

## Governance Framework: Analytics Product Lifecycle & Assurance

### 1. Executive Summary

This document outlines the end-to-end governance for the design, development, and support of Analytics products (Power BI, Power Apps, and Automations) within the Trust. It ensures alignment with the Trust's Quadruple Aim (Improved Population Health, Improved Experience of Care, Improved Staff Experience, and Improved Value) while strictly adhering to NHS Digital Clinical Safety (DCB0129/0160) and Information Governance (IG) standards.

### 2. The Analytics Center of Excellence (CoE)

The CoE acts as the technical engine and first-line assurance body. It is composed of:

- **Leadership:** Associate Director of BI, Head of Data Science & Data Engineering.
- **Technical Experts:** Data Architects, Data Engineers, Senior Analytics/Power App Developers.

#### Core Responsibilities:

- Triaging requests from emails, forms, and stakeholder touchpoints.
- Initial solution brainstorming and feasibility assessments.
- Resource and licensing estimation.
- Managing the **Analytics Task Management System (DevOps Board)**.

### 3. The Product Lifecycle: From Intake to Deployment

#### Phase I: Intake & Prioritisation

1. **Request Capture:** All requests are logged in the DevOps Board.
2. **Analytics Board Oversight:** The CoE proposes solutions to the Analytics Board, chaired by the Chief Quality Officer.
3. **Board Schedule & Governance Rhythm:** The Board operates on a fortnightly cadence to ensure rigorous oversight:
  - **Sprint Commencement (Monthly):** The Board meets at the start of each sprint to review the backlog and formally approve development priorities.
  - **Mid-Sprint Review:** A mid-cycle session is held to track progress against approved milestones and address emerging risks.
  - **Continuous Transparency:** Progress is updated via weekly highlight reports and a live Power BI dashboard for real-time project status.
4. **Board Decision Criteria:**
  - **Strategic Fit:** Alignment with Trust priorities.
  - **Regulatory Check:** Initial assessment of IG, Cyber, and Clinical Safety requirements.
  - **Outcome:** Approval, Rejection, or Request for Further Info.

#### Phase II: Design & Process Mapping

- **Design Discussion:** For approved projects, a "Design Discussion" is convened.

- **Process Mapping:** Detailed "As-Is" vs. "To-Be" mapping including minimum viable product design wireframe is conducted which is critical for Power Apps development.
- **Board Sign-off:** To prevent scope creep, the final design is re-presented to the Board to ensure the proposed solution still meets the intended benefit before development begins.

### Phase III: Development & Concurrent Assurance

- **Clinical Safety:** CCIOs are engaged for clinical products to ensure Clinical Safety compliance.
- **IG & Cyber:** Data Protection Impact Assessments (DPIAs) are furnished. For complex projects, Cyber and IG experts are "embedded" in the project team from day one.
- **Co-Development:** Stakeholders remain involved throughout the build to ensure the tool is fit for purpose.

### Phase IV: Testing & Go-Live

- **Technical Testing:** Rigorous technical validation is conducted by the CoE (Power BI CoE, Power Apps CoE, Data Engineering CoE).
- **User Acceptance Testing (UAT):** Stakeholders perform functional testing to validate the solution.
- **Final Board Approval:** All governance documents (DPIA, Cyber, Clinical Safety signoffs) are submitted to the Board for a final "Go-Live" decision.

## 5. Support & Maintenance Model (Post-Go-Live)

| Support Channel   | Description   |
|-------------------|---|
| Self-Service      | Integrated video guides and PDF manuals within the product.   |
| Direct Support    | Bespoke Teams training and a dedicated Teams Support Channel. |
| Technical Support | Data Helpdesk for bug logging, triaged by priority (P1–P4).   |

## 6. Regulatory Compliance Matrix

To meet NHS standards, every project must satisfy the following:

- **Clinical Safety:** For apps to use within patient care pathways ([Step by step guidance – NHS England Digital DCB 0129/DCB0160](#))
- **DPIA:** Ensuring data protection by design.
- **Cyber Security:** Protection against vulnerabilities.

## 7. Governance Framework Review

The governance framework will be updated in line with current NHS standards.

# Power Apps Project Delivery Roadmap

**APPROVAL**

 Data Protection Impact Assessment (DPIA)



**Discovery**

- Gather needs
- Engage stakeholders
- Uncover insights



**'As-Is' Analysis**

- Map current processes
- Identify issues



**'To-Be' Design**

- Set target for Minimal Viable Product (MVP)
- Optimise processes



**Wireframing & Design**

- Design visuals
- Map User Experience (UX)
- Polish User Interface (UI)



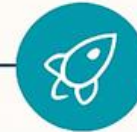
**Development**

- Build app to MVP criteria
- Visualise dashboards
- Connect platforms



**Testing**

- Test
- Resolve
- Validate



**Rollout**

- Launch
- Phase rollout
- Track adoption



**Training**

- Onboard users
- Share guides
- Drive adoption



**Support & Improvement**

- Establish helpdesk
- Monitor change

## APPENDIX 2:



# User-Focused, Structured App Development



## How we build reports that matter

We **start all Power BI projects** only after receiving **approval from the Associate Director of Informatics** and the **Chief Quality Officer**. Our team **follows an 8-step development process**—from **discovery** through to **user validation**—to **ensure quality** and **align every project with business needs**.

