AHCA Florida Health Care Connections (FX)

<<Insert Project Name Here>>

Software Problem Resolution Standards and Procedures 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>> Software Problem Resolution Standards and Procedures 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		

Table of Contents

Table of Exhibits

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 Software Problem Resolution Standards and Procedures Plan (SPR Plan) describes the approach for continued software development process improvement during the life cycle of the <<Insert Project Name Here>> <(Acronym)>. The document identifies the specific actions that will be taken to improve the software process and outlines the plans for implementing those actions.

1.3 SCOPE STATEMENT

The SPR Plan is developed during the Planning Phase in conjunction with the project's Project Management Plan by the Project Manager. The SPR Plan describes any process reviews that have been conducted including the methodology used for the appraisal and any findings and recommendations. The SPR Plan also identifies the approach taken to achieve software process improvement along with goals and methods, processes, and tools that will be used.

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 Software Problem Resolution Management Plan and provided valuable information to produce the procedures and processes.

- CMS eXpedited Life Cycle (CMS XLC) Software Process Improvement 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 that may have a significant impact on the implementation of this SPR Plan.>

3.2   CONSTRAINTS

<Instructions: Describe any limitations or constraints that may have a significant impact on the implementation of this SPR Plan.>

3.3   RISKS

<Instructions: Describe any risks associated with the implementation or non-implementation of this SPR Plan and proposed mitigation strategies.>

SECTION 4   REVIEW PROCESS

<Instructions: Provide a brief history of any formal appraisals, audits, or other process reviews that have been conducted and identify any management findings or strategic events that led up to the development of the SPR Plan. Provide reference to any documented findings reports, if applicable.>

4.1   REVIEW PROCESS METHODOLOGY

<Instructions: Describe the review process at a high-level, what processes were evaluated, and what methodologies were used.

Components of the review process may include:

- System business owner input
- System user input
- Usability evaluation
- Data quality and validation
- System infrastructure and supporting system software validation

System status reports are to show system problem report counts and detailed system problem reports of high or critical severity.

FX Governance will participate in decisions related to cross system software problems, escalation of unresolved software problems, and resolution of software problem resolution prioritization decisions.

The process should evaluate and make decisions based on outcomes. Resources should prioritize and address software enhancement or software problems based on business impact.>

4.2   REVIEW PROCESS FINDINGS AND RECOMMENDATIONS

<Instructions: Provide the process review findings, targeted areas for improvement, and any recommendations made by the process review team. Findings may be grouped as global findings (i.e., overall organizational opportunities for improvement), or by process areas (noting strengths, opportunities for improvement, and/or non-applicability). Document software problem resolution recommendations as they relate to the review process findings.>

SECTION 5   SOFTWARE PROBLEM RESOLUTION APPROACH

<Instructions: Describe the approach, which may be derived from the recommendations of a software process assessment (i.e., Capability Maturity Model Integration CMMI® Standard CMMI Appraisal Method for Process Improvement (SCAMPISM)), that identifies the specific actions that will be taken to improve the software process and outline the plans for implementing those actions.>

5.1   GOALS

<Instructions: Describe the SPR goals that have been established as a result of the review process findings. For each goal, provide a cross-reference back to the finding(s) or recommendation(s). If desired, document risks associated with implementing and not-implementing each SPR Plan goal. If this section is not appropriate for the initial issuance of the SPR Plan, then so indicate.>

5.2   METHODOLOGY

<Instructions: Describe the method, process, and tools that will be used to initiate process improvement (e.g., lessons learned) to achieve the SPR Plan goals, and the metrics that will be collected to measure the efficacy of the SPR Plan goal implementation. Include a section specifically for testing verification and a description of the methodology to correct any affected process documents. Document how process improvement will be monitored and controlled, and how SPR Plan goals will be achieved. Document the communication process to be used to provide feedback to project stakeholders. Describe the methodology for creating and updating affected process documents.>

APPENDICES