

The Channel 3 Consulting toolkit for CIOs

Supporting you on your journey to build strong digital foundations, gain more value from your data and prepare for transformation



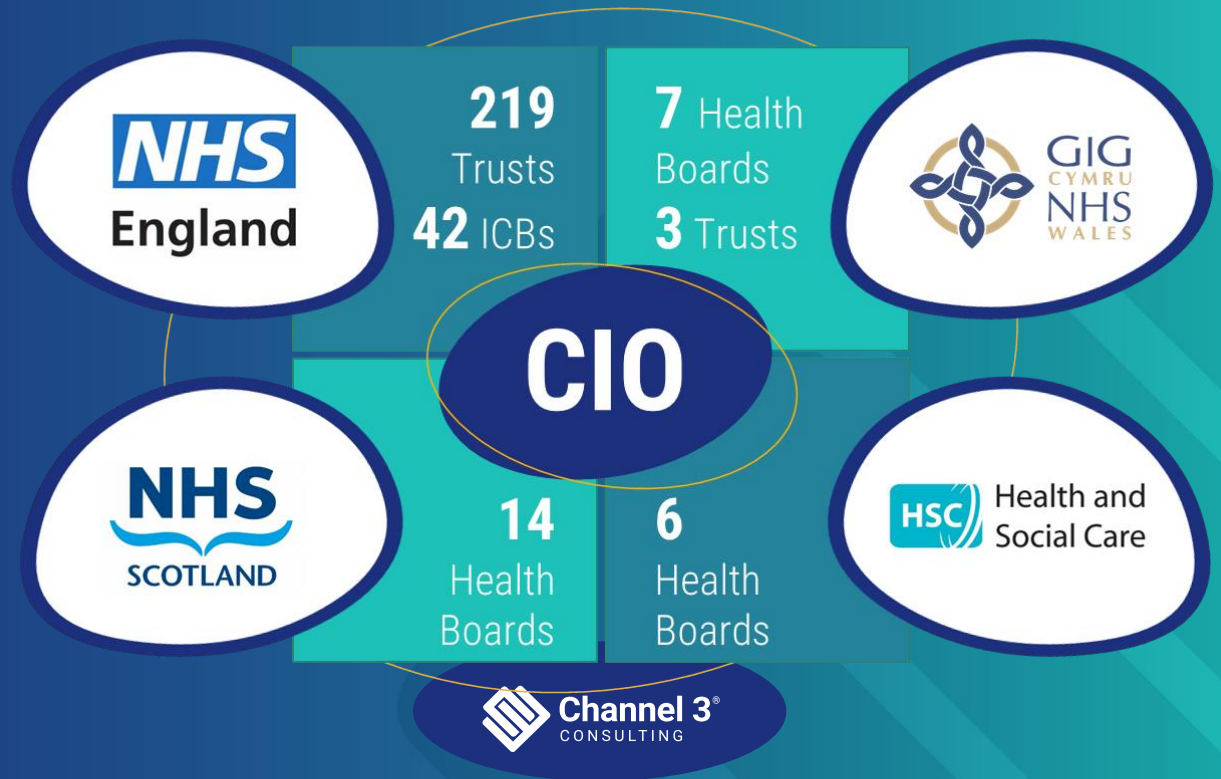
Channel 3[®]
CONSULTING

The NHS CIO landscape

CIOs control the majority of digital spend within the NHS in the UK.

£Billions of the NHS budget are delegated to provider organisations every year (£108.9 Billion in revenue in England alone this year) and it is down to the CIO to negotiate how much of that should be spent on digital, then invest it wisely.

The CIO role is critical to the digital transformation of the NHS.



Common challenges for the CIO

All CIOs need to wrestle with a common set of problems, such as the fact that the role itself isn't defined.

Each organisation has built its own technology stack over the years, so each CIO must contend with how to standardise it and mitigate risk, whilst satisfying the need to transform.

There is variation across the UK in terms of digital roles, technology and funding. Being at the helm as a CIO can be a challenging place to be.



How can we support your organisation?



Understand your current position with an **Enterprise Architecture Model**

A deep assessment of your organisation's enterprise architecture enables you to identify strengths, weaknesses, risks and opportunities. Channel 3 can do this for you and then make achievable recommendations to grow your digital maturity whilst getting you fit for future transformation. To avoid any potential compliance issues, our advice is in line with relevant regulations (i.e NIS2018).

What can enterprise architecture do for your organisation?

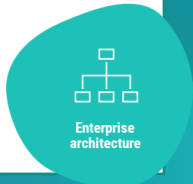
To move forward effectively, you need to know where you are, where you are going, map the journey and understand its impact. The **Enterprise Architecture Model** will give you the information needed to build a comprehensive plan and strategy for digital transformation. A plan which meets your organisation's wider strategy and draws upon on best practice from across the health and care sector. Having a clear enterprise architecture will also add value to future digital maturity information governance and cyber assessments.



What we will deliver for you

The **Enterprise Architecture Model** involves an in-depth assessment. This will provide the information needed to provide you with:

- a comprehensive ArchiMate model, which uses clear terminology to visually map connections within a business, following The Open Group Architecture Framework (TOGAF) methodology;
- a series of team workshops to capture and provide leadership with unique and actionable insights.
- a report outlining the opportunities we have identified, tailored to a format of your choice for internal use; and
- a tailored workshop to be presented to your desired audience to deliver the findings of the assessment and to discuss next steps.



What can you do next?

- Digital strategy development
- Target operating model design
- Technology risk assessment/review
- Business case development/production



Understand your collective security status with **Cyber Assessment Framework (CAF) review**

Your organisation needs to understand its level of maturity against the National Cyber Security Centre's (NCSC) Cyber Assessment Framework (CAF). We will complete the required technical assessments and help you to understand board-level cyber awareness and the level of organisational buy-in to the requirements of a suitable cyber posture for your organisation. Once our work is complete, your organisation will have a government-recognised baseline and a set of recommendations to improve your cyber posture and maturity across the organisation.

How will a CAF review help your organisation?

You understand how the cyber risks to essential functions are being managed and mitigated within your organisation. Channel 3's architects will carry out a technical assessment and then identify how your wider organisational posture, strategy and leadership align to best practice.



What we will deliver for you

The CAF review involves an in-depth assessment. This will provide us with the information needed to provide you with:

- a completed CAF assessment with associated evidence for your organisation;
- a board paper to accompany with recommendations; and
- a workshop with your organisational leadership to discuss the outcomes and importance of our recommended next steps.

What can you do next?

- Security operating model design
- Business case production

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Unlock the value in your data with **information architecture mapping**

Unlock the value offered by mapping information flows and identifying gaps, duplication, opportunities and risks. Channel 3 can conduct this work whilst collecting the data required to produce a compliant information asset register (IAR) for your organisation and a record of processing activities (ROPA).

How will information architecture mapping help your organisation?

You will have a comprehensive baseline of your information architecture, giving you the power to safely identify opportunities for optimisation. Additionally, your data protection and information governance maturity will be increased.



Information
architecture
mapping

What we will deliver for you

Information architecture mapping will provide you with:

- an information flow map, to gain a top-level view of data flow across your organisation; and
- an updated and refreshed IAR and ROPA, ensuring digital maturity within your organisation. which will aid your informatics and information governance teams meet compliance obligations and identify areas for improvement.

What can you do next?

- Information operating model design, inclusive of team structure
- Data platform/data warehouse modernisation package
- Business case support

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Prepare for a major system implementation with a readiness assessment

When investing in a new clinical system, your organisation must be in a state of readiness to realise its full potential. It takes work to understand your organisation's readiness for a project of this scale and it is this work that Channel 3 is here to support you with. We conduct a thorough assessment to enable the development of plans that identify any capacity gaps in your team.

How will a readiness assessment help your organisation?

Your organisation will be ready in all respects for implementation, across the 5 pillars of Strategic Alignment, Business Change, Technology, Commercial and Delivery. You and your Executive Leadership team will be able to approach in a unified manner with a full view of the risks and opportunities presented by the implementation.



Readiness
assessment

What we will deliver for you

The final readiness assessment will be presented as a report providing you with:

- a board report that clearly outlines the position of your organisation and the investment required to deliver a successful transformation programme;
- recommendations on how to prepare the organisation for a successful implementation;
- engagement with key stakeholders to develop the organisation's ambitions;
- identification of any readiness gaps or delivery risks;
- an outline programme plan, aligned with the organisation and supplier requirements; and
- a resource profile to support the delivery of the implementation.

What can you do next?

- Delivery support
- Ongoing assurance

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Increase your digital maturity with the **service management accelerator**

We offer several interlinking work packages that you can call off individually or as an overall package to boost your service management capability. We use ITIL v4, the recognised baseline for service management maturity, as the basis of the audits we conduct across our clients' key process areas.

Stage 1 ITIL Maturity Assessment

We will undertake a rapid review of your current state of ITIL maturity in order to tailor the follow-on work packages to your needs.

Stage 2 Service Model Assessment and Service Strategy

Following on from establishing the baseline, we will work with you to understand whether your current service model matches the ambitions of your team and the wider organisation.

Stage 3 Staged Process Definition

We will define key processes within the ITIL framework to significantly boost your ITIL library and service management maturity.

How will a service management accelerator help your organisation?

Your service management teams will be provided with a baseline set of documented processes and procedures. They will prove that you align to industry best-practice and meet internal or external audit requirements.

What we will deliver for you

An organisational library of ITIL v4 processes and procedures across your choice of ten process areas.



Service
management
accelerator

What can you do next?

- Service improvement plan
- Target operating model design
- Business case development

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Understand where risk lies with an **infrastructure risk assessment**

It is important to understand your business-critical ICT systems and the likelihood of them failing or being compromised over time. Equally, it is important to understand the consequences of these risks materialising. What would be likely to impact on the trust? How would outages or issues affect the delivery of health and care services?

How will an infrastructure risk assessment help your organisation?

You will be able to view risk across the entire ICT department and the wider organisation to allow you to plan business continuity and disaster recovery activity effectively. It will also enable you to target investment and transformation activity at the areas that pose the greatest threat to your ongoing service delivery if left unchecked.



Infrastructure risk assessment

What we will deliver for you

The infrastructure risk assessment will provide you with:

- a heat map of your ICT estate, based on the likelihood of a risk materialising and the impact to the organisation if it does;
- a comprehensive report covering risk stratification, mitigating actions and comparison against peer organisations where required; and
- a presentation for your relevant committees covering the same areas.

What can you do next?

- Infrastructure improvement strategy
- Digital strategy/business case for infrastructure investment

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Plan for the future with a target operating model assessment and design

You need a target operating model (TOM) designed for your digital team that is fit for your future ambitions, whilst being sensitive to the needs of your wider organisation.

How will a TOM help your organisation?

The following considerations must be made:

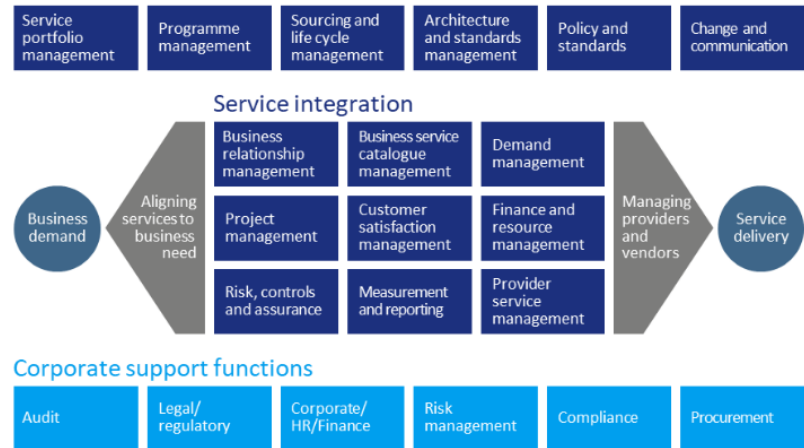
- where the TOM sits strategically in support of the delivery of the digital strategy;
- the functions required of the directorate, now and in the future; and
- the optimal structure that the directorate should take, benchmarked against similar organisations.

We can support you with this work, drawing on experience from a range of health and care organisations from across the UK and internationally.

You will have a robust future-state to map your team against as you transform your department and the wider organisation.

What we will deliver for you

- a TOM for your department that meets the ambitions that you and your organisation have for the future; and
- an assessment of your current operating model aligned to our reference architecture:



It's time to take your next step

Contact us now to arrange a conversation
about the next step on your digital
transformation journey



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