

# Product Approach



Sam Lloyd  
Executive Director of Operations



# DHCW Strategic Drivers

Supporting the  
DHCW Vision

Supporting the 5  
DHCW Strategic  
Missions

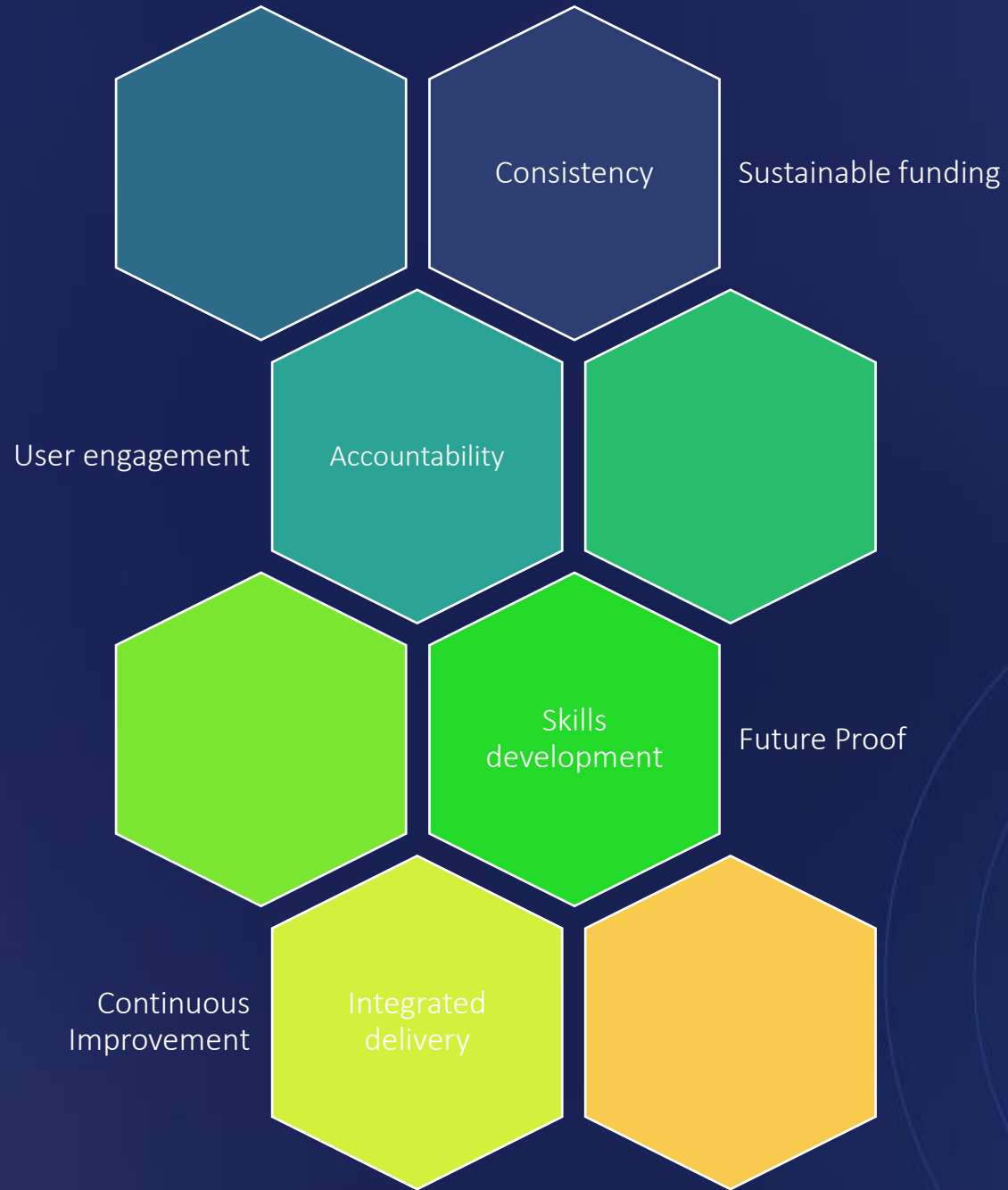
Focusing our  
resources onto the  
products that we  
provide

Minimising time-  
to-value for  
improvements


Greater focus on  
customer  
experience

Delivering best  
value for money  
for citizens of  
Wales

# Benefits



# Project vs Product

PROJECT MINDSET	PRODUCT MINDSET
Temporary teams	Long-lived teams
Build-once mentality	Test and learn mentality
Customer feedback at the end	Customer feedback throughout the product
Release once	Release continuously
Success is measured by delivery of scope within time and budget	Success is measured by customer satisfaction and value created 
Scope is determined by stakeholders	Scope guidelines are set with stakeholders and teams learn through experimentation and customer feedback

# How do we measure value?



## Feature

New value added to drive a business result; visible to the customer



## Defect

Fixes for quality problems that affect the customer experience



## Debt

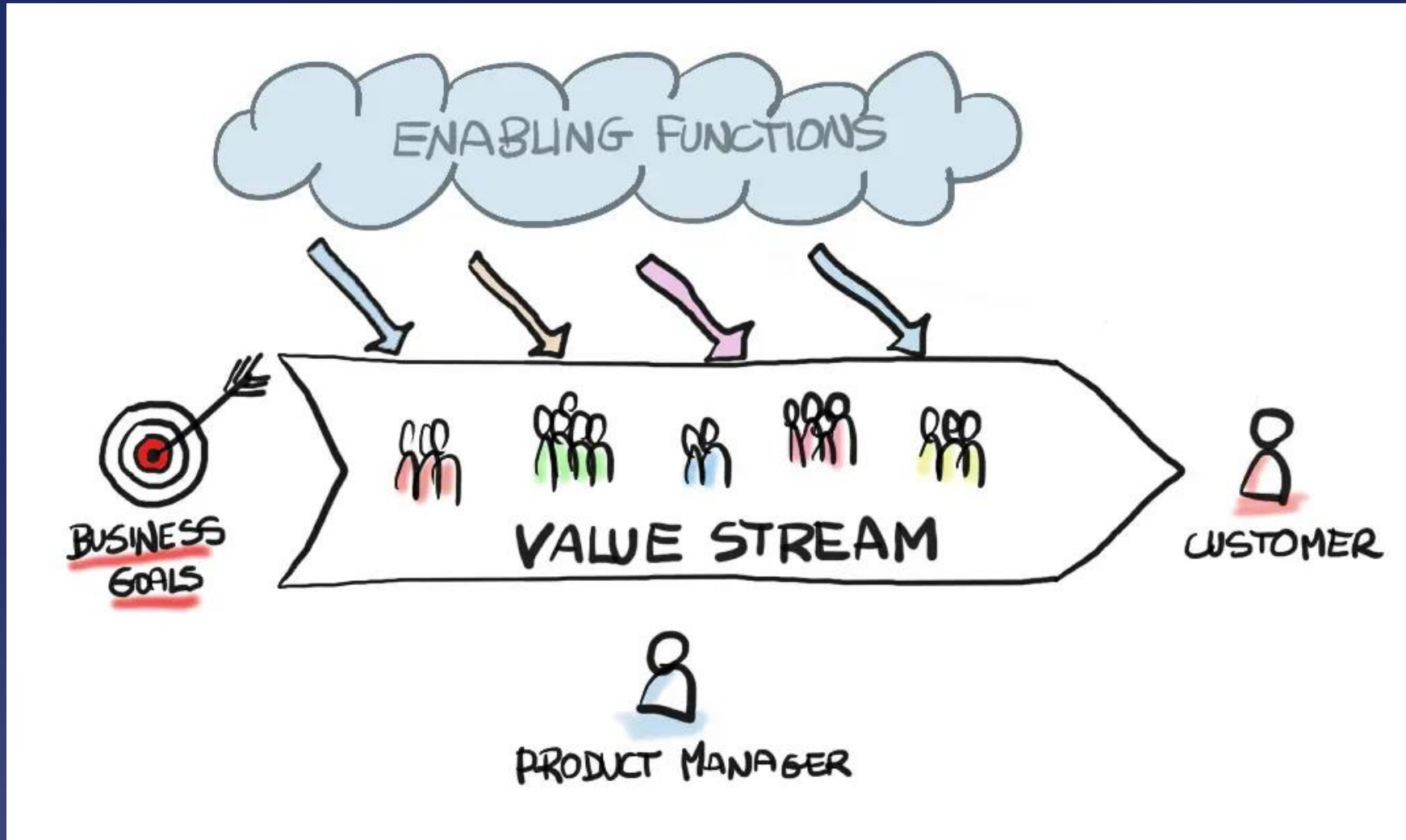
Improvement of the software architecture and operational infrastructure



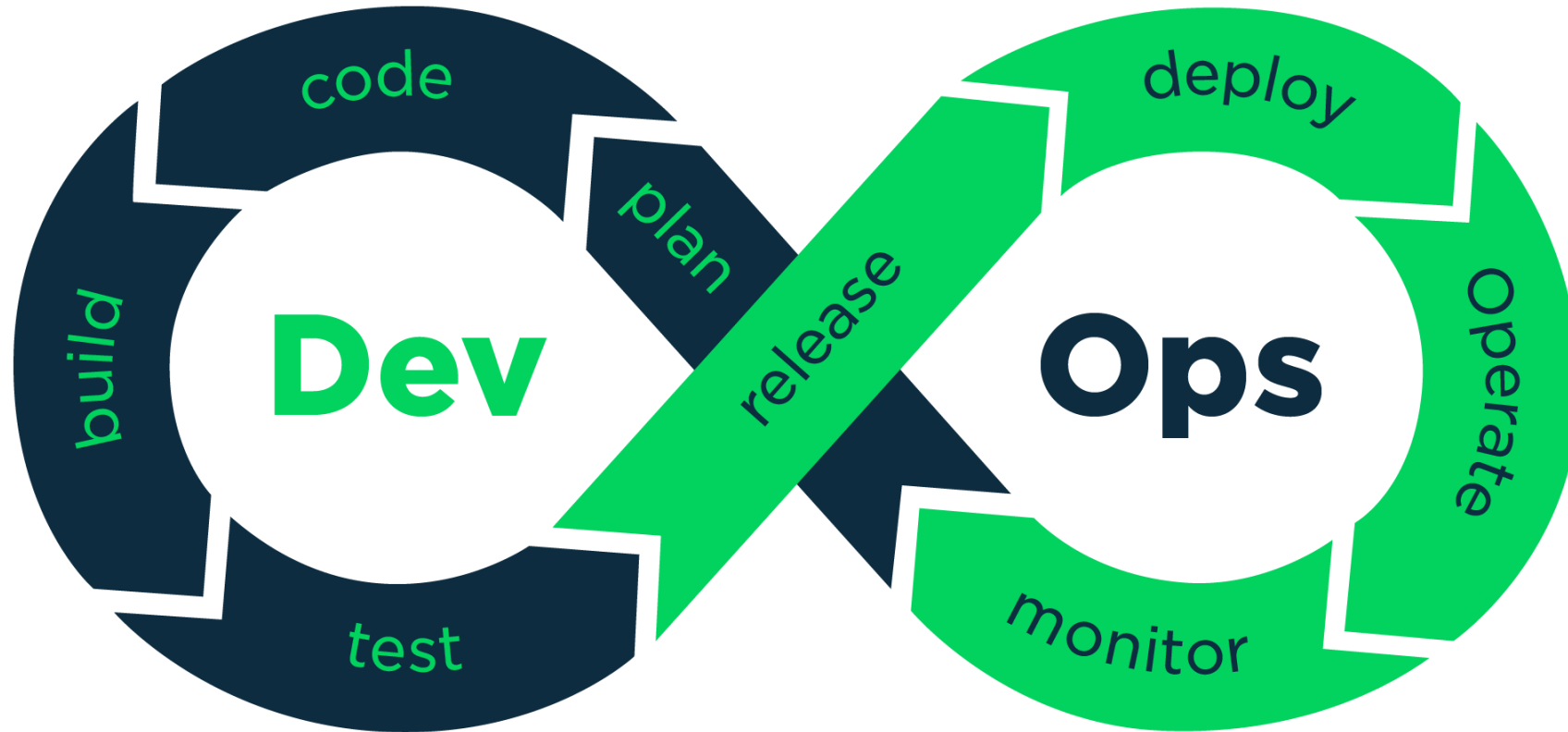
## Risk

Work to address security, privacy and compliance exposures

# How do we measure value?



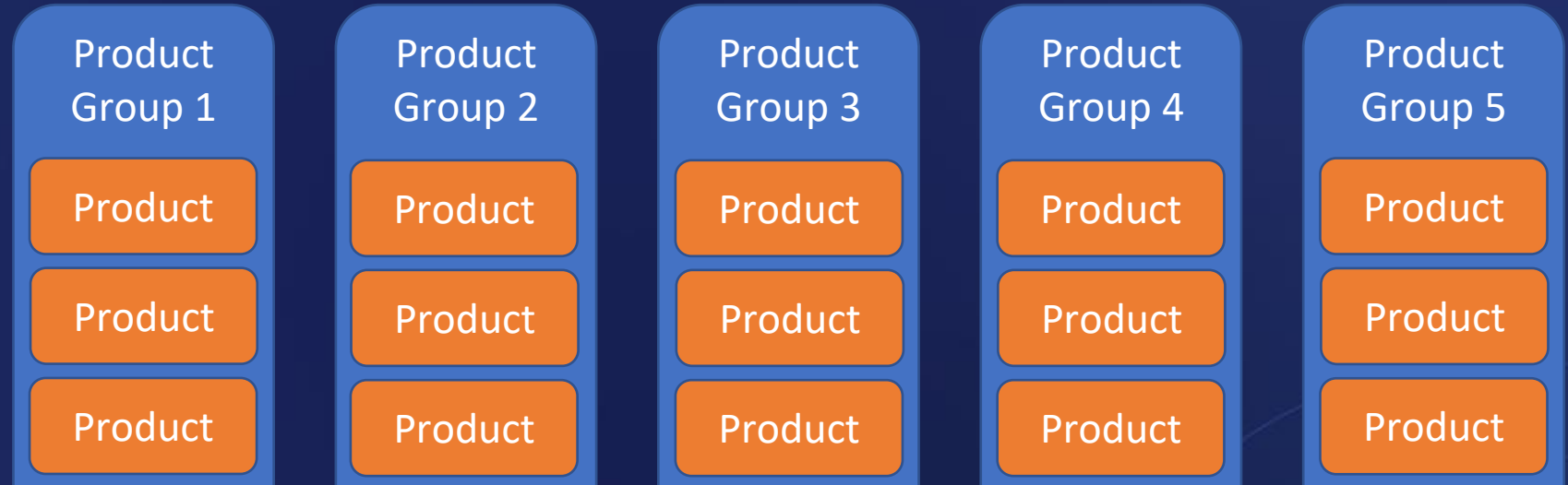
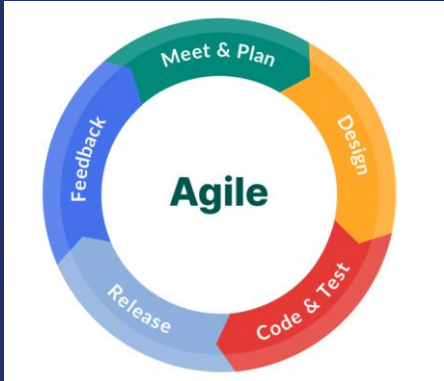
# DevOps



Software delivery performance metric	Elite	High	Medium	Low
<p><b>Deployment frequency</b></p> <p>For the primary application or service you work on, how often does your organization deploy code to production or release it to end users?</p>	On-demand (multiple deploys per day)	Between once per week and once per month	Between once per month and once every 6 months	Fewer than once per six months
<p><b>Lead time for changes</b></p> <p>For the primary application or service you work on, what is your lead time for changes (i.e., how long does it take to go from code committed to code successfully running in production)?</p>	Less than one hour	Between one day and one week	Between one month and six months	More than six months
<p><b>Time to restore service</b></p> <p>For the primary application or service you work on, how long does it generally take to restore service when a service incident or a defect that impacts users occurs (e.g., unplanned outage or service impairment)?</p>	Less than one hour	Less than one day	Between one day and one week	More than six months
<p><b>Change failure rate</b></p> <p>For the primary application or service you work on, what percentage of changes to production or released to users result in degraded service (e.g., lead to service impairment or service outage) and subsequently require remediation (e.g., require a hotfix, rollback, fix forward, patch)?</p>	0%-15%	16%-30%	16%-30%	16%-30%

Product / Platform		Commercial risk	Unsupported software/tech	Cloud readiness	Customer expectation	Reliability	Score	Business criticality
Digital Health and Care Wales Iechyd a Gofal Digidol Cymru	Injectable Medicines						N/A	Clinical Critical
	LIMS						6	Clinical Critical
	MPI						6	Clinical Critical
	CANISC						5	Clinical Critical
	Hospital Pharmacy Services (Formulary etc)						5	Clinical Critical
	RIS (RADIS)						4	Clinical Critical
	ServicePoint						4	Admin Critical
	WCP						3	Clinical Critical
	WPAS						2	Clinical Critical
	Immunisations (WIS)						2	Clinical Critical
	WRRS & TRRR						2	Clinical Critical
	Welsh Pandemic Record						2	Clinical Critical
	WGPR						2	Clinical Critical
	Ref data & WRTS						2	Clinical Critical
	My Health on Line (MHOL) - EMIS						2	Clinical Critical
	GP Practice Systems - EMIS						2	Clinical Critical
	Forms Service - Orbeon						2	Clinical Critical
	Forms Service - FOP						2	Clinical Critical
	Forms Service - ASPOSE						2	Clinical Critical
	Forms Service - SOLR						2	Clinical Critical
	GP Practice Systems - Cegedim/INPS Vision						1	Clinical Critical
	My Health on Line (MHOL) - Cegedim/Vision						0	Clinical Critical
	Prison Health - TPP - SystmOne						0	Infrastructure Critical
	Hospital Pharmacy Stock (WHPSMS)						0	Clinical Critical
	WEDS							Clinical Critical
	WCCIS							Clinical Critical

# Product Operating Model



Practice 1: Enterprise Architecture

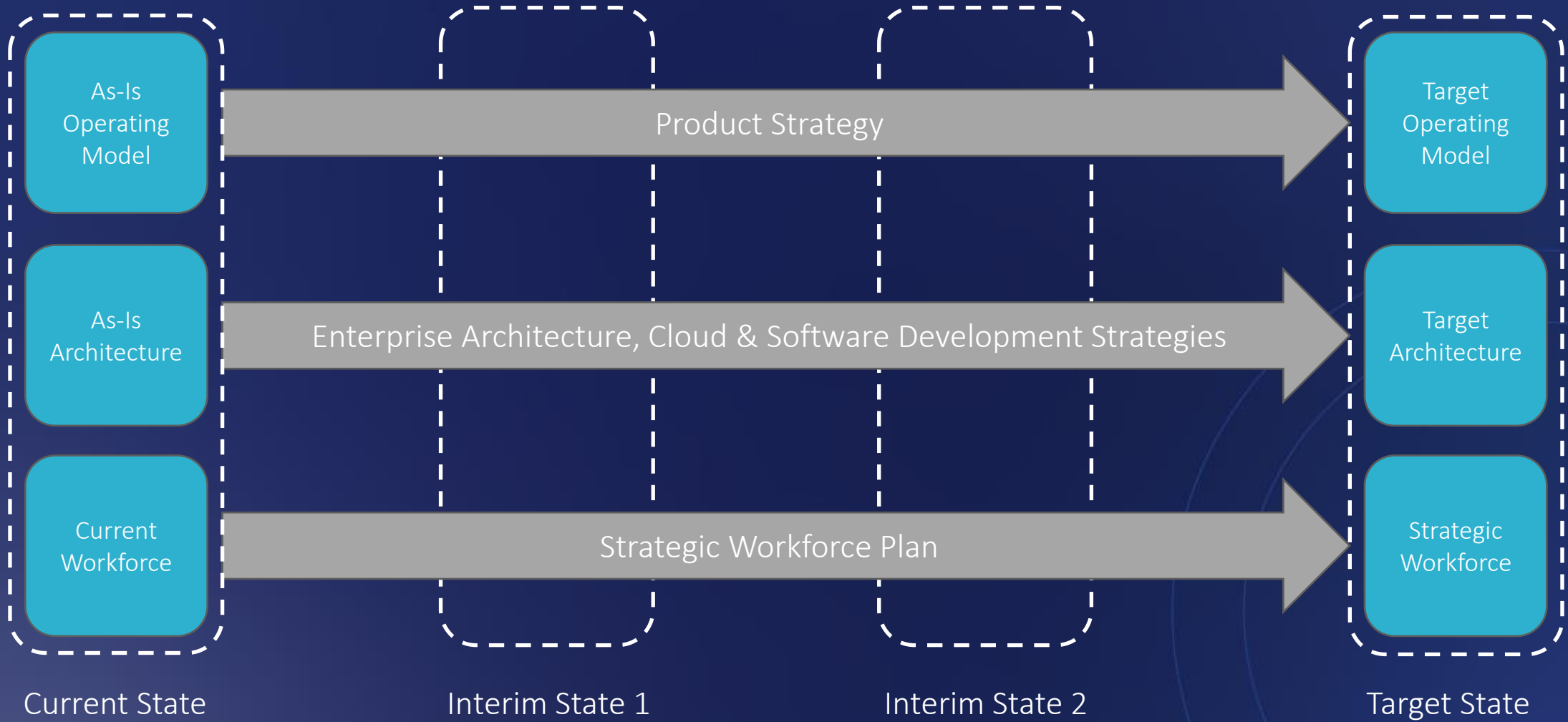
Practice 2: DevOps

Practice 3: ITSM

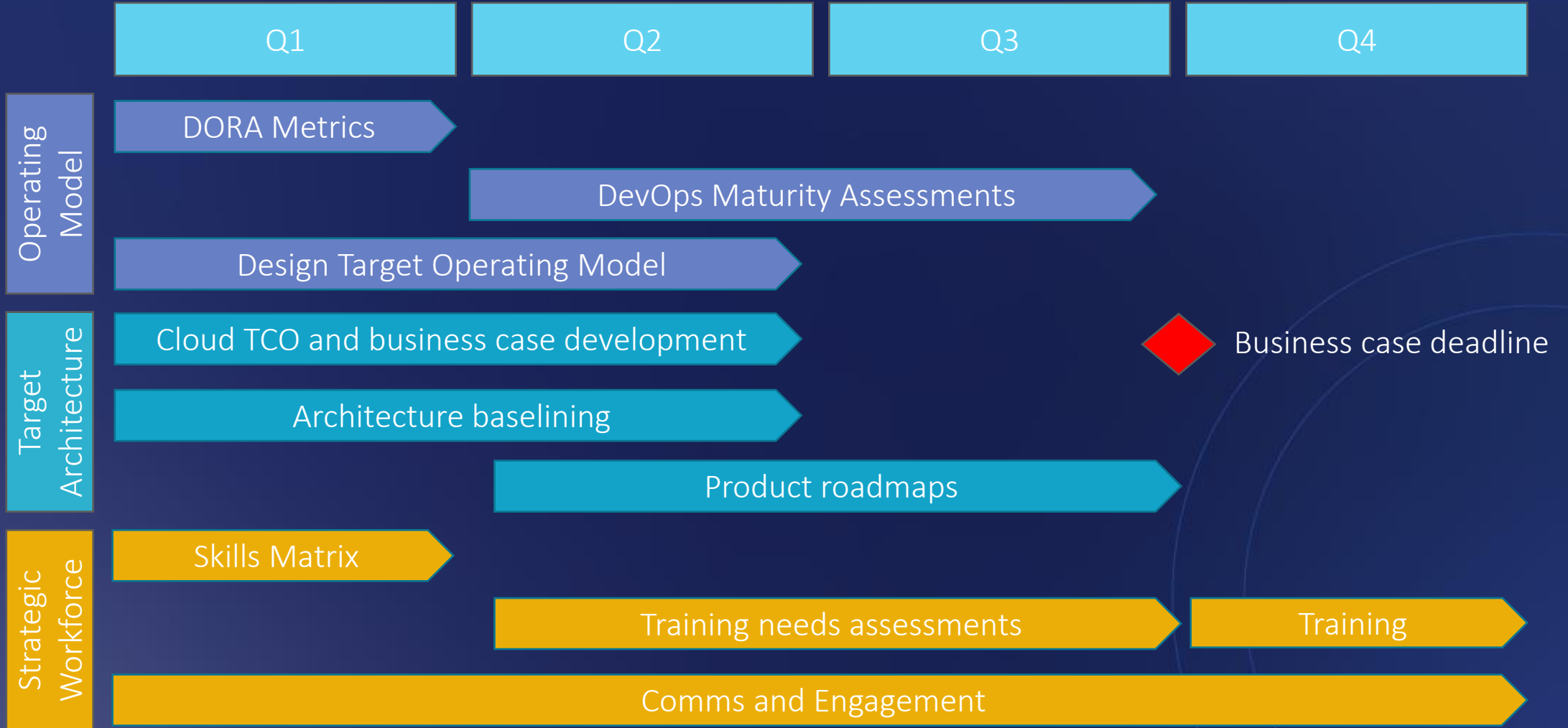
Practice 4: Portfolio Management

Practice 5: Etc

# Holistic View



# Next steps



# Risks

Resources

Investment

Funding  
model

Disruption