User Story Export v0.3

CIAO

Nitesh Patel

29/10/15

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## User Stories

User stories are short, simple descriptions of a feature told from the perspective of the person who desires the new capability, usually a user or customer of the system.

## User Stories Diagram



Figure 1: User Stories

## Secondary Care Clinician

A person (such as a doctor or nurse) who works directly with patients providing specialist care or care at a facility upon referral by a primary care physician.

### Addition of Information about the Sending Organisation / Workgroup. (ID: CIAO\_0026\_US)

**User Story**

As a Secondary Care Clinician,

I want to provide full details of the organisation and ward/workgroup that delivered care to the patient

So that the GP can get in contact to discuss the care given if required

**Acceptance Criterion:**

1. Statically defined information is added to the document that is sent – this can be specific to the type or source of the document.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 21/10/2015 14:37:52, Modified: 29/10/2015 09:38:58*

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| **Linked User Stories** |
| Source: Addition of Information about the Sending Organisation / Workgroup. (*ID: CIAO\_0026\_US*)  Destination: Enrich Information From eDischarge System (*ID: CIAO\_0003\_US*) |

### Addition of Other Mandatory Information (ID: CIAO\_0027\_US)

**User Story**

As a Secondary Care Clinician,

I want all nationally defined document information to be included in the document that is sent to the GP

So that is can be processed and presented consistently, whichever GP system receives it.

**Acceptance Criterion:**

1. Generated CDA documents pass national schema and Schematron validation.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 21/10/2015 14:37:55, Modified: 29/10/2015 09:40:14*

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| --- |
| **Linked User Stories** |
| Source: Addition of Other Mandatory Information (*ID: CIAO\_0027\_US*)  Destination: Enrich Information From eDischarge System (*ID: CIAO\_0003\_US*) |

### Appropriate Transport Stream Used (ID: CIAO\_0029\_US)

**User Story**

As a Secondary Care Clinician,

I want to reliably and efficiently get the eDischarge information to the GP, regardless of what system the GP is using

So that the GP is able to use whichever transport channel their system supports to receive the information.

**Acceptance Criterion:**

1. System uses quickest and most reliable transport mechanism supported by the receiving GP practice system.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 21/10/2015 14:42:05, Modified: 29/10/2015 11:06:07*

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| **Linked User Stories** |
| Source: Appropriate Transport Stream Used (*ID: CIAO\_0029\_US*)  Destination: Send Information From eDischarge System to GP Electronically (*ID: CIAO\_0001\_US*) |

### Automatically Find Full GP Practice details on SDS (ID: CIAO\_0032\_US)

**User Story**

As a Secondary Care Clinician,

I want accurate GP practice details to use used, even if I don’t hold them in my own system,

So that I can be confident it is sent to the correct GP, and has accurate practice information included.

**Acceptance Criterion**

1. System is able to look up full GP practice details for the patient and add these to the document.

Release: *2.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 21/10/2015 14:44:47, Modified: 29/10/2015 11:06:51*

|  |
| --- |
| **Linked User Stories** |
| Source: Automatically Find Full GP Practice details on SDS (*ID: CIAO\_0032\_US*)  Destination: Send Information From eDischarge System to GP Electronically (*ID: CIAO\_0001\_US*) |

### Create a Structured CDA Document in Line with National Standards (ID: CIAO\_0004\_US)

**User Story**

As a Secondary Care Clinician,

I would like to structure information extracted from our eDischarge system in a commonly accepted format,

So that I can ensure the information I have collected is structured in a standard way, so any GP can understand the content.

**Acceptance Criterion**

1. Meets national CDA standards.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: nipa7, Created: 07/10/2015 11:16:53, Modified: 22/10/2015 15:35:47*

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| --- |
| **Linked User Stories** |
| Source: Create a Structured CDA Document in Line with National Standards (*ID: CIAO\_0004\_US*)  Destination: Send Information From eDischarge System to GP Electronically (*ID: CIAO\_0001\_US*) |

### Enrich Information From eDischarge System (ID: CIAO\_0003\_US)

**User Story**

As a Secondary Care Clinician,

I would like to enrich information extracted from our eDischarge system,

So that I can include important information about the hospital, ward or patient that are not in my eDischarge document.

**Acceptance Criterion**

1. Enrichment:

2. Addition of other mandatory information required for the CDA document not in the original eDischarge document.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 11:11:55, Modified: 22/10/2015 15:33:52*

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| **Linked User Stories** |
| Source: Addition of Other Mandatory Information (*ID: CIAO\_0027\_US*)  Destination: Enrich Information From eDischarge System (*ID: CIAO\_0003\_US*) |
| Source: Patient Demographics From PDS (*ID: CIAO\_0028\_US*)  Destination: Enrich Information From eDischarge System (*ID: CIAO\_0003\_US*) |
| Source: Addition of Information about the Sending Organisation / Workgroup. (*ID: CIAO\_0026\_US*)  Destination: Enrich Information From eDischarge System (*ID: CIAO\_0003\_US*) |

### Extract Information from Arbitrary eDischarge documents (ID: CIAO\_0023\_US)

**User Story**

As a Secondary Care Clinician,

I want to be able to work with my local system administrator to configure CIAO to work with my local document formats,

So that I am able to send eDischarge documents that align with national standards without having to make changes to my local systems.

**Acceptance Criterion**

1. Ability to locally configure document parsing rules for use in CIAO.

Release: *2.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 21/10/2015 14:33:03, Modified: 29/10/2015 11:08:31*

|  |
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| **Linked User Stories** |
| Source: Extract Information from Arbitrary eDischarge documents (*ID: CIAO\_0023\_US*)  Destination: Extract information from outputs generated by eDischarge system (*ID: CIAO\_0002\_US*) |

### Extract Information from eDischarge Kettering documents (ID: CIAO\_0022\_US)

**User Story**

As a Secondary Care Clinician,

I want my existing Kettering format eDischarge documents to be processed automatically by CIAO and sent to the GP,

So that I am able to send eDischarge documents that align with national standards without having to make changes to my local systems.

**Acceptance Criterion**

1. System can process Kettering format documents and generate valid CDA outputs.

Release: *2.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 21/10/2015 14:32:17, Modified: 29/10/2015 11:09:59*

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| --- |
| **Linked User Stories** |
| Source: Extract Information from eDischarge Kettering documents (*ID: CIAO\_0022\_US*)  Destination: Extract information from outputs generated by eDischarge system (*ID: CIAO\_0002\_US*) |

### Extract Information from eDischarge PDF documents (ID: CIAO\_0024\_US)

**User Story**

As a Secondary Care Clinician,

I want to be able to work with my local system administrator to configure CIAO to work with my local PDF-format eDischarge documents,

So that I am able to send eDischarge documents that align with national standards without having to make changes to my local systems.

**Acceptance Criterion**

1. Ability to locally configure document parsing rules for PDS documents for use in CIAO.

Release: *1.0, Priority: MUST, Status Proposed*

*Originator: Adam Hatherly, Created: 21/10/2015 14:34:12, Modified: 29/10/2015 11:10:52*

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| **Linked User Stories** |
| Source: Extract Information from eDischarge PDF documents (*ID: CIAO\_0024\_US*)  Destination: Extract information from outputs generated by eDischarge system (*ID: CIAO\_0002\_US*) |

### Extract Information from eDischarge Word documents (ID: CIAO\_0025\_US)

**User Story**

As a Secondary Care Clinician,

I want to be able to work with my local system administrator to configure CIAO to work with my local Word-format eDischarge documents,

So that I am able to send eDischarge documents that align with national standards without having to make changes to my local systems.

**Acceptance Criterion**

1. Ability to locally configure document parsing rules for Word documents for use in CIAO.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 21/10/2015 14:34:15, Modified: 29/10/2015 11:11:29*

|  |
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| **Linked User Stories** |
| Source: Extract Information from eDischarge Word documents (*ID: CIAO\_0025\_US*)  Destination: Extract information from outputs generated by eDischarge system (*ID: CIAO\_0002\_US*) |

### Extract information from outputs generated by eDischarge system (ID: CIAO\_0002\_US)

**User Story**

As a Secondary Care Clinician,

I would like to extract specific information from outputs generated by our eDischarge system,

So that I can send the document to any GP that supports the nationally defined document format.

**Acceptance Criterion**

1. The document is processed automatically, and information is extracted based on rules that have been determined within the trust for this type of document.

2. Different rules can be applied for different types of document.

Release: *1.0, Priority: MUST, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 10:41:00, Modified: 29/10/2015 11:08:15*

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| **Linked User Stories** |
| Source: Extract Information from eDischarge Kettering documents (*ID: CIAO\_0022\_US*)  Destination: Extract information from outputs generated by eDischarge system (*ID: CIAO\_0002\_US*) |
| Source: Extract Information from Arbitrary eDischarge documents (*ID: CIAO\_0023\_US*)  Destination: Extract information from outputs generated by eDischarge system (*ID: CIAO\_0002\_US*) |
| Source: Extract Information from eDischarge PDF documents (*ID: CIAO\_0024\_US*)  Destination: Extract information from outputs generated by eDischarge system (*ID: CIAO\_0002\_US*) |
| Source: Extract Information from eDischarge Word documents (*ID: CIAO\_0025\_US*)  Destination: Extract information from outputs generated by eDischarge system (*ID: CIAO\_0002\_US*) |

### Patient Demographics from PDS (ID: CIAO\_0028\_US)

**User Story**

As a Secondary Care Clinician,

I want accurate patient demographics to use used even if I don’t hold them in my own system,

So that I can be confident the document I send is linked to the correct patient in the GP system and includes the correct demographic details.

**Acceptance Criterion**

1. System is able to look up full demographic details for the patient and add these to the document.

Release: *2.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 21/10/2015 14:38:00, Modified: 29/10/2015 11:12:47*

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| **Linked User Stories** |
| Source: Patient Demographics From PDS (*ID: CIAO\_0028\_US*)  Destination: Enrich Information From eDischarge System (*ID: CIAO\_0003\_US*) |

### Send Documents Over ITK Web Services (ID: CIAO\_0033\_US)

**User Story**

As a Secondary Care Clinician,

I want to be able to send eDischarge document directly to a GP system using ITK web services,

So that I am able to send the document electronically to GP practices that use a GP system that supports ITK.

**Acceptance Criterion**

1. System can send over an ITK Web service transport

2. System is accredited through the ITK accreditation process

Release: *2.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 21/10/2015 14:44:50, Modified: 29/10/2015 11:13:56*

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| **Linked User Stories** |
| Source: Send Documents Over ITK Web Services (*ID: CIAO\_0033\_US*)  Destination: Send Information From eDischarge System to GP Electronically (*ID: CIAO\_0001\_US*) |

### Send Documents over Spine and DTS/MESH (ID: CIAO\_0030\_US)

**User Story**

As a Secondary Care Clinician,

I want to be able to send eDischarge document directly to a GP system using SPINE and DTS/MESH.,

So that I am able to send the document electronically to GP practices that use a GP system that supports SPINE and DTS/MESH.

**Acceptance Criterion**

1. System can send over SPINE and DTS/MESH transport.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: nipa7, Created: 21/10/2015 14:42:10, Modified: 22/10/2015 15:48:43*

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| **Linked User Stories** |
| Source: Send Documents Over Spine and DTS/MESH (*ID: CIAO\_0030\_US*)  Destination: Send Information From eDischarge System to GP Electronically (*ID: CIAO\_0001\_US*) |

### Send Information From eDischarge System to GP Electronically (ID: CIAO\_0001\_US)

**User Story**

As a Secondary Care Clinician,

I would like to send information from my eDischarge system to GPs electronically,

So that the GP has the information they need in a structured electronic format, in line with national standards.

**Acceptance Criterion**

1. A document requires sending from Secondary to Primary Care.

2. The user/eDischarge system puts the document into a predefined directory.

3. Only supported file types presented. Note: The type and structure of the document would need to have already been configured in CIAO so it knows what to expect.

4. The document will contain details that can be used to determine an appropriate recipient.

Release: *1.0, Priority: MUST, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 10:30:25, Modified: 22/10/2015 15:35:31*

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| --- |
| **Linked User Stories** |
| Source: Create a Structured CDA Document in Line with National Standards (*ID: CIAO\_0004\_US*)  Destination: Send Information From eDischarge System to GP Electronically (*ID: CIAO\_0001\_US*) |
| Source: Automatically Find Full GP Practice details on SDS (*ID: CIAO\_0032\_US*)  Destination: Send Information From eDischarge System to GP Electronically (*ID: CIAO\_0001\_US*) |
| Source: Send the Document to the Patients Registered GP (*ID: CIAO\_0005\_US*)  Destination: Send Information From eDischarge System to GP Electronically (*ID: CIAO\_0001\_US*) |
| Source: Appropriate Transport Stream Used (*ID: CIAO\_0029\_US*)  Destination: Send Information From eDischarge System to GP Electronically (*ID: CIAO\_0001\_US*) |
| Source: The System Can Track ACK Messages From the GP System (*ID: CIAO\_0031\_US*)  Destination: Send Information From eDischarge System to GP Electronically (*ID: CIAO\_0001\_US*) |
| Source: Send Documents Over Spine and DTS/MESH (*ID: CIAO\_0030\_US*)  Destination: Send Information From eDischarge System to GP Electronically (*ID: CIAO\_0001\_US*) |
| Source: Send Documents Over ITK Web Services (*ID: CIAO\_0033\_US*)  Destination: Send Information From eDischarge System to GP Electronically (*ID: CIAO\_0001\_US*) |

### Send the Document to the Patients Registered GP (ID: CIAO\_0005\_US)

As a Secondary Care Clinician,

I would like to send the CIAO generated document to the patient's registered GP,

So that the patients GP is notified of the discharge and is given details of the encounter.

Acceptance Criterion:

1. The system can route the document to the patients GP.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: nipa7, Created: 07/10/2015 11:18:12, Modified: 22/10/2015 15:36:01*

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| **Linked User Stories** |
| Source: Send the Document to the Patients Registered GP (*ID: CIAO\_0005\_US*)  Destination: Send Information From eDischarge System to GP Electronically (*ID: CIAO\_0001\_US*) |

### The System Can Track ACK Messages From the GP System (ID: CIAO\_0031\_US)

**User Story**

**User Story**

As a Secondary Care Clinician,

I want to be able to see when my eDischarge document has been received by the GP practice system,

So that I can follow-up on any problems and send the document via an alternative route if required.

**Acceptance Criterion**

1. Information is made available to trust monitoring systems to show succeeded and failed transmissions.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: nipa7, Created: 21/10/2015 14:42:18, Modified: 29/10/2015 11:14:58*

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| --- |
| **Linked User Stories** |
| Source: The System Can Track ACK Messages From the GP System (*ID: CIAO\_0031\_US*)  Destination: Send Information From eDischarge System to GP Electronically (*ID: CIAO\_0001\_US*) |

## GP

Medical practitioner who is fully registered with the General Medical Council to provide personal medical services.

### 

### Include Clinical Information (ID: CIAO\_0018\_US)

**User Story**

As a GP,

I want clinical information available,

So I can incorporate any pertinent clinical details into my local clinical record for the patient.

**Acceptance Criterion**

1. Includes relevant clinical information

2. Structured using the nationally defined PRSB record headings.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 13:33:25, Modified: 22/10/2015 16:18:04*

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| **Linked User Stories** |
| Source: Include Clinical Information (*ID: CIAO\_0018\_US*)  Destination: Make Information From Secondary Care Available to GPs (*ID: CIAO\_0016\_US*) |

### Include Metadata About the Episode of Care (ID: CIAO\_0017\_US)

**User Story**

As a GP,

I want Episode of Care information available,

So I can have information linked to the correct patient record automatically, to save practice staff time.

**Acceptance Criterion**

1. Includes data on the patient and Episode of Care.

2. Details of the organisation the care occurred in.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 13:29:57, Modified: 22/10/2015 16:17:56*

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| **Linked User Stories** |
| Source: Include Metadata About the Episode of Care (*ID: CIAO\_0017\_US*)  Destination: Make Information From Secondary Care Available to GPs (*ID: CIAO\_0016\_US*) |

### Incorporate information captured in the GP record (ID: CIAO\_0019\_US)

**User Story**

As a GP,

I want to incorporate information captured from CIAO into the GP record,

So it is available for review when I next see the patient or review their notes, to help inform their care.

**Acceptance Criterion**

1. Commonly accepted document format.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 13:43:35, Modified: 22/10/2015 16:16:54*

### Make Information from Secondary Care Available to GPs (ID: CIAO\_0016\_US)

**User Story**

As a GP,

I want Secondary Care information available,

So I can review the treatment received, to better inform future care of the patient.

**Acceptance Criterion**

1. Meets national CDA standards.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 13:29:35, Modified: 29/10/2015 11:37:26*

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| --- |
| **Linked User Stories** |
| Source: Include Clinical Information (*ID: CIAO\_0018\_US*)  Destination: Make Information From Secondary Care Available to GPs (*ID: CIAO\_0016\_US*) |
| Source: Include Metadata About the Episode of Care (*ID: CIAO\_0017\_US*)  Destination: Make Information From Secondary Care Available to GPs (*ID: CIAO\_0016\_US*) |

## External Supplier

A non-HSCIC party that supplies goods or services.

### Provide CIAO Documentation (ID: CIAO\_0020\_US)

**User Story**

As an External Supplier,

I want to deploy, expand and learn from CIAO,

So I can more easily provide services to the NHS.

**Acceptance Criterion**

1. Good quality documentation on CIAO

2. Structure

3. How to use CIAO.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 13:48:28, Modified: 22/10/2015 16:18:10*

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| **Linked User Stories** |
| Source: Provide CIAO Documentation (*ID: CIAO\_0020\_US*)  Destination: Provide a Developer Community (*ID: CIAO\_0036\_US*) |

### Provide Documentation on HSCIC Specifications (ID: CIAO\_0034\_US)

**User Story**

As an External Supplier,

I want learn from how CIAO has implemented HSCIC specifications,

So that I can better understand how HSCIC national systems work and implement my own solutions.

**Acceptance Criterion**

1. Articles and tutorials on the Developer Network.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 21/10/2015 14:55:25, Modified: 29/10/2015 11:38:53*

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| **Linked User Stories** |
| Source: Provide Documentation on HSCIC Specifications (*ID: CIAO\_0034\_US*)  Destination: Provide a Developer Community (*ID: CIAO\_0036\_US*) |

### Provide a Developer Community (ID: CIAO\_0036\_US)

**User Story**

As an External Supplier,

I would like an online resource,

So that I can learn about HSCIC standards and CIAO.

**Acceptance Criterion**

1. Online articles.

2. Discussion forums.

3. Online code repository.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 21/10/2015 14:57:16, Modified: 29/10/2015 11:43:08*

|  |
| --- |
| **Linked User Stories** |
| Source: Provide CIAO Documentation (*ID: CIAO\_0020\_US*)  Destination: Provide a Developer Community (*ID: CIAO\_0036\_US*) |
| Source: Provide Documentation on HSCIC Specifications (*ID: CIAO\_0034\_US*)  Destination: Provide a Developer Community (*ID: CIAO\_0036\_US*) |

## Secondary Care System Admin

A person who manages the operation of a computer system or particular electronic communication service within Secondary Care.

### Deploy CIAO Components Across Servers to Increase Capacity (ID: CIAO\_0015\_US)

**User Story**

As a Secondary Care System Admin,

I want to be able to easily add capacity,

So I can scale the solution to meet demand.

**Acceptance Criterion**

1. Deploy additional instance of CIAO components to distribute the load across multiple servers.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 13:17:50, Modified: 22/10/2015 16:16:44*

|  |
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| **Linked User Stories** |
| Source: Deploy CIAO Components Across Servers to Increase Capacity (*ID: CIAO\_0015\_US*)  Destination: Scale Solution with Volume Increases (*ID: CIAO\_0014\_US*) |

### Gather Information About Document Failures (ID: CIAO\_0012\_US)

**User Story**

As a Secondary Care System Administrator,

I want to be able to see details on Document errors in one place,

So I can efficiently investigate and take appropriate action.

**Acceptance Criterion**

1. Automatically collect logs and other relevant information.

2. Users must be able to easily access the collected data.

3. System must automatically distinguish between Technical and Document errors.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 13:12:24, Modified: 22/10/2015 15:38:23*

|  |
| --- |
| **Linked User Stories** |
| Source: Gather Information About Document Failures (*ID: CIAO\_0012\_US*)  Destination: Identify and Troubleshoot Failures (*ID: CIAO\_0009\_US*) |

### Gather Information About Technical Failures (ID: CIAO\_0011\_US)

**User Story**

As a Secondary Care System Administrator,

I want to be able to see details on Technical errors in one place,

So I can efficiently investigate and take appropriate action.

**Acceptance Criterion**

1. Automatically collect relevant logs and key CIAO diagnostic information.

2. Users must be able to easily access the collected data.

3. System must automatically distinguish between Technical and Document errors.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 13:07:52, Modified: 22/10/2015 15:38:19*

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| **Linked User Stories** |
| Source: Gather Information About Technical Failures (*ID: CIAO\_0011\_US*)  Destination: Identify and Troubleshoot Failures (*ID: CIAO\_0009\_US*) |

### Identify Configuration Problems with CIAO or eDischarge System (ID: CIAO\_0013\_US)

**User Story**

As a Secondary Care System Admin

I want sufficient information provided within the logs,

So I can identify configuration problems with CIAO or the eDischarge system to prevent incomplete documents from being sent.

**Acceptance Criterion**

1. Changes to format or content of input documents are correctly identified within the logs.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 13:16:23, Modified: 29/10/2015 11:54:07*

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| **Linked User Stories** |
| Source: Identify Configuration Problems with CIAO or eDischarge System (*ID: CIAO\_0013\_US*)  Destination: Identify and Troubleshoot Failures (*ID: CIAO\_0009\_US*) |

### Identify That an Error Has Occurred (ID: CIAO\_0010\_US)

**User Story**

As a Secondary Care System Administrator,

I want the system to automatically identify errors,

So I fix the issue or find an alternate method to send the information.

**Acceptance Criterion**

1. The system must be able to capture system errors.

2. The system must automatically determine error type - technical or document content.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 12:56:02, Modified: 22/10/2015 15:38:16*

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| **Linked User Stories** |
| Source: Identify That an Error Has Occurred (*ID: CIAO\_0010\_US*)  Destination: Identify and Troubleshoot Failures (*ID: CIAO\_0009\_US*) |

### Identify and Troubleshoot Failures (ID: CIAO\_0009\_US)

**User Story**

As a Secondary Care System Administrator,

I want information on CIAO errors,

So I can identify and troubleshoot issues to improve system performance.

**Acceptance Criterion**

1. Errors are logged in a way that can be consumed by monitoring and alerting tools.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 12:55:52, Modified: 29/10/2015 11:54:38*

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| **Linked User Stories** |
| Source: Gather Information About Document Failures (*ID: CIAO\_0012\_US*)  Destination: Identify and Troubleshoot Failures (*ID: CIAO\_0009\_US*) |
| Source: Identify Configuration Problems with CIAO or eDischarge System (*ID: CIAO\_0013\_US*)  Destination: Identify and Troubleshoot Failures (*ID: CIAO\_0009\_US*) |
| Source: Gather Information About Technical Failures (*ID: CIAO\_0011\_US*)  Destination: Identify and Troubleshoot Failures (*ID: CIAO\_0009\_US*) |
| Source: Identify That an Error Has Occurred (*ID: CIAO\_0010\_US*)  Destination: Identify and Troubleshoot Failures (*ID: CIAO\_0009\_US*) |

### Information on Disk usage (ID: CIAO\_0007\_US)

**User Story**

As a Secondary Care System Admin,

I would like to monitor disk usage,

So that I can ensure that there are sufficient resources to keep the service running.

**Acceptance Criterion**

1. Include disk usage information in monitoring and alerting feeds.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 12:53:09, Modified: 29/10/2015 13:07:26*

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| **Linked User Stories** |
| Source: Information on Disk usage (*ID: CIAO\_0007\_US*)  Destination: Monitor the deployed CIAO solution (*ID: CIAO\_0006\_US*) |

### Information on Server utilisation (ID: CIAO\_0021\_US)

**User Story**

As a Secondary Care System Admin,

I would like to monitor server utilisation,

So that I can ensure that there are sufficient resources to keep the service running.

**Acceptance Criterion**

1. Include server utilisation information in monitoring and alerting feeds.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: nipa7, Created: 07/10/2015 13:52:55, Modified: 29/10/2015 13:08:08*

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| **Linked User Stories** |
| Source: Information on Server utilisation (*ID: CIAO\_0021\_US*)  Destination: Monitor the deployed CIAO solution (*ID: CIAO\_0006\_US*) |

### Information on the Documents Processed by CIAO (ID: CIAO\_0008\_US)

**User Story**

As a Secondary Care System Admin,

I would like data on the documents processed by CIAO,

So that I can ensure that there are sufficient resources to keep the service running.

**Acceptance Criterion**

1. Include CIAO usage data in monitoring and alerting feeds.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: nipa7, Created: 07/10/2015 12:54:37, Modified: 29/10/2015 13:09:10*

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| **Linked User Stories** |
| Source: Information on the Documents Processed by CIAO (*ID: CIAO\_0008\_US*)  Destination: Monitor the deployed CIAO solution (*ID: CIAO\_0006\_US*) |

### Monitor the deployed CIAO solution (ID: CIAO\_0006\_US)

**User Story**

As a Secondary Care System Administrator,

I want information on CIAO errors,

So I can identify and troubleshoot issues to improve system performance.

**Acceptance Criterion**

1. All appropriate monitoring data is made available to monitoring and alerting solutions.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 12:50:14, Modified: 29/10/2015 13:09:50*

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| **Linked User Stories** |
| Source: Information on the Documents Processed by CIAO (*ID: CIAO\_0008\_US*)  Destination: Monitor the deployed CIAO solution (*ID: CIAO\_0006\_US*) |
| Source: Information on Disk usage (*ID: CIAO\_0007\_US*)  Destination: Monitor the deployed CIAO solution (*ID: CIAO\_0006\_US*) |
| Source: Information on Server utilisation (*ID: CIAO\_0021\_US*)  Destination: Monitor the deployed CIAO solution (*ID: CIAO\_0006\_US*) |

### Scale Solution with Volume Increases (ID: CIAO\_0014\_US)

**User Story**

As a Secondary Care System Admin,

I want to be able to scale the CIAO deployment,

So I can provision additional resources as demand grows, and decommission as demand slows.

**Acceptance Criterion**

1. CIAO components are developed in a way that allows them to be run over multiple instances.

Release: *1.0, Priority: 1.0, Status Proposed*

*Originator: Adam Hatherly, Created: 07/10/2015 13:17:27, Modified: 29/10/2015 13:10:33*

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| **Linked User Stories** |
| Source: Deploy CIAO Components Across Servers to Increase Capacity (*ID: CIAO\_0015\_US*)  Destination: Scale Solution with Volume Increases (*ID: CIAO\_0014\_US*) |