Table of Contents

Abstract. 4
Resumen. 11
Resum. 13
Ethics. 15
Acknowledgements. 17

1 Introduction. 19

2 Methods. 23
2.1 Design 25
2.2 Setting. 26
2.3 Participants. 26
2.4 Data collection 27
2.5 Data analysis 29

3 Research structure and argumentative line. 33

3.1 Critical factors in the adaptation of the National Health Service (NHS) to the Information Society in Fife (Scotland). 35
3.2 Critical factors in the adaptation of NHS to the Information Society in Fife, Scotland: a multi case analysis of the eHealth Governance factor. 37
3.3 eHealth Governance, A Key Factor for Better Health Care: Implementation of IT Governance to Ensure Better care through Better eHealth 39
3.4 CobIT® Maturity Assessment and Continual eHealth Governance improvement at NHS Fife 40
3.5 eHealth Governance in Scotland: A Cross-Sectoral and Cross-National Comparison 43
3.6 ISACA Journal: Strategic alignment and eHealth Governance in health care organisations. 45
3.7 BMC Journal: Monitoring progress on eHealth strategic alignment and eHealth Governance in health care organisations 49

4 Conclusions 51

4.1 Main conclusion 53
4.2 Strategic Alignment is progressing faster. 54
4.3 eHealth Governance is necessary to sustain Strategic Alignment but only influences its progress within specific circumstances. 54
4.4 Strategic alignment will promote eHealth progress and will only influence the Digital Society evolution in specific circumstances 55
4.5 eHealth Governance Benchmarking 55
4.6 eHealth Progress 56
4.7 Future research opportunities 57

5 References 59

6 List of abbreviations 67

7 Bibliography 71

8 Appendixes 85

8.1 Appendix 1a: Critical factors in the adaptation of the National Health Service (NHS) to the Information Society in Fife. 85
8.2 Appendix 1b: IADIS 2010 – Outstanding Paper Award 97
8.3 Appendix 1c: IIJ (IADIS International Journal). EHealth in the Knowledge Society: a causal model of determinant factors. 99
8.4 Appendix 2: IADIS – EH 2010. Critical factors in the adaptation of NHS to the Information Society in Fife, Scotland: a multi case analysis of the eHealth Governance factor. 121
8.5 Appendix 3: eHealth Governance, A Key Factor for Better Health Care: Implementation of IT Governance to Ensure Better care through Better eHealth. 129
8.6 Appendix 4: CobIT® Maturity Assessment and Continual eHealth Governance improvement at NHS Fife 169
8.7 Appendix 4b: NHSScotland Annual Conference. Poster: eHealth Demonstrator Project (CobIT). 165
8.8 Appendix 5: eHealth Governance in Scotland: A Cross-Sectoral and Cross-National Comparison 169
8.9 Appendix 5b: MED-E-TEL, Luxemburg. 209
8.10 Appendix 6a: ISACA Journal 213
8.11 Appendix 6b: ISACA Knowledge Centre: Technical report (including adapted SAM instrument) 219
8.12 Appendix 7: BMC article 259