Suitable IT systems for administering external quality assurance

Daniel Wörhoff, ASIIN (Germany)

Overview

1. **Short introduction**

2. **Typical requirements**

3. **Criteria for selecting requirements**

4. **Hints and tips**

5. **Example**

How to find a suitable IT system

- **Existing solutions have different focuses**

- **The scope of the individual solution depends on the individual circumstances**

- **There is not THE ONE solution that fits all**

- **The most important step is analyzing the individual circumstances and formulating the resulting requirements**

Typical requirements for an IT solution for administering external quality assurance

Handling core processes

- Central storage of the process-relevant data
- Guided processing along the process steps
- Tracking of the accreditation procedures
- Management and publication of the accreditation results

Supporting core processes

- Online application
- Integrated pool of experts
- Template management and automatic template filling
- Web-based access for the staff
- Online collaboration platform for externals (auditors, customers, committee members)

Additional functions

- Interfaces to existing systems
- Employee utilization / time recording (for staff resource planning)
- Financial planning and accounting
- Data export for creating statistics

Criteria for selecting the individual requirements

1. **Which functions should be covered by the IT solution?**

   The following factors may play a role:
   - Conditions in your core markets
   - Size and structure of your agency
   - Individual working methods of your agency
   - Existing IT infrastructure
   - Needs and wishes of the future users

2. **Which functions are already covered by existing IT solutions?**

3. **How high is your budget for the new IT solution?**

Hints and tips for successfully implementing an IT solution

- Future users should be involved intensively → Important for creating acceptance for the IT solution

- The conceptual phase is usually more complex and lasts longer than the implementation phase

- Keep limiting factors in mind:
  - Reduced flexibility in changes and adjustments
  - Higher dependency on external developers
  - Higher costs for adjustments

- Split the development into several expansion stages.

- Follow the principle: **As much as necessary, as little as possible**.

Thank you for your attention.