Content Change management
- Moving Forward

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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**

- Inception phase iteration
  - Inception Milestone
  - Elaboration phase iteration
    - Elaboration Milestone
    - Construction phase iteration
    - Test quality criteria
  - Exit to project if necessary

- If problem is not fully understood
- If solution is not adequate

Ideal timescale of ~ one week for a small problem

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
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 2** – Transition of SNOMED CT Content Editing Service

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

**Work Stream 4** – Transition of Request Submission Process

**Work Stream 5** – Transition of ICD mapping
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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