AHCA Florida Health Care Connections (FX)

<<Insert Project Name Here>>

Integrated System Implementation Management Plan

Version: 001

Date: Month Day, YYYY

Author: [Author]

Submitted To: AHCA FX Program Administration Team

Revision History

DATE	VERSION	DESCRIPTION	AUTHOR
M/D/YYYY	001	<<Insert Project Name Here>> Integrated System Implementation Management Plan first draft version	

Modifications to the approved baseline version (100) of this artifact must be made in accordance with the Artifact Management Standards.

Quality Review History

DATE	REVIEWER	COMMENTS
M/D/YYYY		

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SECTION 1   INTRODUCTION

1.1   BACKGROUND

The Florida Agency for Health Care Administration (AHCA or Agency) is adapting to the changing landscape of healthcare administration and increased use of the Centers for Medicare and Medicaid Services (CMS) Medicaid Information Technology Architecture (MITA) to improve the administration and operation of the Florida Medicaid Enterprise. The current Florida Medicaid Enterprise is complex; it includes services, business processes, data management and processes, technical processes within the Agency, and interconnections and touchpoints with systems necessary for administration of the Florida Medicaid program that reside outside the Agency. The future of the Florida Medicaid Enterprise integration is to allow the Agency to secure services that can interoperate and communicate without relying on a common platform or technology.

The Florida Medicaid Management Information System (FMMIS) has historically been the central system within the Florida Medicaid Enterprise; functioning as the single, integrated system for claims processing and information retrieval. As the Medicaid program has grown more complex, the systems needed to support the Florida Medicaid Enterprise have grown in number and complexity.

The Medicaid Enterprise System (MES) Procurement Project was re-named Florida Health Care Connections (FX) in the summer of 2018. FX is a multi-year transformation to modernize the current Medicaid technology using a modular approach, while simultaneously improving overall Agency functionality and building better connections to other data sources and programs.

1.2   PURPOSE

This Integrated System Implementation Management Plan (IM Plan) describes how the automated system/application or IT situation will be installed, deployed, and transitioned into an operational system or situation.

1.3   SCOPE STATEMENT

<Instructions: Provide full identifying information for the automated system, application, or situation for which the IM Plan applies, including as applicable, identification number(s), title(s)/name(s), abbreviation(s)/acronym(s), part number(s), version number(s), and release number(s). Summarize the purpose of the document, the scope of activities that resulted in its development, the intended audience for the document, and expected evolution of the document. Also describe any security or privacy considerations associated with use of the IM Plan.>

1.4   GOALS AND OBJECTIVES

<Instructions: Identify the goals and objectives for this plan.>

- Goal #1 – The goal of this plan is to <insert language>
  - › Objective #1 – <insert objective>
  - › Objective #2 – <insert objective>
- Goal #2 – The goal of this plan is to <insert language>
  - › Objective #1 – <insert objective>
- Objective #2 – <insert objective>

1.5 REFERENCED DOCUMENTS

The following documents were used as input to the development of the Integrated System Implementation Management Plan and provided valuable information to produce the procedures and processes.

- CMS eXpedited Life Cycle (CMS XLC) Implementation Plan
- <add additional, as needed>

SECTION 2   ROLES AND RESPONSIBILITIES

Exhibit 2-1: Roles and Responsibilities identify the roles and responsibilities for the primary stakeholders that maintain or use this document.

<Instructions: Specify each major role (not name of the individual) and the major activities related to this document.>

ROLE	RESPONSIBILITY
	▪
	▪
	▪
	▪
	▪
	▪
	▪
	▪

Exhibit 2-1: Roles and Responsibilities

SECTION 3 ASSUMPTIONS, CONTRAINTS, AND RISKS

3.1 ASSUMPTIONS

<Instructions: Describe any assumptions or dependencies regarding the implementation of the system. These may concern such issues as: related software or hardware, operating systems, or end-user characteristics.>

3.2 CONSTRAINTS

<Instructions: Describe any limitations or constraints that have a significant impact on the implementation of the system. Such constraints may be imposed by any of the following (the list is not exhaustive):

- Hardware or software environment
- End-user environment
- Availability of resources
- Interoperability requirements
- Interface/protocol requirements
- Data repository and distribution requirements>

3.3 RISKS

<Instructions: Describe any risks associated with the implementation of the system and proposed mitigation strategies.>

SECTION 4   IMPLEMENTATION OVERVIEW

< Instructions: Briefly summarize the implementation effort that is described in detail in the following subordinate sections.>

4.1   IMPLEMENTATION DESCRIPTION

<Instructions: Describe the planned deployment, installation, and implementation approach.>

4.2   POINTS OF CONTACT

<Instructions: Provide the names of the responsible organization(s), and name and telephone numbers of the staff who serve as points of contact for the system or situation implementation. These points of contact could include the Business Owner, Project Manager, and/or System Developer, and others with responsibilities relating to the implementation. The site implementation representative for each field installation or implementation site should also be included, if appropriate. Provide identifying and contact information for all managers and staff with whom the implementation must be coordinated.>

CONTACT	ORGANIZATION	PHONE	EMAIL	RESPONSIBILITY
<First Name Last Name>	<Organization>	<XXX-XXX-XXXX>	<Email>	<Role>

Exhibit 4-1: Points of Contact

4.3   MAJOR TASKS

<Instructions: Provide a brief description of each major task required for the implementation of the system or situation. Add as many subsections as necessary to this section to describe all of the major tasks adequately. The tasks described in this section are not site-specific, but generic or overall project tasks that are required to install hardware and software, prepare data, and verify the system or situation. Include the following information for the description of each major task, if appropriate:

- What the task will accomplish
- Resources required to accomplish the task
- Assumptions and constraints associated with the task
- Identified risks and planned mitigations associated with the task
- Reference documents applicable to the task

- Criteria for successful completion of the task
- Miscellaneous notes and comments

Examples of some major tasks to consider include the following:

- Providing overall planning and coordination for the implementation
- Obtaining personnel for the implementation team
- Providing appropriate training for personnel
- Ensuring all documentation applicable to the implementation are available when needed
- Acquiring special hardware, software, or network facilities
- Preparing site and support facilities for implementation
- Installing and configuring the various components of the operational environment
- Providing all needed technical assistance
- Scheduling any special computer processing required for the implementation
- Performing site surveys before implementation
- Performing system or situation transition activities
- Performing data conversion before loading data into the system
- Ensuring that all prerequisites have been fulfilled before the implementation date
- Communication and planning among systems, technical delivery, and the user community in advance of implementation
- Performing specialized training required
- Performing outreach
- Validating communication awareness>

4.4 IMPLEMENTATION SCHEDULE

<Instructions: Provide a schedule of activities to be accomplished during implementation. Show the required tasks (described in the section named Major Tasks) in chronological order, with beginning and ending dates of each task, the key person(s) responsible for the task, dependencies, and milestones. If appropriate, tables and/or graphics may be used to present the schedule.>

Task #	Task Description	Begin Date	End Date	Key Person(s) Responsible	Dependencies	Milestone
<#>	<Task Description>	<M/D/YYYY>	<M/D/YYYY>	<First Name Last Name>	<Dependencies>	<Milestone>

Exhibit 4-2: Implementation Schedule Key Dates

4.5 SECURITY AND PRIVACY

<Instructions: Reference the appropriate sections of the System Security Plan (SSP) and/or Information Security (IS) Risk Assessment (RA) that address the system security features and requirements that will be applicable to the system or situation during implementation, including the primary security features associated with the system hardware and software. Address security issues specifically related to the implementation effort, if any. If the system is covered by the Privacy Act, describe the privacy concerns. Security and protection of sensitive data and information should be discussed, if applicable. For example, if LAN servers or workstations will be installed at a site with sensitive data preloaded on non-removable hard disk drives, address how security would be provided for the data on these devices during shipment, transport, and installation because theft of the devices could compromise the sensitive data.>

SECTION 5   IMPLEMENTATION SUPPORT

<Instructions: Describe the support equipment, software, facilities, and materials required for the implementation, as well as the personnel requirements and training necessary for the implementation. The information provided in this section is not site-specific. If there are additional support requirements not covered by the subsequent sections, others may be added as needed.>

5.1   INFRASTRUCTURE AND DATA SUPPORT

<Instructions: Identify the support equipment (hardware), software, data, facilities, and materials required for the implementation, if any.>

5.1.1   HARDWARE

<Instructions: Provide a list of support equipment and include all hardware used for testing the implementation. For example, if a client/server database is implemented on a LAN, a network monitor or "sniffer" might be used, along with test programs, to determine the performance of the database and LAN at high-utilization rates. If the equipment is site-specific, list it in the section named Implementation Requirements/Procedures by Site.>

5.1.2   SOFTWARE

<Instructions: Reference the associated Version Description Document (VDD) for a list of software and databases required to support the implementation. The VDD should identify the software by name, acronym, vendor, and configuration item identifier. The VDD should also include any commercial off-the-shelf (COTS) and/or government off-the-shelf (GOTS) software. In addition, identify any software used to facilitate the implementation process, such as software specifically designed for automating the installation process. If the software is site-specific, list it in the section called Implementation Requirements/Procedures by Site.>

5.1.3   DATA

<Instructions: Describe specific data preparation requirements and data that must be available for the system or situation implementation. An example would be the assignment of individual IDs associated with data preparation. Include reference to the Data Conversion Plan, if applicable. If the data and data preparation requirements are site-specific, provide this information in the section called Implementation Requirements/Procedures by Site.>

5.1.4   FACILITIES

<Instructions: Identify the physical facilities and accommodations required during implementation. Examples include physical workspace for assembling and testing hardware components, desk space for software installers, and classroom space for training the implementation staff. Specify the hours per day needed, number of days, and anticipated

dates. If the facilities needed are site-specific, provide this information in the section named Implementation Requirements/Procedures by Site.>

5.1.5 MATERIALS

<Instructions: Provide a list of required support materials, such as CD-ROMs, cartridge media, and disk packs.>

5.2 PERSONNEL

<Instructions: Describe personnel requirements and any known or proposed staffing requirements, if appropriate. Also describe the training, if any, to be provided for the implementation staff.>

5.2.1 PERSONNEL REQUIREMENTS AND STAFFING

<Instructions: Describe the number of personnel, length of time needed, types of skills, and skill levels for the staff during the implementation period. If particular staff members have been selected or proposed for the implementation, identify them and their roles in the implementation. The System Developer may have to work with the Office of Information Services (OIS) and/or the IT Infrastructure Implementation Agent or Contractor to complete this section of the Implementation Plan.>

SKILL TYPE	SKILL LEVEL	# PERSONNEL	ASSIGNED STAFF	LENGTH OF TIME NEEDED	ROLE
<Skill Type>	<Skill Level>	<#>	<First Name Last Name>	<Length of Time Needed>	<Role>

Exhibit 5-1: Personnel Requirements and Staffing

5.2.2 TRAINING OF IMPLEMENTATION STAFF

<Instructions: Describe the training necessary to prepare support staff for implementing the system. Do not address user, and Operations and Maintenance training, which should be the subject of the Training Plan. If support staff are already knowledgeable and require no training, then identify as such; otherwise, describe the type and amount of training required for each of the following areas, if appropriate:

- System hardware/software installation
- System support
- System maintenance and modification

Present a training curriculum listing the courses that will be provided, a course sequence, and a proposed schedule. If appropriate, identify which courses particular types of staff should attend by job position description. If training will be provided by one or more commercial vendor(s), identify them, the course name(s), and a brief description of the course content. Identify the resources, support materials, and proposed instructors required to teach the course(s).>

5.3   PERFORMANCE MONITORING

<Instructions: If applicable, describe the performance monitoring tool and techniques utilized during implementation and how they will be used to help determine if the implementation is successful.>

5.4   CONFIGURATION MANAGEMENT

<Instructions: Describe the use of the configuration management procedures defined in the FX Project Life Cycle Configuration Management Plan that will be followed to support implementation.>

SECTION 6 IMPLEMENTATION REQUIREMENTS/PROCEDURES

<Instructions: Describe specific implementation requirements and procedures for each implementation site. If the requirements and procedures differ by site, repeat the following subsections for each site. If they are the same for each site, or if there is only one implementation site, use these subsections only once.>

6.1 SITE IDENTIFICATION

<Instructions: Provide the name or identifying information for the specific site or sites to be discussed in the following subsections.>

6.1.1 SITE REQUIREMENTS

<Instructions: Define the site-specific requirements that must be met for the orderly implementation of the system or situation. Describe the site-specific hardware, software, data, facilities, and materials not previously described in the section named Infrastructure and Data Support.>

6.1.2 SITE IMPLEMENTATION DETAILS

<Instructions: Address the specifics of the implementation for this site.>

6.1.2.1 IMPLEMENTATION TEAM

<Instructions: If an implementation team is required, describe its composition and the tasks to be performed at this site by each team member.>

6.1.2.2 IMPLEMENTATION SCHEDULE

<Instructions: If site-specific implementation schedules are not included in the section named Implementation Schedule, provide a schedule of activities, including planning and preparation, to be accomplished during implementation at this site. Describe the required tasks in chronological order with the beginning and ending dates of each task, the key person(s) responsible for the task, dependencies, and milestones. If appropriate, tables and/or graphics may be used to present the schedule.>

6.1.2.3 IMPLEMENTATION PROCEDURES

<Instructions: Provide a sequence of detailed procedures required to accomplish the specific hardware and software implementation at this site. If necessary, other documents may be referenced. For example, the VDD should be referenced for the software installation instructions. A checklist of the installation events may be provided to record the results of the process. If the site operations startup is an important factor in the implementation, then address startup procedures in some detail. If the system will replace an already operating system, then address the startup and cutover processes in detail. If there is a period of parallel operations

with an existing system, address the startup procedures that include technical and operations support during the parallel cycle and the consistency of data within the databases of the two systems.>

6.1.2.4   DATABASE ENVIRONMENT

<Instructions: Describe the database environment where the system software and database(s), if any, will be installed. Include a description of the different types of database and library environments (e.g., test, training, and production databases). Include the host computer database operating procedures, database file and library naming conventions, database system generation parameters, and any other information needed to effectively establish the system database environment. Include database administration procedures for testing changes, if any, to the database management system before the system implementation. Refer to the Database Design Document for additional information.>

6.1.2.5   OPERATIONS PROCEDURES

<Instructions: Describe operations procedures utilized during implementation. If these operations procedures will continue to be utilized during operations and maintenance activities (e.g., restart and recovery procedures), then they should be described in the Attachment I Integrated Program Operations and Maintenance Planning/Deployment Plan, and the applicable sections referenced here.>

6.1.3   SITE IMPLEMENTATION VERIFICATION

<Instructions: Describe the process for reviewing the site implementation during and after implementation to ensure adherence to the plan and for deciding if implementation was successful. This information will especially be utilized during the Operational Readiness Review (ORR) for determining if the site is ready for full operational support in the production environment. Describe how any noted discrepancies or issues will be rectified.>

6.1.4   SITE ROLLBACK PLAN

<Instructions: Provide the detailed steps and actions required to restore the site to the original, pre-implementation condition in the event that implementation is unsuccessful. Identify conditions when site rollback is appropriate or not considered an option.>

APPENDICES