Notice of the Final Oral Examination
for the Degree of Master of Science

of

PAUL PAYNE

BSc (University of Victoria, 2012)

“Determining the Challenges and Requirements of Health Information Technology Service Management”

School of Health Information Science

Wednesday, December 16, 2015
2:00PM
Human and Social Development Building
Room A202

Supervisory Committee:
Dr. Abdul Roudsari, School of Health Information Science, University of Victoria (Supervisor)
Dr. Omid Shabestari, School of Health Information Science, UVic (Member)
Dr. Jeffrey Barnett, School of Health Information Science, UVic (Additional Member)

External Examiner:
Dr. Mary Ellen Purkis, School of Nursing, UVic

Chair of Oral Examination:
Dr. Stephen Lindsay, Department of Psychology, UVic

Dr. David Capson, Dean, Faculty of Graduate Studies
Abstract

Information Technology (IT) systems have now become an important component of the delivery of healthcare services in Canada. Appropriately supporting healthcare technologies is critical to ensuring successful management and use of these systems. The purpose of this thesis is to determine the challenges and requirements associated with providing support services for healthcare technologies, specifically through the use of standardized IT Service Management (ITSM) frameworks. To accomplish this a systematic review is completed on the implementation, adoption and use of ITSM in healthcare. In addition, a survey of healthcare providers and health informatics professionals is conducted to explore the current gaps and challenges with supporting healthcare technologies. The results of the systematic review and survey are used to define the challenges and requirements of ITSM in the healthcare domain. Using the research findings, a conceptual Health ITSM (HITSM) framework is proposed.