AHCA Florida Health Care Connections (FX)

<<Insert Project Name Here>>

Integrated Program Operations Management Plan

Version: 001

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Author: [Author]

Submitted To: AHCA FX Program Administration Team

Revision History

DATE	VERSION	DESCRIPTION	AUTHOR
M/D/YYYY	001	<<Insert Project Name Here>> Integrated Program Operations 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

The Integrated Program Operations Management Plan is the guide for those who maintain, support, and/or use the system in a day-to-day operations environment.

1.3   SCOPE STATEMENT

<Instructions: Provide full identifying information for the automated system, application, or situation for which the O&M Plan applies. Also identify the type(s) of computer operation involved (e.g., desktop, mainframe, client/server, Web-based, online and/or batch transaction processing, and/or decision support).>

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 O&M Plan and provided valuable information to produce the procedures and processes.

- CMS Target Life Cycle (CMS TLC) Operations & Maintenance Manual
- <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   SYSTEM OVERVIEW

<Instructions: Provide a description of the system, including its purpose and uses. Describe the relevant benefits, objectives, and goals as precisely as possible. Include a high-level context diagram(s) for the system and subsystem. This section should also describe a high-level overview of the business background (i.e., what the system is, why it is being created, for whom it is being created, and where it will exist).>

3.1   FUNCTIONAL SYSTEM OVERVIEW

<Instructions: Briefly describe the high-level capabilities and operation of the system (i.e., what the system does (and does not do), if necessary). Itemize each functional component with a description. Provide functional hierarchy diagram if applicable. Describe the basic flow of the system and include a Dataflow and Logical architecture design. This should include a design of the architecture and how the data flows through the system.>

3.1.1   APPLICATION / SYSTEM DEPENDENCY

Exhibit 3-1: Application / System Dependencies depicts dependencies of the application/system and the impact.

<Instructions: Provide any dependencies of the application/system and the impact.>

DEPENDENT APPLICATION / SYSTEM	FUNCTION	IMPACT (IF APPLICATION IS DOWN)
<Dependent Application / System Name>	<Function>	<Impact (if Application is Down>

Exhibit 3-1: Application / System Dependencies

3.2   PHYSICAL SYSTEM OVERVIEW

<Instructions: Provide a brief description of the system architecture and the major system components essential to the operation of the system in the production environment. Provide identifying and descriptive information for all hardware and software components, including purpose/operation of each component and the amount of memory and auxiliary storage needed, as appropriate. For online transaction-based processing, provide an inventory of all software components that must be loaded for the software system to be operational. Identify software necessary to resume operation of the system in case of emergency. Identify all

permanent files and databases that are referenced, created, or updated by the system, including retention schedule and disposition.>

3.2.1 PHYSICAL ARCHITECTURE

<Instructions: Provide any charts, diagrams, and/or graphics as necessary to depict system organization and production operational interrelationships. All diagrams should include all server names (Physical/Virtual), IP addresses, Application Layers, Operating Systems, Firewall/Ports, etc. Diagram should be labeled as items with corresponding descriptions given (i.e., item 1 of Figure X, Item 2 of Figure X, etc.).>

3.2.2 SYSTEM SOFTWARE TO HARDWARE SPECIFICATIONS

Exhibit 3-2: System Software to Hardware Specifications identifies all servers in the Physical Production Architecture.

<Instructions: Provide table to identify ALL servers in the Physical Production Architecture. For each server identified, provide all items describing the server characteristics. Virtual Server information should also be provided, if applicable. Please note if any servers are owned or operated by a different company, etc.>

ITEM	SERVER 1	SERVER 2	SERVER 3	SERVER 4	SERVER 5
Server Name Type	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>
Rack/Zone	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>
Internet Protocol (IP) Address	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>
Infrastructure Zone	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>
Primary Function	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>
Dedicated	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>
Software Type	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>
Software Name/Version	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>
Environment	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>
Volume Manager (Local)	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>
Volume Manager (Storage Area Network (SAN))	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>
Redundant Array of Independent Disks (RAID) Level (Local)	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>

ITEM	SERVER 1	SERVER 2	SERVER 3	SERVER 4	SERVER 5
Central Processing Unit (CPU)	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>
Memory	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>
Primary Hard Disk	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>
Operating System (OS)	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>
System	<Server 1 data>	<Server 2 data>	<Server 3 data>	<Server 4 data>	<Server 5 data>

Exhibit 3-2: System Software to Hardware Specifications

3.2.3 SYSTEM FIREWALL SPECIFICATIONS

Exhibit 3-3: System Firewall Specifications specifies each firewall and the target and destination firewall policy.

<Instructions: Specify each firewall and the target and destination firewall policy indicating protocol, port, and if traffic is allowed.>

FIREWALL	ORIGINATING SERVER	DESTINATION SERVER	PORT	PROTOCOL	ALLOW / DENY
<Firewall>	<Originating Server>	<Destination Server>	<Port>	<Protocol>	<Allow>

Exhibit 3-3: System Firewall Specifications

3.3 SYSTEM USER OVERVIEW

<Instructions: Provide an overview of the system that includes the number of estimated/actual users expected per application. Also provide peak processing times, hours of operation, and the impact for users if the production environment is unavailable or in the event of processing malfunctions.>

3.4 PROCESSING OVERVIEW

<Instructions: Provide information that is applicable to the processing of the system. Identify the state(s) and mode(s) of operation. Identify the types of inputs/access that can be made to the software and the software's response to each type. Provide a flow chart depicting how the information moves from the application to the database. If any portion of the system is run in batch mode, provide an inventory of all runs showing the software components, the job control

batch file names, run jobs, and purpose of each run. If sets of runs are grouped by time periods or cycles, each set of required integrated operations should be described by frequency (i.e., daily, weekly, etc.). If runs may be grouped logically by organizational level, the groups of runs that can be performed by each organizational level (e.g., headquarters processing, field activity processing, etc.) should be described according to the logical groupings.>

3.4.1 DATA FLOW DIAGRAM

<Instructions: Include Data Flow Diagram if applicable.>

3.4.2 DATA SOURCES

Exhibit 3-4: Data Sources provides information that is applicable to the transfer of data.

<Instructions: Provide information that is applicable to the transfer of data. Describe if data is extracted from system files. Fill out the table below completely.>

SYSTEM NAME	FULL NAME	FUNCTION	INPUT SOURCE	ENVIRONMENT
<System Name>	<Full Name>	<Function>	<Input Source>	<Environment>

Exhibit 3-4: Data Sources

3.4.3 DATA REFRESH / SYSTEM UPDATES

Exhibit 3-5: Data Refresh / System Updates provides information that is applicable to how the application data is updated or *refreshed* to reflect the most recent data.

<Instructions: Provide information that is applicable to how the application data is updated or *refreshed* to reflect the most recent data. Identify Data Structures / Specific areas to be refreshed. Indicate if updates are automated, if they provide alerts if not executed properly, and the schedule for the refreshes, if this applies to the system. Fill out the table below.>

SYSTEM (PLATFORM)	SERVER/ADDRESS	SCHEDULE	SPECIFICATIONS	UPDATE MECHANISM
<System (Platform)>	<Server/Address>	<Schedule>	<Specifications>	<Update Mechanism>

Exhibit 3-5: Data Refresh / System Updates

3.4.4 REPORTING REQUIREMENTS

<Instructions: Provide information to identify any reports and other outputs that are generated by the software runs, including security and privacy considerations for each.>

3.4.5 SERVICE LEVEL AGREEMENTS (SLAS)

<Instructions: Provide information to identify any system restrictions, waivers of operational standards, service level agreements (SLAs), and information oriented toward specific support areas (e.g., interfaces with other systems).>

3.5 SECURITY AND PRIVACY OVERVIEW

<Instructions: Describe the security and privacy considerations associated with operation and maintenance of the system.

This content should focus on system specific operations and maintenance activities beyond those described in the:

- System Security Plan (SSP) specific to the system – The SSP documents the system's security level and describes managerial, technical, and operational security controls.
- Information Security and Risk Assessment (ISRA) specific to the system – The ISRA contains a list of threats and vulnerabilities, an evaluation of current security controls, their resulting risk levels, and any recommended safeguards to reduce risk exposure.
- T-8: Enterprise Data Security Plan – The EDSP documents FX security standards and guidance on assessment, incident, and event handling.>

SECTION 4   OPERATION PROCEDURES

4.1   OPERATIONS SEQUENCE

<Instructions: Provide a schedule of acceptable phasing of the system software into a logical series of operations, including any data/database refreshes. A run may be phased to permit manual or semiautomatic checking of intermediate results, to provide the user with intermediate results for specific purposes, or to permit a logical break if higher priority jobs are submitted. An example of the minimum division for most systems would be edit, file update, and report preparation. If the system is a batch system, provide the execution schedule, which shows, at a minimum, the following:

- Job dependencies (include resource and peripheral requirements)
- Day of week/month/date for execution
- Time of day or night (if significant)
- Estimated run time in computer units and factors that may affect it
- Required turnaround time>

4.2   OPERATIONS PROCEDURES

<Instructions: Provide detailed instructions for each identified state and mode of operation. If applicable, provide detailed information needed to execute system runs or to perform manual operations. Address any associated security and privacy considerations, procedures for taking check points, and procedures for monitoring, deleting, and prioritizing print jobs. For each identified run, provide the information described in the following sub-paragraphs, as appropriate and applicable.>

4.3   PRODUCTION CONTROL PROCEDURES

<Instructions: Provide detailed instructions for each identified state and mode of operation. If applicable, provide detailed information needed to execute system runs or to perform manual operations. Address any associated security and privacy considerations, and procedures for taking check points. For each identified run, provide the information described in the following sub-paragraphs, as appropriate and applicable.>

4.4   INPUT / OUTPUT PROCEDURES

<Instructions: Describe the input and output media (e.g., form, magnetic disk) relevant to the identified modes of operation and provide procedures for reading and writing on these media. Briefly describe the operating system control language, and list procedures for interactive messages and replies. Describe all operator job control inputs (e.g., for initiating/starting the run, selecting run execution options, activating an online or transaction-based system, and running the system through remote devices, if appropriate). Identify the report

names/identifiers, distribution requirements, and any identifying numbers expected to be output from the run. Describe reports to be produced from the system run by other than standard means.>

4.5   DIAGNOSTIC AND PROBLEM HANDLING PROCEDURES

<Instructions: Describe the diagnostic or error-detection features of the system software, the purpose of the diagnostic features, and the setup and execution procedures for any software diagnostic procedures. Identify potential problems that may occur in any step of operation. Identify the error codes and messages or other indications that accompany those potential problems and describe the automatic and manual procedures to be followed for each occurrence.>

4.6   BACKUP PROCEDURES

<Instructions: Describe procedures for regularly scheduled backups of the entire network, including program and data storage. Describe procedures for creating, storing, maintaining, and securing backups and associated logs. Describe daily and weekly backup schedules and procedures, including cartridge labeling, tracking, and rotation instructions. Describe the location, schedule, and procedures for off-site storage.>

4.7   RESTART / RECOVERY PROCEDURES

<Instructions: Provide procedures for restart/recovery in the event of a system failure. Describe any other applicable procedures or measures to ensure continuity of operations in the event of emergencies (e.g., procedures for switch over to a redundant computer system).>

4.8   MONITORING PROCEDURES

<Instructions: Describe tools and procedures for monitoring system usage, performance, and activity during operations. Identify the hours of peak demand. Describe available indicators, interpretation of those indicators, and routine and special monitoring procedures to be followed. Provide instructions for conducting and documenting troubleshooting activities. Include procedures for the setup and monitoring of the operating system and application audit trails. Describe any licensing agreements and procedures for ensuring that all licenses are current.>

4.9   MAINTENANCE PROCEDURES

<Instructions: Describe procedures for maintaining the file system. Provide system maintenance schedules, as appropriate. Describe procedures for installing and testing system updates and for moving/installing the system updates to the operational environment. Include procedures for creating and updating maintenance reports.>

SECTION 5   DATA AND DATABASE ADMINISTRATION

5.1   DATA ADMINISTRATION PROCEDURES

<Instructions: If data input is required at production time, identify who is responsible for the source data, the format of the data, data validation requirements, and disposition of input source and created data.>

5.2   DATABASE ADMINISTRATION PROCEDURES

<Instructions: Describe who provides database access and the procedures for granting access. Identify the person(s) responsible for making changes to the database, adding/deleting groups and users to the database, setting permissions for users of the database, re-indexing the database after changes have been made, packing/compressing the database, database reporting, and performing database backups/restores. Provide the procedures necessary for adding/deleting database groups and users; for setting permissions; for re-indexing the database after changes have been made; for packing/compressing the database; for data entry, modifying, and deleting information from the database; and for performing backups/restores of the database. Identify the database reports that are to be generated, including the timeframes, due dates, distribution, and storage of the reports.>

Exhibit 5-1: Database Administration Procedures describes who provides database access and the procedures for granting access.

Table 1 - Database Administration Team

DBA	ORGANIZATION	PRIMARY LOCATION	OFFICE PHONE	CELL PHONE	EMAIL
<First Name Last Name>	<Organization>	<City, State>	<XXX-XXX-XXXX>	<XXX-XXX-XXXX>	<Email>

Exhibit 5-1: Database Administration Procedures

SECTION 6   CONFIGURATION MANAGEMENT

<Instructions: Describe the operations procedures of the configuration management procedures defined in the FX Project Life Cycle Configuration Management Plan. Describe operational processes that will be followed and the interactions that will occur for configuration control, change control, and configuration status account reporting for maintaining the configuration information for the hardware and software actually installed. This information may be copied from the Implementation Plan and modified as necessary and appropriate to address configuration management during operations and maintenance support, if different from that followed during implementation. Describe procedures for maintaining property inventory at the operational sites(s). Include procedures for maintaining floor plans showing the location of all installed equipment and instructions for how to add/delete/modify the plans.>

SECTION 7 TURNOVER PLANNING

<Instructions: Within the timeframes defined in the Project Contract, the vendor or organization performing operations and maintenance for a system will produce a Turnover Plan, a separate standalone project artifact that describes the major categories of turnover components to transition in the event that the Agency or current vendor initiates the turnover process.

APPENDICES