







# RIBridges Hybrid Pilot Signoff



1	<b>RIBridges Application</b>	The entrance criteria for the Bridges application have been met. The criteria includes elements of eligibility, payment and health coverage accuracy, the manual issuance process, and overall business impact to the offices based on testing results.
2	<b>Business Process and Change Management</b>	The State is prepared to conduct business, administer policy and provide services using the RIBridges system. Criteria include stakeholder communication and engagement, business processes or interim business processes documentation and dissemination; and Site Support staffing at local and central offices. The agency is prepared to conduct business, administer policy, and provide services using the RIBridges system.
3	<b>Conversion</b>	The criteria for the collection, preparation, and conversion of electronic data from existing systems (InRhodes, HIX) for use in the RIBridges application and business model have been achieved. These criteria include agreed upon data conflict rules and volume, acceptable benefit match rates, acceptable Mock Conversion outcomes, processes to evaluate mismatches, and conversion run times.
4	<b>Implementation and Site Support</b>	The criteria for local office and site readiness have been met including distribution of user login information, and staff work queue assignments for Day 0. User setup is inclusive of EOHHS, DHS, and EOHHS users. This criteria includes processing of backlogs and cleanup of existing data. The entrance criteria for site support staffing at offices have been met. These criteria include staffing, equipment, facilities, and infrastructure. An evaluation of existing work space and facility configuration to support Implementation has been completed.
5	<b>Infrastructure</b>	The infrastructure that enables RIBridges and legacy systems to interface with State customers has been completed and stabilized. These criteria include network, infrastructure and production capacity, and hybrid pilot environment set up.
6	<b>Interfaces</b>	RIBridges interfaces with trading partners critical for pilot are successful. Testing of file exchanges with these trading partners is complete and connectivity has been set up for the hybrid pilot.
7	<b>Security</b>	TIM/TAM build and configurations for the hybrid pilot environments have been deployed.
8	<b>Training</b>	Classroom instructor led training on RIBridges for the hybrid pilot workers has been completed. Help materials for workers to execute hybrid pilot are deployed to the hybrid pilot environment.
9	<b>Contingency</b>	Criteria for documenting and communicating work arounds for critical business processes has been met and trigger points for invoking contingency has been agreed upon and documented.
10	<b>Communications</b>	The entrance criteria for communications to partner agencies, Union and advocacy groups, providers, legislative stakeholders, and Federal partners have been met.
11	<b>Hybrid Pilot Support</b>	The entrance criteria for support of pilot business operations and the RIBridges system have been met. These criteria include supporting business and technical processes and the definition of Pilot Support roles and resource for both Deloitte and the State of Rhode Island.
12	<b>Legacy Applications</b>	The criteria include testing elements for RIKidsbridge (Child Support), MMIS, and FIS (EBT).

By:   
**Name: Elizabeth Roberts**  
**Title: Secretary,**  
**Executive Office of Health and Human Services, State of Rhode Island**  
 Date: \_\_\_\_\_  
 By:   
**Name: Michael DiBiase**  
**Title: Director,**  
**Department of Administrative Divisions, State of Rhode Island**  
 Date: \_\_\_\_\_  
 By:   
**Name: Thom Guertin**  
**Title: Chief Information Officer, State of Rhode Island**  
 Date: \_\_\_\_\_

By:   
Name: Meiba Depeña Affigne  
Title: Director, Department of Human Services, State of Rhode Island  
Date:









By:   
Name: Zach Sherman  
Title: Director, Health Source Rhode Island  
Date:

By:   
Name: Michael McDonough  
Title: Managing Director, Deloitte  
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Item #		Description/Item	Threshold/Standard	Owner	Target Date	Met?	Comments	Initial
1 RIbridges Application								
	a.	Eligibility, Benefit, Coverage, and Payment Accuracy	90% accuracy in eligibility determination, benefit calculation, health coverage, and payments based on data entered and approved rules. For the remaining 10%, process to override eligibility and manually issue benefits	Wayne Hannon	7/22/2016	Partial	Payment accuracy will be met by a combination of RIbridges eligibility determination and benefit calculation, use of identified interim business processes, and exception or manual issuance as needed. Remaining eligibility defects impact only a small number of actual case situations. UAT eligibility test cases have a pass rate of 89% across all cycles.	WTH
	b.	Defects	- Critical Severity work requests identified 30 days before the planned end of UAT have been tested and closed. - Critical Severity work requests identified within 30 days of the planned end of UAT will be assessed during pilot and for production readiness (including other alternative options) to maintain the stability and integrity of the application - High Severity work requests have either been tested and closed or will be assessed during pilot and for production readiness (including other alternative options) to maintain the stability and integrity of the application	Wayne Hannon	7/22/2016	Partial	There are currently zero critical severity work requests and 38 High severity work requests remain. A detailed status and work arounds are attached in the RIbridges Hybrid Pilot Go/ No Go Decision document for the items that are not closed and will monitor the impact of those items to prioritize the fix during the pilot	WTH
	c.	UAT Pass Percentage	- UAT pass percentage across all cycles exceeds 85% - Unpassed scenarios assessed and agreed to (i.e. low risk, interim business process documents, etc.)	Wayne Hannon	7/22/2016	Partial	UAT pass percentage across all four cycles is 85%. 3581 of 4235 total UAT test cases have passed.	WTH
	d.	Exception Process and Manual Issuance	Exception and manual issuance processes are in place	Wayne Hannon	7/22/2016	Yes	Both override and manual issuance process are in place. Manual issuance process was validated as part of previous Mock Pilot to issue benefits for the pre-conversion periods or exceptions	WTH
	e.	Impact to local offices	Anticipated impact on hybrid pilot offices is acceptable based on overall volume of interim business processes, the likelihood of each being encountered, and the impact of each if encountered	Wayne Hannon	7/22/2016	Yes	In order to meet the case goal for HSRI, each of the three contact center pilot workers must complete 7.5 cases per day over the 20 business day pilot period. To meet the DHS case target of 2,200 cases, each of the twenty Pawtucket eligibility technician must complete 4 cases per day.	WTH





must

Hybrid Pilot Entrance							
Item #	Description/Item	Threshold/Standard	Owner	Target Date	Met?	Comments	Initial
2	Business Processes and Change Management						
	a. Business Processes - DHS Local Offices	- Permanent DHS local office pilot worker business process changes identified and communicated to the workers	Wayne Hannon	7/22/2016	Yes	Business process changes have been discussed and agreed upon by the State. There are 18 items that were identified for communication to pilot workers prior to the start of pilot.	WTH
	b. Business Processes - EOHHS Central Office	- Permanent EOHHS central office pilot worker business process changes identified and communicated to the workers	Wayne Hannon	7/22/2016	Yes	Business process changes have been discussed and agreed upon by the State. There are 18 items that were identified for communication to pilot workers prior to the start of pilot.	WTH
	c. Business Processes - DHS Central Office	- Permanent DHS central office pilot worker business process changes identified and communicated to the workers	Wayne Hannon	7/22/2016	Yes	Business process changes have been discussed and agreed upon by the State. There are 18 items that were identified for communication to pilot workers prior to the start of pilot.	WTH
	d. Interim Business Processes - DHS Local Offices	- All interim business processes impacting DHS local office pilot workers identified - Job aids under development for higher volume, higher impact items	Wayne Hannon	7/22/2016	Yes	Contingency plans are being reviewed. It will be made available for the site support staff on 7/22	WTH
	e. Interim Business Processes - EOHHS Central Office	- All interim business processes impacting EOHHS central office pilot workers identified - Job aids under development for higher volume, higher impact items	Wayne Hannon	7/22/2016	Yes	Contingency plans are being reviewed. It will be made available for the site support staff on 7/22	WTH
	f. Interim Business Processes - DHS Central Office	- All interim business processes impacting DHS central office pilot workers identified - Job aids under development for higher volume, higher impact items	Wayne Hannon	7/22/2016	Yes	Contingency plans are being reviewed. It will be made available for the site support staff on 7/22	WTH


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3	Conversion						
	a. Benefit Match Rate	80% average benefit match across programs and have a process in place to continue legacy determined benefits for the remaining 20% of mismatched cases	Thom Guertin	7/22/2016	Yes	Mock Conversion 14 resulted in a benefit match of 84.30% across all programs. Program level details are in the RIBridges Hybrid Go/No Go Decision document	
	b. Data Conflict Rules and Volume	Current data conflict rules and projected volume agreed upon	Thom Guertin	7/22/2016	Yes	After applying agreed upon business rules to Mock Conversion 14, data conflicts decreased from 79,918 to 19,541. Notice template for requesting updates from these consumers have been provided for feedback by 7/15	
	c. Conversion Run Time	Conversion run time can be accomplished in scheduled transition period (5 days)	Thom Guertin	7/22/2016	Yes	Mock conversion 14 was executed in 44 hours which is well within the conversion window of the transition period.	
	d. Conversion Success Rate	95% cases and accounts converted successfully	Thom Guertin	7/22/2016	Yes	99.91% of all accounts/ cases have been converted. The remaining 87 (less than 1%) accounts are related to inactive clients and they don't impact any of the active client coverage	
	e. Mock Conversion Completion	All planned mock conversions have been executed and data reports shared with the State	Thom Guertin	7/22/2016	Yes	14 mock conversions have been completed and the results report has been shared with the State and Federal partners after each mock conversion.	
	f. Day 0 Data Exchange - MMIS	Day 0 MMIS file approved based on testing	Thom Guertin	7/22/2016	Yes	Mock 14 day zero file sent on 7/7	
	g. Day 0 Data Exchange - RIKidsBridge	Day 0 RIKidsBridge file approved based on testing	Thom Guertin	7/22/2016	Yes	Mock 14 day zero file sent on 7/7	
	h. Day 0 Data Exchange - DCYF	Day 0 DCYF file approved based on testing	Thom Guertin	7/22/2016	Yes	Mock 14 day zero file sent on 7/7	

Hybrid Pilot Entrance							
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4	Implementation and Site Support						
	a. User Profiles, Roles, Queues, ID's and Logins	- Hybrid pilot user profiles, roles, and queues set up - User IDs and Logins have been distributed to hybrid pilot end users	Wayne Hannon	7/22/2016	Yes	User setup for DHS, EOHHS, and HSRI hybrid pilot workers has been completed.	WTH
	b. Physical Site Readiness	Pilot site readiness checklists complete (work area changes, dual monitors, scanning equipment, EBT printers, forms, etc.)	Wayne Hannon	7/22/2016	Yes	EOHHS: Physical site readiness complete. HSRI: Physical site readiness complete. DHS: Physical site readiness complete.	WTH
	c. Facilities Modifications	Facility changes for hybrid pilot offices, if required, complete (e.g. interview booths)	Wayne Hannon	7/22/2016	Yes	EOHHS: No changes required. HSRI: No changes required. DHS: Self service room has been reopened for use during pilot.	WTH
	d. Data and backlog cleanup	- Required data cleanup (if any) complete	Wayne Hannon	7/22/2016	Yes	As of July 17, the Pawtucket DHS backlog is 95 tasks. Plan is in place to export the pending Pawtucket tasks prior to the start of pilot so that they can be completed.	WTH
	e. Site Support Strategy	- Site support strategy and process has been agreed to and defined - Site support staff trained and assigned to a specific office	Wayne Hannon	7/22/2016	Yes	Plan complete and site lead resources shared with the State.	WTH

Hybrid Pilot Entrance							
Item #	Description/Item	Threshold/Standard	Owner	Target Date	Met?	Comments	Initial
5	Infrastructure						
	a. System Performance	<ul style="list-style-type: none"> <li>- Online response time within the contract requirements based on testing</li> <li>- Batch cycle expected to fit with the appropriate window (based on anticipated pilot transaction volume)</li> </ul>	Thom Guertin	7/22/2016	Yes	<p>Performance testing, online results have been presented to the state. Deloitte conducted multiple iterations of performance testing to both compute cycles and memory management. The performance environment was scaled to half the pilot/production capacity and tested against the total user base, of 300 IES and 600 HIX users. We have conducted multiple 1 hour tests to stress the peak usage scenario with double the expected concurrent users and executed one 8 hour long stress testing of the environment. Based on reviewing the results, even with double the number of concurrent users on the pilot environment, the CPU utilization peaks had not saturated the environment and was able to perform well. The CPU utilization and memory usage for expected peak number of users will adequately meet the requirements of the state both for the Worker (RIBridges) and Customer (HSRI) Portal. We are continuing to conduct additional batch tests for monthly/cut off runs to stimulate the correct level of concurrency and tweak as needed before go live.</p>	

Hybrid Pilot Entrance							
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	b. Network Capacity	Network bandwidth verified/confirmed for hybrid pilot office	Thom Guertin	7/22/2016	Yes	iPerf testing have been completed and it resulted in equipment configuration and destination ports revisions. The results are satisfactory from Providence office (largest among the six offices in the State). We have made final configuration changes based on failed tests at other State offices and datacenters. For details, please refer to: RI-Bridges_iPerf_v1.docx Connectivity has been tested and confirmed from Pawtucket using direct acces and EOHHS in Cranston using direct access) as of 7/21. Second round of URL testing has been completed on 7/22 for the same. State will be monitoring state's network between Warwick and participating pilot offices for bandwidth consumption and network lag. Providence Contact Center will use Pilot VPN to access the URLs.	
	c. Pilot Environment	Hybrid pilot environment has been set up	Thom Guertin	7/22/2016	Yes	Environment is up and provided to pilot support team. Final named URLs for Load balancer URLs are pending a certificate implementation since we are waiting on State to provide certificates. For pilot direct URLs have been provisioned already and they are in use now for pilot set-up validations	
<b>6 Interfaces</b>							
	a. Interfaces Readiness	Interfaces deemed critical for hybrid pilot have exited UAT	Thom Guertin	7/22/2016	Partial	End to end testing for 52 out of 60 interfaces completed. The remaining 10 are being tested and work arounds are documented for the items that are not closed and will monitor the impact of those items to prioritize the fix during the pilot.	
	b. Establishment of Pilot Connectivity for Pilot Interfaces	Pilot connectivity for pilot interfaces established or agreement from trading partner to connect by 7/22	Thom Guertin	7/22/2016	Yes	Connectivity for the participating trading partners will be in place for the Pilot start	
<b>7 Security</b>							



Hybrid Pilot Entrance						
Item #	Description/Item	Threshold/Standard	Owner	Target Date	Met?	Comments
	a. TIM/TAM	TIM/TAM build and configurations for hybrid pilot environments (Customer-facing and worker-facing) have been deployed	Thom Guertin	7/22/2016	Yes	Environment setup is completed
						Initial 

Hybrid Pilot Entrance							
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8	Training						
	a. Reference Materials	Approved reference materials (field and page level help, quick reference guides, and user guides) are available in the pilot environment.	Wayne Hannon	7/22/2016	Yes	Draft QRGs and User Guides will be made available for Pilot staff	WPK
	b. EOHHS Pilot Staff Training	EOHHS pilot staff have completed instructor led training	Wayne Hannon	7/22/2016	Yes	EOHHS instructor led training completed.	WPK
	c. DHS Pilot Staff Training	DHS pilot staff have completed instructor led training	Wayne Hannon	7/22/2016	Yes	DHS instructor led training has been completed.	WPK
	d. Contact Center Pilot Staff Training	HSRI agrees that their pilot staff are ready to participate in pilot based on experience with the system in testing or instructor-led training	Wayne Hannon	7/22/2016	Yes	Contact Center instructor led training has been completed.	WPK
9	Contingency						
	a. Contingency Approach	Contingency approach for critical business processes is agreed upon including trigger points	Wayne Hannon	7/22/2016	Yes	Contingency plan and trigger points have been documented and finalized	WPK
10	Communications						
	a. Pilot Communications	Pilot communications for the identified stakeholders has been completed: - Partner agencies - Union and Advocacy Groups - Providers - Legislative Stakeholders - Federal partners	Wayne Hannon	7/22/2016	Yes	Communications directly related to the Pilot have all completed. These include communications with data trading partners and the unions, as well as ongoing communications with Federal partners (FNS and CMS). Other external stakeholders such as customers and providers, as well as legislative stakeholders will not receive pilot-specific communications prior to the pilot period as they will not be directly impacted by the pilot activities.	WPK

Hybrid Pilot Entrance							
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11	Hybrid Pilot Support						
	a. Command Center	System Command center is operational	Thom Guertin	7/22/2016	Yes	Command Center is operational to support Pre-Pilot setup activities and will transition to Pilot support beginning 7/25.	TG
	b. Batch Operations Processes	Mutually agreed upon processes between State and Deloitte for: Batch Operations	Thom Guertin	7/22/2016	Yes	Batch schedule and operational processes are shared with state on 7/19 and ready for Pilot	TG
	c. Notice QC Processes	Mutually agreed upon processes between State and Deloitte for: Notice QC	Thom Guertin	7/22/2016	Yes	Notices QC processes are shared and reviewed with state on 7/14 and ready for Pilot	TG
	d. Release Management Processes	-Mutually agreed upon processes between State and Deloitte for: Release Management - Including builds (scheduled and interim), code promotions, and ongoing environment support	Thom Guertin	7/22/2016	Yes	Release management processes were reviewed on 7/12. Builds, code deployment, and ongoing environment support were reviewed on 7/21.	TG
	e. Issue Escalation Processes	- Mutually agreed upon processes between State and Deloitte for: Issue Escalation - Including interim fixes, prioritization of tickets, and the handoffs between site support and the command center/triage team	Thom Guertin	7/22/2016	Yes	Issue escalation was reviewed with the State on 7/12	TG
	f. DHS Pilot Operations	Mutually agreed upon daily DHS pilot office operations	Wayne Hannon	7/22/2016	Yes	Reviewed with the State on 7/12	WHL
	g. EOHHS Pilot Operations	Mutually agreed upon daily EOHHS pilot operations	Wayne Hannon	7/22/2016	Yes	Pilot Operations for EOHHS have been reviewed on 7/19	WHL
	h. Contact Center Pilot Operations	Mutually agreed upon daily Contact Center pilot operations	Wayne Hannon	7/22/2016	Yes	Pilot Operations for Contact Center have been reviewed on 7/22	WHL
	i. Central Scanning Pilot Operations	Mutually agreed upon daily Central Scanning pilot operations	Thom Guertin	7/22/2016	Yes	Operational procedures for central scanning are being reviewed and will be available for operations during the pilot.	TG
	j. Pilot Reporting	Mutually agreed upon pilot reporting	Thom Guertin	7/22/2016	Yes	Management and executive reports are shared and reviewed with the State on 7/14.	TG
	k. Pilot Support Staff - Deloitte	Hybrid pilot Deloitte support staff organization chart completed with names and roles	Thom Guertin	7/22/2016	Yes	Pilot organization chart for the Deloitte team was completed on 7/18, and will be published to the entire support team on 7/22.	TG
	l. Pilot Support Staff - State	Hybrid pilot State support staff organization chart completed with names and roles	Thom Guertin	7/22/2016	Yes	State pilot leads by office and by location have been finalized and communicated to the team.	TG
12	Legacy Application Readiness						
	a. MMIS	Signoff of hybrid pilot readiness complete	Wayne Hannon	7/22/2016	Yes	Final update will be completed by 7/22	WHL
	b. FIS	Signoff of hybrid pilot readiness complete	Wayne Hannon	7/22/2016	Yes	Final update will be completed by 7/22	WHL
	c. RIKidsBridge	Signoff of hybrid pilot readiness complete	Wayne Hannon	7/22/2016	Yes	Final update will be completed by 7/22	WHL