

IT SOLUTION DELIVERY LIFE CYCLE REQUIREMENTS FOR VENDORS, CONTRACTORS AND SUPPLIERS

A. Definitions:

“Kaiser Permanente” or *“KP”* means the integrated health care delivery organization doing business as Kaiser Permanente, which includes Kaiser Foundation Hospitals, Kaiser Foundation Health Plan, Inc., Kaiser Permanente Insurance Company, The Permanente Federation, each of the Permanente Medical Groups, and the subsidiaries, partners and successors of the foregoing.

“project” and *“program”* means the following: a *“project”* is a planned life cycle work effort with an agreed upon start and end date in support of a defined business objective. A *“program”* is created to implement a business strategy or transformation initiative, and typically has multiple projects delivering against the strategy and closing at various times throughout the life cycle of the program. Neither a project nor a program includes ongoing operations or maintenance and support activities.

“SOW” means a statement of work, work authorization or similar document executed by Supplier and a KP entity describing services to be provided by Supplier to a KP entity.

“Solution Delivery Life Cycle” or *“SDLC”* means a consistent, flexible framework for IT solution delivery, supporting diverse implementation methodologies (e.g. Agile and Waterfall). The framework is comprised of a standard set of processes, tools, deliverables and governance including quality assurance phase gates to improve planning and predictability. A mature SDLC will help support Kaiser Permanente’s growth and affordability goals by driving down delivery costs, increasing capacity, and increasing ongoing operational efficiencies.

“Supplier” means a vendor, contractor or supplier who is providing IT solutions to KP under one or more SOWs.

B. Requirements.

Unless otherwise agreed in writing with KP, each Supplier that provides IT solutions to KP under one or more SOWs is required to comply with KPIT’s standard for quality IT solution delivery, based on the Solution Delivery Life Cycle and KPIT Policy Standard Project Delivery with Solution Delivery Life Cycle (SDLC) Policy, effective 11/30/2014. A copy of the SDLC Policy is available upon request to SDLC@kp.org.

In addition, KP has developed the mySDLC knowledge portal which contains SDLC materials. KP will provide access to the mySDLC portal to those contracted Suppliers on a need to know basis subject to compliance with KP’s access requirements. Since projects vary by size and type, Supplier delivery teams will follow specified guidelines to determine which functional domain owner and domain-owned artifacts are necessary to validate and complete required deliverables. The mySDLC knowledge portal also provides detailed Phase Gate Review (PGR) guidelines, to conduct quality reviews as well as manage and monitor the health of a project or program through all life cycle phases.

If you have any questions regarding these requirements, please submit your query to SDLC@kp.org.