Deloitte.

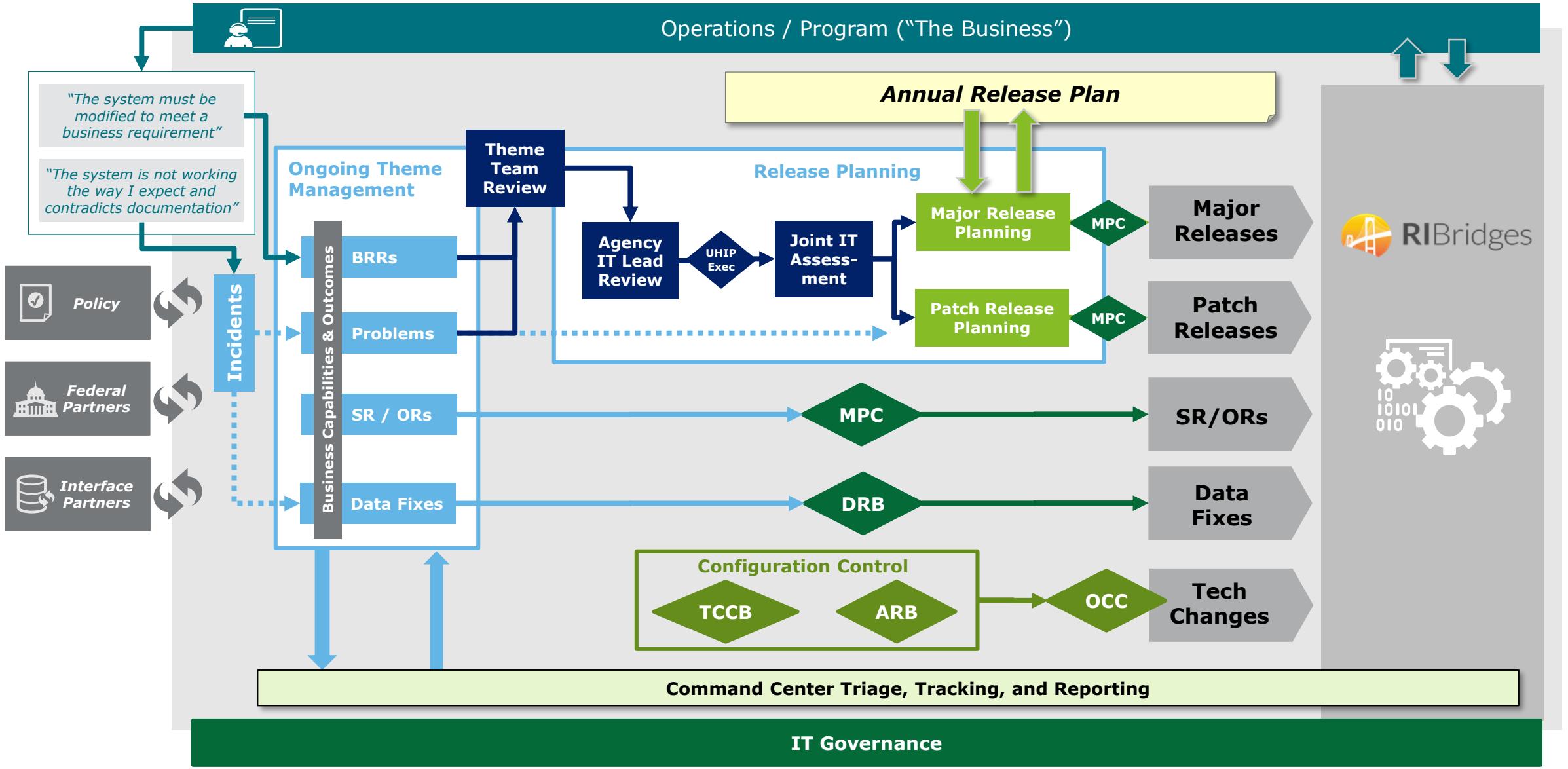
State of Rhode Island (RI) Unified Health Infrastructure Project (UHIP)

FFY 2020 IAPD-U Attachment A

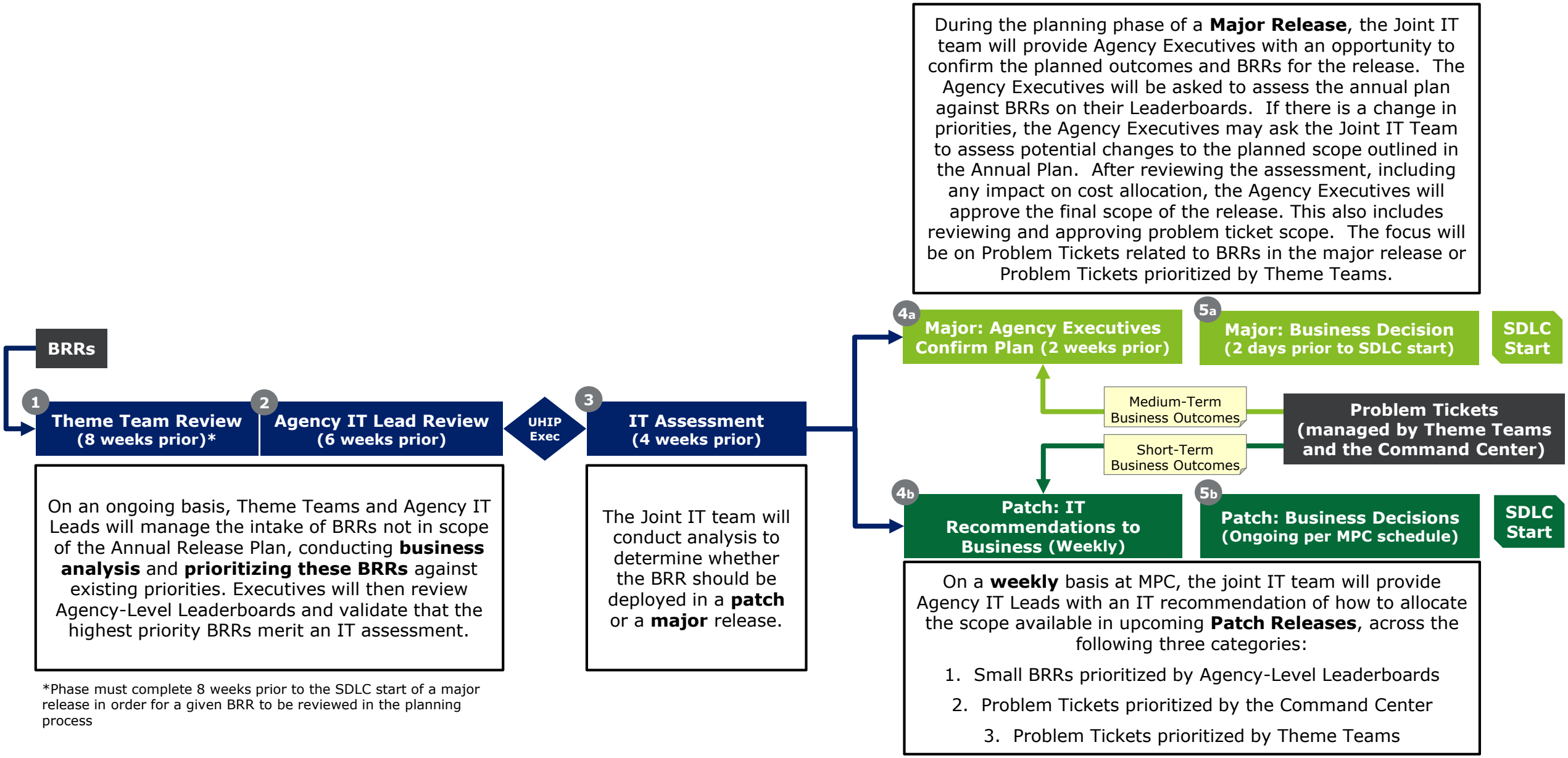
OMB Approval Number: 0938-1268

RIBridges

Simplified Overview of IT Governance under the Annual Release Plan



Overview of Release Planning Process for BRRs and Problem Tickets

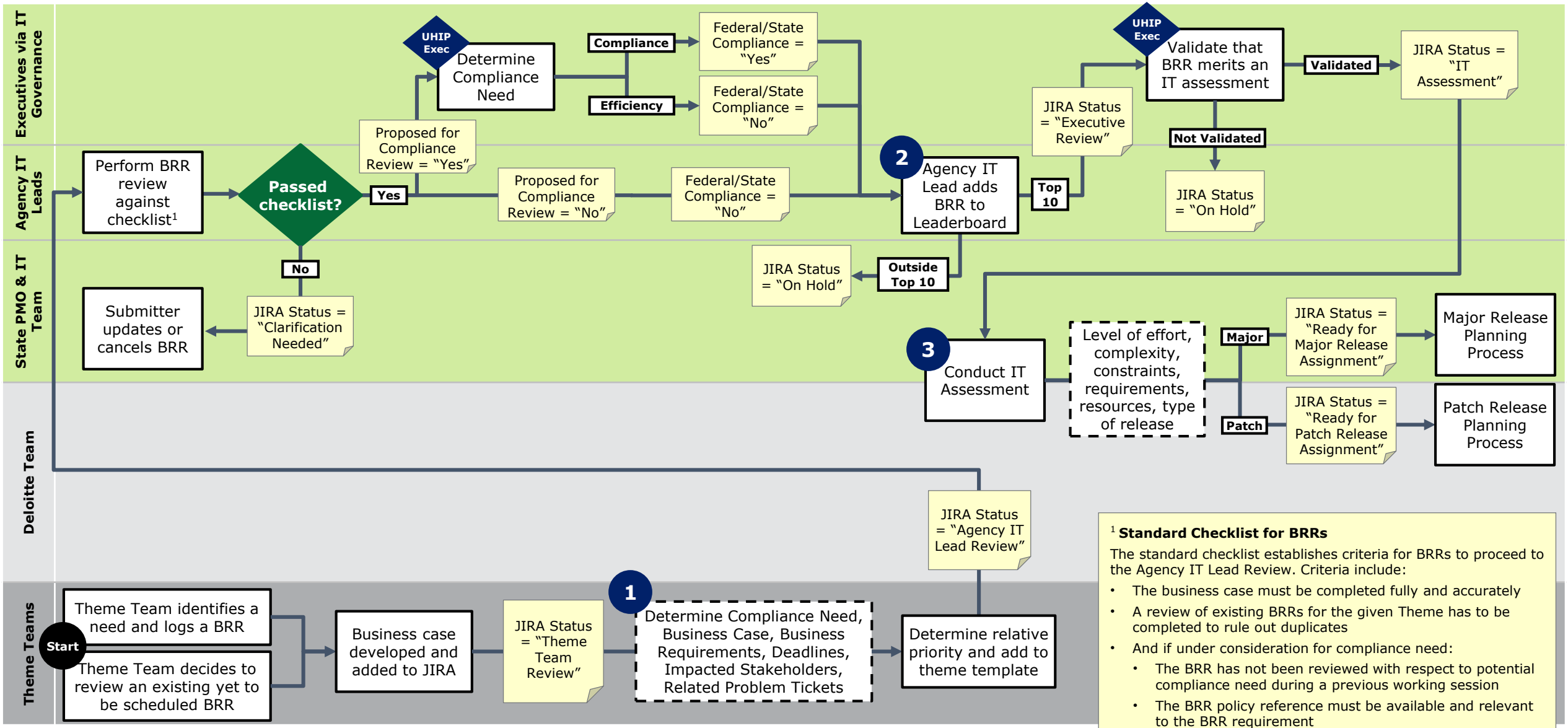


*Phase must complete 8 weeks prior to the SDLC start of a major release in order for a given BRR to be reviewed in the planning process

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

BRR Intake and Analysis Process

1 Theme Team Review | 2 Agency IT Lead Review | UHIP Exec | 3 IT Assessment



Deloitte | **State** | **Joint** | **Outside of Planning Process**

[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

Theme Management Meetings – Revised Standing Agenda

Meetings to be jointly led by State BA/PM & Deloitte Lead(s)

Meeting Topic / Area of Focus	Objective(s)	Input(s)	Output(s)
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 1 **Theme Team Review**	• 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

Release	**7.25.5**	**7.26**	**Proposed 7.26.1**		
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 CSCD 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-73040 (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**	**The display of a future redetermination record is misleading the workers to enter incorrect dates in Packet received date leading to data issues**

RIB-##### *Has been solutioned*
RIB-##### *Has not yet been solutioned*

RIB-##### ^ *Impacts Compliance*
RIB-##### " *Impacts Benefit Issuance*
RIB-##### * *Has been approved by MPC/CRB*

RIB-#####"" *Impacts MAGI & QHP Eligibility*
RIB-#####""" *Impacts Interfaces*
RIB-#####""""" *Impacts Notices*

Leaderboards Leveraged to Track Agency Priorities

Agency-Level BRR Leaderboards

Two Dimensional Filter Statistics: Overview of Agency Leaderboards

Agency	AGENCY LEAD REVIEW	READY FOR EXECUTI...	EXECUTIVE REVIEW	READY FOR MAJOR R...	READY FOR PATCH R...	STATE IT REVIEW	T:
DHS	31	7	7	6	6	9	**66**
EOHHS	10	13	0	3	2	5	**33**
HSRI	0	0	4	1	0	2	**7**
Total Unique Issues:	**41**	**20**	**11**	**10**	**8**	**16**	**106**

Grouped by: Status

Showing **3** of **3** statistics.

Filter Results: DHS BRR Leaderboard

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

Filter Results: EOHHS BRR Leaderboard

Leaderboard Ranking	Themes (Issue Categories)	Key	Summary	Status	Delivery Track	Business Capability	Impacted Cases	Proposed for Compliance Review	Critical Deadline
01	Worker Inbox	RIB-108227	MAGI renewal with an ADR are only getting verification task	READY FOR EXECUTI...		Generate tasks that are sequenced properly for	1,000-5,000	Yes	

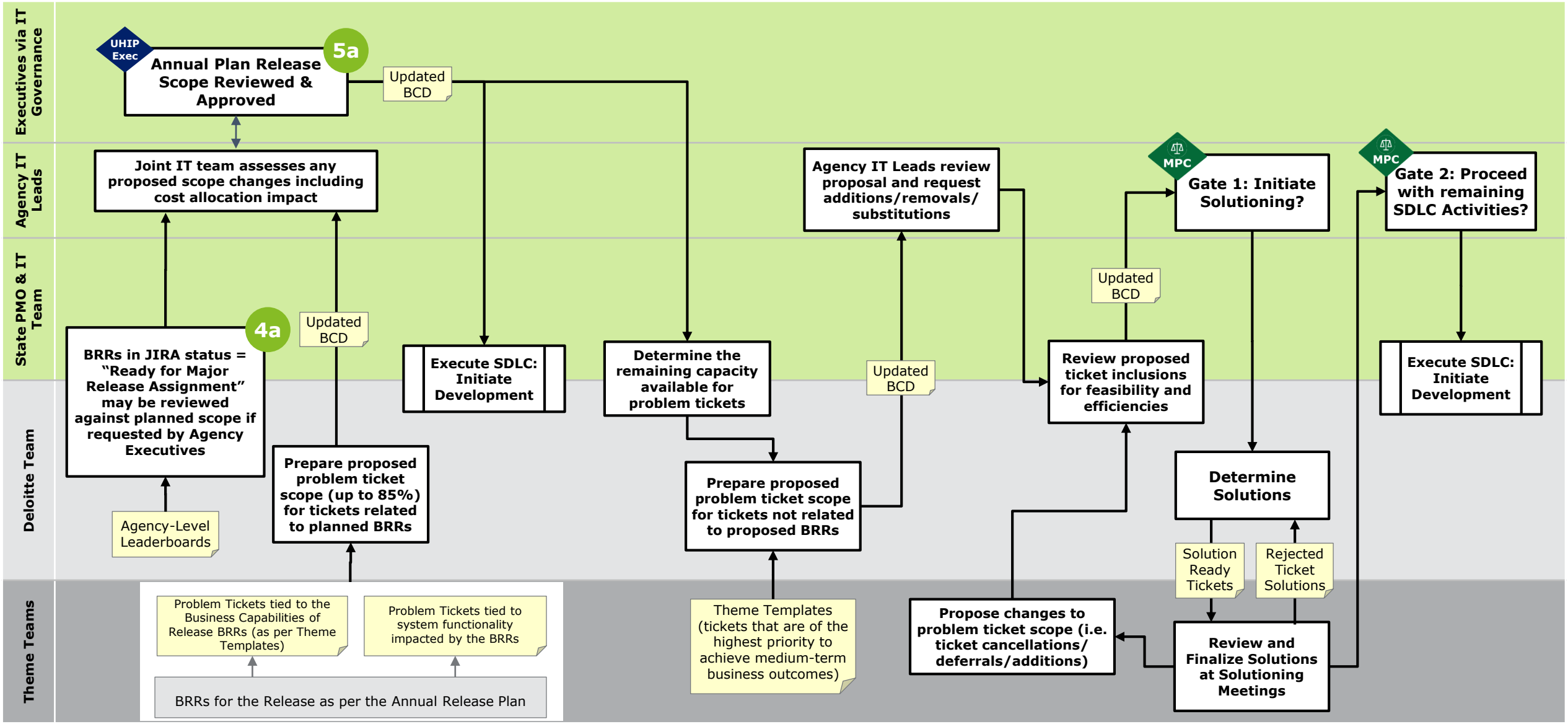
Filter Results: HSRI BRR Leaderboard

Leaderboard Ranking	Themes (Issue Categories)	Key	Summary	Status	Delivery Track	Business Capability	Justification for Leaderboard Ranking	Impacted Cases	Proposed for Compliance Review	Critical Deadline
04	834 BE	RIB-105741	Create Business validations for the 834	STATE IT REVIEW	Major Release	Reduce Transmission Error Rate for Enrollment Files	To provide timely benefits and reduce manual intervention in 834 enrollment file process.	100-500	No	
06	QHP APTC Enrollment/Eligibility	RIB-39688	Not Generate Notices through 90 Day batch for Customers that are not Enrolled.	STATE IT REVIEW	Major Release	Correct Work Routing for all types of tasks to improve Work Effectiveness	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.	1,000-10,000	No	

Major Release Planning Process

4a Major: IT Recommendation to Business

5a Major: Business Decision

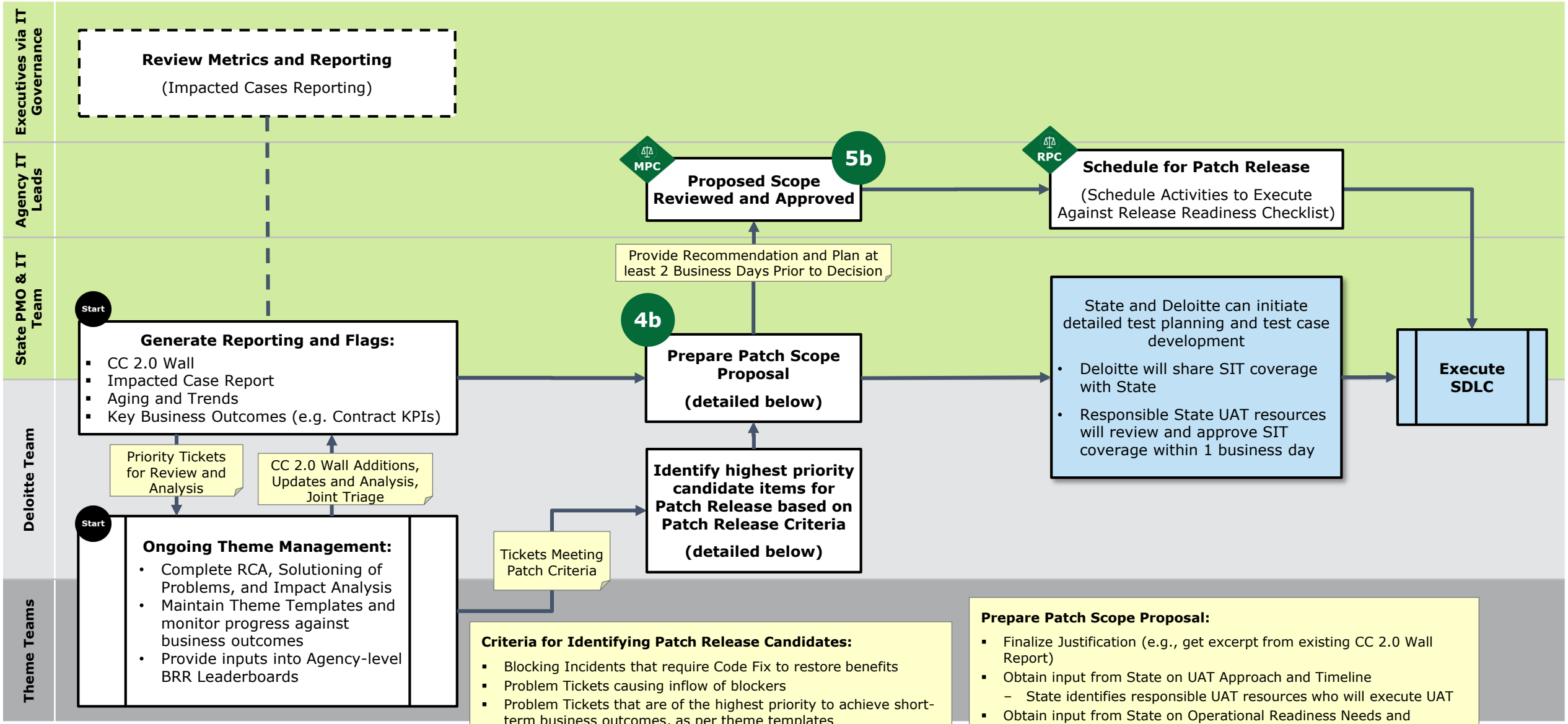


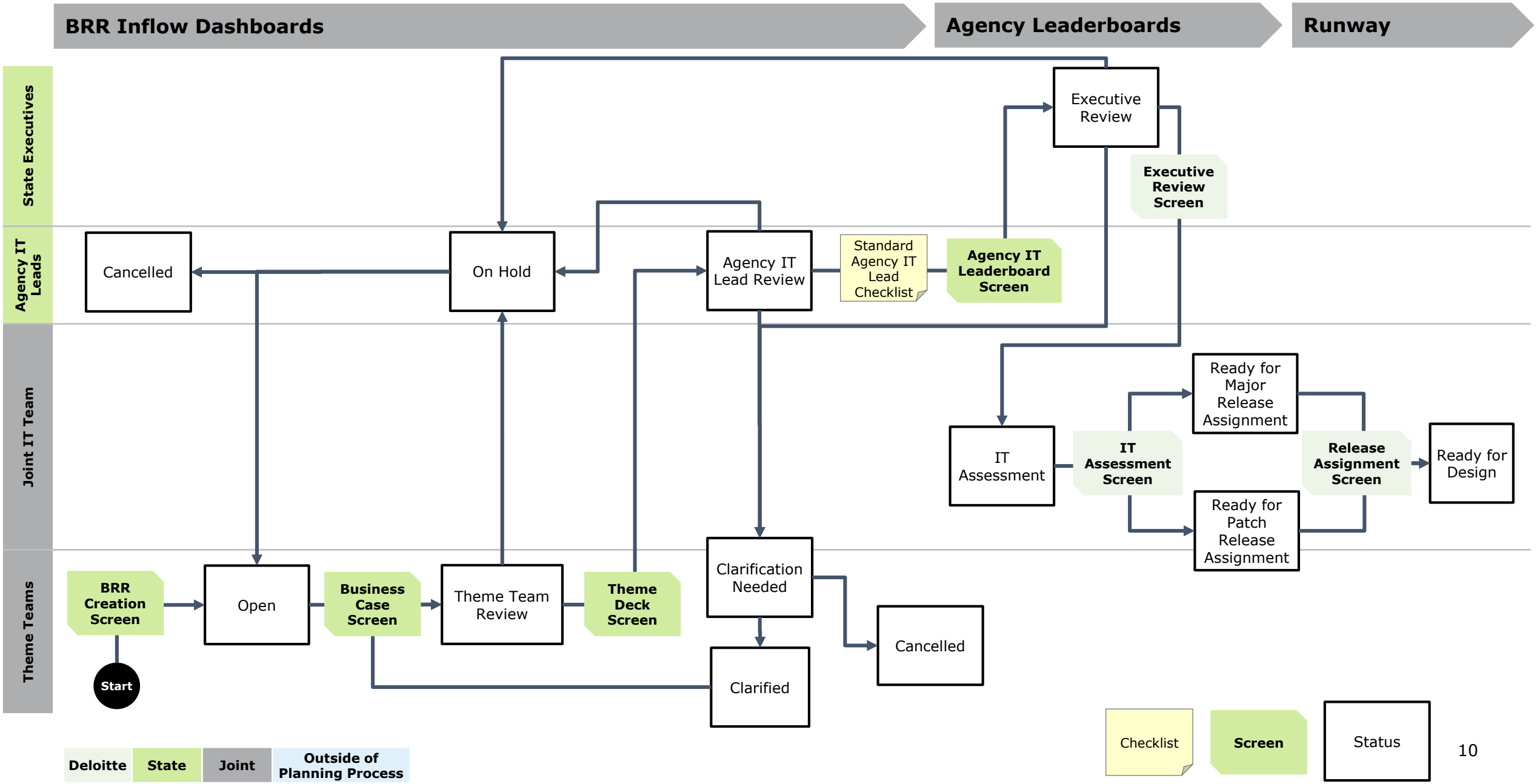
Deloitte	State	Joint	Outside of Planning Process

Patch Release Planning Process

4b Patch: IT Recommendation to Business

5b Patch: Business Decision



Deloitte	State	Joint	Outside of Planning Process

BRR JIRA Workflow