Simplified Overview of IT Governance under the Annual Release Plan

Operations / Program ("The Business")

Annual Release Plan

Major Release Planning

Patch Release Planning

MPC

MPC

MPC

SR/ORs

Data Fixes

Tech Changes

Configuration Control

TCCB

ARB

OCC

Command Center Triage, Tracking, and Reporting

IT Governance

Ongoing Theme Management

Theme Team Review

Release Planning

Agency IT Lead Review

Joint IT Assessment

Major Release Planning

Patch Release Planning

Incidents

Policy

Federal Partners

Interface Partners

BRRs

Problems

SR/ORs

Data Fixes

Configuration Control

TCCB

ARB

OCC

Command Center Triage, Tracking, and Reporting

IT Governance

"The system must be modified to meet a business requirement"

"The system is not working the way I expect and contradicts documentation"
Overview of Release Planning Process for BRRs and Problem Tickets

During the planning phase of a **Major Release**, the Joint IT team will provide Agency Executives with an opportunity to confirm the planned outcomes and BRRs for the release. The Agency Executives will be asked to assess the annual plan against BRRs on their Leaderboards. If there is a change in priorities, the Agency Executives may ask the Joint IT Team to assess potential changes to the planned scope outlined in the Annual Plan. After reviewing the assessment, including any impact on cost allocation, the Agency Executives will approve the final scope of the release. This also includes reviewing and approving problem ticket scope. The focus will be on Problem Tickets related to BRRs in the major release or Problem Tickets prioritized by Theme Teams.

**BRR Intake and Analysis**

1. **Theme Team Review** (8 weeks prior)*
2. **Agency IT Lead Review** (6 weeks prior)
3. **IT Assessment** (4 weeks prior)

*Phase must complete 8 weeks prior to the SDLC start of a major release in order for a given BRR to be reviewed in the planning process.

- On an ongoing basis, Theme Teams and Agency IT Leads will manage the intake of BRRs not in scope of the Annual Release Plan, conducting **business analysis** and prioritizing these BRRs against existing priorities. Executives will then review Agency-Level Leaderboards and validate that the highest priority BRRs merit an IT assessment.

**IT Assessment**

The Joint IT team will conduct analysis to determine whether the BRR should be deployed in a **patch** or a **major** release.

**Major Release Planning Phase**

4a. **Major: Agency Executives Confirm Plan** (2 weeks prior)
5a. **Major: Business Decision** (2 days prior to SDLC start)

**Problem Tickets** (managed by Theme Teams and the Command Center)

- **Medium-Term Business Outcomes**
- **Short-Term Business Outcomes**

**Patch Release Planning Phase**

4b. **Patch: IT Recommendations to Business** (Weekly)
5b. **Patch: Business Decisions** (Ongoing per MPC schedule)

On a **weekly** basis at MPC, the joint IT team will provide Agency IT Leads with an IT recommendation of how to allocate the scope available in upcoming **Patch Releases**, across the following three categories:

1. Small BRRs prioritized by Agency-Level Leaderboards
2. Problem Tickets prioritized by the Command Center
3. Problem Tickets prioritized by Theme Teams

**SDLC Start**

*Phase must complete 8 weeks prior to the SDLC start of a major release in order for a given BRR to be reviewed in the planning process.*
BRR Intake and Analysis Process

1. Theme Team identifies a need and logs a BRR
2. Perform BRR review against checklist
   - Passed checklist? Yes
     - Proposed for Compliance Review = "Yes"
     - Federal/State Compliance = "Yes"
     - JIRA Status = "Executive Review"
   - Proposition for Compliance Review = "No"
     - Federal/State Compliance = "No"
     - JIRA Status = "On Hold"
   - Outside Top 10
     - JIRA Status = "On Hold"
3. Conduct IT Assessment
   - Level of effort, complexity, constraints, requirements, type of release
     - Major
     - Patch
     - JIRA Status = "Ready for Major Release Assignment"
     - JIRA Status = "Ready for Patch Release Assignment"
     - JIRA Status = "Major Release Planning Process"
     - JIRA Status = "Patch Release Planning Process"
   - Top 10
     - JIRA Status = "On Hold"
   - Not Validated
     - JIRA Status = "On Hold"

1. Standard Checklist for BRRs
   - The standard checklist establishes criteria for BRRs to proceed to the Agency IT Lead Review. Criteria include:
     - The business case must be completed fully and accurately
     - A review of existing BRRs for the given Theme has to be completed to rule out duplicates
     - And if under consideration for compliance need:
       - The BRR has not been reviewed with respect to potential compliance need during a previous working session
       - The BRR policy reference must be available and relevant to the BRR requirement
       - The policy effective date and policy communication date must be included

The Deloitte Team

The State PMO & IT Team

The Agency IT Lead

Theme Teams via IT Governance

UHPP Exec

Determine Compliance Need

Determine relative priority and add to theme template

Federal/State Compliance = "Yes"

Efficiency

Compliance

Federal/State Compliance = "No"

Theme Teams

Proposed for Compliance Review = "Yes"

Proposed for Compliance Review = "No"

Submitter updates or cancels BRR

Major Release Planning Process

Patch Release Planning Process

Outside Top 10
<table>
<thead>
<tr>
<th>Meeting Topic / Area of Focus</th>
<th>Objective(s)</th>
<th>Input(s)</th>
<th>Output(s)</th>
</tr>
</thead>
</table>
| Key Business Outcomes & Metrics | • Define key outcomes & metrics for the theme  
• Identify key drivers & business capabilities required to achieve the defined business outcomes  
• Review ongoing progress & expected improvements from prioritized scope | • Theme Templates  
• KPIs / Metrics  
• Business capabilities mapped to metrics | • Updated Theme Templates |
| Review High Priority BRRs | • Validate the business requirements in the BRR, ensuring the business case is well understood  
• Identify business operational deadlines and impacted program(s) and stakeholders  
• Determine whether a temporary operational process is feasible until the BRR is implemented  
• Determine classification: Compliance or Efficiency | • Business Cases | • Updated Business Cases |
| Theme Prioritization | • Prioritize business capabilities to help drive to the key outcomes  
• Align & sequence BRRs, Problems, Data Fixes, SRs to priorities | • Theme Templates  
• JIRA / Theme Dashboards | • Updated Theme Templates  
• JIRA / Theme Dashboards  
• Move BRRs to “Agency IT Lead Review” |
| Theme Planning | • Review & monitor the overall project plan to track theme work & activities and critical dates in support of the SDLC release cycle (patch & major releases) to ensure deliverables are met on a timely basis  
• Evaluate scope pending approval for upcoming Patch Releases  
• Review implementation plans for upcoming releases | • Theme Work Plan  
• Release plans & scorecards  
• JIRA (tickets + dashboards)  
• Proposed Patch Releases  
• SR Requests for MPC  
• Implementation checklists | • Updated Theme Work Plan  
• Input to Release Scorecards |
| Risks / Issues | • Review mitigation plan for open risks / issues & determine if escalation is necessary | • PMOCs  
• Theme template risk/issues | • PMOCs  
• Theme template risk/issues |
| New Critical Incidents | • Review critical incidents impacting the business, determine impact & required next steps | • JIRA / Theme Dashboards | • JIRA / Theme Dashboards  
• SRs / Data Fixes |
# Sample Theme Template with Business Outcomes

**Theme - Operational View**

**Business Outcome:**

SNAP eligibility should be evaluated correctly, applying the household composition/financial/non-financial rules as expected (KPI 1c)

**Business Capability:**

What is being enabled for the business process?

- Revise logic to prevent insertion of an incorrect trigger or flag to ensure correct eligibility results
- Set RMP flag correctly on cases to ensure accurate eligibility and benefit
- Correct defaults in SW logic and CSDC setting to allow correct entry for added members
- Prevent incorrect closures and denials to ensure correct SNAP benefits (KPI 1c)
- Corrections to be completed for - Eligibility outcomes, Wrap up errors, and Authorization errors to ensure timely issuance of benefits
- Correctly display case/case data for redetermination to avoid accidental incorrect redet processing and data integrity problems

**Tickets:**

Which tickets are required to deliver the business capability?

- **RIB-97723 (P)**
- **RIB-99892 (P)**
- **RIB-102025 (D)**
- **RIB-73046 (P)**
- **RIB-85619 (P)**
- **RIB-93136 (P)**
- **RIB-102123 (B)**

**Operational Activities and Impacts:**

Activities required due to system changes

- Incorrect ABAWD countable months will not be determined and individual will not be terminated incorrectly.
- RMP flag would be incorrectly set for cases with MA/ME applied along with SNAP. Also RMP notices will be incorrectly triggered without any eligibility run on SNAP.
- Inability to process will affect timeliness and eligibility accuracy
- Withdrawal information is not resulting in SNAP termination.
- Required for data integrity data fix RIB-76431 which is updating inactive indv dob to null.

**Legend:**

- RIB-##### Has been solved
- RIB-##### Has not yet been solved
- RIB-##### ^ Impacts Compliance
- RIB-##### " Impacts Benefit Issuance
- RIB-##### "" Has been approved by NPC/CRB
- RIB-#####*** Impacts MAGI & QHP Eligibility
- RIB-#####*** Impacts Interfaces
- RIB-#####**** Impacts Notices

The display of a future redetermination record is misleading the workers to enter incorrect dates in Packet received date leading to data issues
## Leaderboards Leveraged to Track Agency Priorities

### Agency-Level BRR Leaderboards

<table>
<thead>
<tr>
<th>Agency</th>
<th>AGENCY LEAD REVIEW</th>
<th>READY FOR EXECUT...</th>
<th>EXECUTIVE REVIEW</th>
<th>READY FOR MAJOR R...</th>
<th>READY FOR PATCH R...</th>
<th>STATE IT REVIEW</th>
<th>T:</th>
</tr>
</thead>
<tbody>
<tr>
<td>DHS</td>
<td>31</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>6</td>
<td>6</td>
<td>9</td>
</tr>
<tr>
<td>EOHHS</td>
<td>10</td>
<td>13</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>HSRH</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total Unique Issues:</strong></td>
<td><strong>41</strong></td>
<td><strong>20</strong></td>
<td><strong>11</strong></td>
<td><strong>10</strong></td>
<td><strong>8</strong></td>
<td><strong>16</strong></td>
<td><strong>106</strong></td>
</tr>
</tbody>
</table>

Grouped by: Status

### Filter Results: DHS BRR Leaderboard

<table>
<thead>
<tr>
<th>Leaderboard Ranking</th>
<th>Themes (Issue Categories)</th>
<th>Key</th>
<th>Summary</th>
<th>Status</th>
<th>Delivery Track</th>
<th>Business Capability</th>
<th>Justification for Leaderboard Ranking</th>
<th>Impacted Cases</th>
<th>Proposed for Compliance Review</th>
<th>Critical Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>02</td>
<td>Interfaces</td>
<td>RIB-104713</td>
<td>FIS Flat File transfer method change</td>
<td>Patch Release</td>
<td>FIS Connectivity and automated process</td>
<td>Critical System Process That Must be Fixed ASAP - Already Identified in Necessary Governance Meetings</td>
<td>10,000+</td>
<td>Approved</td>
<td>03/May/19</td>
<td></td>
</tr>
</tbody>
</table>

### Filter Results: EOHHS BRR Leaderboard

<table>
<thead>
<tr>
<th>Leaderboard Ranking</th>
<th>Themes (Issue Categories)</th>
<th>Key</th>
<th>Summary</th>
<th>Status</th>
<th>Delivery Track</th>
<th>Business Capability</th>
<th>Justification for Leaderboard Ranking</th>
<th>Impacted Cases</th>
<th>Proposed for Compliance Review</th>
<th>Critical Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Worker Inbox</td>
<td>RIB-106227</td>
<td>MAGI renewal with an ADR are only getting verification task</td>
<td>Generate tasks that are sequenced properly for</td>
<td></td>
<td></td>
<td></td>
<td>1,000-5,000</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

### Filter Results: HSRH BRR Leaderboard

<table>
<thead>
<tr>
<th>Leaderboard Ranking</th>
<th>Themes (Issue Categories)</th>
<th>Key</th>
<th>Summary</th>
<th>Status</th>
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<th>Proposed for Compliance Review</th>
<th>Critical Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>02</td>
<td>834 BE</td>
<td>RIB-105741</td>
<td>Create Business validations for the 834</td>
<td>Major Release</td>
<td>Reduce Transmission Error Rate for Enrollment Files</td>
<td>To provide timely benefits and reduce manual intervention in 834 enrollment file process</td>
<td>100-500</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>06</td>
<td>QHIP APTC Enrollment/Eligibility</td>
<td>RIB-20005</td>
<td>Not Generate Notices through 96 Day batch for Customers that are not Enrolled</td>
<td>Major Release</td>
<td>Correct Work Routing for all types of tasks to improve Work Effectiveness</td>
<td>The 90 day batch is sending notices to customers that are not enrolled and asking them for addition documentation and also generating BDN post eligibility closure. Also drives up call center volume</td>
<td>1,000-15,000</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Major Release Planning Process

### Annual Plan Release Scope Reviewed & Approved
- **Gate 1: Initiate Solutioning?**
  - **Review proposed ticket inclusions for feasibility and efficiencies**
  - **Determine Solutions**
    - **Propose changes to problem ticket scope (i.e., ticket cancellations/deferrals/additions)**
    - **Review and Finalize Solutions at Solutioning Meetings**
    - **Solution Ready Tickets**
    - **Rejected Ticket Solutions**
  - **BRRs in JIRA status = “Ready for Major Release Assignment” may be reviewed against planned scope if requested by Agency Executives**
  - **Joint IT team assesses any proposed scope changes including cost allocation impact**
  - **Prepare proposed problem ticket scope for tickets related to planned BRRs**
  - **Execute SDLC: Initiate Development**
  - **Determine the remaining capacity available for problem tickets**
  - **Prepare proposed problem ticket scope for tickets not related to proposed BRRs**
  - **Review proposed ticket inclusions for feasibility and efficiencies**
  - **Propose changes to problem ticket scope (i.e., ticket cancellations/deferrals/additions)**
  - **Review and Finalize Solutions at Solutioning Meetings**

### Joint IT team assesses any proposed scope changes including cost allocation impact
- **Agency IT Leads review proposal and request additions/removals/substitutions**
- **Updated BCD**

### Prepare proposed problem ticket scope
- **Up to 85%** for tickets related to planned BRRs
- **Theme Templates (tickets that are of the highest priority to achieve medium-term business outcomes)**

### Problem Tickets tied to system functionality impacted by the BRRs
- **Problem Tickets tied to the Business Capabilities of Release BRRs (as per Theme Templates)**

### BRRs for the Release as per the Annual Release Plan
- **Agency-Level Leaderboards**
- **Updated BCD**

### Outside of Planning Process
- **Theme Teams**
- **Deloitte Team**
- **State PMO & IT Team**
- **Agency IT Leads**
- **Executives via IT Governance**

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**Draft: For review and discussion purposes only**
Patch Release Planning Process

Review Metrics and Reporting
(Impacted Cases Reporting)

Proposed Scope Reviewed and Approved

Schedule for Patch Release
(Schedule Activities to Execute Against Release Readiness Checklist)

State and Deloitte can initiate detailed test planning and test case development
- Deloitte will share SIT coverage with State
- Responsible State UAT resources will review and approve SIT coverage within 1 business day

Prepare Patch Scope Proposal
(detailed below)

Identify highest priority candidate items for Patch Release based on Patch Release Criteria
(detailed below)

Criteria for Identifying Patch Release Candidates:
- Blocking Incidents that require Code Fix to restore benefits
- Problem Tickets causing inflow of blockers
- 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

Generate Reporting and Flags:
- CC 2.0 Wall
- Impacted Case Report
- Aging and Trends
- Key Business Outcomes (e.g. Contract KPIs)

Prepare Patch Scope Proposal:
- Finalize Justification (e.g., get excerpt from existing CC 2.0 Wall Report)
- Obtain input from State on UAT Approach and Timeline
  - State identifies responsible UAT resources who will execute UAT
- Obtain input from State on Operational Readiness Needs and Activities
- Identify proposed Scheduled Date

Provide Recommendation and Plan at least 2 Business Days Prior to Decision

Ongoing Theme Management:
- Complete RCA, Solutioning of Problems, and Impact Analysis
- Maintain Theme Templates and monitor progress against business outcomes
- Provide inputs into Agency-level BRR Leaderboards

Ticket Meeting Patch Criteria

Deloitte Team

State PMO & IT Team

Agency IT Leads

Executives via IT Governance

Theme Teams

Deloitte State Joint Outside of Planning Process

Start

Priority Tickets for Review and Analysis
CC 2.0 Wall Additions, Updates and Analysis, Joint Triage

Start

Tickets Meeting Patch Criteria