

Objective

OBJECTIVE CONNECT CASE STUDY NATIONAL BLOOD AUTHORITY

ORGANISATION

National Blood Authority Australia

INDUSTRY

- Health
- Public Sector

BENEFITS AT A GLANCE

- Secure collaboration with external parties
- Complete audibility and traceability
- IRAP Protected
- Deep integration with HP TRIM

SOLUTIONS

- Objective Connect
- Objective Connect Link for HP TRIM

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Working on behalf of the Commonwealth, 6 State and 2 Territory Governments, secure collaboration is critical to the National Blood Authority (NBA) being able to ensure a safe and secure blood supply to all Australians. But with sensitive health information being shared, the NBA has to ensure strict information governance. NBA searched for a collaboration platform that was secure, locally hosted and importantly, ensured complete audibility and traceability of information before implementing Objective Connect.

The primary role of the NBA is to provide a safe, secure and affordable blood supply for all Australians. As a centralized resource, the NBA works on behalf of all Australian governments, and manages over a billion dollars' worth of blood related products per annum.

"If it is blood related then we are involved. We source blood and blood related products such as immunoglobulin, ensuring its



availability in hospitals across Australia" said Peter O'Halloran, Executive Director and Chief Information Officer of the NBA.

Based in the Australian Capital Territory the NBA also:

- Manages tenders and supply contracts with global pharmaceutical companies
- Works with a range of stakeholders to ensure appropriate risk management of the blood supply
- Produces clinical guidelines relating to blood and immunoglobulin
- Develops and administers national ICT systems such as BloodNet, to manage the blood supply chain, and the Australian Bleeding Disorders Registry, an electronic register of people with haemophilia

"Working across nine governments and over 400 hospitals, sharing information and collaborating with external parties in a secure and auditable way can be a nightmare," added Peter.

“ There was no other option. We wanted something that would **integrate** into **HP TRIM**, gave us the **full audit trails** and that was **IRAP assessed**. Objective Connect was the only product that hit all those marks.”

Peter O'Halloran

Executive Director and Chief Information Officer



EXTENDING INFORMATION GOVERNANCE

Due to the critical and often sensitive nature of the work completed by the NBA, ensuring up-to-date records is key. Whether it is a freedom of information request, an application from an Auditor General or a request from a hospital, the NBA needs to be able to substantiate everything it does.

“It’s the compliance framework we operate in and we need to comply. Every single thing we do, every single record is potentially discoverable and may need to be provided at any point,” said Peter.

To ensure compliance, the NBA implemented HP TRIM many years ago as their records management system. “Internally we have a strict information governance approach and we embrace electronic records management in a very big way. If you walk around our office, you won’t actually see much paper,” said Peter.

While effective within the four walls of the organisation, the NBA was unable to extend its recordkeeping policy and infrastructure when they needed to work with someone outside of their organisation. “We constantly work with parties outside of

our organisation. We need to ensure that all information that is shared is secure and that there is a detailed audit trail.

“There are security implications in relation to risk management. There are commercial considerations when conducting tenders with global pharmaceutical companies – leaked commercial information can impact stock prices for listed companies and damage our ability to gain access to blood products at financially sustainable rates. In terms of our committee papers, these can impact government policy and our outcomes can have an impact right through to every taxpayer” said Peter.

“Internally we had created a sound information governance framework that was controlled and compliant with legislation, government policy and best practice. However, as soon as we shared information with someone outside the building we’d lose all of that transparency and traceability in an instant,” said Peter.

To ensure information was not getting into the wrong hands, the NBA resorted to distributing paper records through safe-hand couriers or shipping encrypted hard drives across the globe – wasting precious time and slowing innovation.

INTEGRATION WITH HP TRIM

After a detailed review of the market, the NBA implemented Objective Connect. Not only did it facilitate collaboration with external parties, it also met the NBA’s requirements in terms of security and information governance.

“Objective Connect ticked all of the boxes – locally hosted, complete auditability of every interaction. It is IRAP assessed, complying with the requirements of the ISM set by Australian Signals Directorate - which is critical when we are exchanging sensitive information. And with Objective Connect Link, we get deep integration with HP TRIM, our on premise document management system” said Peter.

Objective Connect Link enables information to be shared directly from electronic document management systems; HP TRIM/ Records Manager, Microsoft SharePoint and Objective ECM. With a right-click from within the document management system information can be shared with anyone, via Objective Connect.

Any changes to documents shared via Objective Connect Link or new documents created in Objective Connect are

subsequently synchronised back to the document management system.

Every interaction, including accessing documents and creating new versions, is reflected back in the audit trail of the document management system.

“HP TRIM is our single source of truth – no matter if the work is happening internally or externally, we need to know who has access to information and what they have done with it. Objective Connect integrated with HP TRIM gives us that – a complete audit trail,” said Peter.

EXTERNAL COLLABORATION

Objective Connect is used across the NBA whenever there is a need to work with anyone outside of the organisation. Committee Papers, tender evaluations, benchmarking data, expert panel reviews and even source-code from ICT systems developed by the NBA is all now securely

shared using Objective Connect.

“For our staff it means that sharing files externally is now no different than sharing with someone in the office. It’s all integrated back to HP TRIM.

“As an extension to our information governance framework and policy, we made the business decision that the only way you can share information externally is with Objective Connect. It means that there is a full audit trail in HP TRIM, every single thing is fully traceable, which is a big difference” said Peter.

“It’s not only about getting the information out to external parties, Objective Connect also makes it easy to get information back in. For example, if we have people sitting on tender evaluation committees, we make the papers available to them through Objective Connect. Their feedback comes back to us via Objective Connect, which provides us with a complete audit trail of the independent advice we received.”

VALUE DELIVERED

Peter and his team completed a ‘return on investment’ review after implementing Objective Connect.

“We have saved over \$40,000 per annum in postage, courier and printing costs, but the most important saving is staff time. By moving to full electronic distribution we have freed up more than one full time equivalent staff member. That’s a saving of over \$100,000 per annum,” says Peter.

Objective Connect has also meant that the NBA can be more flexible with their working arrangements.

“We no longer need to have consultants based in Canberra or pay for them to travel to Canberra. With Objective Connect in place, we can have consultants based wherever they need to be in Australia and they can still work effectively,” said Peter.



“ Objective Connect is good for me. I can **share** committee papers, **securely** and **simply**, but still have an **audit trail.**”

Peter O'Halloran

Executive Director and Chief Information Officer
National Blood Authority



IMPLEMENTATION

In addition to the normal scope, the NBA engaged Objective consultants to train users and run a small pilot in the initial stages of the implementation.

“While it probably wasn't necessary, it was effective because it meant that our people were talking to someone who could give them advice on what other organisations were doing, rather than hearing from me or my team. It gave the users a lot more confidence and accelerated acceptance and uptake,” said Peter.

“In my career at NBA, I have worked with more than 30 different technology vendors for everything from hardware to software and integration services. Objective, are in the top three in terms of approachability and responsiveness,” said Peter.

THE FUTURE

The NBA is embarking on somewhat of a digital evolution.

“8-10 years ago we were a very inwards-facing organisation,” said Peter “We did collaborate with others, but it was all very manual, paper driven and very slow.”

“Like most organisations now, the speed of response expected from us is much faster.

“Our responsiveness has improved massively, we're now collaborating with people and working almost in real time.

“I see that our use of Objective Connect will only increase over time. The information governance framework is now in place, we can share securely and collaborate with anyone, there's no need for any hard copy information to enter or leave the building ever again.”

ABOUT OBJECTIVE CORPORATION

Objective Corporation (ASX:OCL) is an established leader and specialist provider of proven content, collaboration and process management solutions for the public sector, healthcare, financial services and regulated industries.

Our solutions empower effectiveness, efficiency and transparency, helping organisations deliver better services at a lower cost to the community.

Objective is committed to delivering tangible business outcomes for our customers.

Since 1987, we have been trusted by Government and Top 1000 corporations to deliver long-term valued business outcomes.