

THE TECHNOLOGY GROUP STRATEGY

CTOs GOALS:

1. Improve the technology support of medical center operations in the year 2000 and 2001.
2. Influence national initiatives.

CTOs APPROACH:

1. One eye on technology in the Silicon Valley – takes time.
2. One eye on medical centers. PIC visits are key.
3. One eye on governance: National IT Steering and CA IT Governance

Common thread: achieve strong relationships with people: Jerry Fleming, Tim Sullivan, Robbie Pearl, Andy Wiesenthal, Dick Pettingill, PICs

Allows Glenn to open holes in the front line so that The Technology Group can run through.

THE TECHNOLOGY GROUP GOALS AND TASKS:

1. Carry out actions that achieve CTOs goals of improving technology support of medical center operations in the year 2000 and 2001.
2. Support CTOs efforts to influence national direction.

TASKS FOR ROLE #1:

- A. Shape and control portfolio for The Technology Group more specifically:
5 imperatives
Crisis response and regulatory response

Tools include CA IT Governance

The Technology Group Strategy

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TASKS FOR ROLE #1 (Cont'd):

- B. Set portfolio milestones and monitor progress
- C. Manage budget for The Technology Group. Tools include "monthly invoice"
- D. Recruit staff. salaries must compete with CIS and Silicon Valley
- E. Manage HR issues:
Tools include "Quarterly Report and Goals."
Tools include the "new deal" with National recharges

THE TECHNOLOGY GROUP PORTFOLIO:

High Priority:

1. Set "new deal" on recharges
2. Desktop environment: DCI disaster and Help Desk
3. Remote Access: CTO wants turnkey solution, not NRAS
4. CIPS
5. SLA tracking and enforcement
6. Foundation repair
7. KP Online work toward empanelment, CIPS, etc.
8. "Information Please" web site
9. Off-load phone calls about security and email
10. Off-load phone calls about "Whither CIS?"
11. Off-load phone calls and email about availability, e.g. bar charts online for all eyes
12. CIS

Medium Priority:

1. Lotus Notes KB
2. TCIB
3. Clinical Library

Low Priority:

1. NRAS
2. PCR