Content Change management - Moving Forward

Kent Spackman
Chief Terminologist

Ian Green
Content Development Manager

Introduction

- Structured process to deliver content change

- Business as usual

- What do we have in place?

    - Documentation

    - Templates

    - Content tracker(s)

Existing content change process

- Support organisation
- Central portal (SiRs)
- Support organisation
- "Waterfall" process
- Support for single and bulk requests
- Lack of transparency to external users

Current position

- Support organisation
- Small numbers of qualified SNOMED CT authors

- National Release Centres (NRC's) – limited authoring capacity

- Low numbers of SNOMED CT authors globally

Drivers for change

- Future proof a system for the management of change

- Improve existing system to provide a better user experience

- Make the process more transparent and responsive to users

- Expanding SNOMED CT user base globally

- Increasing numbers of requests for change

- Need to increase SNOMED CT authoring resource globally

- Improve the quality of the reference data within SNOMED CT, by harnessing clinical experts globally

End to end process

- Request submission

- Content change management

- Collaborative editing

- Release publication

- Feedback routes for quality issues to be incorporated into the change management process

Why emphasize the end to end nature of the process?

- To deliver content change requires:
  - A requirement to change
  - An understanding of the change
  - A preferred solution
  - Some authoring . . . .
  - Release of the files
  - Feedback from users
- Transparency to users
  - Where is my request, and how soon will it be in SNOMED CT?
- Agile process
  - To effectively deliver differing types of requirements

Overview of the content change management process

- Inception
  - Agreeing and stating the change requirement
- Elaboration
  - Planning and documenting solution
- Construction
  - Implementing/authoring the change
- Transition
  - Publishing the change and receiving feedback

The importance of Inception and Elaboration

- Clarification of requirements for change

- Documentation of requirements for change

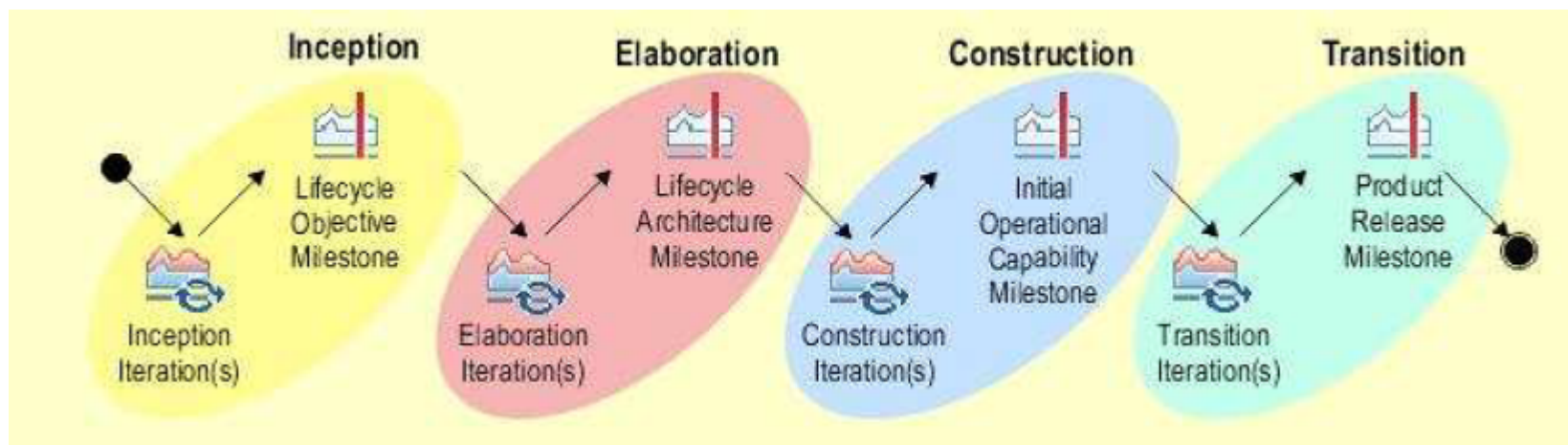- Agreement between parties

- Identification of stakeholders

- Develop iterations to meet requirements for change

- Ensuring the optimum solution is identified and documented
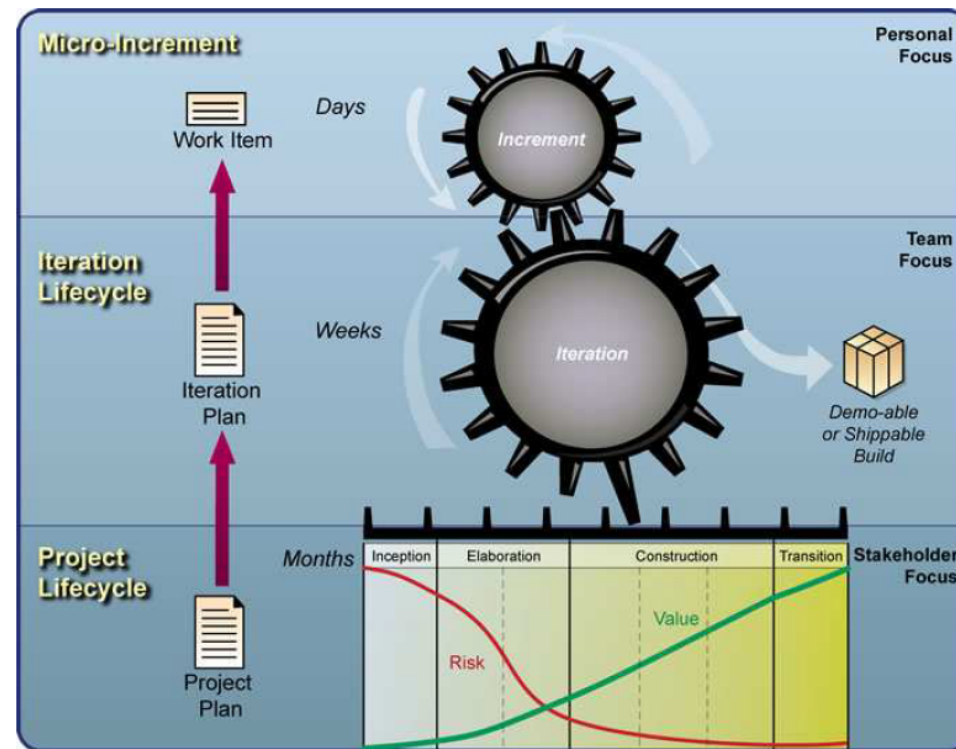

- Agile process

Open Unified Process

- Open-source software development framework
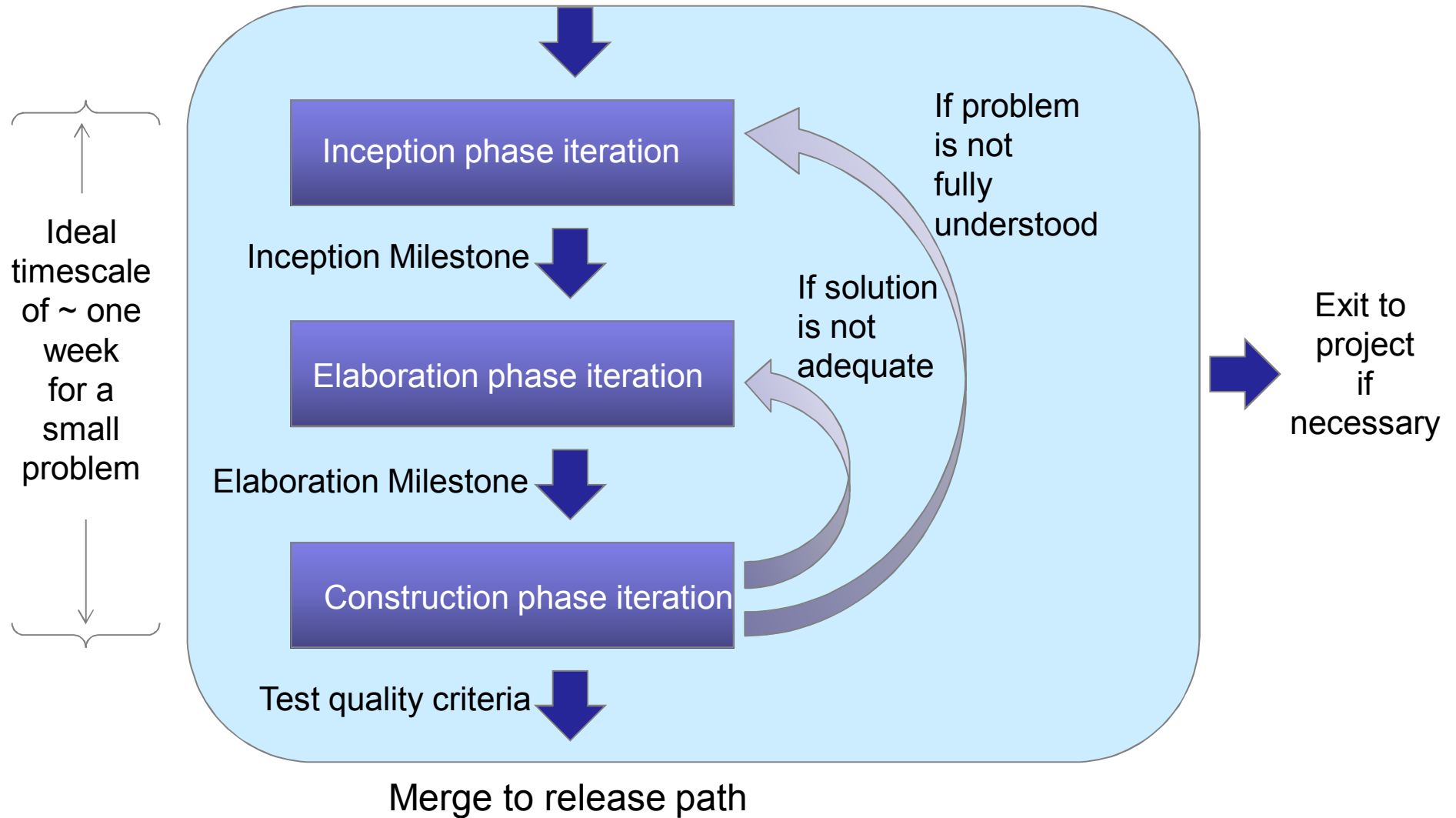- Uses an agile approach
- Four phases

OUP – What does it mean ?

FAST TRACK

Ideal timescale of ~ one week for a small problem

Inception phase iteration

Inception Milestone

Elaboration phase iteration

Elaboration Milestone

Construction phase iteration

Test quality criteria

If problem is not fully understood

If solution is not adequate
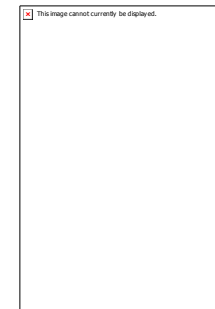
Exit to project if necessary

Merge to release path

Inception

- Inception
  - Agreeing and stating the change requirement

- Identification of a requirement
- Scope and scale of the requirement
- Who needs it and by when
- Nature and size of the requirement
- Early impact assessment
- Determination whether to proceed

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Elaboration

- Elaboration

    - Planning and documenting solution

- Defining the architectural solution

- Specifying the preferred methodology for editing

- Alpha testing the solution

- Impact assessment

- Notifying users of the proposed change

- Agreement to make the change
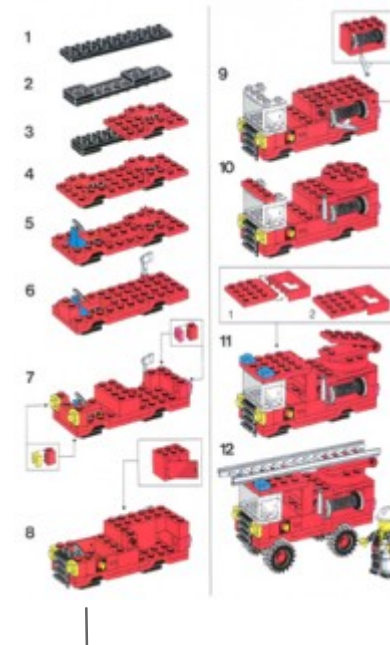
Construction

- Construction

  - Implementing/authoring the change

- Editing the solution in the SNOMED CT environment
- Beta testing internally and externally
- Notifying users of final release

Transition

- Transition

  - Publishing the change and receiving feedback

- Edited solution incorporated into release path – pre-publication

- Publication in the scheduled release

- Incorporation into systems

- Validation and verification by end-users

- Feedback from end-users

Fast Track

- Majority of requests are individual "simple" requests

- Need a system to address large number of change requests

- Process must be agile

- Process must be transparent

- Process must deliver functionality and thorough review

- Follows the OUP process – light touch

Projects

- Follow standard project management methodology
- Manage large scale change in terms of numbers
- Manage change in terms of complex requirements
- Changes that require a level of governance
- May require funding and resources to deliver objectives
- Usually delivery of change over a longer term (greater than one release)

Content tracker(s)

- Content tracker
- Pre-coordination tracker

- Visibility of stated content change requirements
- Management of stated content change requirements

Request submission

- Where do change requests come from?
    - Individual SNOMED CT users
    - Professional groups
    - System suppliers
    - Internal IHTSDO groups
    - National Release Centres (NRC's)
    - SNOMED CT authors
    - Translation activities
    - Harmonisation work with other standards bodies

Types of change requests

- New concept/change to existing concept
- New synonym/changes to existing synonym
- New relationships/change to existing relationships
- New cross maps/change to existing cross-maps
- Change to existing translation
- New translation requirements
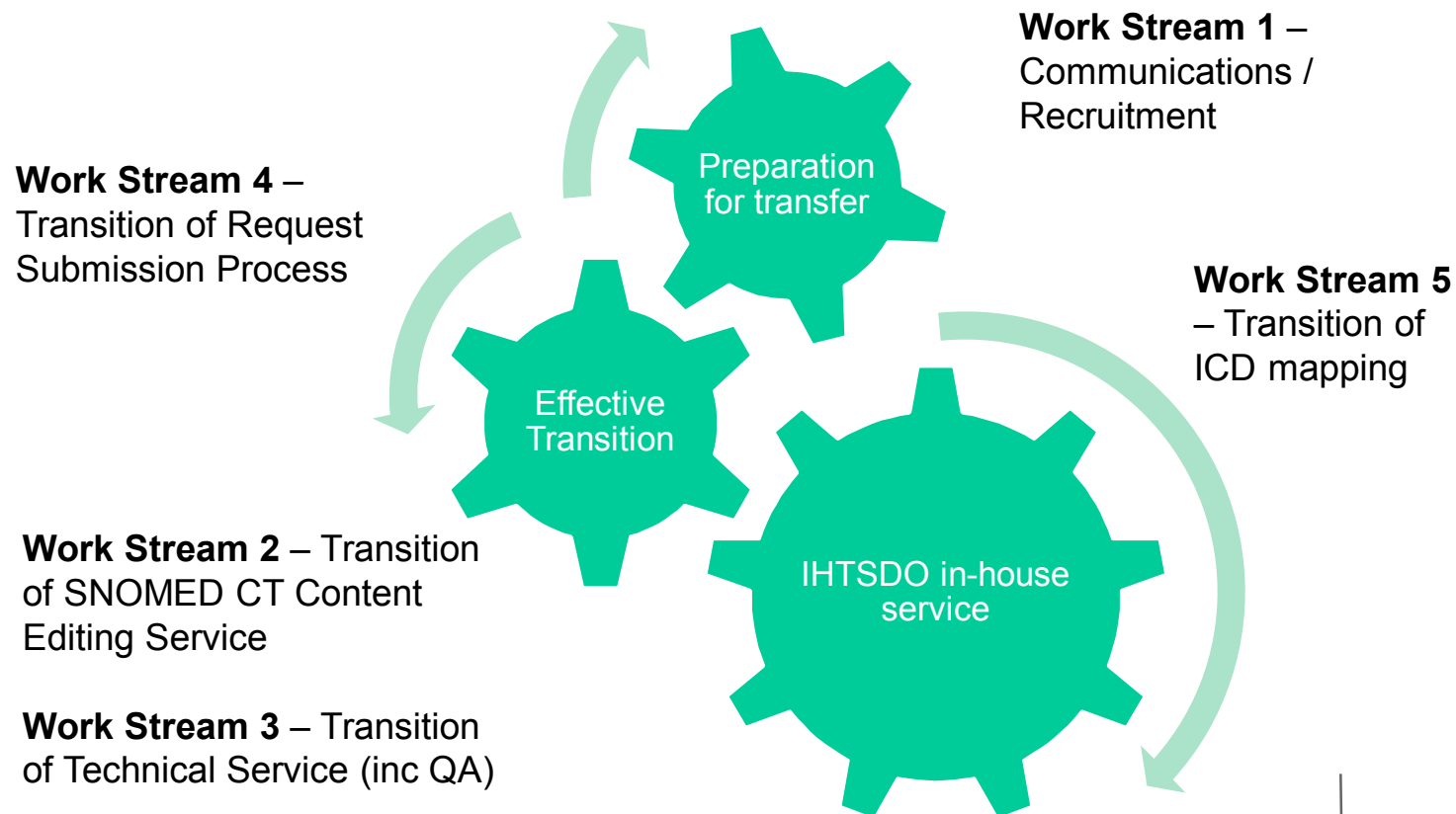- Development of new concept model

Submitting requests for change

- In the process of transition from old system to new

- Single portal
- Web-based
- Workflow driven by content change process
- Checkpoints within process to assist users
- Interface to support transparency of process

Plans for the future / Transition

Work Stream 1 – Communications / Recruitment

Work Stream 4 – Transition of Request Submission Process

Work Stream 5 – Transition of ICD mapping

Work Stream 2 – Transition of SNOMED CT Content Editing Service

Work Stream 3 – Transition of Technical Service (inc QA)

Preparation for transfer

Effective Transition

IHTSDO in-house service

Proposed timescales

- Complete initiation of the Programme (early Oct 2012)
- Assign required budget and resources (early Oct 2012)
- Implement new request submission process (test in Nov 2012 ... go live early Dec 2012)
- Review and approve all existing documentation (Oct / Nov 2012 ... sign off Dec 2012)
- Establish working practices for new staff and 'in-house' service (Oct / Nov 2012)
- Define all processes for SNOMED CT editing and technical release service (by Dec 2012)
- Complete mapping service transition (by end Dec 2012)
- Readiness review Dec 2012
- Business assurance of BAU from Jan 2013

Content Change management
(Delivering SNOMED CT Content)

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