



Client Case Study

The Hospital for Sick Children leveraged Info-Tech Research Group's services to ground a business proposal for a \$ 2.5 million, Phase 2 DR plan.

SickKids®

The Hospital for Sick Children
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“We find your research very valuable because you provide very practical insight and include critical details which we take into consideration when we have to make quick strategic decisions.”

Daniela Crivianu Gaita, VP IMT & CIO
The Hospital for Sick Children (SickKids)
Toronto, Ontario, Canada

Organization: One of the world's foremost paediatric health-care institutions dedicated to advancing children's health through the integration of patient care, research and education. Founded in 1875, SickKids is one of Canada's most research-intensive hospitals and has generated discoveries that have helped children globally.

Industry: Health/Life Sciences

Region: Toronto, Ontario, Canada

Organization Size: 8221 staff & students

Technology Profile: The IT Department manages 150+ different software applications which run the full business process. Their core apps are SQL/ Microsoft based in addition to several clinical information systems, business information systems, desktop productivity tools, etc.

Business Situation: The IT Department has to satisfy a set of diverse needs including clinical, educational, research and corporate. Most critically, the IT Department has to ensure consistent quality service to staff who need access to all patient information in real time on a 24/7 basis.

Challenge: In order to enhance their service delivery, and preparedness they needed to implement the second phase of the Disaster Recovery strategy. This required the IT Department to build an extremely thorough business case for the project within a couple of months.

Solution: SickKids' IT Department grounded their proposed approach through research from Info-Tech to ascertain that they had covered all their bases, and proposed to spend the optimal amount. The IT Department submitted the thoroughly formulated proposal on time for approval.



Case Study:



Executive Bio



Daniela Crivianu Gaita is the VP IMT & CIO for The Hospital for Sick Children. As VP IMT & CIO she leads the selection and implementation of innovative technologies in support of strategic directions. Previously she was Head of the Computer Department at the County Hospital of Timisoara. Ms. Gaita holds a Master's degree in Computer Science from the Polytechnic University of Timisoara, Romania.

"I look at the ways in which technology can transform and better the way in which we operate across the organization."

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Business Situation

Ensuring information availability ranks as a top priority for the IT Department.

The staff across the organization have become more and more dependent on technology. One of the main business requirements of IT is to ensure that it provides consistent, quality data across the organization, at all times. Many of the healthcare providers at SickKids deliver care to very complex and critical patients. If the clinical systems are down, clinicians will not have access to vital information required to provide care to patients.

Challenge

Building a solid business proposal for a costly venture in little time.

At SickKids, the IT Department plays a critical role in maintaining information availability. In order to satisfy these requirements, the IT Department had to implement a comprehensive Disaster Recovery Plan. Since SickKids follows a well defined business cycle, a project plan for the second phase of the DRP had to be finalized and submitted for approval within a couple of months. The IT Department had to take care of daily activities, big ticket items, while also formulating a solid business case for the second phase of the DRP (estimated at \$2.5 million), within a few months for review by the governing committees.

Case Study:



Info-Tech Research Group



Info-Tech's products and services combine actionable insight and relevant advice with ready-to-use tools and templates that cover the full spectrum of IT concerns. Our practical approach is designed to have a clear and measurable impact on your organization's bottom line.

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Solution

Partnering with Info-Tech Analysts to comb through fine details.

In order to compile a solid business case quickly and thoroughly, SickKids leveraged their access to industry experts and research papers at Info-Tech Research Group to ground their proposal, satisfy key success factors, and ensure prompt delivery of the business proposal.

Results

Submitted, approved and implemented.

The IT Department built a business proposal based on Info-Tech research, which encompassed all key areas, and was grounded on a thorough analysis for Phase 2 of their Disaster Recovery Plan. The IT Department built a bullet proof plan within a relatively short time, submitted it for approval to the governing committee and feels confident that all aspects of such a complex project have been accounted for.

Critical Insights

Complementing in-house expertise with external experts.

Regardless of an organization's size, or the wealth of information they might already possess, it is critical to collect feedback and validate proposals with subject-matter experts to improve timeliness, quality, and value.