Consumerism, changing reimbursement models, and regulatory requirements — along with disruptive technologies that include social, mobile, analytics and cloud — are driving fundamental changes in healthcare. In response, healthcare organizations are looking to operate in new ways.

To succeed, these new models of care need new models of IT.

**Align Business and Technology**

Recognizing that traditional IT models hold back innovation, many healthcare CIOs are considering a shift to an IT as a Service (ITaaS) model. This is particularly the case for innovation projects, where the cost and time scales associated with providing development and test environments can be a block to moving forward.

ITaaS and an integrated DevOps approach can reduce overall operating costs and shift the IT organization from a capital-intensive approach to a more economically advantageous consumption-based model. At the same time, ITaaS can accelerate innovation by freeing key IT staff from a focus on “run and maintain” activities, allowing them to deliver clinical value and enable strategic business change.

By focusing on outcomes and operational efficiency, ITaaS allows the IT organization to become an innovation engine, fully aligned with the strategic aims of the business.

**Respond to Economic Levers for Change**

By moving IT delivery to a consumption model, Agile ITaaS can deliver a step change in costs. CSC’s Agile Health approach allows a healthcare organization to respond to three key economic imperatives that are often inaccessible in traditional ITIL-based approaches to IT delivery.

- **Commoditization**: Gain flexibility and contestability across multiple service providers by purchasing compute, network and storage as a commodity, through a service-level agreement, rather than as a series of physical components needing to be assembled.
- **Standardization**: Work efficiently within one version of a development environment rather than many, by removing the “craftsman” approach to designing and building application stacks and by adopting standard “blueprint” architectures.
- **Multitenancy**: Enable rapid delivery of new solutions by creating reusable infrastructure, platforms and software that can be assembled quickly in a highly federated business model, which accelerates adoption and integration of both commercial off-the-shelf (COTS) and custom applications.

In many cases, applications portfolios are diverse and not engineered for operability. Leveraging these three economic imperatives significantly reduces both the environment’s complexity and the resources required to run it. With labor costs estimated at more than 50% of IT budgets, Agile ITaaS directly and favorably impacts costs.

Automation of manual activities and consistency of solutions immediately drive ROI for the IT department. They also create a network effect across the organization by allowing a consistent service integration and management (SIAM) capability, with automation, integration and operational analytics.

**Achieve Greater Agility — Leverage Our Expertise**

CSC is a leading next-generation IT solutions and service provider, with global experience and an established focus on healthcare. With extensive domain knowledge gained through working with some of the world’s largest and most complex healthcare systems, CSC is well placed to help you adopt an Agile IT as a Service model.

With Agile ITaaS, you will gain:

- **New technology models that increase delivery speed.** An ITaaS foundation enables you to more rapidly build new systems, technologies, service delivery methods and consumption models geared toward stakeholder needs. The result is an efficient IT delivery model optimized for clinical and business agility, high performance and availability.

As healthcare organizations embrace converged infrastructure and
consumption-based cloud, they are often forced to make a choice: speed and perceived lower costs of a public cloud service, or control and security with a private cloud infrastructure. With CSC’s Agile ITaaS, you can adopt a trusted hybrid cloud approach that provides a secure and largely automated environment to enable movement of business and clinical workloads between internal and external resources. With this “best of both worlds” approach, clinicians and administrators can easily and securely share patient information throughout the extended healthcare network.

CSC can help you introduce infrastructure automation and virtualization, standardizing servers, storage and networking. Adding Storage as a Service will help you manage, recover and archive data while reducing data storage costs, freeing up capital and improving business agility.

CSC can also guide you in removing the barriers between your software development and operations teams. New DevOps methods and technologies provide the framework to rapidly develop, test and release software. Development cycles can be further accelerated — with reduced costs — by using a Testing as a Service approach.

And you can protect your organization’s most valuable assets — and assure compliance and confidence — with our cybersecurity services.

New consumption models that make it easier for end users to use IT.
Enabling a patient-centric and collaborative work environment requires a comprehensive clinical mobility strategy that addresses connectivity, usability and security. CSC’s MyWorkStyle approach to workplace technology combines industry-leading mobility, communication and collaboration tools on a single platform. With MyWorkStyle, you can deliver desktops and clinical workspaces that roam with clinicians, providing secure and fast access. Since the data is accessed virtually, and not stored on PCs or mobile devices, the risk of lost or stolen information is reduced.

With Agile ITaaS, innovation is just a few clicks away. You can create your own applications store and provide easy access to public markets as well. By developing a self-service application catalog or AppStore, you can create role-based secure access to services, allowing doctors, nurses, pharmacists, administrative managers and others to choose from a tailored set of offerings relevant to their functions.

Aligning IT costs with consumption provides a transparent view of IT resource usage and costs. Rather than being charged an allocated flat fee for internal IT, business leaders can monitor charges and decide whether or not to extend their use of IT services. ITaaS also allows the flexibility to choose from multiple service providers with contestability and virtually no switching costs.

New operational models that move IT expertise closer to the end user.
More coordinated and personalized care leads to enhanced patient experiences and care outcomes. With Agile ITaaS, IT organizations can operate as an internal service provider and also enable their healthcare organizations to extend their reach to external enterprises involved with care collaboration, such as other healthcare organizations, ambulatory care, physician offices, skilled nursing facilities, home healthcare and other smaller healthcare providers — improving care coordination and opening new revenue opportunities.

Transforming IT into a service provider also expands opportunities for your staff to broaden their technical expertise and deepen their role as business consultants. By moving resources out of maintenance duties to more value-added initiatives, your IT teams can use their skills to bring about strategic change. They can also move closer to the end user, adding more clinical value.

Responding Rapidly to Change
Using a dynamic ITaaS model, healthcare organizations can innovate quickly and efficiently; align IT priorities and investments with broader business plans; optimize infrastructure to meet application demands; and improve employee performance. Most importantly, they — you — can move closer to achieving healthcare’s triple aim: better care for individuals, better health for populations, and lower per capita cost.

When IT is delivered as a service, innovation flourishes. Let CSC show you how.

Learn more at csc.com/healthcare.
#AGILEHEALTH