

# Communications Plan

Prepared By:

Carol P. Garnham,  
 Project Team Facilitator

Organization:	Southern Health – Sante Sud	Nov3-2017
Facility:	Regional Information and Communication Technology	
Project:	Lean Six Sigma Identity Management – Who’s Who in the Zoo?	

## Questions and Answers

	What questions do you think staff are going to ask?	Craft your response to those questions
1	Why are we doing this, don't you have something better to do?	<p>The focus of the initiative is to develop a sustainable process so that</p> <ul style="list-style-type: none"> <li>▪ ICT is notified of the new hire employee IDs as far upstream in the hire process as found to be possible to improve customer satisfaction, improve response time and reduce cost, and to</li> <li>▪ Identify a method, application and employee resource group to uniquely identify and track non-employees requiring network access.</li> </ul>
2	Why are we doing this project?	<p>Because there is no clear process identifying what information should flow, from whom, to who, when, the result is fragmented flow which often results in significant effort and confusion. This impacts the ability to provide and enforce:</p> <ul style="list-style-type: none"> <li>▪ Just-in-time Privilege <i>what you need when you need it...not before and not after.</i></li> <li>▪ Just-in-time Privilege <i>read or write access to a sub-set or specific software module.</i></li> <li>▪ Compliance establishing that we “know” who can/has accessed electronic information.</li> </ul>
3	How is this project different?	<p>We have never had an enterprise level identity management method that encompassed provisioning a unique ID, for all Users, inclusive of <i>SH-SS Departments/Units, Board Members, Affiliates, DSM, eHealth, Agency Employees, Physicians, Students/ Residents, Volunteers, Medical Clinic Staff, Auditors and Vendors</i> requiring network credentials.</p>
4	Who are you sharing my User ID and/or employee ID with?	<p>As we region, we host many of the applications needed to do our work on our SH-SS network, but as we expand electronic services, we must share information with provincial service providers and vendors in order to access the range of software applications that we need:  <i>i.e. Momentum, MB eHealth Support and Service, LMS, Provincial Application IDs including EDIS, eChart, Electronic Health Record (EHR), Electronic Patient Record (EPR); EDIS</i></p>
5	Do I have to remember another identifier?	<p>No, SH-SS employees are already identified through the Payroll system with a unique identifier. The purpose of this project is to associate the identifier with the Network User ID.</p>
6	How does this benefit me?	<p>By uniquely identifying our Users, we are positioned to provide access to electronic information in a more timely manner.</p>

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Who do we need to communicate our message to?	✓	How will we communicate this message?	Completion Date	Person Responsible
Regional Leadership Team (RLT). They can choose whether to cascade or not.		Email	Nov7-2017	Carol
		Phone Call		
		Meeting		
		Memo		
		Quality Board	Nov7-2017	Carol
Peers in the Lean Six Sigma Yellow Belt training including: Trainers, Mentors, Sponsors, Yellow Belts		Email	Nov7-2017	Carol
		Phone Call		
		Meeting		
		Memo		
		Quality Board	Nov7-2017	Carol