**Summary of the audit report *IT Support of the University Medical Centre Ljubljana***

The Court of Audit of the Republic of Slovenia has conducted a performance audit of the largest Slovenian health institute – the University Medical Centre Ljubljana (hereinafter after referred to as: the UMCL) and establishedthat it *failed to provide an efficient IT support of its operations in the period from 1 January 2011 to 31 May 2015*.

The IT environment of the UMCL was fragmented, consisting of numerous poorly integrated IT solutions. The UMCL's operations were mainly based on paper documentation. Additionally, its employees were obliged to manually complete numerous pre-printed organisational forms and manually transfer data among various IT solutions.

It was also established that some of the functionalities of the IT solutions in use were duplicated respectively supporting similar fields of work. The main reason hindering the efficient operation of the UMCL was the use of three different main Hospital Information Systems (HIS) which prevented doctors and other authorised employees from accessing the data on previous treatments of their patients, carried out by other healthcare units. In those cases where the treatment required patient transfers between healthcare units, the necessary medical documentation was generally provided in paper form.

Even the healthcare units using the same main Hospital Information System (HIS) could not access patients’ data in other units, since the UMCL failed to establish adequate access management for sensitive personal data.

Although the UMCL foresaw a series of IT support improvements, it deviated from strategic plans which in some cases further increased the fragmentation of the IT environment.

The UMCL's expenditure on IT support in the period from 2011 to 2014 represented from 1.3 percent to 1.7 percent of its total expenditure respectively from EUR 5.5 million to EUR 7.7 million per year. The concerned expenditure in the period covered by the audit thus amounted to approximately EUR 29.5 million in total. Among the expenditures for IT support of the UMCL there are also purchases of hardware and IT solutions that were carried out by the Ministry of Health and that amounted to over EUR 9.1 million during that period.

The decision of the UMCL to purchase IT solutions had, among others, a direct impact on the amount of the expenditures relating to the IT support. Although the UMCL frequently purchased highly customized IT solutions that were developed using the expertise of its employees, holders of the copyright remained the external stakeholders. All future maintenance and upgrade services had to be procured from the original vendor, which significantly limited the UMCL's negotiating position and thus its ability to achieve economically advantageous prices.

In many cases the UMCL purchased IT solutions that were put in use several years later or were not yet being used by the end of the period covered by the audit.

When providing IT support the UMCL greatly relied on the suppliers of its IT solutions and external service providers. Contracts the UMCL concluded with the external stakeholders had, however, not adequately protected the UMCL's interests.

Even though the UMCL managed sensitive personal and confidential data, it did not provide for appropriate level of information security. Several important safety deficiencies were identified in its IT environment, among others, unclearly defined roles and responsibilities of stakeholders in the field of information security, inappropriate procedures for managing user accesses and passwords as well as shortcomings in procedures for implementing security correction measures.

The Court of Audit demanded from the UMCL to submit a *response report* indicating corrective measures relating to disclosed inefficiencies and proposed *recommendations* improving efficiency of the IT support within the UMCL.

Ljubljana, 7 June 2016