

## 2016 Defense Health Information Technology Symposium

# All You Need to Know About the HIT Shared Services Portal



***“Medically Ready Force...Ready Medical Force”***

**“A joint, integrated, premier system of health, supporting those who serve in the defense of our country.”**



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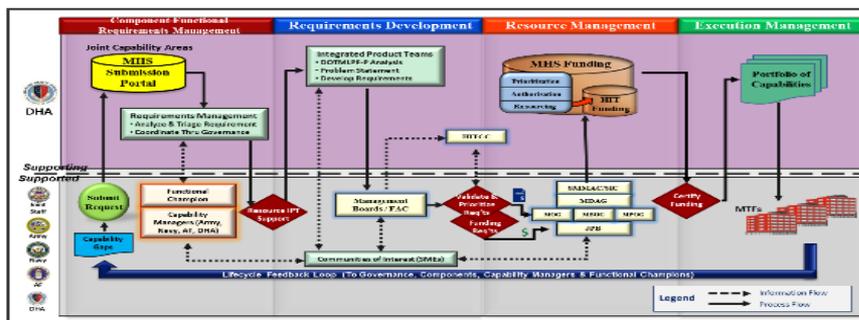
# Learning Objectives

- Describe the Shared Services Portal and how to use the capability
- Discuss the simple facts about Governance
- Identify the key elements you need to know to make the process work for you
- Identify who to call when you have questions

- Shared Services Portal
  - What is the Share Services Portal
  - How do I access the portal?
  - What is required to submit a request?
  - What happens after I submit?
  - How do I track my request?
- Keys to governance
- Where to go for help

# Describe the Shared Services Portal

## Welcome to the MHS Submission Portal



This Portal is your gateway to submit, track, and provide additional documentation for investment requirements.

In addition we have provided you with the resources, such as templates and reference documents, to better define your capability needs

We are always open to comments regarding this site. If you have an idea for improvement, or if you have any questions on the governance process please contact the Requirements Management team at:

[Requirement Management](#)

**HIT Catalog of Services**



Request a HIT Service / Review my Service Request(s)

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**Requirements Management Submission**



Submit new Functional Requirement or Capability Gap

**Req Mgmt Process Templates and Tools**



Access to Requirements, CONOPS, BCA, etc. Templates and Tools for the Requirements Management Process

**Investment Submission Documentation**



Access to MHS Submission Libraries to Post Additional Supporting Documentation

**My Submissions/My Tasks**



View the list of your MHS Submissions or Tasks Requiring Your Attention

**Reports and Metrics**



Access to MHS Submission Queue and Metrics Pre-canned Reports

<https://info.health.mil/hit/portfolio/invest/gov/ISP/SitePages/Home.aspx>

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# HIT Catalog of Services Homepage



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BROWSE PAGE

SHARE



Health IT (HIT) Request Portal  
HIT APPS > Health IT (HIT) Request Portal

Search this site

- MENU
- DHA
- Business Support
- Education & Training
- Healthcare Ops
- Health IT
- NCR Medical
- R&D/Acquisition
- MHS
- Services
- Help

## HIT Request Portal Actions



[View / Request a HIT Service](#)



[View My Service Requests](#)



[Reports & Metrics Under Construction](#)



[HIT Catalog of Services](#)



[View / Closeout Legacy Requests](#)



[MHS Submission Portal Homepage](#)

## Welcome to the New Health IT Request Portal.

To submit a new request select [View/Request a HIT Service](#).

To view a request submitted prior to 20 June 2016 select **LEGACY** in the navigation menu or [Click Here](#).

## 6 Step Process

Our new approach follows a transparent 6 Step process with established timelines available for everyone to see.



\* Actual timelines may differ depending upon the service requested.

## Our Purpose

The purpose of the Health IT Request Portal is to provide the "users" of commodity IT services WITH a single place to request those services. Stakeholders will have transparency of the service request as it moves through the service lifecycle. Customers will receive e-mail notifications through the six stages of the service lifecycle and will also have the ability to check the status at any time by logging into the portal and selecting [View My Service Requests](#).



# How to use the portal?



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## Health IT (HIT) Request Portal

HIT APPS > Health IT (HIT) Request Portal

Search this site



DHA Business Support Education & Training Healthcare Ops Health IT NCR Medical R&D/Acquisition MHS Services

Help

### DHA Links

DHA Publications

Human Resources

Training

### Site Nav

HIT Request Portal Home

**View / Request a HIT Service**

View My Service Requests

Reports and Metrics

HIT Catalog of Services (pdf)

MHS Submission Portal

### Site POC

Submit Web Request

## View/Request a HIT Service

Select a service for more information. - [Can't find the service you're looking for? Click Here](#)

### Cyber Security Operations

Assessment and Authorization

Cyber Security Ops

Policy

### Information Delivery

Business Intelligence and Analytics

Clinical Decision Support

Data Acquisition Management

Data Architecture Management

Data Governance Support

Data Operations Support

Enterprise Content Management

Health Surveys

HIE Business Operations

### Infrastructure & Operations

Circuit Management

Computer Network Defense (CND)

Deployment

Directory Services (DS)/Enterprise Management (EM)

Engineering

Enterprise Software Management (ESM)

Gateway

Global Service Center

### Training and Workflow Management

Business Process Management/Business Process Re-Engineering (BPM/BPR)

Clinical Content and Template Management

Clinical Technology Consulting

Clinical/Functional Testing Expertise

Clinical/IT/Business Integration

End User Training

Product and Curriculum Lifecycle Training

Workflow Integration

https://info.health.mil/hit/portfolio/invest/gov/isp/SitePages/Home.aspx

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# What is required to submit?

### Migration

**Description:**

Migration Services provide design and engineering support for the migration of Computing and Communications Infrastructure (C&CI) components to new physical facilities or the virtual migration of application to new enclaves.

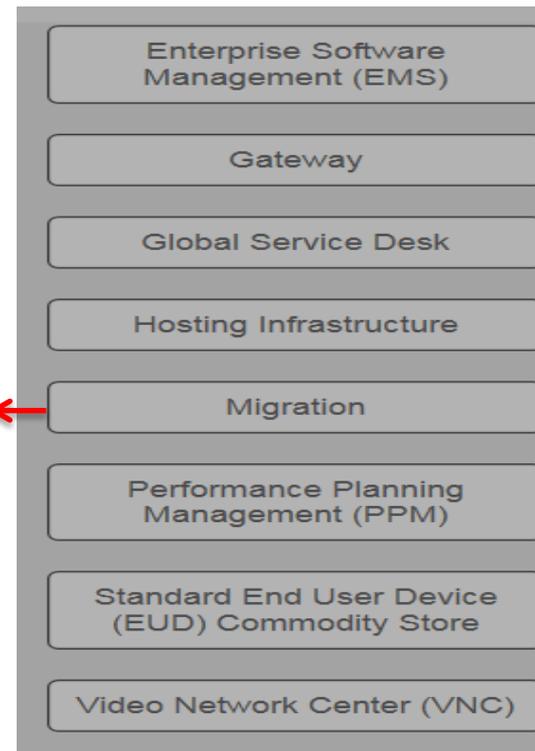
**Service may include:**

- Engineering and program management support for physical moves to new spaces, including assistance with computing room design and coordination of C&CI components moves
- Facilitate communications of lessons learned across multiple physical moves - often times the I&O staff are the only participants who have experience with computing room moves
- Engineering consulting support for application virtual moves to new enclaves
- Support for ports, protocols and services management (PPSM) changes

**Time line:**

- Step 1 (Initial Review of Request): 1-2 days
- Step 2 (Customer Requirements Deep Dive): 5-14 days
- Step 3 (Technical Review/Analysis): 1-10 days
- Step 4 (Assign to Appropriate Personnel): 1-2 days
- Step 5 (Execute Request): TBD; based on scope and complexity; HIT to progressively elaborate
- Step 6 (Document Completed Request): 1-2 days

[ORDER SERVICE ►](#)



- Enterprise Software Management (EMS)
- Gateway
- Global Service Desk
- Hosting Infrastructure
- Migration**
- Performance Planning Management (PPM)
- Standard End User Device (EUD) Commodity Store
- Video Network Center (VNC)

# What is required to submit? continued



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Navigation Loading

## New Enterprise Service Request: -

\* Denotes Required Field

\* Service Request ID:

\* Agency:

Navy

Service, Agency or Department

\* POC:

Henderson, Edward L. GS

POC Name (Last, First MI)

\* Email:

Edward.Henderson@med.navy.mil

POC email

\* Phone:

210-808-0696

POC Phone

Location:

BoA

Physical Location

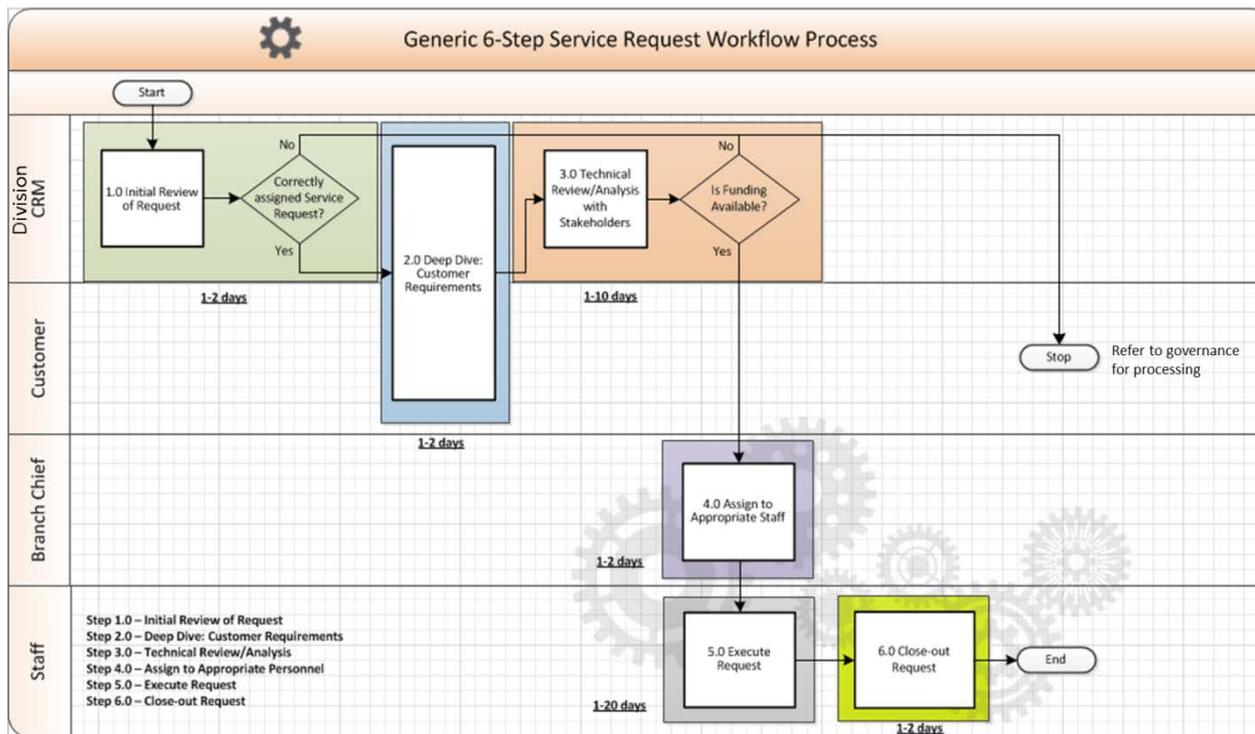
System:

\* Requirement:

Analyze data collected during 110 Value Delivery System (VDS) workshops. Each VDS contains 9 data categories, each category contains between 7 to 14 data elements.

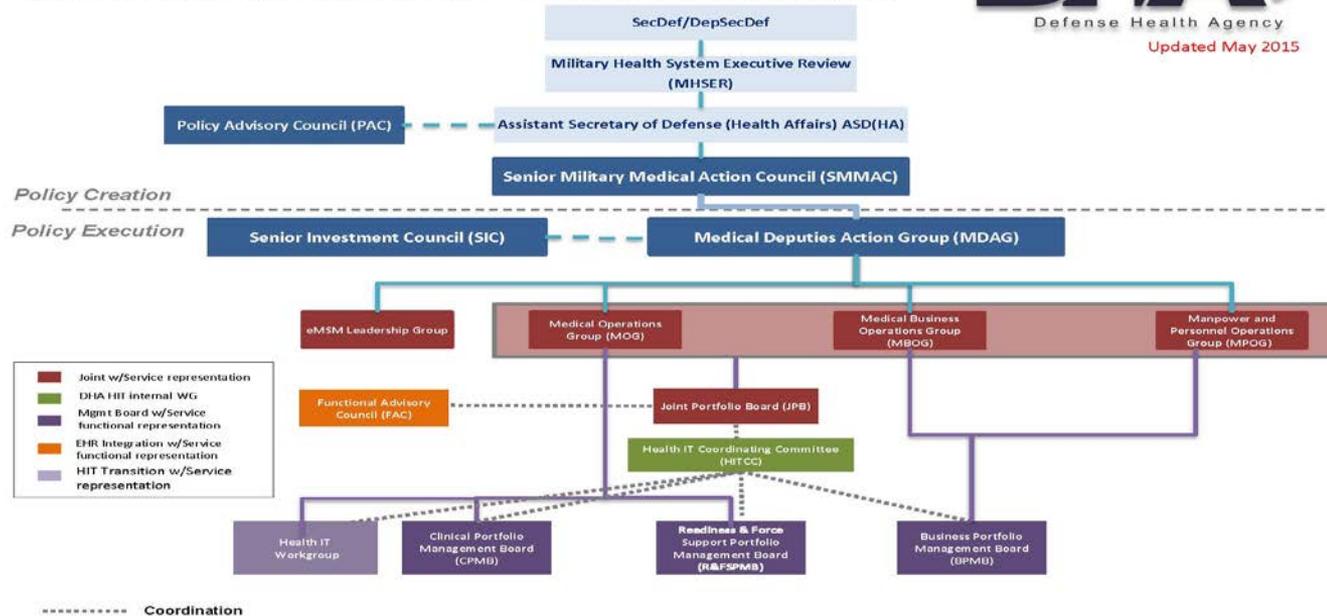
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# What happens after submission?



# Governance: Is it needed?

## MHS Governance Board Structure



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# Non-Catalog of Services requests



- DHA Links
- DHA Publications
- Human Resources
- Training
- Site Nav
- HIT Request Portal Home
- View / Request a HIT Service**
- View My Service Requests
- Reports and Metrics
- HIT Catalog of Services (pdf)
- MHS Submission Portal**
- Site POC
- Submit Web Request

## View/Request a HIT Service

Select a service for more information. - [Can't find the service you're looking for? Click Here](#)

### Cyber Security Operations

- Assessment and Authorization
- Cyber Security Ops
- Policy

### Information Delivery

- Business Intelligence and Analytics
- Clinical Decision Support
- Data Acquisition Management
- Data Architecture Management
- Data Governance Support
- Data Operations Support
- Enterprise Content Management
- Health Surveys
- HIE Business Operations

### Infrastructure & Operations

- Circuit Management
- Computer Network Defense (CND)
- Deployment
- Directory Services (DS)/Enterprise Management (EM)
- Engineering
- Enterprise Software Management (ESM)
- Gateway
- Global Service Center

### Training and Workflow Management

- Business Process Management/Business Process Re-Engineering (BPM/BPR)
- Clinical Content and Template Management
- Clinical Technology Consulting
- Clinical/Functional Testing Expertise
- Clinical/IT/Business Integration
- End User Training
- Product and Curriculum Lifecycle Training
- Workflow Integration

# Key elements you need to know

- Coordinate with your Service representatives
- Submit request to correct portal
- Be prepared to champion your request
  - Work with assigned division
  - Division may require additional information
- Governance should be minimal
- Track your request

# How do I track my request?



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**DHA Links**

- DHA Publications
- Human Resources
- Training

**Site Nav**

- Libraries
  - Town Halls
- DHA Front Office
- Chief of Staff
- DHA OGC
- Office of the EHR Functional Champion
- ESC Request Portal
  - Submission Portal Home

**Request Queue**

Show  entries

Search:

Title	Agency	POC	Request Type	Current Step	Assigned To
20160518-152532	DHA IDD/HIT/WSC	Batteen, Thomas M Mr CIV DHA Health IT MITC	Computer Network Defense (CND)	4	
20160518-153347	DHA Enterprise	Batteen, Thomas M Mr CIV DHA Health IT MITC	Health Surveys	2	
20160518-154903	DHA WSC	Batteen, Thomas M Mr CIV DHA Health IT MITC	Data Acquisition Management	2	
20160518-162343	DHA HIT	Batteen, Thomas M Mr CIV DHA Health IT MITC	Clinical Decision Support	3	
20160523-131424	DHA IDD	Batteen, Thomas M Mr CIV DHA Health IT MITC	Policy	3	
20160524-	Air Force	Batteen, Thomas M Mr CIV	Video Network Center (VNC)	2	DHA Owners



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# How do I track my request? continued



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DHA Links

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Site Nav

Libraries

Town Halls

DHA Front Office

Chief of Staff

DHA OGC

Office of the EHR Functional  
Champion

ESC Request Portal

Submission Portal Home



<b>Request #:</b>	20160523-131424	<b>Customer:</b>	Batteen, Thomas M Mr CIV DHA Health IT MITC
<b>Status:</b>	Step 3	<b>Phone:</b>	210-808-0708
<b>Service:</b>	Policy	<b>Email:</b>	Thomas.Batteen.ctr@med.navy.mil

Requirement:

abcdefg

Approval:

Step 1	Batteen, Thomas M Mr CIV DHA Health IT MITC	5/19/2016	Approved	Step 1 Approved	Approve/Action ▾
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# Who do I call for help?

- **Section Chief & DHA/NCR-MD: Lt Col Jerry Harvey**  
[jerry.a.harvey4.mil@mail.mil](mailto:jerry.a.harvey4.mil@mail.mil), 703-681-7686
- **Air Force: Bruce Tuckerman**  
[bruce.a.tuckerman.civ@mail.mil](mailto:bruce.a.tuckerman.civ@mail.mil), 210-315-5064
- **Army: Roger Curtis**  
[roger.g.curtis.civ@mail.mil](mailto:roger.g.curtis.civ@mail.mil), 703-681-4806
- **Navy: Elaine Shorkey**  
[elaine.a.shorkey2.civ@mail.mil](mailto:elaine.a.shorkey2.civ@mail.mil), 703-681-7627

# Summary

- Described the Shared Service Portal
- Discussed governance
- Identified the key elements
- Identified who to call for help

# Key Takeaways

- Two Request Portals
  - Health IT Shared Service Request
  - Requirements Management Submission
- Navigating Shared Service Portal and Processes
  - URL and Request Form
  - Catalog of Services
- Keys to Governance
  - Have knowledge of hierarchy
  - Should be minimal for Shared Service
- Where to go for help

Questions?



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# Panel Discussion

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# Evaluations

- Please complete your evaluations

# Contact Information



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**Portfolio Management and Customer Relationship Div**  
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