

Component	Subcomponent	Description
D4.C1. Access and availability of basic IT elements	C1.1 ICT services (basic software)	The difficulties of access to devices, the internet, communication networks, information systems, ICT services and specialized personnel might come to limit the development of the infrastructure necessary to support healthcare services.
	C1.2 Local access to ICT equipment and facilities	The providers of health information systems and health professionals, patients and administrative staff, etc., rely on the information provided by health institutions. For the system to work properly, access to this information should be permitted within response times which are useful for medical assistance. This requires a range of equipment and ICT devices at the points where this is given.
	C1.3 Infrastructure in communications	In this component, we include the characteristics, level of quality and development of the equipment and communications infrastructure availed of to support the transmission of data, voice, video and internet access, both at national level and over the institution's internal network.
D4.C2. Technical support and professional ICT	C2.1 Professional ICT capacity	This component covers ICT personnel both at the institutional level and at the level of interaction with the personnel of companies providing services to the health institution to support its ICT systems. It is necessary to have technical personnel and ICT professionals to be able to meet all the ICT needs of the institution. What is more, the workforce needs to update its knowledge and skills continually for high standards to be reached.
D4.C3. ICT standards	C3.1 ICT standards	Standardizing the processes of access to health information should furnish the definitions necessary at the hardware and software levels to attain quality, compatibility and interoperability in exchanging this kind of information.

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D4.C4. Maintenance	C4.1 Maintenance of the information records	<p>The cycle of an EHR is the viability study, analysis, development, preproduction, production, evaluation, maintenance and evolution.</p> <p>In addition to developing the mechanisms and systems necessary for the EHR, it must be borne in mind that a budget which is pluriannual and modifiable, to enable the incorporation of modifications and improvements, needs to be planned for, which includes the costs of the developments and activities necessary to maintain the EHR working perfectly and updated with the novelties and improvements which appear all the time (for instance, security updates of base software, new standards to be applied, etc.).</p>