IT Governance Refresh: The Top 5 Things You Need to Know

What do I really need to know?

1

We now have a long-term Baseline Release Plan for BRRs, and we need to execute against it.

- We created the plan by grouping and sequencing the BRRs that you flagged as a compliance need (and logged prior to August 2018). Now we need to be disciplined and execute against the plan.

2

We do have some spare capacity available for BRRs in the Baseline Release Plan.

- Achieving and maintaining compliance will remain the priority, but we also aim to improve efficiency.
- Theme Teams must construct convincing, detailed business cases for both compliance and efficiency BRRs.

3

We will ask Agency Leads to determine priorities at the agency level (across all themes).

- Agency Leads will evaluate business cases and Theme Templates before prioritizing BRRs.
- The Agency-Level Leaderboards will determine when BRRs are considered by Executives and the IT team.
- Problem tickets related to BRRs in the Baseline Release Plan will be "auto-scoped" for the same release.

4

We will use patch releases to drive towards urgent, short-term business outcomes.

- Problem tickets given the highest priority by Theme Teams will typically be delivered in patch releases.
- Theme Teams must actively manage towards business outcomes via their Theme Templates.

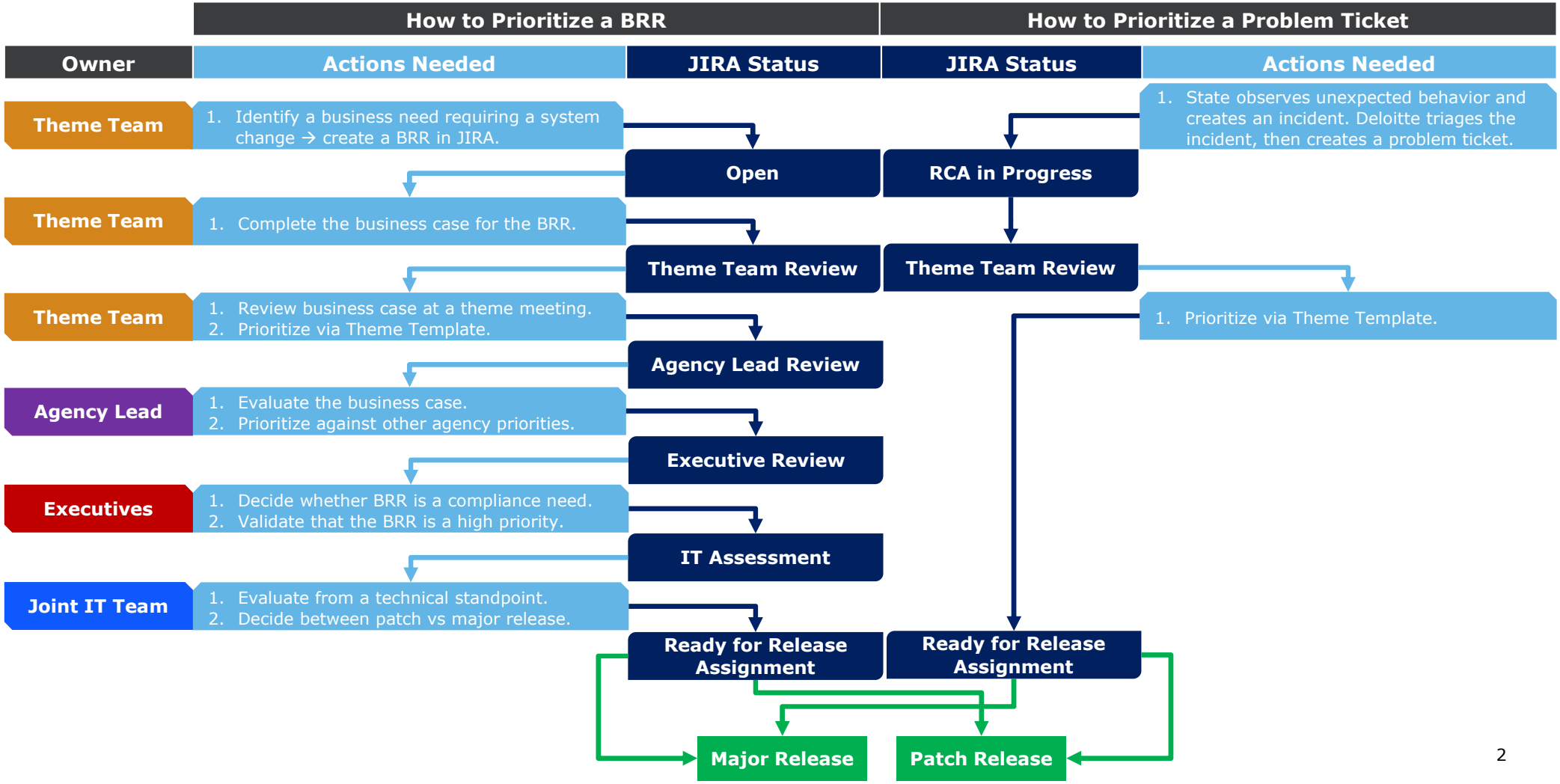
5

We will become increasingly reliant upon JIRA statuses and dashboards to manage our workflow.

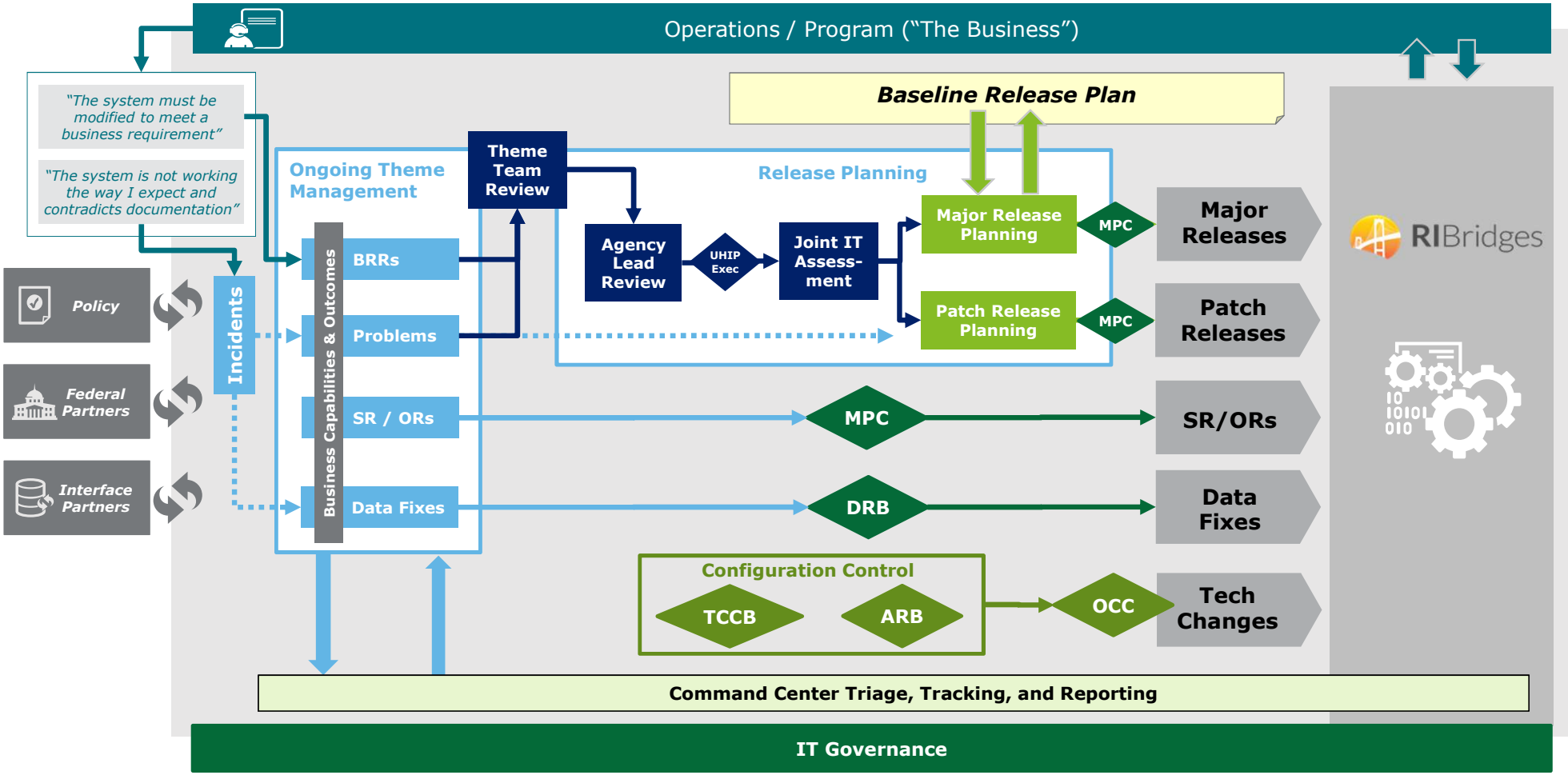
- Theme Teams must take care to enter accurate and comprehensive data in JIRA.
- The UHIP Executive Team will rely upon the data and dashboards to make important business decisions.

Prioritization is driven by the Theme Teams; the role of Agency Leads and the Joint IT Team is to consolidate and deliver against those priorities.

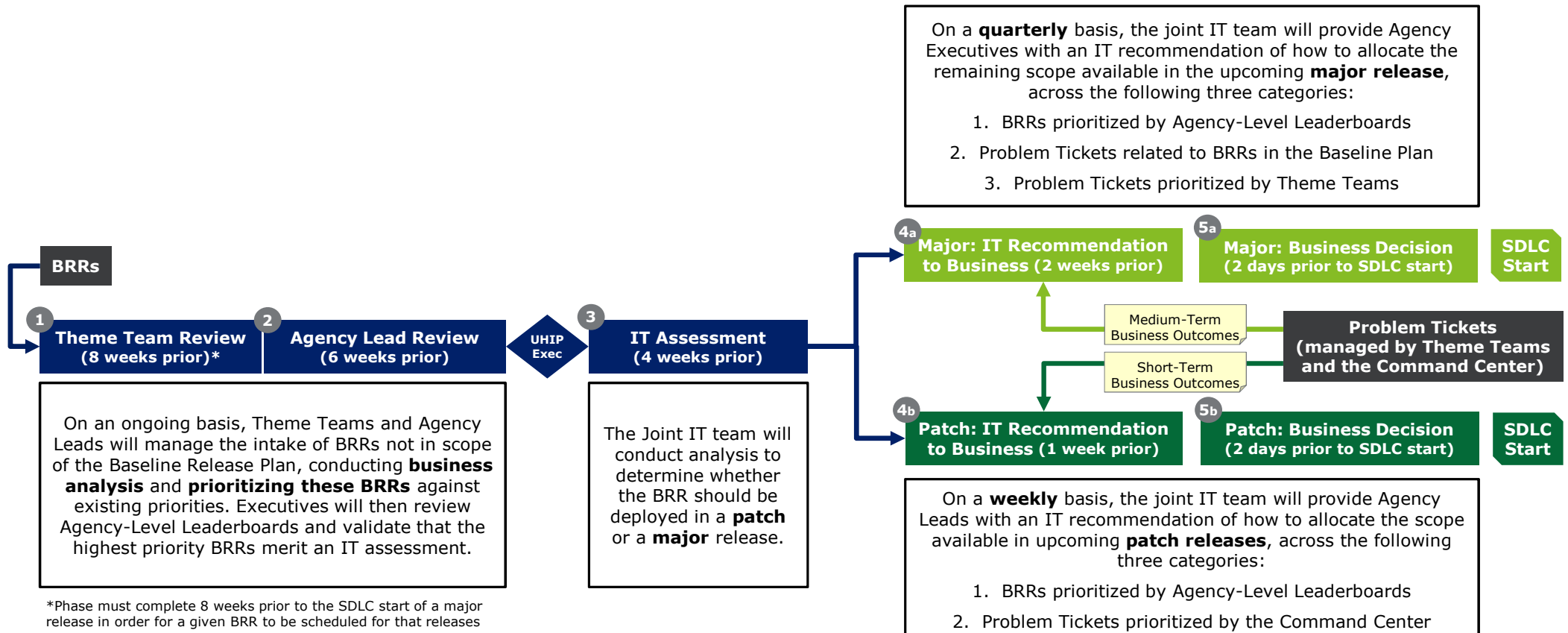
IT Governance Refresh: High-Level Process Overview



Simplified Overview of IT Governance under the Baseline Release Plan



Overview of Release Planning Process for BRRs and Problem Tickets



*Phase must complete 8 weeks prior to the SDLC start of a major release in order for a given BRR to be scheduled for that releases

BRR Intake and Analysis | **Major Release Planning Phase** | **Patch Release Planning Phase**

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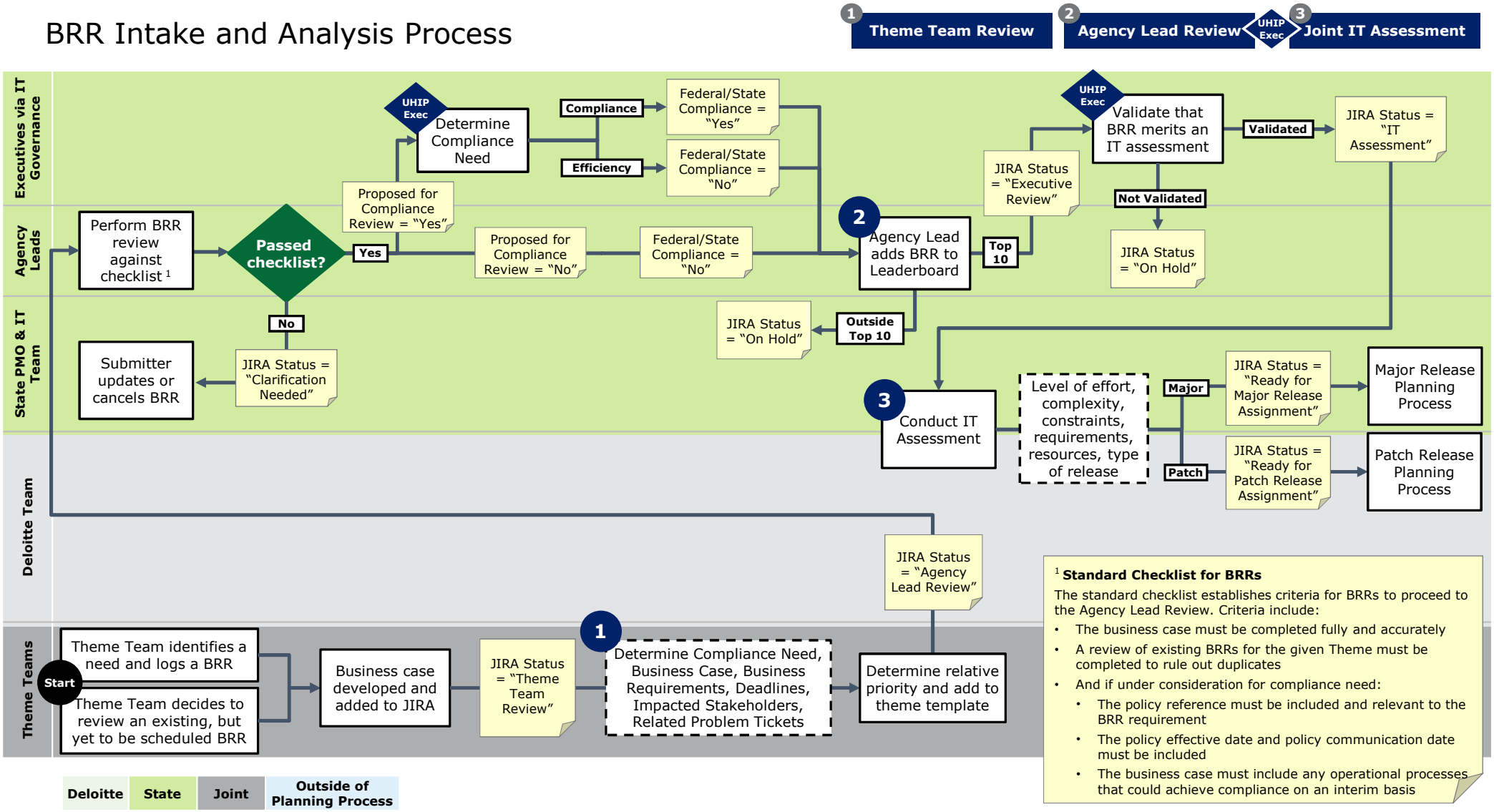
BRR Intake and Analysis Process



[1] **Standard Checklist for BRRs**

The standard checklist establishes criteria for BRRs to proceed to the Agency Lead Review. Criteria include:

- The business case must be completed fully and accurately
- A review of existing BRRs for the given Theme must be completed to rule out duplicates
- And if under consideration for compliance need:
  - The policy reference must be included and relevant to the BRR requirement
  - The policy effective date and policy communication date must be included
  - The business case must include any operational processes that could achieve compliance on an interim basis

Major Release Planning Process

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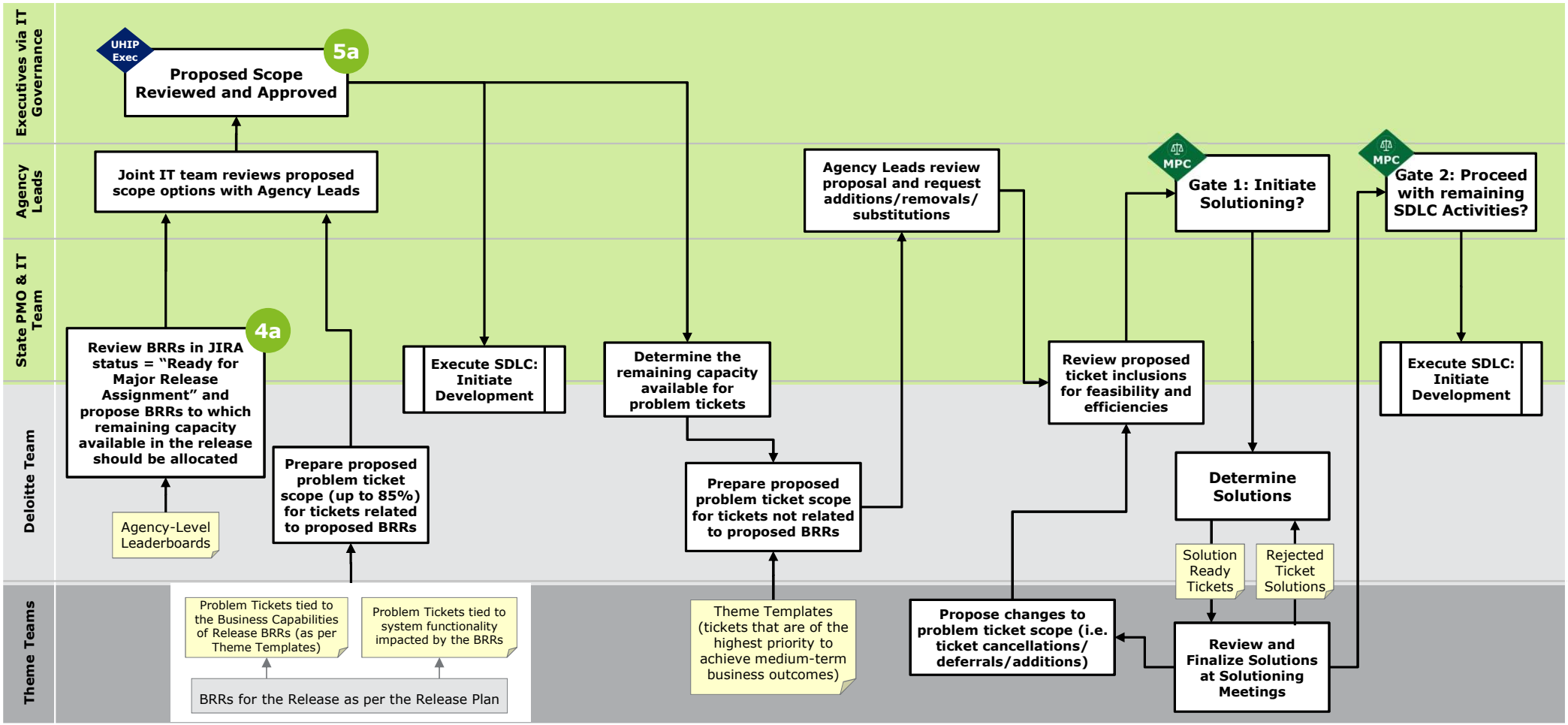
4a Major: IT Recommendation to Business

5a Major: Business Decision



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Patch Release Planning Process

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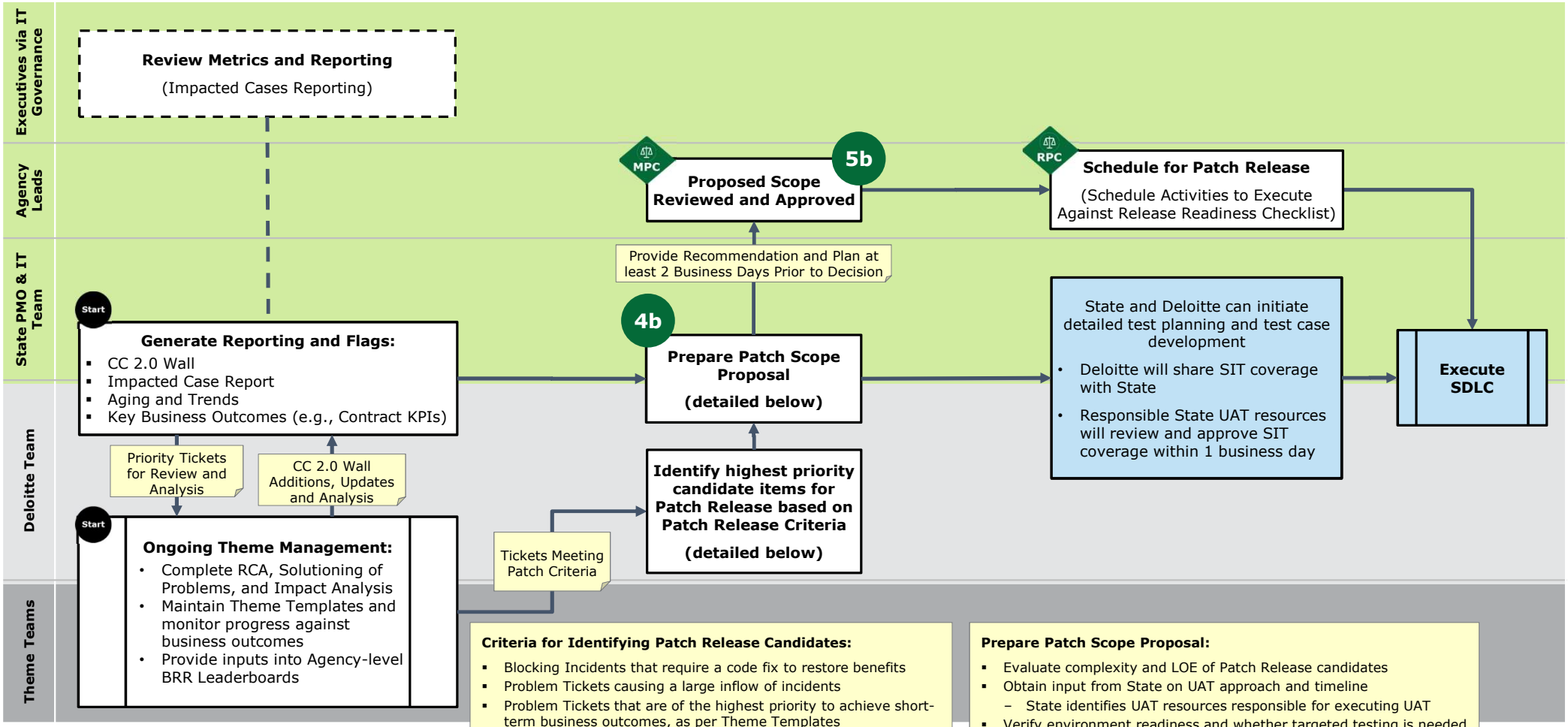
4b Patch: IT Recommendation to Business

5b Patch: Business Decision



Criteria for Identifying Patch Release Candidates:

- Blocking Incidents that require a code fix to restore benefits
- Problem Tickets causing a large inflow of incidents
- Problem Tickets that are of the highest priority to achieve short-term business outcomes, as per Theme Templates
- BRRs that are "Ready for Patch Release Assignment" and are of the highest priority according to Agency-Level Leaderboards

Prepare Patch Scope Proposal:

- Evaluate complexity and LOE of Patch Release candidates
- Obtain input from State on UAT approach and timeline
  - State identifies UAT resources responsible for executing UAT
- Verify environment readiness and whether targeted testing is needed
- Obtain input from State on operational readiness activities
- Finalize justification (e.g., get excerpt from CC 2.0 Wall Report)

Deloitte	State	Joint	Outside of Planning Process