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# Cisco INFRAM Maturity Readiness Services

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|---|---|---|---|
| Strategy realization | Budget prioritization | Capabilities and digital transformation | Benchmarking against healthcare peers |

## INFRAM: A foundation for healthcare technology maturation

The healthcare industry is changing rapidly as increased connectivity improves efficiencies and innovation drives better outcomes across the board. It's now time to take a step back from the possibilities of information technology integration and make sure your health system's entire information infrastructure can actually scale and meet your business objectives.

### HIMSS Analytics Infrastructure Adoption Model (INFRAM)

The HIMSS Analytics Infrastructure Adoption Model (INFRAM) helps healthcare leaders assess and map the technology infrastructure capabilities required to reach their strategic and clinical business goals—and meet international benchmarks and standards. The INFRAM is an international, eight-stage (0-7) model for assessing infrastructure adoption and capabilities maturity. By utilizing the INFRAM, healthcare providers can help improve care delivery, reduce cyber and infrastructure risk, and create a pathway for infrastructure development tied to business and clinical outcomes.

And Cisco® can help you get the most from your INFRAM technology maturity model.
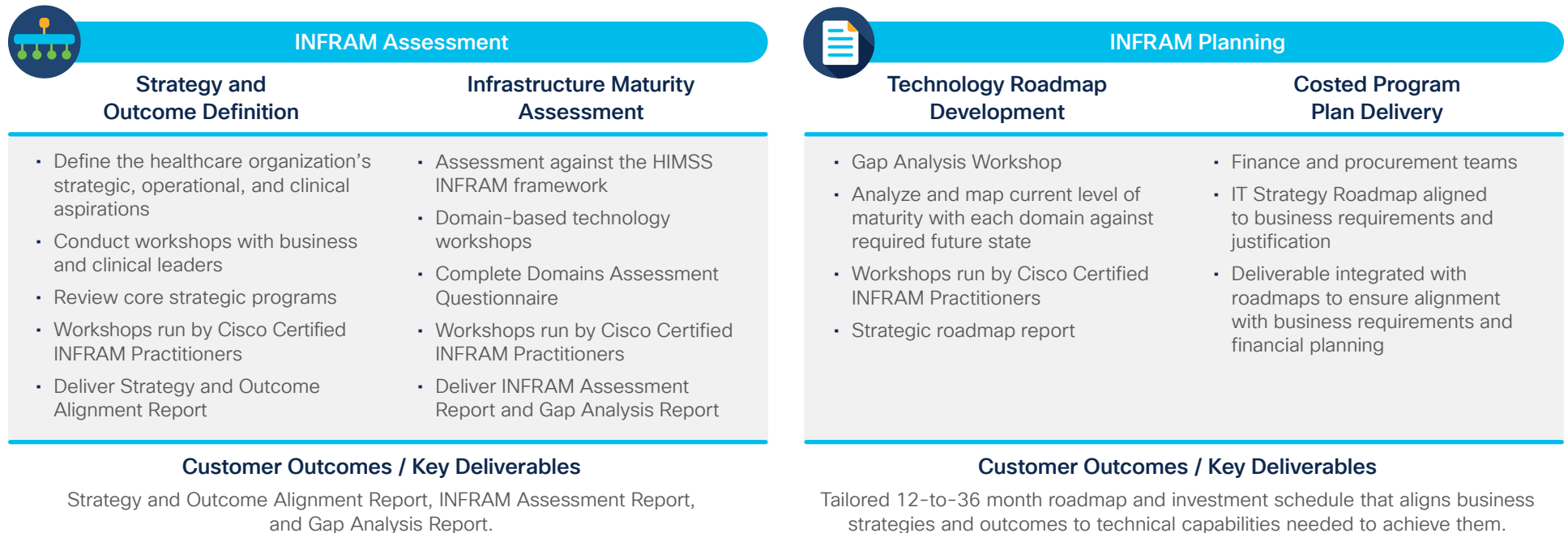
## Benefits

- **Assess:** Get benchmarking data to compare to industry standards with an in-depth understanding of your current capabilities.

- **Evaluate:** Define capabilities by infrastructure domain— transport, mobility, collaboration, security, and data center—and understand how they work together.

- **Plan:** Develop a strategic technology plan that maps your current state to desired future state to achieve your clinical and operational goals.

- **Act:** Create a compelling business cases that bridges stakeholder experiences, outcomes, and technology.

**At a glance**
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**Figure 1 INFRAM technology domains**

| Collaboration | Data Center | Security | Transport | Mobility |
|---|---|---|---|---|
| Secure, reliable video, voice, and text enabling better clinical communications | On-premises, enterprise-wide hybrid cloud application and automation | Intelligent automation enforcing policies for network access and device management | Software-defined network access across hospital campus | High-availability wireless with services supporting data, voice, video, location, and beyond |

## Cisco CX Services for INFRAM

**Figure 2: Cisco INFRAM Assessment Service and Cisco INFRAM Planning Service**

| INFRAM Assessment | | INFRAM Planning | |
|---|---|---|---|
| **Strategy and Outcome Definition** | **Infrastructure Maturity Assessment** | **Technology Roadmap Development** | **Costed Program Plan Delivery** |
| • Define the healthcare organization's strategic, operational, and clinical aspirations<br>• Conduct workshops with business and clinical leaders<br>• Review core strategic programs<br>• Workshops run by Cisco Certified INFRAM Practitioners<br>• Deliver Strategy and Outcome Alignment Report | • Assessment against the HIMSS INFRAM framework<br>• Domain-based technology workshops<br>• Complete Domains Assessment Questionnaire<br>• Workshops run by Cisco Certified INFRAM Practitioners<br>• Deliver INFRAM Assessment Report and Gap Analysis Report | • Gap Analysis Workshop<br>• Analyze and map current level of maturity with each domain against required future state<br>• Workshops run by Cisco Certified INFRAM Practitioners<br>• Strategic roadmap report | • Finance and procurement teams<br>• IT Strategy Roadmap aligned to business requirements and justification<br>• Deliverable integrated with roadmaps to ensure alignment with business requirements and financial planning |
| **Customer Outcomes / Key Deliverables** | | **Customer Outcomes / Key Deliverables** | |
| Strategy and Outcome Alignment Report, INFRAM Assessment Report, and Gap Analysis Report. | | Tailored 12-to-36 month roadmap and investment schedule that aligns business strategies and outcomes to technical capabilities needed to achieve them. | |

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## Cisco, a HIMSS Analytics Certified Organization

Installing new technologies and implementing new information processes in your organization is not always an easy task. Cisco is an HIMSS Analytics Certified Organization for INFRAM, with staff professionally trained on the INFRAM. Cisco can effectively provide education and guidance as you progress through the maturity model stages.

**As a HIMSS Analytics Certified organization for INFRAM, Cisco can help:**

- Provide guidance throughout the INFRAM assessment process
- Work through a stage 0 – 7 gap analysis to identify key areas for infrastructure optimization
- Develop a strategic roadmap for your IT infrastructure to help you achieve clinical and operational goals
- Prepare you for HIMSS analytics validation

## Next steps

You can access Cisco INFRAM services through a lifecycle approach that provides continuous, ongoing architectural design and implementation support with Cisco Business Critical Services, or through Cisco Advanced Services for project-based needs.

To learn more, visit Business Critical Services and Advanced Services, or contact your Cisco sales representative, authorized partner, or CXHealthcareBD@cisco.com for assistance.

## Example potential business outcomes

- End-to-end campus, WAN, and data center design and implementation based on software-defined networking (SDN).

- Automated, security policy-governed network design and implementation.

- Unified communications and collaboration environment design and implementation based on clinical collaboration experience.

- Data access based on hybrid cloud environments incorporating local and multiple data centers, as well as private cloud and public cloud offering design and implementation.

AAG INFRAM Services 0001 - 1/28/22