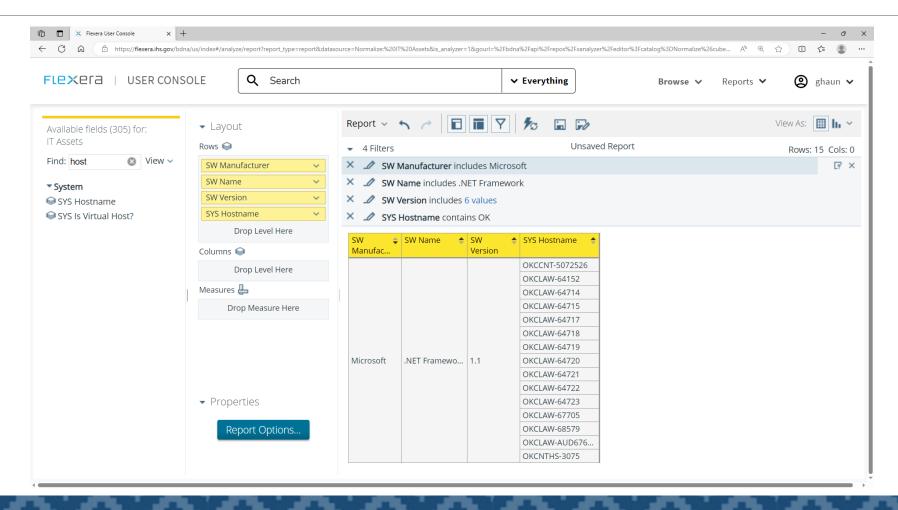
List of .NET versions older than 4.5



Using Report builder from previous, refined list by name prefix



Result

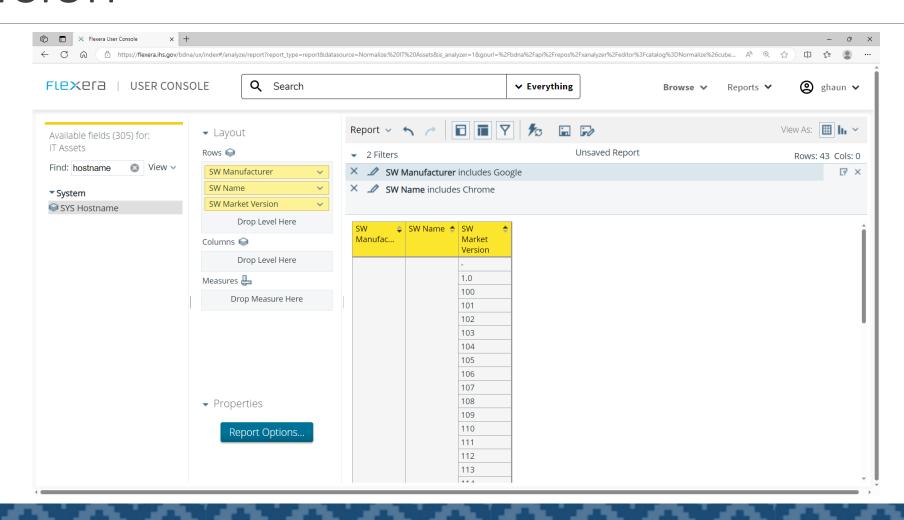


Use Case #3

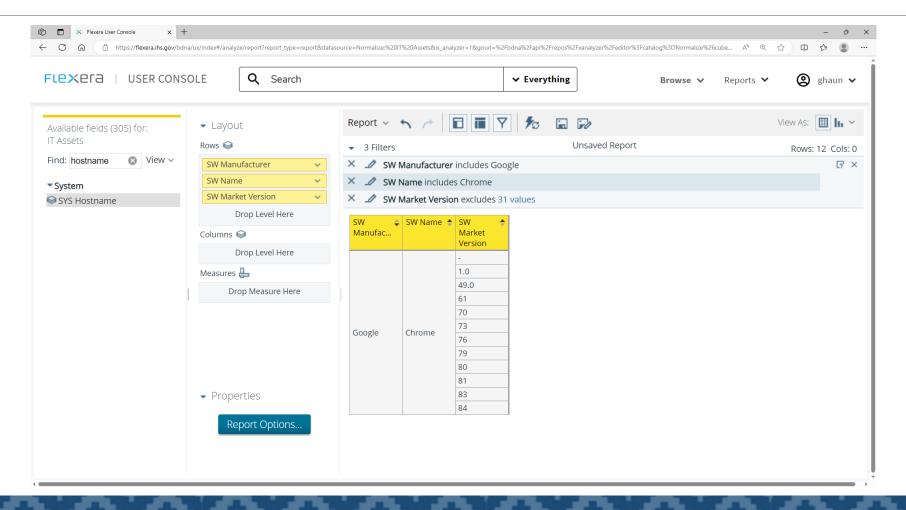
To be compatible with the new EHR, all workstations need to be on Google Chrome, V 85 or newer.

Using the Report Builder, the deployment team creates a list of all workstations that need to be updated.

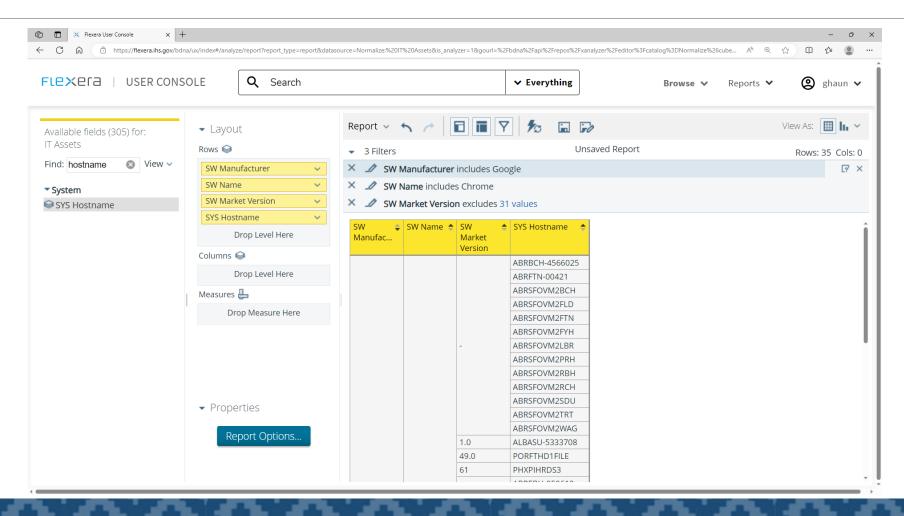
Built list with SW Mfg, SW Name, SW Version



Refined list to unwanted versions



Built list and added hostname









Contact Information – EA/CM Team

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