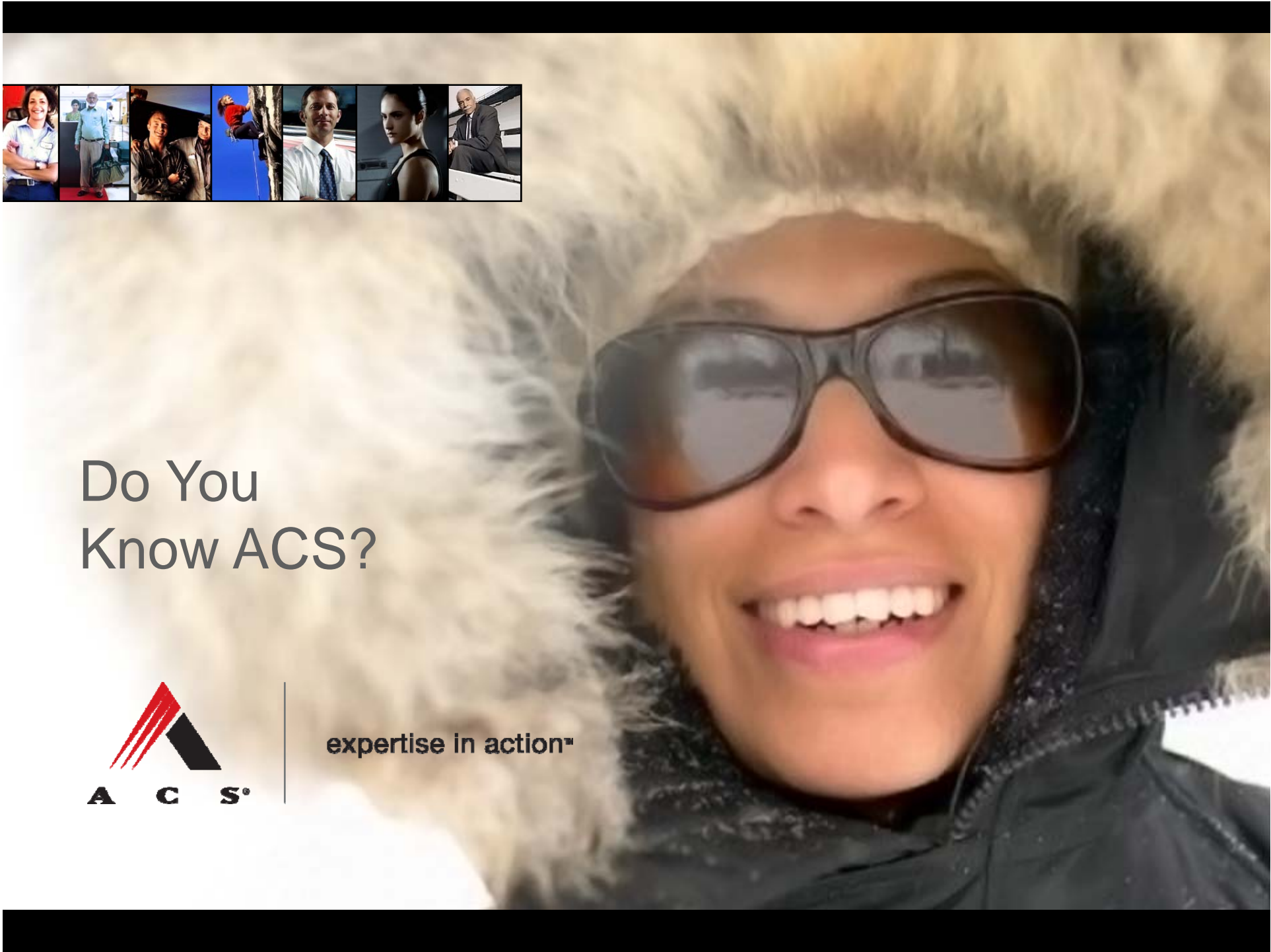




Do You
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A Case Study from the Mississippi MMIS

Martina Wood



Agenda

Project Background

Goals & Objectives

Scope & Benefits

How did we do this?

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Project Background

CSR – Customer Service Request

- System Work for MMIS after Go-Live
- Maintenance, Enhancements or Defects

No Global Prioritization Of CSR's

- Each Bureau Had Their Own Priorities

No Organization Around Who Or When CSR's Were Released

- ACS Has 10 Days To Respond To A Released CSR With A "Statement of Understanding"
- "Statement of Understanding" Requires Business Analyst and Engineer/Developer To Create

Project Background

The End Result –

Resources Already Allocated At 100% Would Have To Be Pulled Off Their Current Assignment In Order To Create A “Statement Of Understanding” In Order To Meet The 10-day Requirement On A Released CSR, Thus Impacting CSR Go-live Dates That Were Already Committed To.



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Project Goals & Objectives

Goal:

- Engage The ACS PMO To Assist The ACS Systems Team To Develop An Improved CSR Process With The Client.

Objectives:

- Better, More Frequent Communication
- Ability To Prioritize Work
- Ability To Forecast When Work Will Start And Be Completed
- Give Client Visibility And Control Into The CSR Process And Work
- Better Use Of ACS Resources
- More Focused Approach To Completing Work

Project Scope & Benefits

Project Scope

- To Partner with the Client to Help Determine CSR Priorities
 - Balance Expertise
 - Priorities by Subsystem
- Develop A Schedule Of Future Changes
- Ensure Open And Constant Communications

Project Benefits

- Predictability
- Visibility
- Forecasting
- Focused Resources

How Did We Do This?

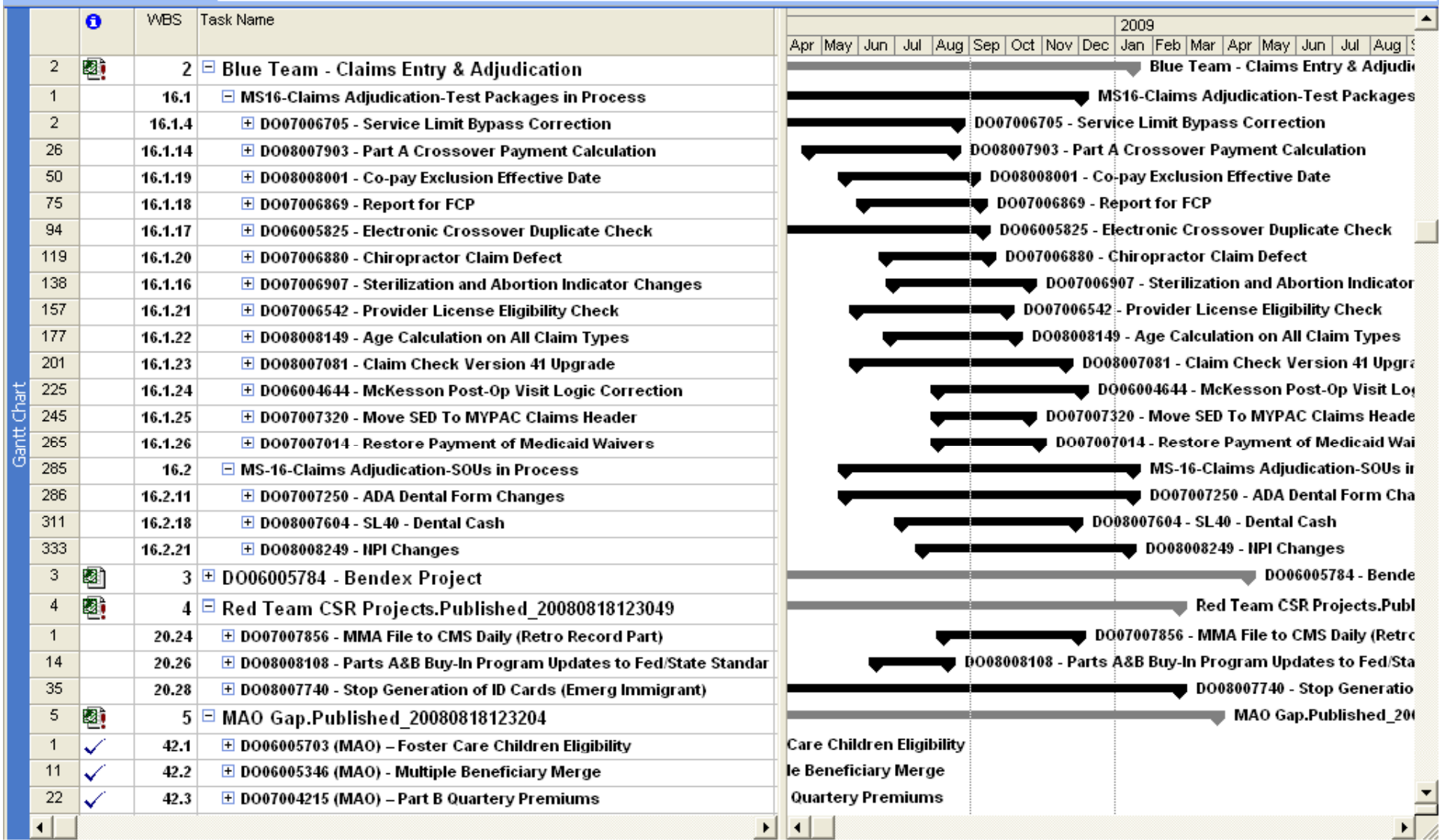
- Joint CSR Tracking System Developed
- Divided Systems Staff Into Subsystem Specific Teams
 - Green Team – Eligibility
 - Blue Team – Claims Entry & Adjudication
 - Red Team – Recipient & Provider
 - Gold Team – TPL, Claims Payment, Financial, PA, Reference
 - Orange Team – Web Portal, Architecture, Call Center, Document Management
 - POS Team - Pharmacy System
- Top 10 CSR's
 - Not Specific To Teams, Subsystems Or Bureaus

How Did We Do This?

- Combined Related CSR's
- Set Thresholds For Small, Medium & Large Projects
 - Thresholds Tied To Specific Deliverables
- Each Systems Team Lead Trained In Project Management And MS Project
- JAD Sessions For Complex CSR's
- Client Appointed One Entity With Authority To Release CSR's
 - CSR's are only released when ACS has resources to work on the CSR
- Client Gave Quicker Approvals
- All Projects And CSR's Have Workplans
- Portfolio Management Approach
 - Combine CSR's & Projects By Team
 - Review Work In Process

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How Did We Do This?

- Bi-Weekly Meeting With Client To Review Performance Reporting
 - Current Schedules/Workplans
 - Late Tasks
 - Completed Tasks
 - Planned Tasks
 - Deliverable Status
 - Risks
 - Review Current Priorities
 - New CSR's
 - ACS Recommendations

Performance Reporting

1	WBS	Task	Project Code	Actual Finish	Resource Name
2	2.1.1.1.8.12.5.11.46	Code Ticket 13145	medsx 4.6.6	8/7/2008	Williamson Tommy
3	2.1.1.1.8.12.5.11.46	Code Review Ticket 13145	medsx 4.6.6	8/28/2008	Hoots Dawn
4	2.1.1.1.8.12.5.11.46	Code Ticket 12136	medsx 4.6.6	8/26/2008	Hoots Dawn
5	2.1.1.1.8.12.5.11.46	Write Test Coverage for Ticket 12136	medsx 4.6.6	8/26/2008	Hoots Dawn
6	2.1.1.1.8.12.5.11.46	Code Ticket 12769	medsx 4.6.6	8/29/2008	Hoots Dawn
7	2.1.1.1.8.12.5.11.46	Code Ticket 13069	medsx 4.6.6	8/4/2008	Reddy Archana Rondla
8	2.1.1.1.8.12.5.11.46	Code Review of Ticket 13069	medsx 4.6.6	8/11/2008	Williamson Tommy
9	2.1.1.1.8.12.5.11.46	Write Test Coverage for Ticket 13069	medsx 4.6.6	8/5/2008	Reddy Archana Rondla
10	2.1.1.1.8.12.5.11.46	Code Review of Ticket 12572	medsx 4.6.6	8/1/2008	Hoots Dawn
11	2.1.1.1.8.12.5.11.46	Code Ticket 9555	medsx 4.6.6	8/11/2008	Guthi Rajani
12	2.1.1.1.8.12.5.11.46	Code Review of Ticket 9555	medsx 4.6.6	8/26/2008	Hoots Dawn
13	2.1.1.1.8.12.5.11.46	Write Test Coverage for Ticket 9555	medsx 4.6.6	8/13/2008	Guthi Rajani
14	2.1.1.1.8.12.5.11.46	Develop SQL - Ticket 13103	medsx 4.6.6	8/12/2008	Naidu Shilpa
15	2.1.1.1.8.12.5.11.46	Code 13275	medsx 4.6.6	8/15/2008	Guthi Rajani
16	2.1.1.1.8.12.5.11.46	Code Test Coverage 13275	medsx 4.6.6	8/19/2008	Guthi Rajani
17	2.1.1.1.8.12.5.11.46	Code 13277	medsx 4.6.6	8/6/2008	Reddy Archana Rondla
18	2.1.1.1.8.12.5.11.48	Review Test Plan to MEDSX Team	medsx 4.6.6	8/1/2008	Tucker Sharon[25%],Naidu Shilpa[25%],Davis Katrina ,Thomas Pat
19	2.1.1.1.8.12.5.11.48	Document Test Plan Corrections	medsx 4.6.6	8/1/2008	Berry Kathryn[107%]
20	2.1.1.1.8.12.5.11.48	Make Test Plan Corrections	medsx 4.6.6	8/4/2008	Berry Kathryn[107%]
21	2.1.1.1.8.12.5.11.48	D-Submit Test Plan to DOM	medsx 4.6.6	8/11/2008	Berry Kathryn[50%]
22	2.1.1.1.8.12.5.11.48	DOM Review & Provide Feedback On Test Plan	medsx 4.6.6	8/19/2008	Stuart Alice,Simpson Pam
23	2.1.1.1.8.12.5.11.49	Refresh Test DB	medsx 4.6.6	8/14/2008	Williamson Tommy
24	2.1.1.1.8.12.5.11.49	Migrate 4.6.6 to QA Environment	medsx 4.6.6	8/14/2008	Plunkett Hal
25	2.1.1.1.8.12.5.11.49	Perform Smoke Test	medsx 4.6.6	8/14/2008	Berry Kathryn
26	2.1.2.1.4.4.5.3.12	M-DOM approval of RAD	Meds 3.13	8/4/2008	Division of Medicaid
27	2.1.2.1.4.4.6.9.16.4	Code Review of Bug 10241	Meds 3.13	8/1/2008	Ryan Ken
28	2.1.2.1.4.4.6.9.17.4	Code Review Bug 13160	Meds 3.13	8/26/2008	Ryan Ken

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Completed Tasks /
 Activities in Progress /
 Late Tasks /
 Deliverables Past Due to DOM /
 Deliverables Past Due to ACS /
 Aug Risks /
 Activities F ⏪

Ready NUM

Next Steps

- Create A Standard Release Schedule To Accommodate System Changes Within A Specific Timeframe. (Quarterly Release Schedule)
- Combine Priority CSR's And/Or CSR's that may impact the same programs or interfaces.