



2008 MMIS Conference



## **IV&V: Real Life Lessons Learned**

**Considerations for Engaging IV&V Services**

*September 15, 2008*



*Procuring the services of an Independent Verification and Validation vendor is an important part of your MMIS project!*

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*What do you need to know about using IV&V services?!*



- **Independent Verification and Validation**
  1. What does “Independent” mean?
  2. How will IV&V fit within the overall MMIS project governance model?
  3. What criteria need to be considered for the procurement of the IV&V vendor?
  4. What will you do with IV&V information?
  5. What are your expectations for IV&V services for the MMIS project?



### 1. What does “Independent” mean?

- Independence means IV&V services are “free from control”
- Reality is that the IV&V vendor is hired by the State which implies a level of control
- Who should the IV&V vendor be independent from?
  - The MMIS vendor as well as the State implementation team?
  - Or just independent from the MMIS vendor?
- This is critical to understand – before you set up your project governance structure



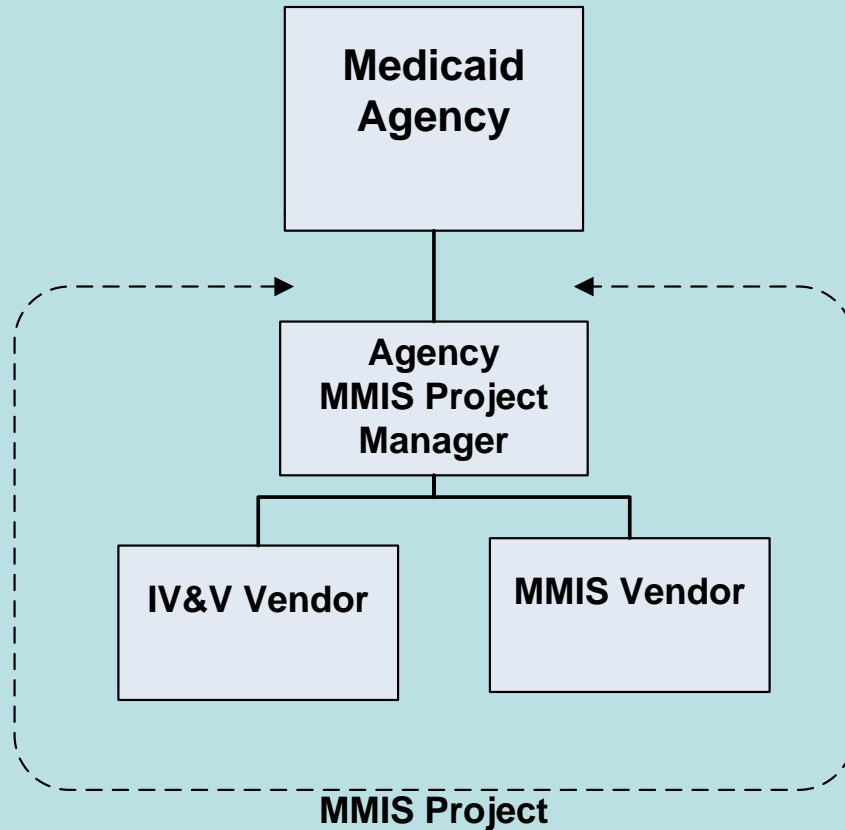
## 2. How does IV&V fit within the overall MMIS project governance model?

- The MMIS project organization chart should include the IV&V vendor
- Some States have pre-defined organizational models for IV&V
- Independence and objectivity of the IV&V services will be influenced by the project governance model



# Considerations for Engaging IV&V Services

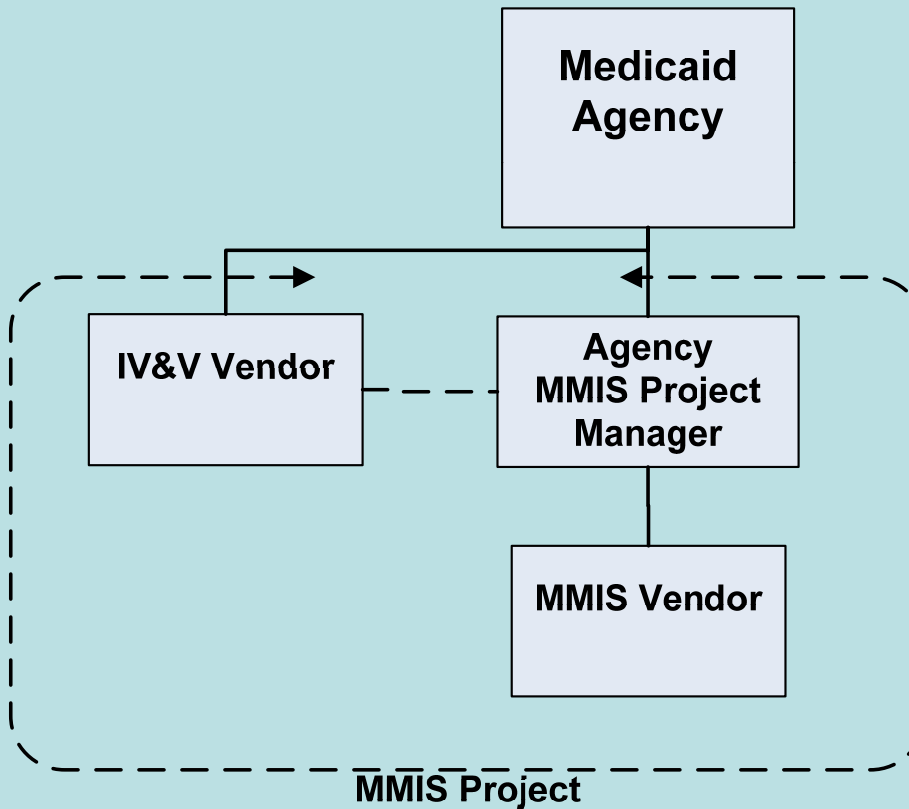
*IV&V role – independent of the MMIS Vendor*





# Considerations for Engaging IV&V Services

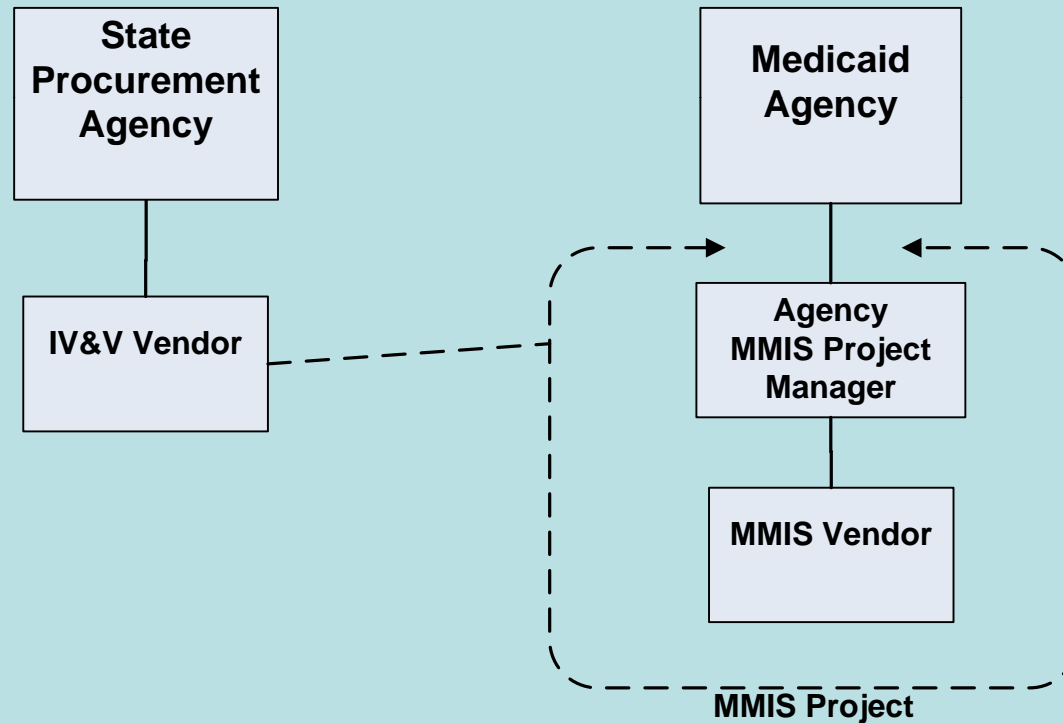
***IV&V role – independent of the MMIS Vendor  
And the agency MMIS Project Manager***





# Considerations for Engaging IV&V Services

*IV&V role – independent of the MMIS Project*





### 3. What criteria need to be considered for the procurement of the IV&V vendor?

- IV&V services should fit the model of the MMIS project
  - Fiscal agent
  - State operated
- Think about how deep you want IV&V involved
  - Is this a complete rewrite or just update to components?
  - How much will your business processes change?
  - MITA implications
- Consider your risk tolerance
  - IV&V provides risk mitigation – proactive vs. reactive
  - What's the level of risk tolerance in your organization?
- Identify the types of work products do you expect from IV&V
  - Detailed Reports
  - Oral presentations
  - Advice and support



### 4. What will you do with IV&V information?

- How often will you expect IV&V work products?
  - Quarterly reviews
  - Detailed periodic reports
- How will you act on IV&V recommendations?
  - Consider how you will handle IV&V recommendations – for your team or the vendor's team
  - Who will see the IV&V recommendations?
  - What becomes part of the public record?
- Do you have existing risk management or quality assurance processes that should work with IV&V?
- Leverage IV&V as a method to capture lessons learned for future projects



## 5. What are your expectations for IV&V services for the MMIS project?

- Establish regular points of contact between the IV&V team and the rest of the project
- Get IV&V involved early in the process
- Be ready to listen with an open mind
- Ensure IV&V team has the access they need
- Leverage IV&V services for future projects in the form of “lessons learned”



*Independent Verification and Validation services are important for helping ensure project success!*

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*Plan ahead to leverage the benefit of IV&V services for your project!*



## Questions?

Presenter:

Deneen Omer, PMP

CSG, Medicaid Practice Director

[DOmer@CSGDelivers.com](mailto:DOmer@CSGDelivers.com)

217-891-6629