

Chapter 16

eHealth Saskatchewan – Procuring IT Services

1.0 MAIN POINTS

eHealth Saskatchewan has implemented the two outstanding recommendations from our 2010 audit related to its processes to buy IT services. eHealth assessed its IT vendors' performance, and kept a record of vendors' evaluations.

Systematically assessing and tracking the performance of vendors will assist eHealth in managing existing vendor relationships and making future vendor selection decisions.

2.0 INTRODUCTION

Since 2010, eHealth has been the lead agency for procurement of health-related IT services. In 2016-17, eHealth was tasked with leading the consolidation of IT and information management services provided by regional health authorities (now the Saskatchewan Health Authority), Saskatchewan Cancer Agency, and 3sHealth into a single service.¹

Our *2010 Report – Volume 1*, Chapter 6 reported on the adequacy of eHealth's processes to buy IT services—we made eight recommendations. Our *2012 Report – Volume 2*, Chapter 44 concluded that eHealth had fully addressed six of the eight recommendations. Our *2016 Report – Volume 1*, Chapter 21 indicated that eHealth had made some progress on the two outstanding recommendations.

This chapter describes our third follow up of management's actions on those two recommendations.

To conduct this follow-up audit, we followed the standards for assurance engagements published in the *CPA Canada Handbook – Assurance* (including CSAE 3001). To evaluate eHealth's progress towards meeting our recommendations, we used the relevant criteria from the 2010 audit. eHealth's management agreed with the criteria in the 2010 audit.

We reviewed eHealth's related approved policies and procedures, and examined vendor performance management documentation. We also interviewed eHealth management.

3.0 STATUS OF RECOMMENDATIONS

This section sets out each recommendation including the date on which the Standing Committee on Public Accounts agreed to the recommendation, the status of the recommendation at March 15, 2018, and eHealth's actions up to that date.

¹ eHealth Saskatchewan, *Annual Report 2016-17*, p.5. www.ehealthsask.ca/about/Annual%20Reports/2016-17%20Annual%20Report.pdf (15 March 2018).



3.1 Vendor Performance is Assessed and Tracked

We recommended that eHealth Saskatchewan establish adequate processes for assessing information technology vendors' performance.

(2010 Report— Volume 1; Public Accounts Committee agreement December 8, 2010)

Status – Implemented

We recommended that eHealth Saskatchewan keep records of vendors' performance to help decide future information technology service contracts. (2010 Report— Volume 1; Public Accounts Committee agreement December 8,

2010)

Status – Implemented

eHealth established a standard process for assessing IT service vendors' performance on a periodic basis and keeping track of vendors' performance.

eHealth piloted an evaluation process of overall IT vendor performance on a group of key vendors in 2016. In early 2018, it expanded this process to evaluate all IT service vendors.

Staff use a standard vendor evaluation form to determine a vendor contract score based on the recent performance of IT service vendors. eHealth documents the results for each evaluated vendor. This allows eHealth's management to track the performance of its vendors. Management keeps records and intends to use them in the next round of IT service contract procurements.