

Shared Services/Cloud Computing Ready for Key Linkages between Federal, State and Local Communities



*John C. Dodd, Fellow
for Health and Human Services and
Enterprise Architecture*

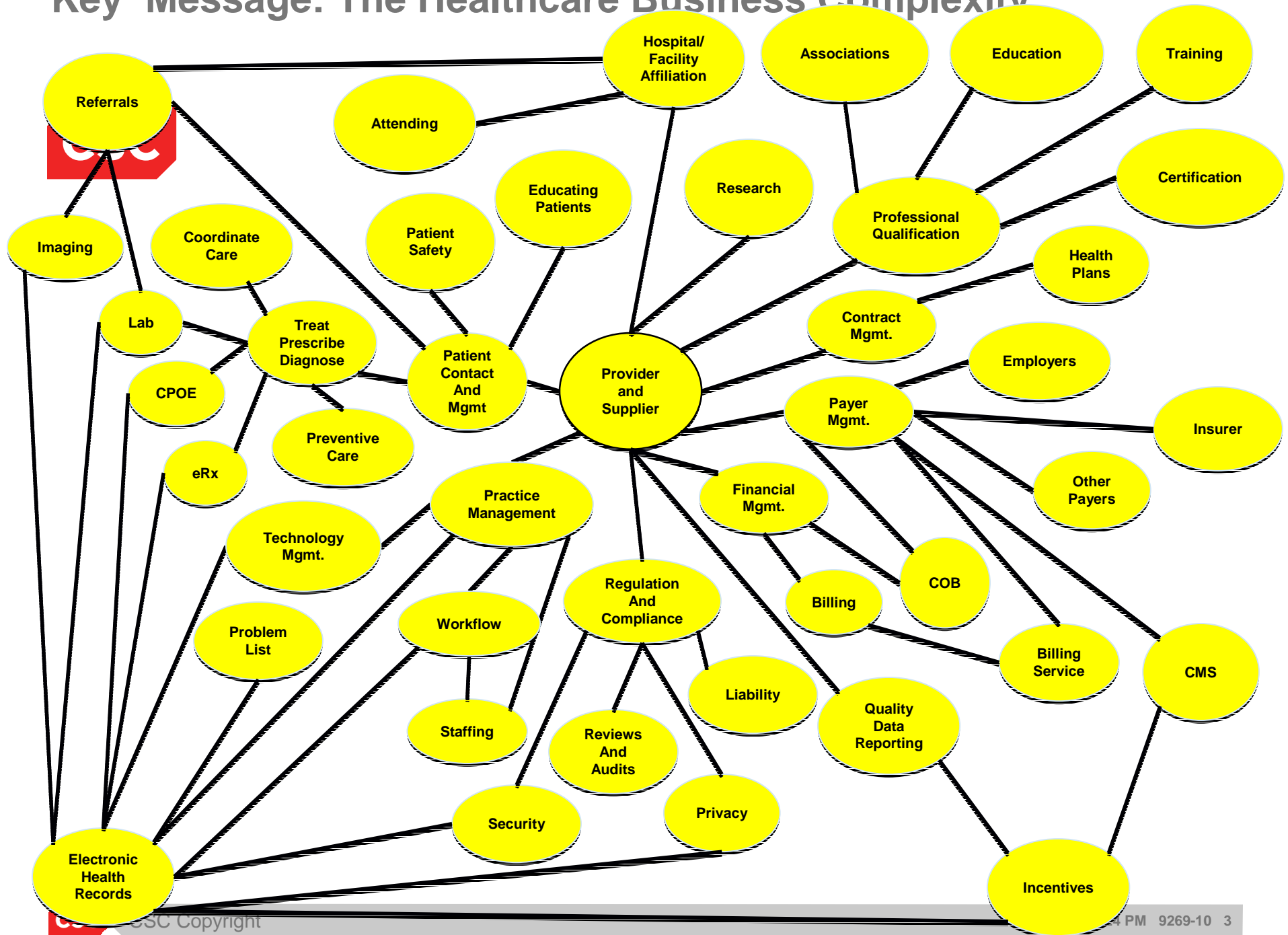
•CSC

Key Message: Alignment with Common Shared Services can Create Key Design Platforms for Change and Innovation



- **Foster alignment** between Federal-State-Local Communities is not needed
- Use **UCore Concepts, Business Artifact Flows, and Semantic matching** along with Adapt with Harmonization with **MDMI and Semantic Data Patterns** to define Key universal data elements and shared services that can be **common ground elements**
- **Defined as Shared Services in a Cloud Computing environment.**
- Many Federal, State agencies, and local communities are defining comprehensive sets of business capabilities and integration. Need **Simple Core and Guidelines**
- Some of those **business areas** e.g., in Medicaid are more outward facing areas like Provider Management, Client Management to be shared within the Cloud.
- The state of trusted shared services, standards and the readiness of cloud computing to address **key aspects of an integrated environment.**
- What are **enablers and barriers** to change?
- Is the technology ready? Are we ready? **Roadmap to Align and Support Rapid Evolution**

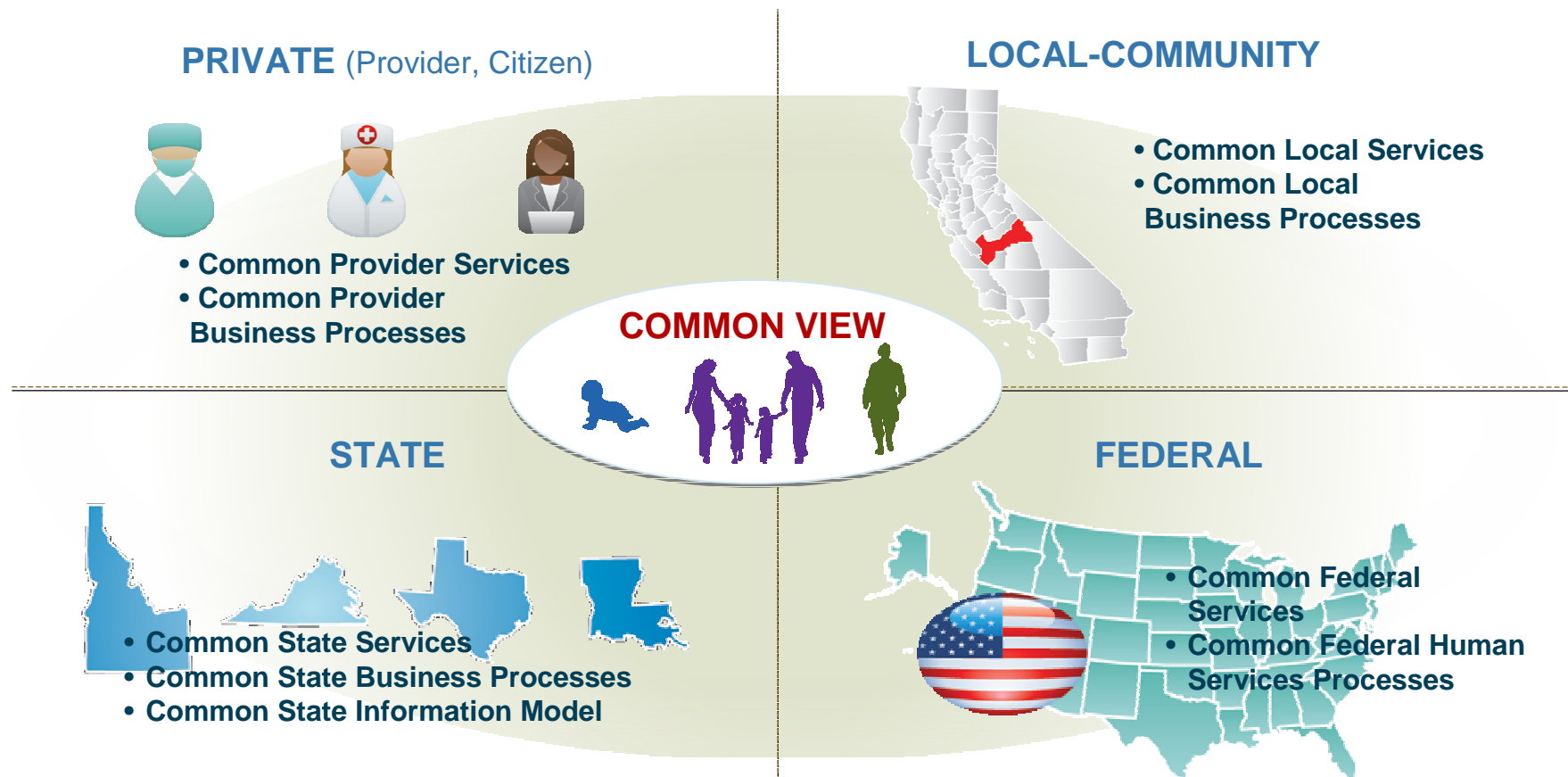
Key Message: The Healthcare Business Complexity



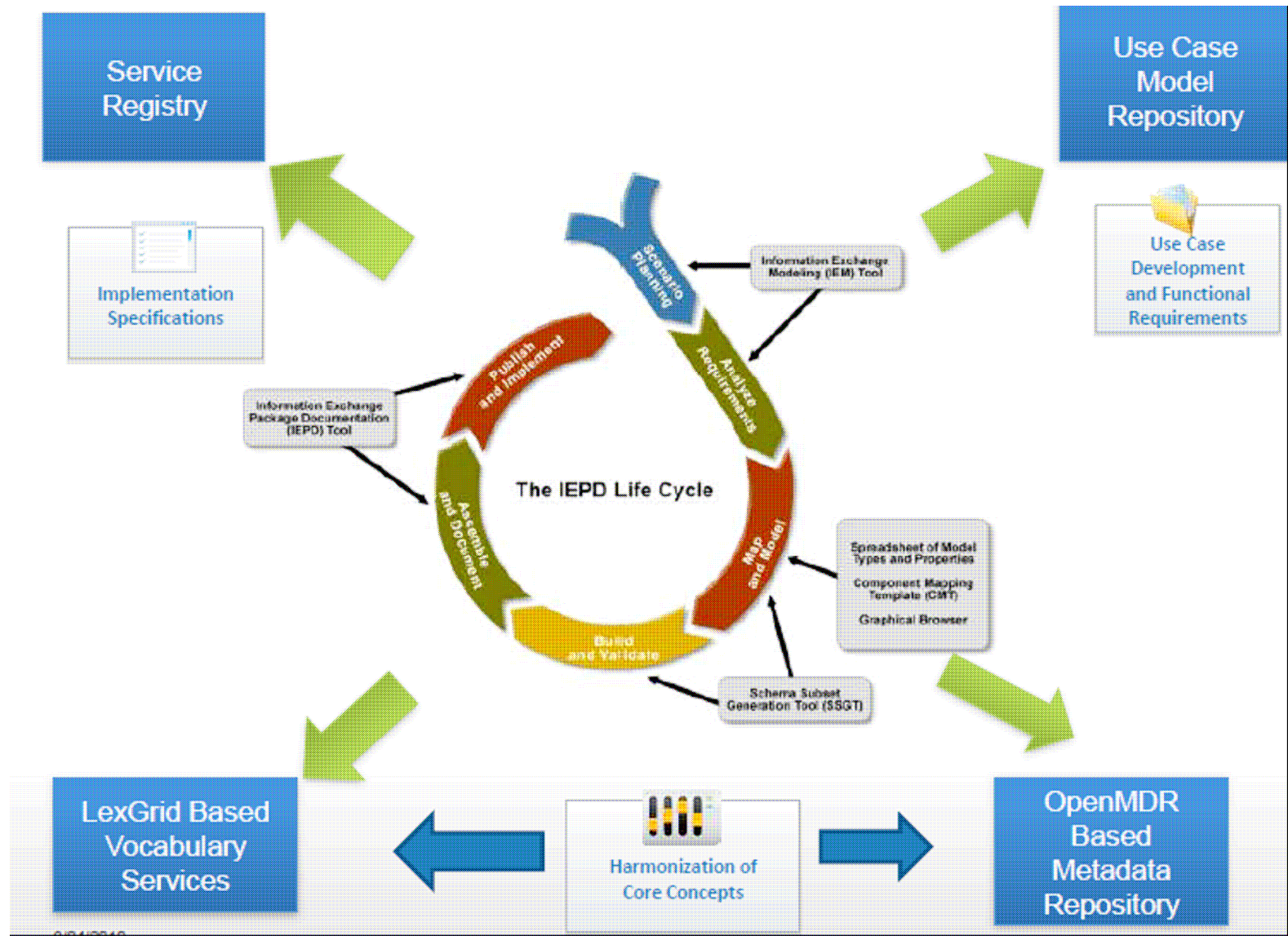
Complete Alignment- Business and Services Framework: Support Alignment Cross Boundaries



To create a coordinated view of health and human services by linking information and creating meaningful information exchanges to better support the citizen.

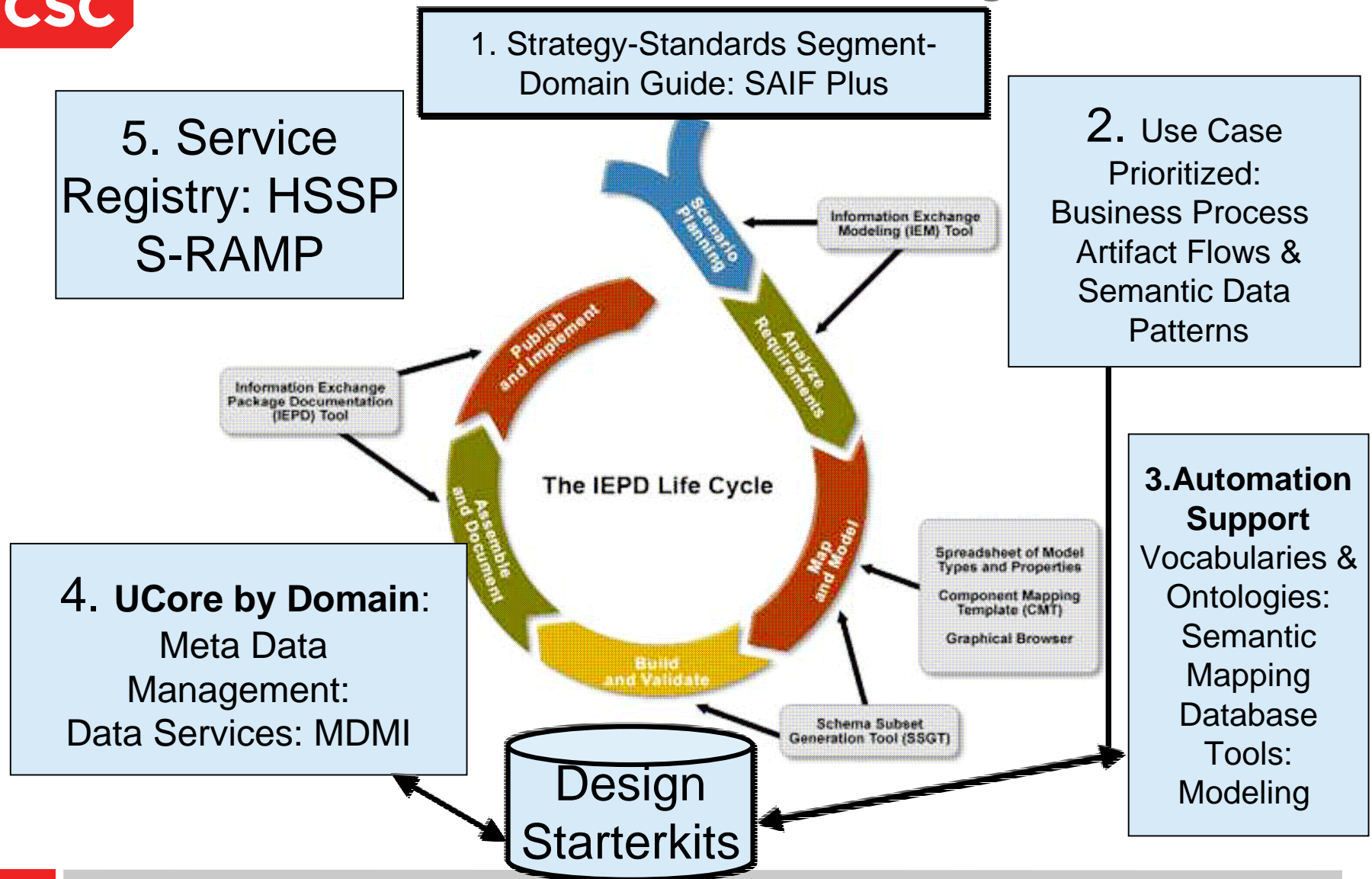


ONC: NIEM/NHIN Alignment



Aligning Shared Services with NIEM/NHIN and HL7/OMG: Strategic Harmonization and Transformation Planning

CSC

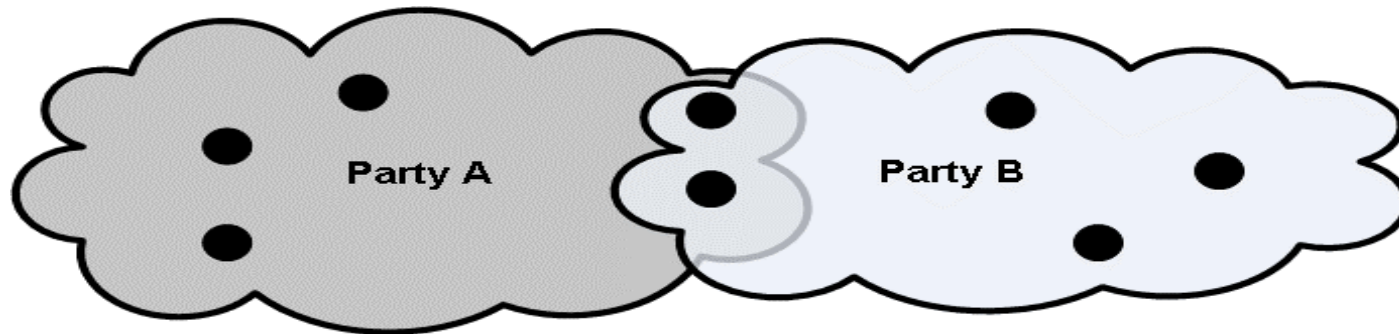


CSC

CSC Copyright

7/23/2010 4:24 PM 9269-10 6

SAIF Value Proposition : *Working Interoperability*

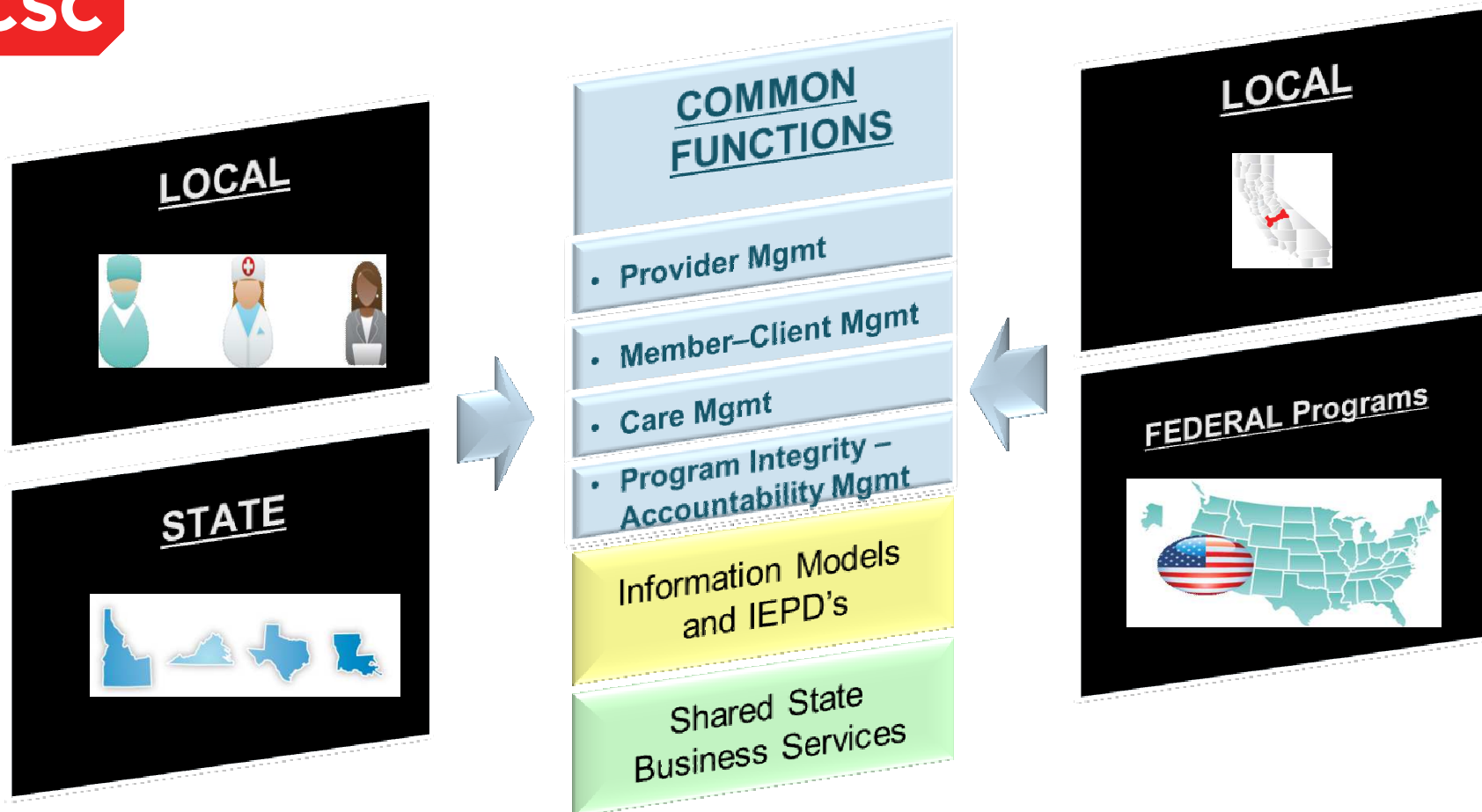


● Interoperability Paradigm

Interoperability Paradigm (Messages, Documents, Services): specifications which enable two or more (HL7) trading partners to collaborate in the context of a specific business interaction

- No assumptions of size, character, or identify of parties
 - Nations, Enterprises, Departments, Individual, Systems, etc.
- No assumptions of exchange details (What, Why, How, etc.)

Common Ground elements Business Architecture: Service Framework, Common Capabilities, Adaptation, Extension Approaches

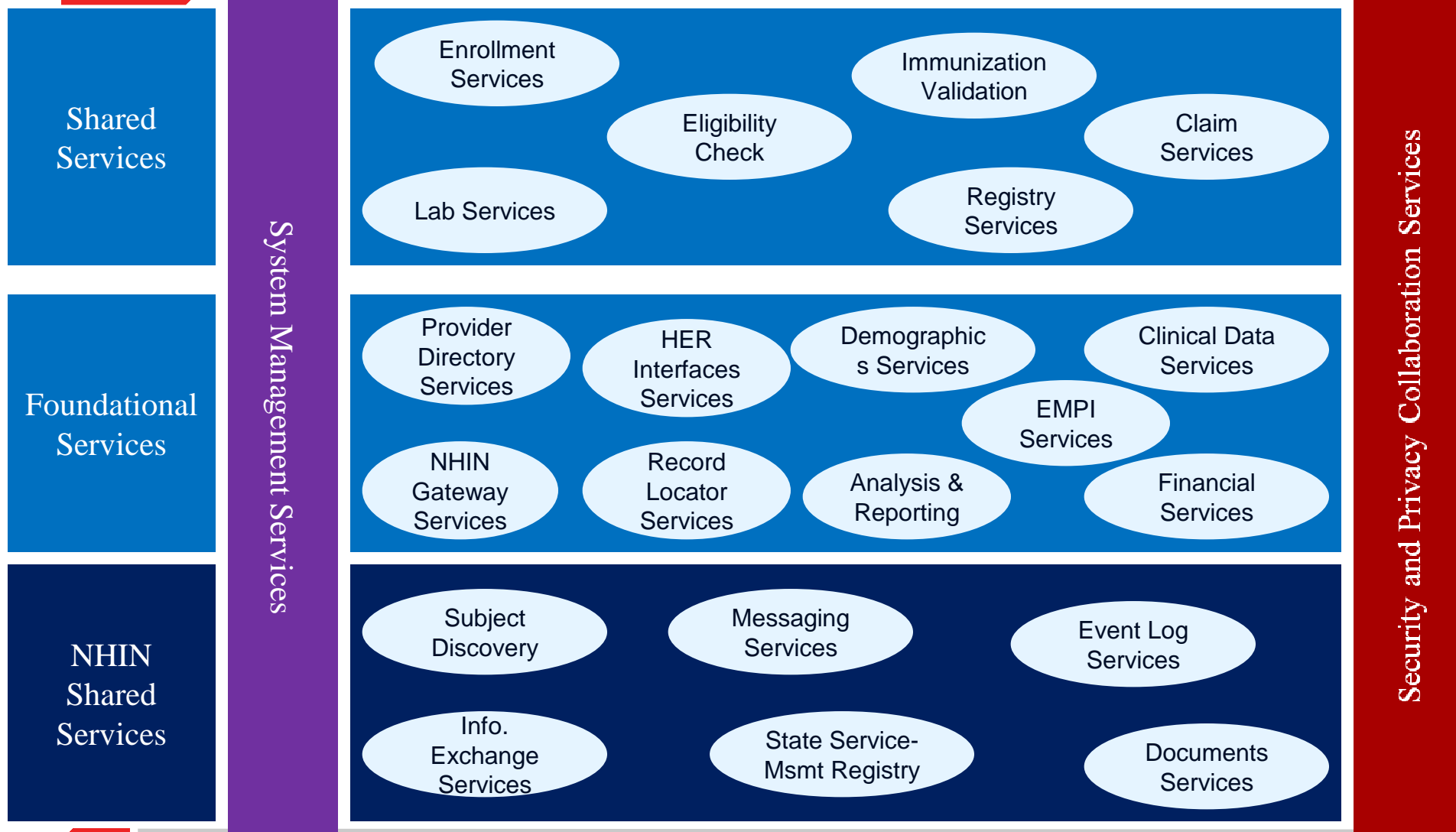


Current State:

- Many functions
- Many systems
- Many point-to-point interfaces

Potential Shared Services

CSC



CSC

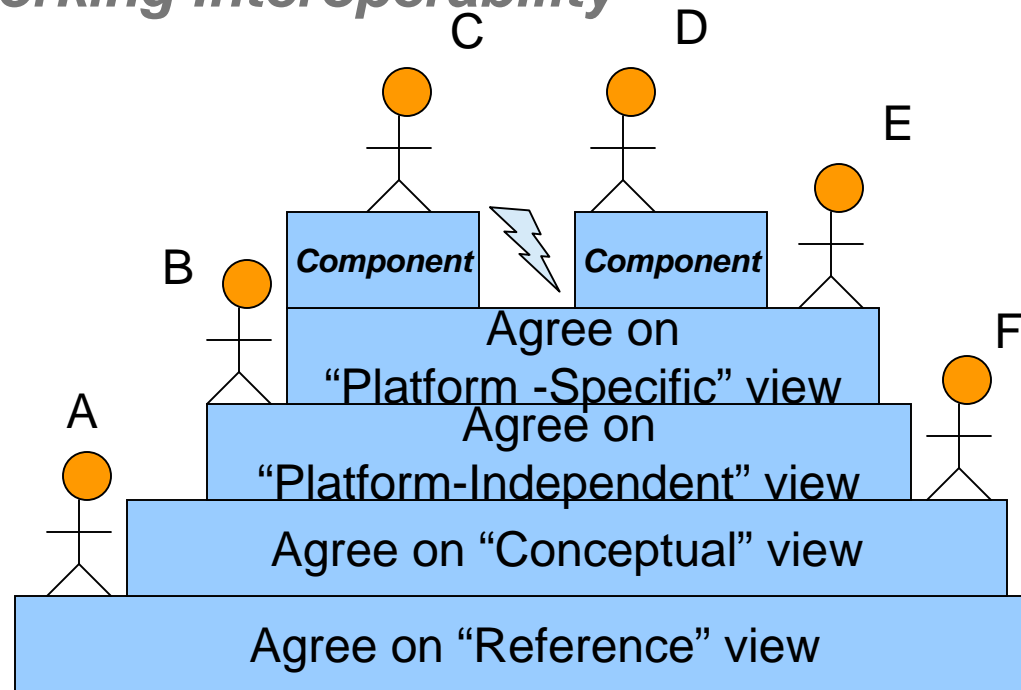
CSC Copyright

7/23/2010 4:24 PM 9269-10 9

SAIF Value Proposition : *Working Interoperability*

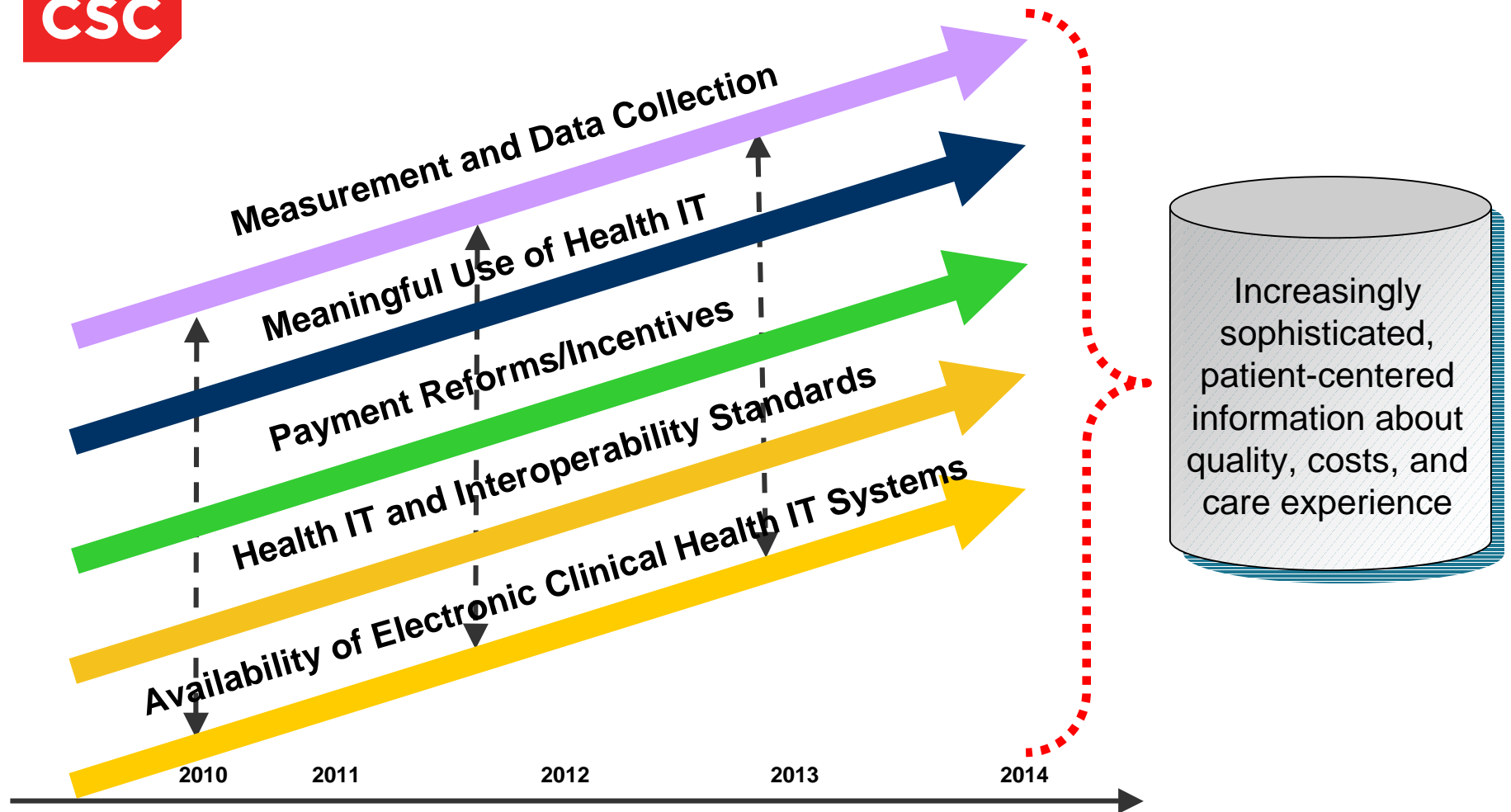


A -- F:
trading
partners

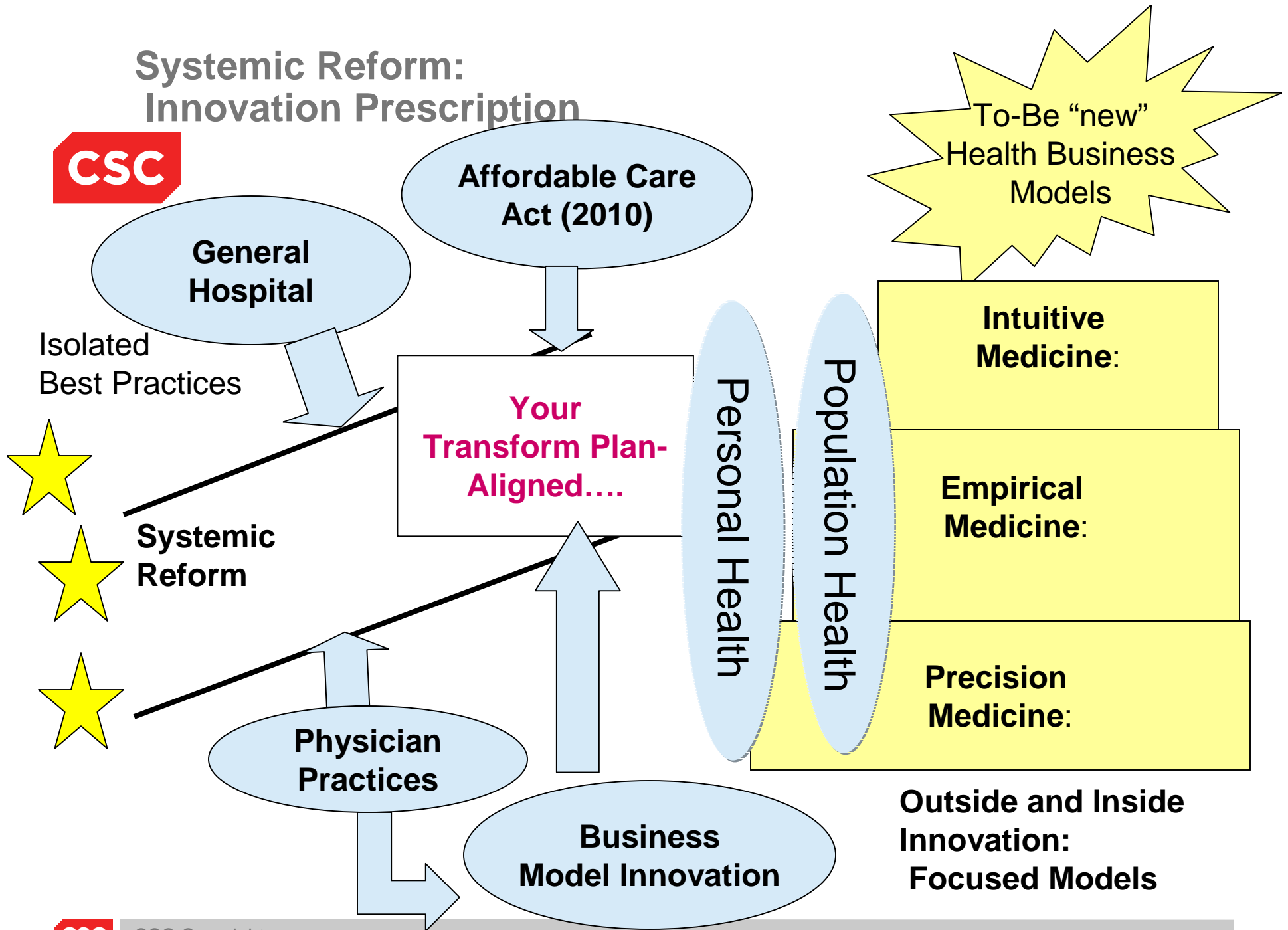


- *Interoperability*: the deterministic exchange of data/information in a manner that preserves shared meaning
- Two “trading partners” interoperate based on a certified “level of shared compliance” to interoperability specifications/standards
- Certified “level of conformance” determine degree of *automated* interoperability that is possible and/or difficulty of the *transformations* that are required to enable interoperability

Many Aspects of Quality Measurement, Payment Reform, and Health IT Must Work Together to Improve Care



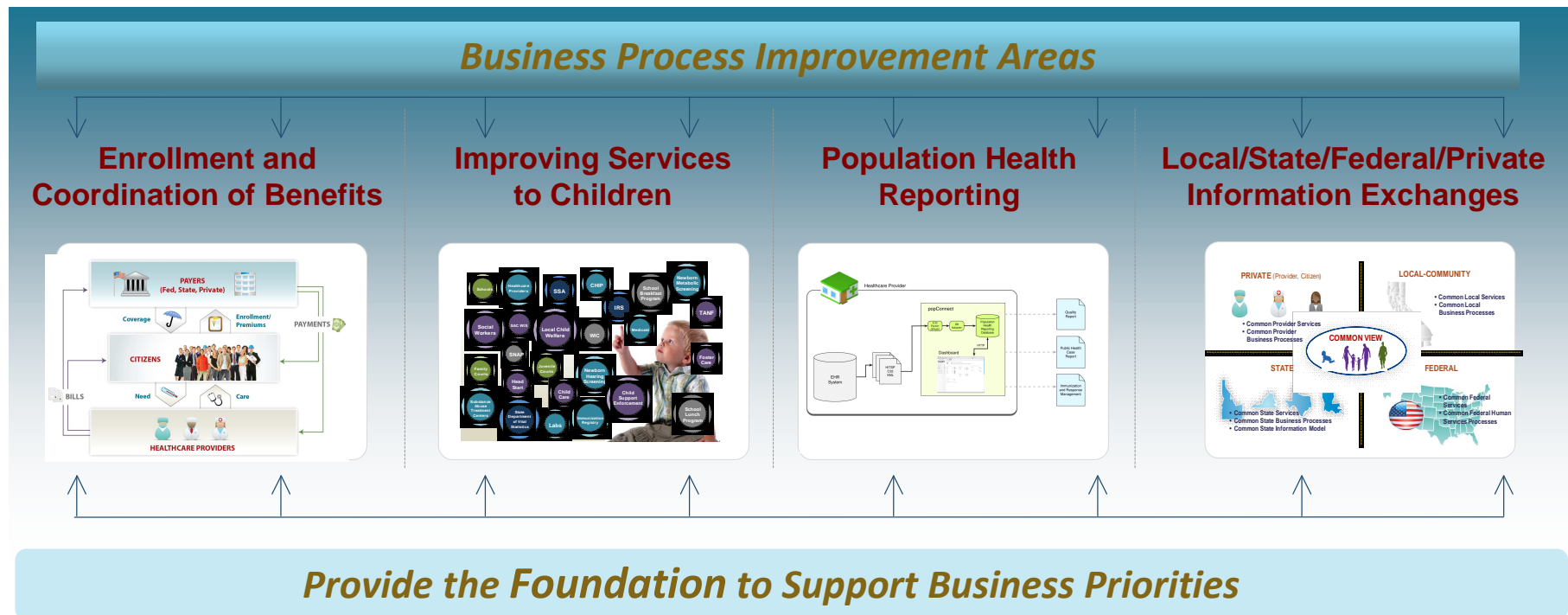
Systemic Reform: Innovation Prescription



Alignment can link Health & Human Services

CSC

Working to improve health and human services to citizens through an information-driven enterprise



Business and Services Framework

Federal Health Information Model

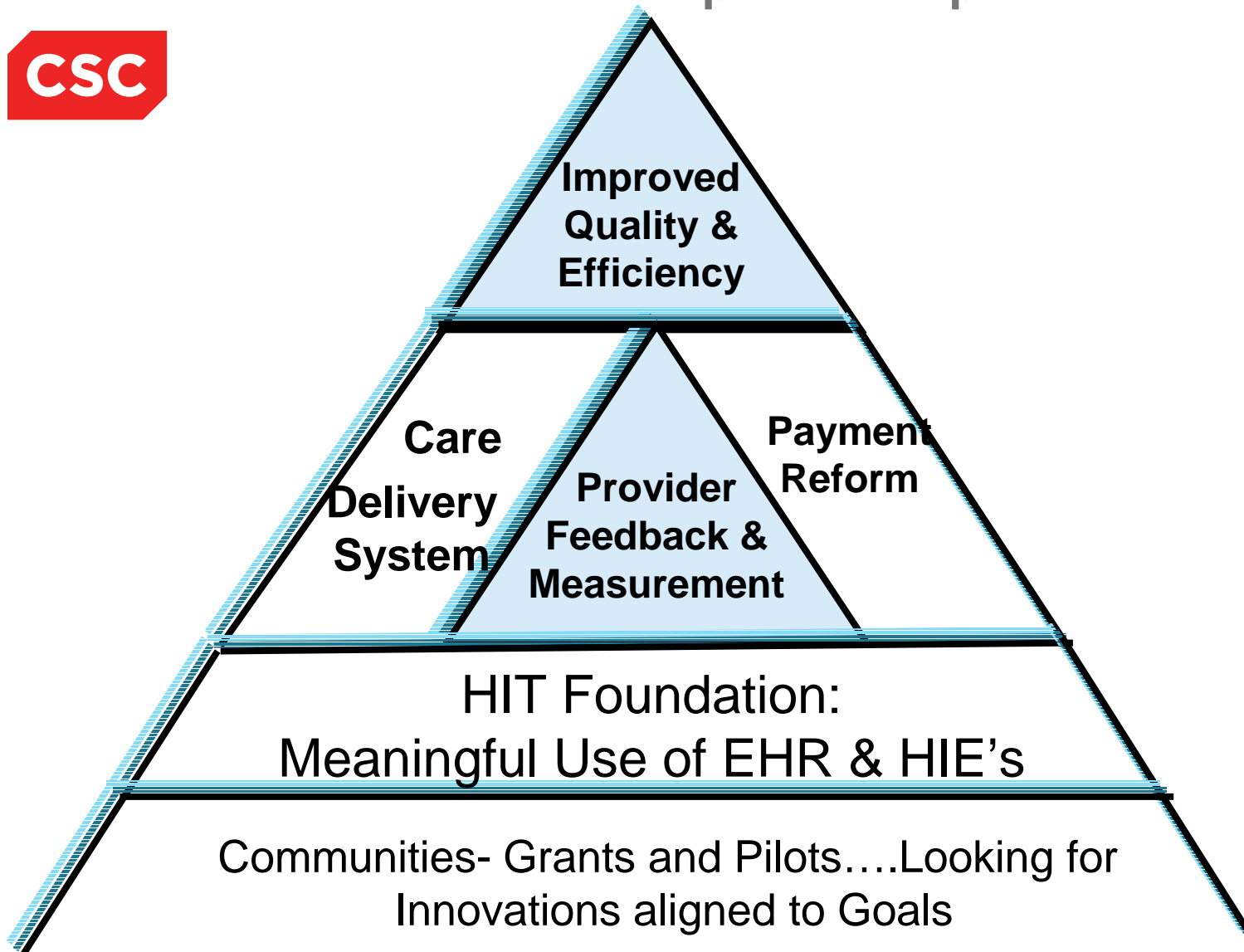
Performance Management

CSC

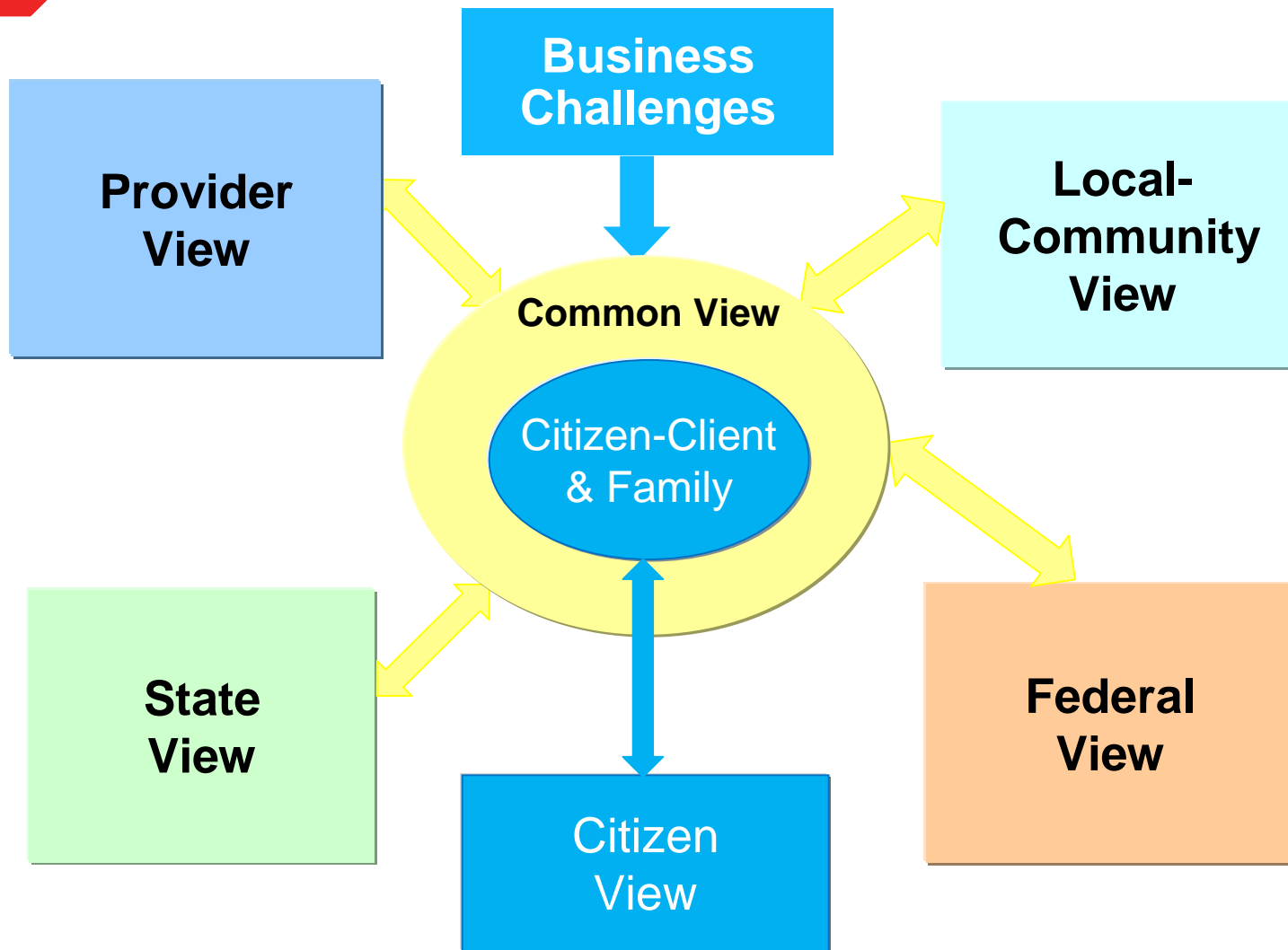
CSC Copyright

7/20/2010 4:24 PM 2000-10-10

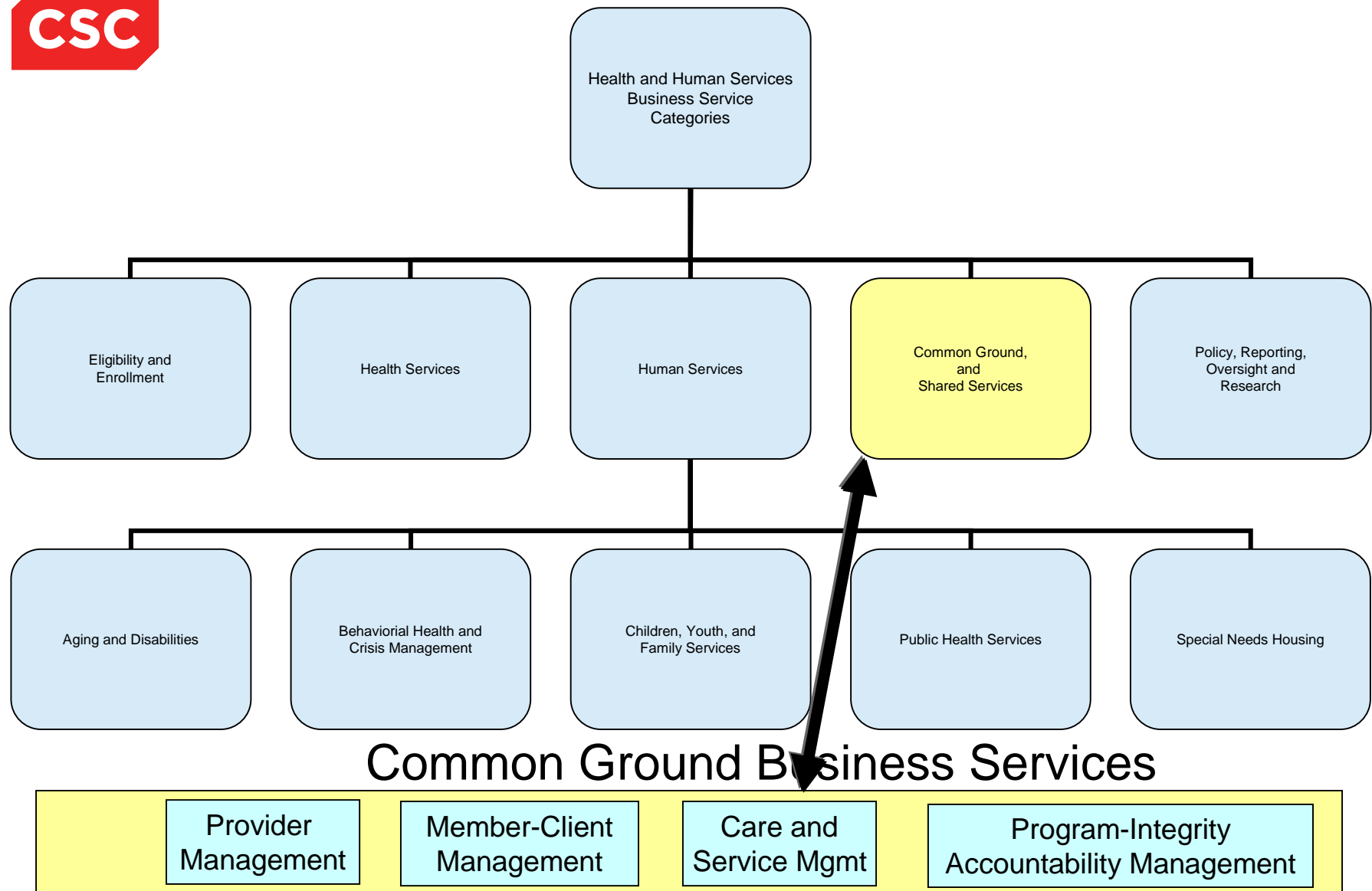
Moving the Needle within 30 months: Agile Architecture and Rapid Development



Key aspects of an integrated environment: **Capabilities with Coordinated Views of each Business Challenge with a 360 Citizen-Client-Caseworker at the Center**



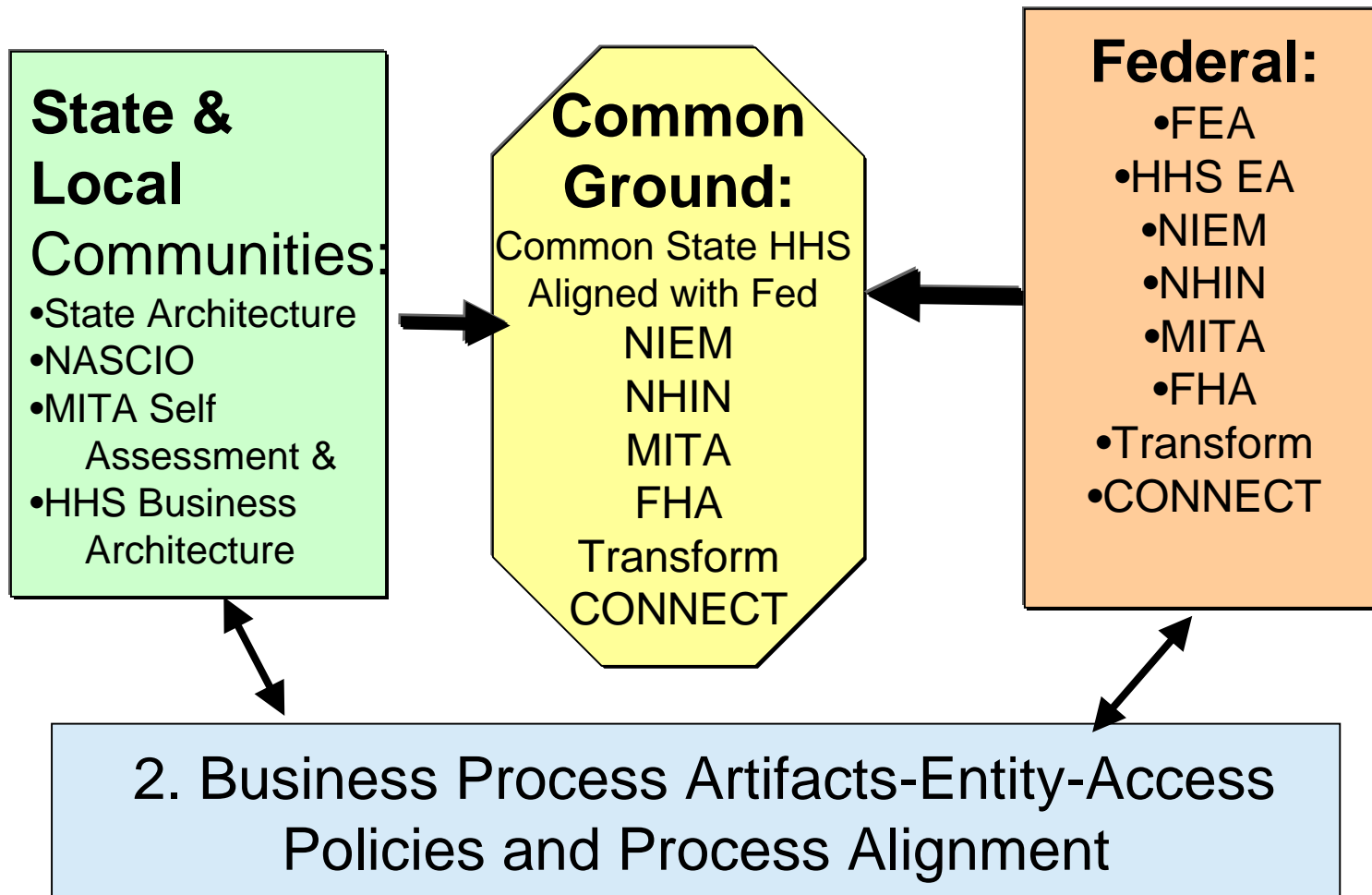
“Strawman” Health and Human Services Business Capability Categories: Human Services



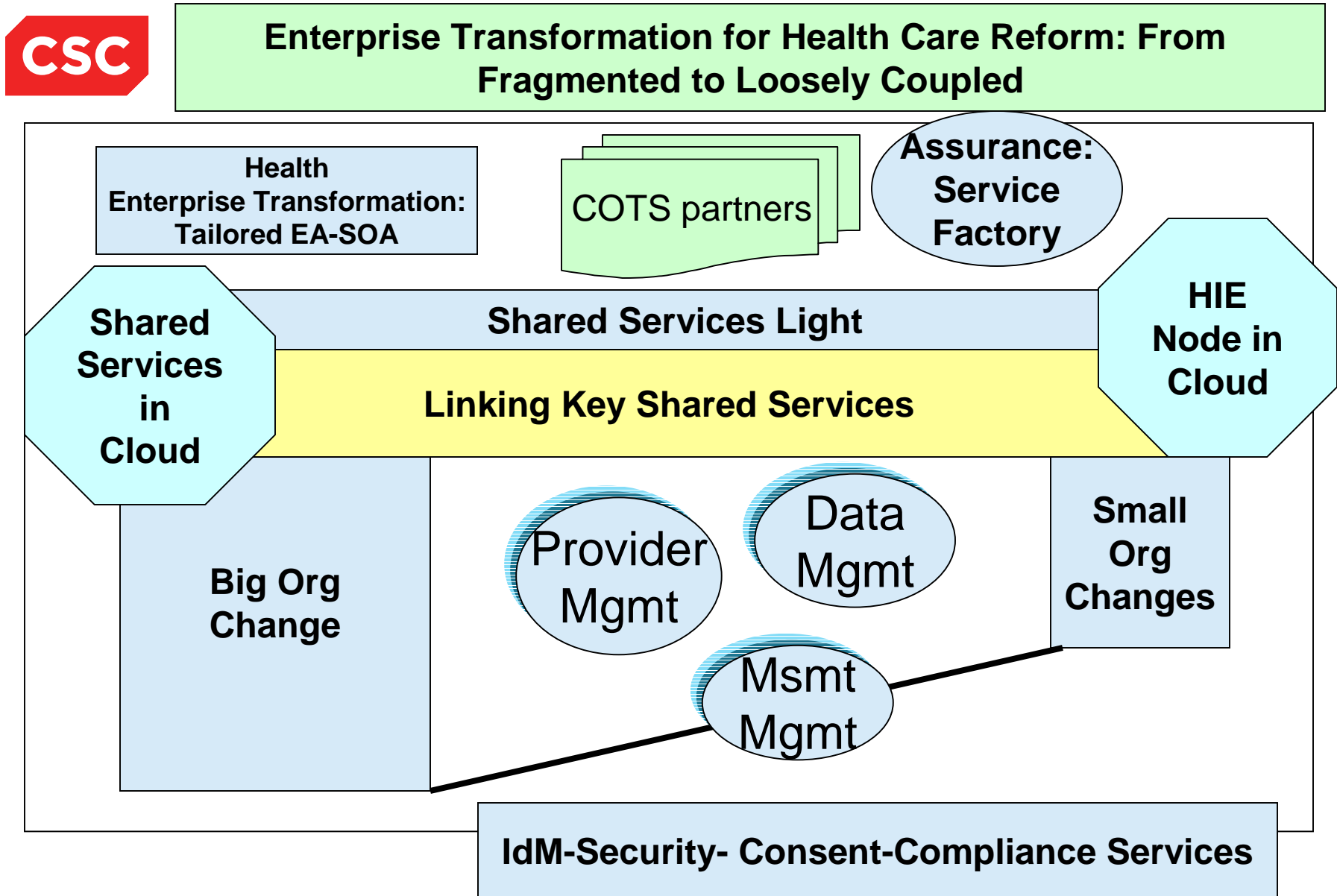
Business Areas Alignment defining Cross Boundary Business Operations Models: Finding Common Ground Process

CSC

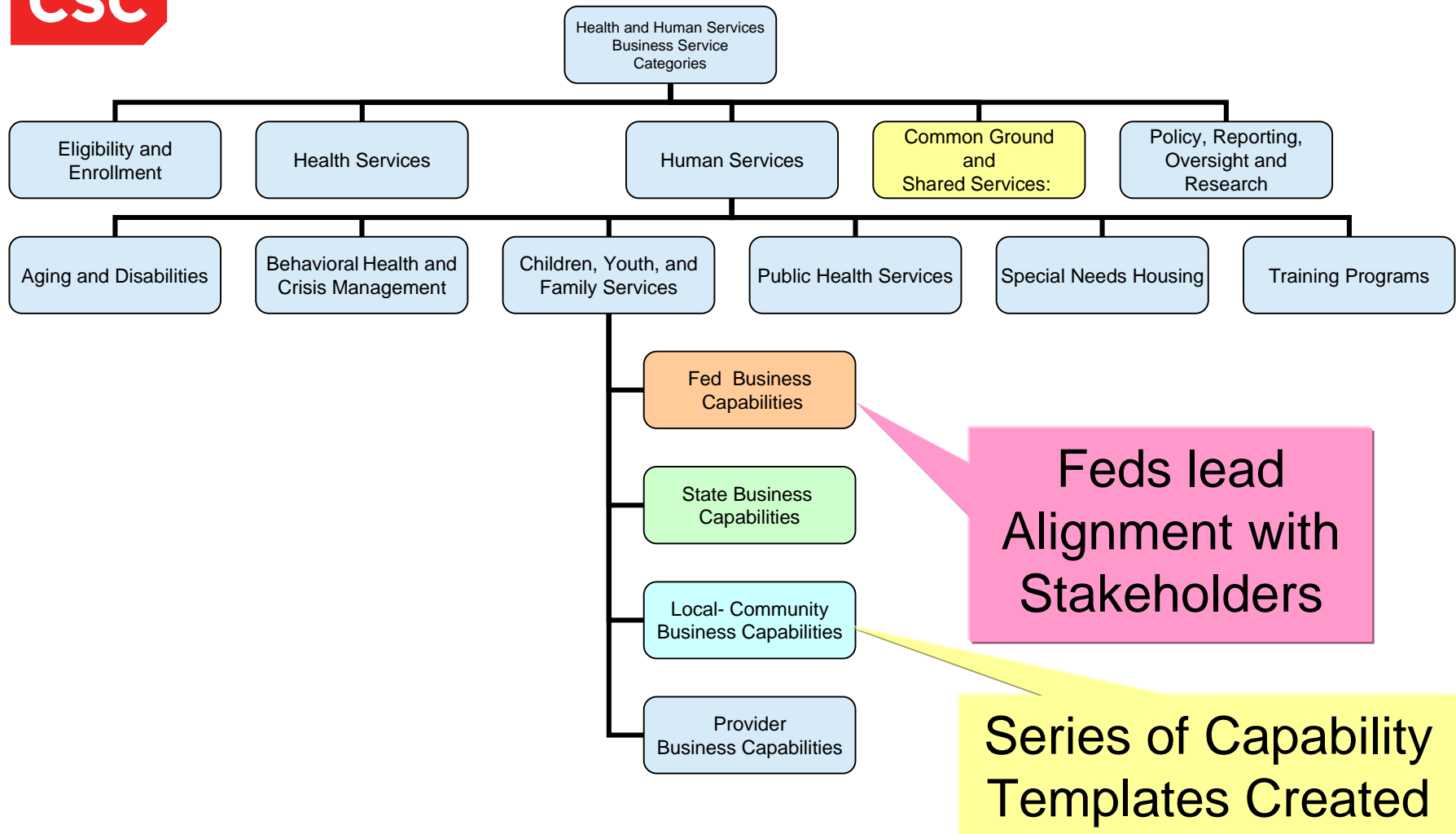
1. Strategy and Concern Maps: Priorities



Starter Kit: Support the Range of Organizations with a Family of Services



“Strawman” Health and Human Services Business Capability Categories: Human Services



Enablers and Barriers



Enablers

- It makes sense....
- The technology-standards are there- (privacy still being worked but much better than last year)
- NIEM/NHIN converging and many other related standards
- Many excellent examples of small to medium interoperability...
- Some models for Cancer Research, Public Health.....
- Lots of financial transactions....

Barriers

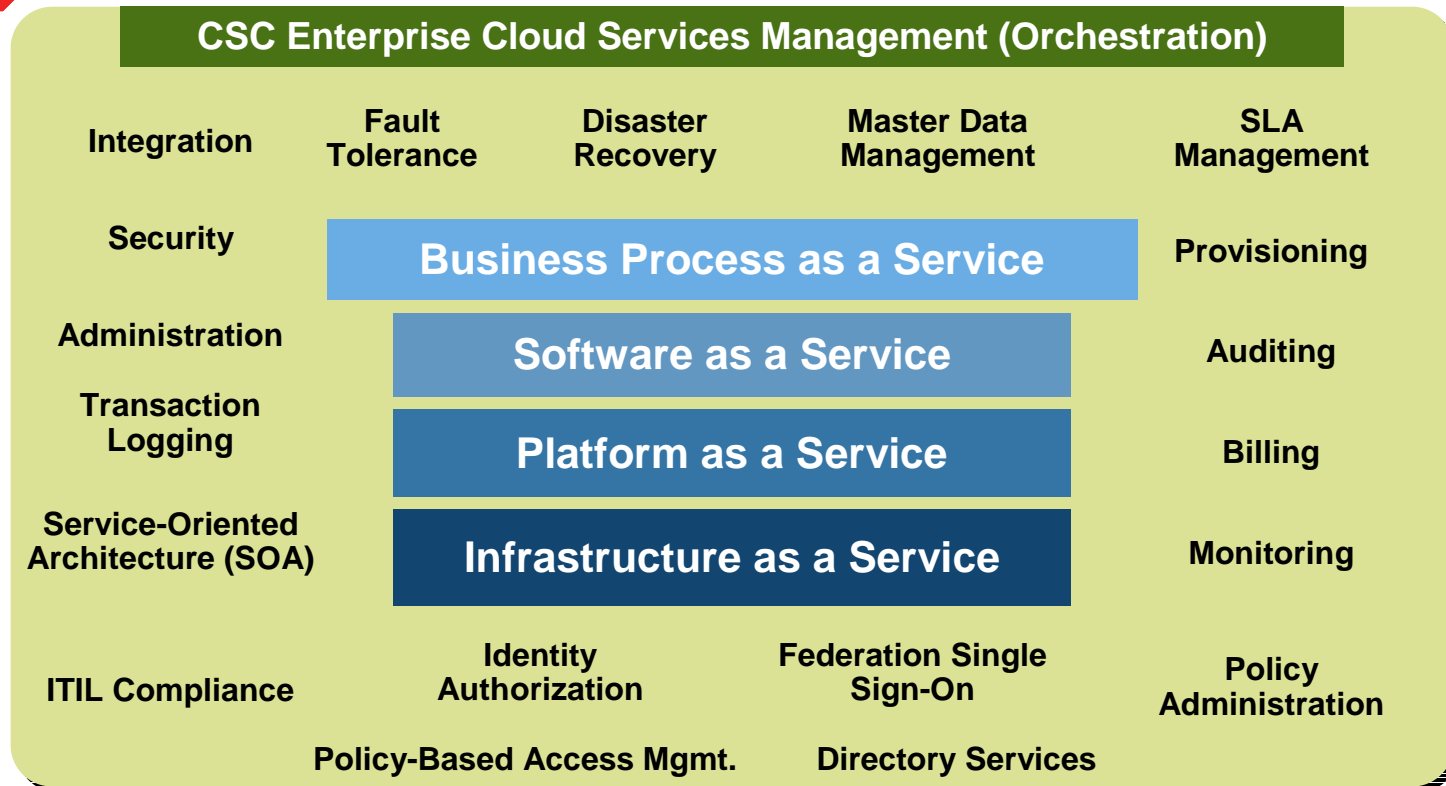
- But means you have to talk across boundaries...
fragmentation is strong
- Not well known and “Health” has often been isolated from the many other interoperability- “we are different”
- Distribution of knowledge- some real leaders but huge “gap”- “Crossing the Chasm” and becoming mainstream

Is the technology ready? Are we ready?



- Good libraries of basic services and push for more open source for health issues.....adapters that can be shared
- Interoperability- HL7 and OMG others working together
- Office of National Coordinator – “don’t need to solve everything attitude”...and phased approach.....NIEM/NHIN and Health Interoperability Model
- Business Architecture and tie in Performance Architecture-Dashboards
- Business Artifacts/ BEDL.....IBM and others
- SOA- SOAML, Model Driven Message Interoperability (MDMI)
- Patterns and Architecture need to be shared and leveraged

Trusted Cloud Services...

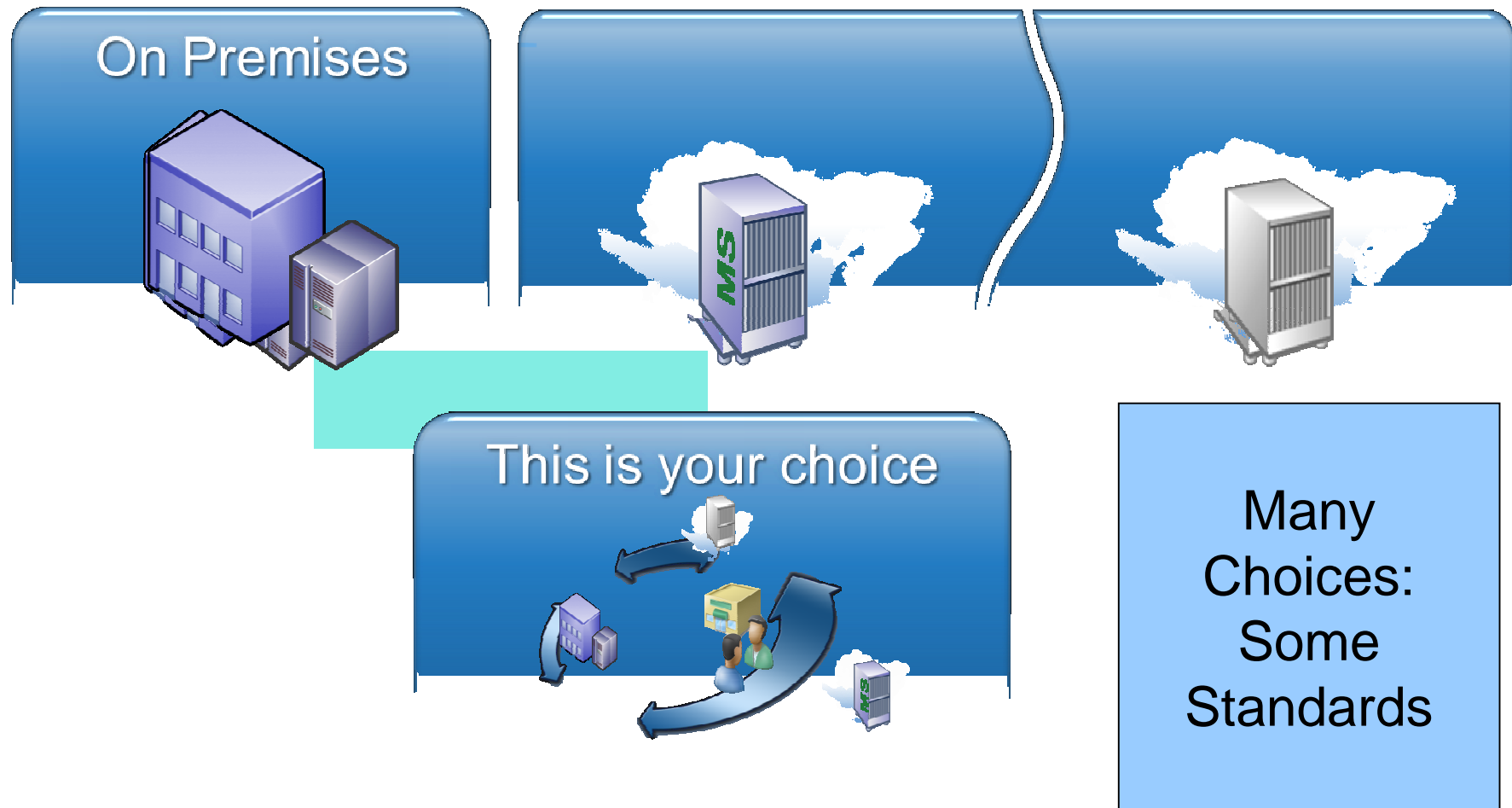


... will require orchestration, integration, monitoring, SLA management, security, monitoring, master data management, auditing, metering, billing, and so much more

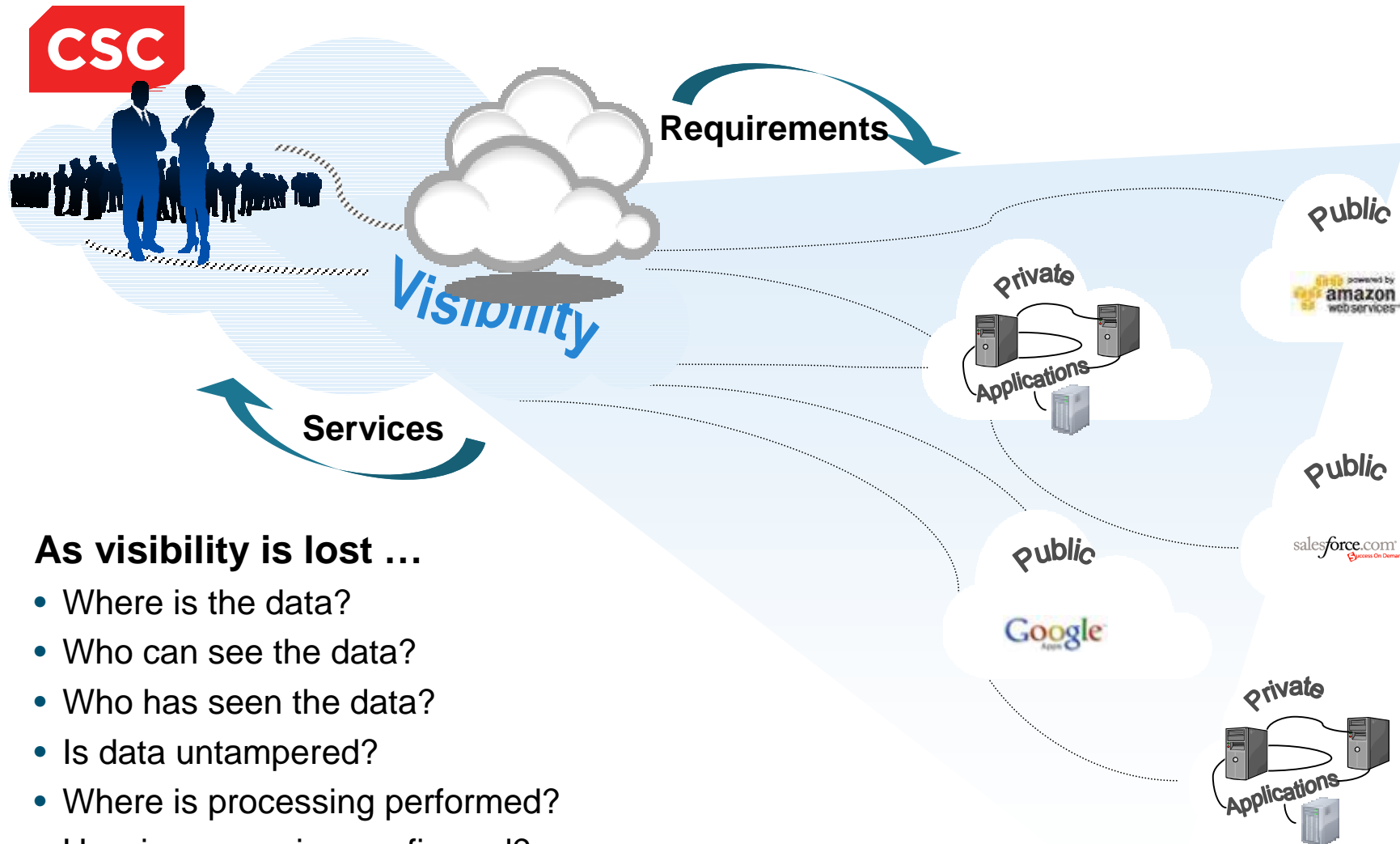
Power of Choice: Software + Services



SERVICES



Information Assurance is Cloud-Complicated, “Clouds are cloudy”



As visibility is lost ...

- Where is the data?
- Who can see the data?
- Who has seen the data?
- Is data untampered?
- Where is processing performed?
- How is processing configured?
- Does backup happen? How? Where?

... Security, compliance, and value are lost as well

A “TRUSTED” CLOUD

A Cloud That...

harmonizes the security for transactions and data with...

comprehensive transparency of control and result such that...

conveys evidence-based confidence that systems within its environment operate as advertised, and that no unadvertised functions are occurring...

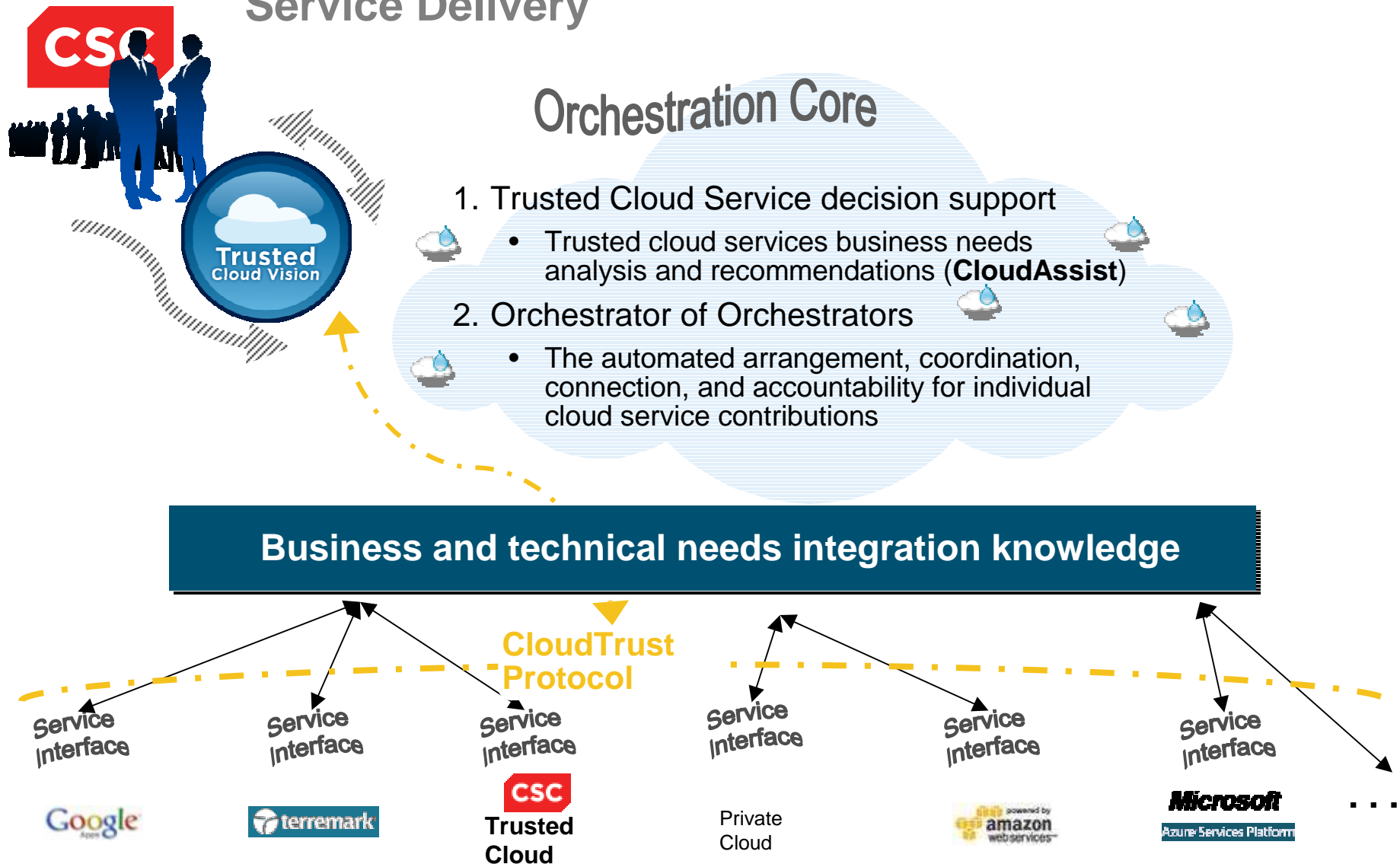
Is A Trusted Cloud



Services rendered via a Trusted Cloud are **“Trusted Cloud Services”**

The generation of new enterprise value with Trusted Cloud Services is an application of Digital Trust

Translation of Business Needs to Trusted Cloud Service Delivery



Information Centric Security Solutions



Content

INFORMATION RIGHTS MANAGEMENT

Centralized Document
Access Control

Revocation (Digital
Shredding)

Document Activity
Monitoring and Audit



Applications

IDENTITY AND ACCESS MANAGEMENT

Identity
Administration

Directory Services

Access
Management

DATABASE SECURITY

Activity Monitoring

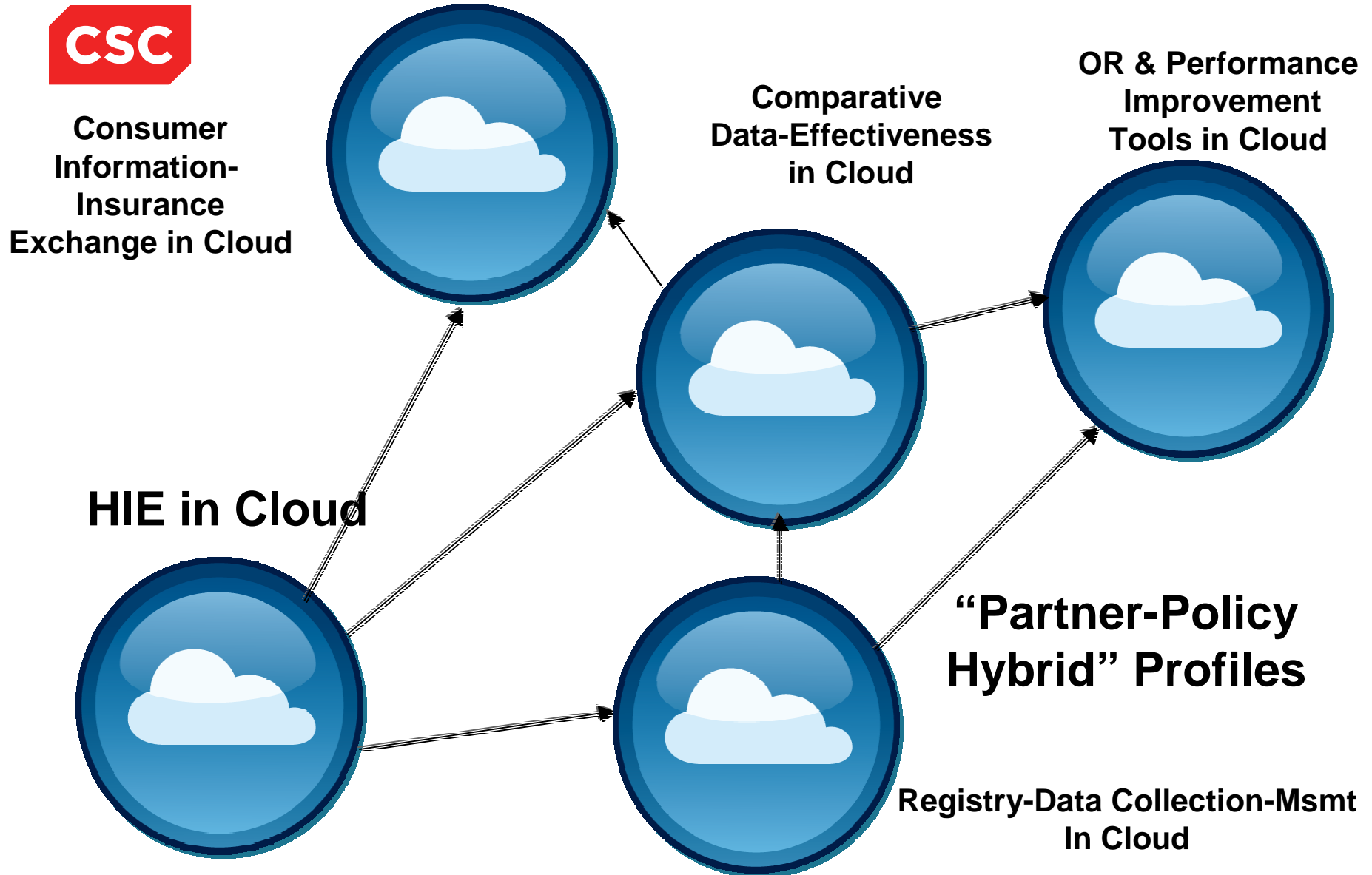
Access Control and
Authorization

Encryption and
Data Masking

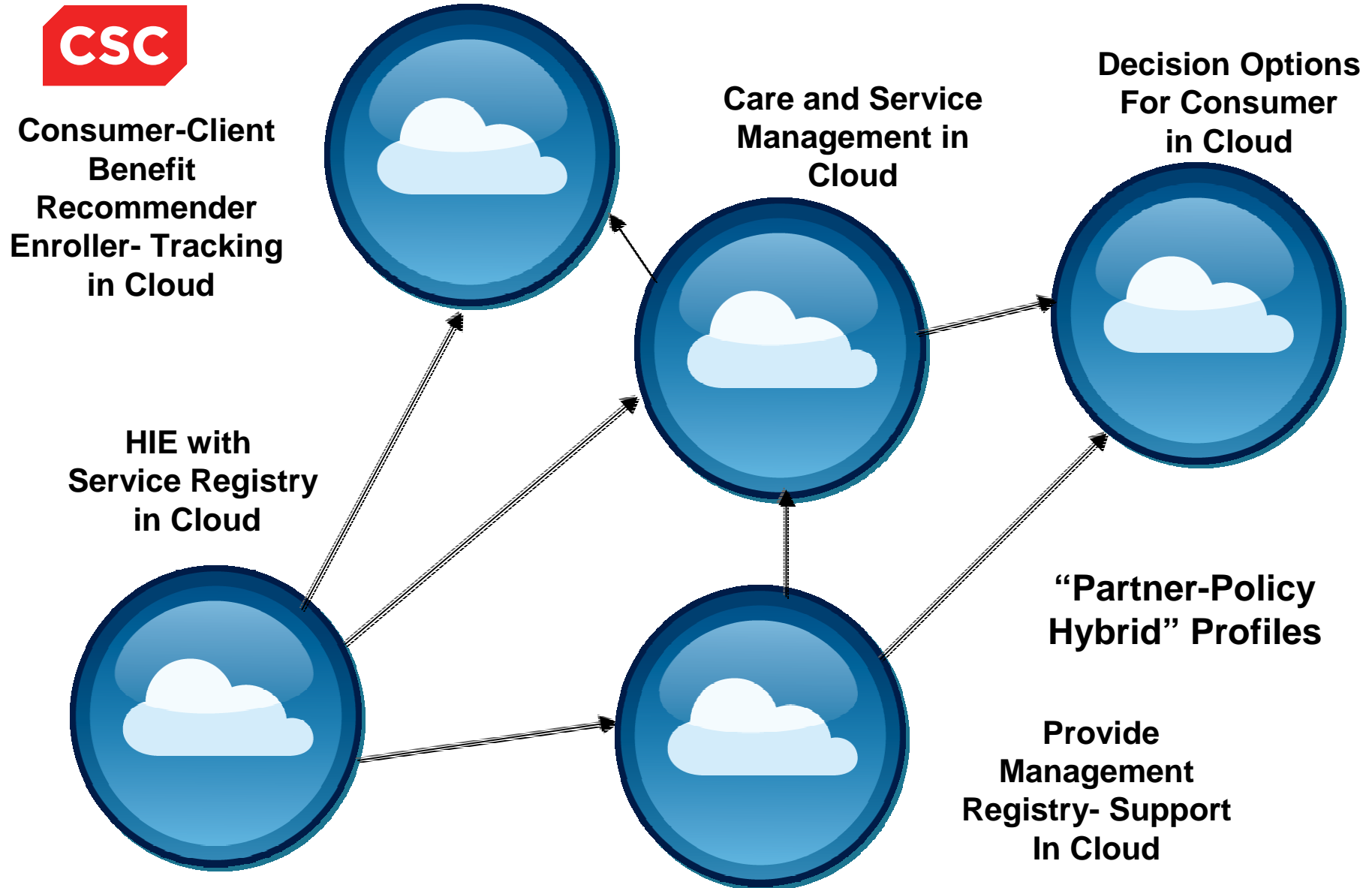


Databases

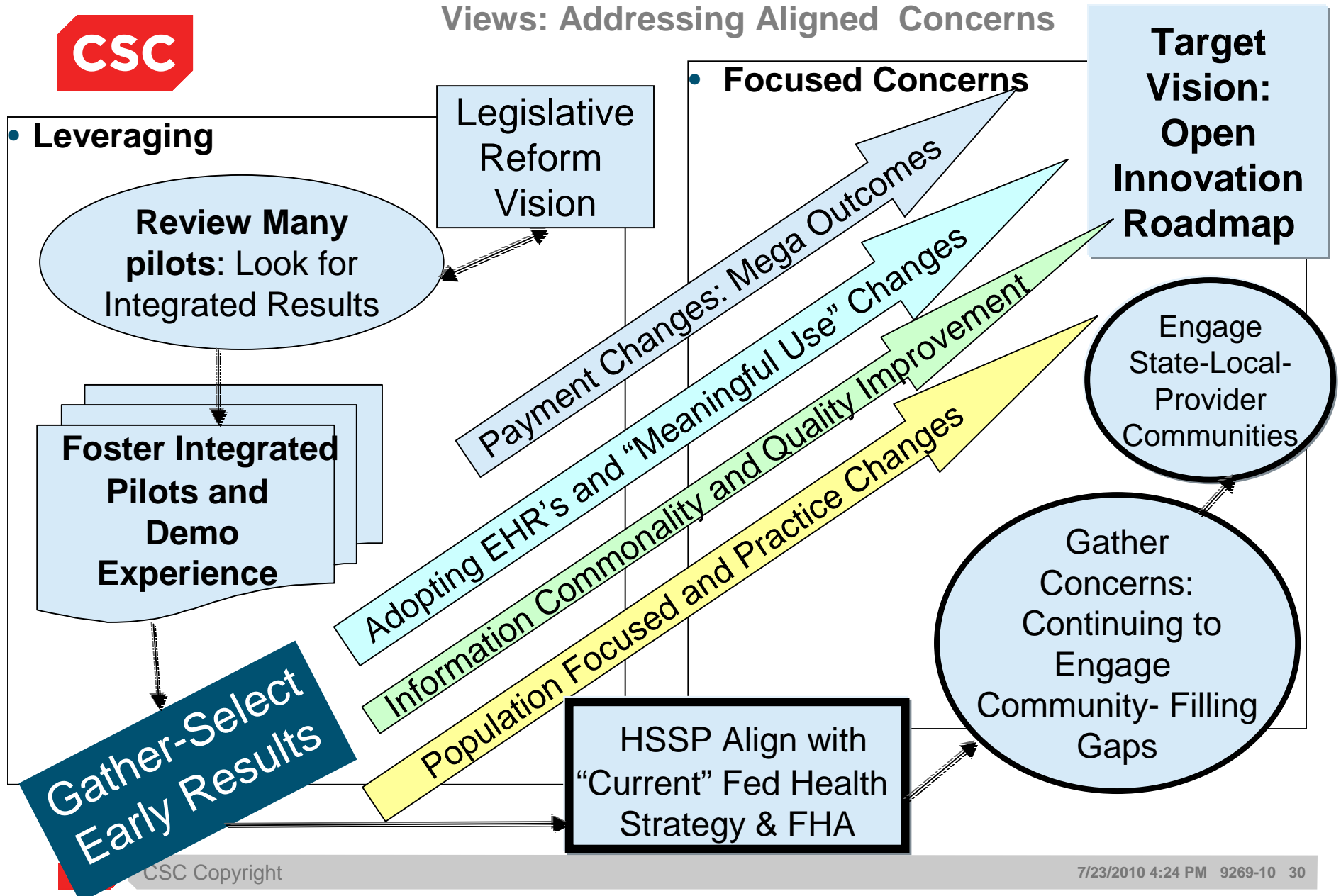
Defining a “Transparency-Msmt” Shared Services Cloud Technology Roadmap: Boundaries and Policies for Sharing



Defining a “Common Ground” Shared Services Cloud Technology Roadmap: Boundaries and Policies for Sharing



Standards and Open Services: Strategic Roadmaps to Citizen-
Population Group Coordinated Services and Integrated Across
Views: Addressing Aligned Concerns





Contact Information: John Dodd
jdodd@csc.com
410-598-7266

Thanks