

ACC Case Study

Information Data Exchange - High-Tech Imaging

Looking to send or receive data securely with external organisations?

100%

integrity and traceability

Security by design

Efficient

social sector data transfer

Privacy by design

Effective

cloud-based platform

Challenge

Efficient data transfer

Securely sharing information with external organisations can be challenging - both gathering and disseminating data can prove problematic and time-consuming – especially with multiple organisations involved.

The High-Tech Imaging (HTI) contract is an example where reporting to ACC on this new health sector contract was laborious and inefficient.

Objective

Integrity and traceability

Four different organisations needed to transfer data under the HTI contract to ACC. This involved ACC receiving four different spreadsheets every month. Password-protected emails were prepared and sent by the contract holders. As and when, these were received, inspected then released by ACC IT onto the HTI team, inherently following IT security protocols which caused delays and inefficiencies.

Knowing which organisation's data sets were received at any given time and enabling flexibility of data volumes was vital. As was enabling faster, secure transfer of data in near real-time, to support better decision making. Further, it was beneficial having a scalable solution to accommodate any additional potential organisations, as and when.

Solution

Secure cloud-based platform offers full control

Information Data Exchange (IDE) is ACC's project for a 'smart pipe' that enables the safe, secure and easy sharing of data across the social sector. IDE utilises the Data Exchange (DX), which is a cloud-based platform that enables two-way sharing of both anonymised and personal data, following the principles of both security and privacy by design. Organisations using the DX all must sign up to use the DX platform, which then enables each organisation to retain full control of the 'what', 'when' and 'who' of their data sharing.

Formal data sharing agreements were established between the HTI organisations and ACC, along with privacy and security assessments.

The final step was for ACC's Digital Operations team to establish the connection with each HTI organisation. This involved ensuring the correct file types needed were setup, creating the necessary processes and executing the required DX file transfers.

The files were then transferred to ACC and saved in a predetermined destination (file folder, such as a network drive). Note: no data is retained within the DX once the transfer is complete.

Results

Straightforward process

The DX was a straightforward process, enabling the HTI organisation to transfer encrypted data to ACC via the DX in the cloud. Once setup, future on-going data submissions were agreed for a reoccurring set day/time. The datasets then proceeded to 'arrive' in the predetermined destination on the prescribed day/time, ready to be uploaded into the relevant ACC systems.

The DX enables faster, secure transfer of data in near real-time, supporting better decision making.

The current limitations of using DX, which potentially could be addressed in the future, include:

- attachments cannot be uploaded when transferring data
- automation into back-end systems has not yet been setup, albeit if a business case was made for this it could be developed. Instead data is saved directly to the network drive.

However, depending on the specific data sharing requirements, these could be outweighed by the key benefits of using DX:

- efficiency - allowing data requirements to be amended overtime
- speed to production - significantly quicker to set up, compared to other digital options.

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