

# AHCA Florida Health Care Connections (FX)

<<Insert Project Name Here>>

## Requirements Management Plan

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## Revision History

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

## Quality Review History

DATE	REVIEWER	COMMENTS
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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 Requirements Management (RM) Plan describes the communications and collaboration strategy for eliciting and maintaining requirements, use cases, business process models, and business rules during the development of the <<Insert Project Name Here>>.

<The template is designed as a guide to produce a deliverable that is complete, requires minimal iterations of review, and acknowledges an understanding of project standards. The gray text throughout the document provides context for the section and should be removed from the deliverable. The black text is boilerplate language that should stay in the deliverable and any modifications are to be documented as to the reason.>

### 1.3 SCOPE STATEMENT

This RM Plan provides a process for gathering all requirements that the <<Insert Project Name Here>> <(acronym)> will be responsible for implementing. This document describes the process for eliciting, confirming, and maintaining the requirements and business rules for the project. It also contains use case scenarios to help clarify the business and rules management process required for the project.



The requirements shall be traced to the appropriate deliverables in the development and testing phases to ensure that all requirements are properly implemented and tested.

The target audience for this document includes business, technical, FX Governance, and project management stakeholders. Specific users shall include software or system developers and testers.

Initially, the process to add, modify, or delete requirements will be a project specific process. The maturing of the process to add, modify, or delete requirements will be addressed in a future iteration of the *T-7: Design and Implementation Management Standards*.

## 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 RM Plan and provided valuable information to produce the procedures and processes.

- CMS Target Life Cycle (TLC) Requirements Document template
- CMS Requirements Writer's Guide
- A Guide to the Business Analysis Body of Knowledge (BABOK) 3<sup>rd</sup> version



## SECTION 2 ROLES AND RESPONSIBILITIES

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

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

ROLE	RESPONSIBILITY
	▪
	▪
	▪
	▪
	▪
	▪
	▪
	▪
	▪

**Exhibit 2-1: Roles and Responsibilities**





## SECTION 3 ASSUMPTIONS/CONSTRAINTS/RISKS

### 3.1 ASSUMPTIONS

<Instructions: Describe any assumptions or dependencies regarding the requirements. The assumptions can be divided into *General Assumptions*, *Technical Assumptions*, and *Development, Test, and Production Assumptions*. If none exist, state: "There were no assumptions identified for this project." See Section 3.1.5 of the *CMS Requirements Writer's Guide* for additional guidance.>

### 3.2 CONSTRAINTS

<Instructions: Describe any limitations or constraints that have a significant impact on the requirements or the system design. If none exist, state: "There were no constraints identified for this project." See Section 3.1.5 of the *CMS Requirements Writer's Guide* for additional guidance.>

The following constraints exist for this project. These constraints may prevent or restrict reaching the desired results (e.g., satisfying requirements, meeting project goals and priorities, achieving measures of success, etc.) stated in this document.

### 3.3 RISKS

The project risk log on the FX Projects Repository is the appropriate place for creating and maintaining all risks. Any risk or issue impacting the schedule shall be highlighted in the status report. All issues or risks that require escalation shall follow the process outlined in the *P-2: FX Project Management Standards*.



## SECTION 4 REQUIREMENTS PLANNING

### 4.1 APPROACH TO IDENTIFY REQUIREMENTS

< Instructions: Describe the approaches used to elicit and model requirements.

The optimal process to identify requirements varies by project. The *CMS Writer’s Guide Version 4.13 Appendix E* lists 10 techniques to elicit requirements. From CMS’ guidance and other sources, the techniques to identify requirements can include: reverse engineering, automated discovery and determination from legacy system code and database (DB) artifacts, automated or semi-automated determination from natural language sources (statutes, rules, policy documentation, design documentation, etc.), reuse from industry (e.g., MITA) standard or other state requirements repositories, business process mapping and requirement derivation, requirements workshop sessions, one-on-one interviews, group interviews, facilitated sessions, JAD sessions, prototyping, use case development, observation, brainstorming, surveying, document (forms, reports) analysis, and interface analysis (system pages, electronic interfaces), vendor provides specification, development of user stories.>

### 4.2 IDENTIFY STAKEHOLDERS

**Exhibit 4-1:** Stakeholders below identifies the stakeholders required to support gathering, reviewing, and approving requirements.

<Instructions: Identify the stakeholders, the stakeholders’ area of focus, and stakeholders’ role in reviewing or approving requirements.>

NAME	AREA OF FOCUS/AREA OF EXPERTISE	ROLE

**Exhibit 4-1: Stakeholders**

### 4.3 REQUIREMENTS GOVERNANCE PLAN

<Instructions: Describe how approval and prioritization of decisions are made for requirements. This section should include an approach to resolving conflicts.>



#### 4.4 INFORMATION MANAGEMENT

< Instructions: Information gathered, and materials used, during requirements elicitation and collaboration should be stored in FX Jira, Confluence, or the FX Projects Repository. Describe the anticipated information and the repository used for storage.>



## SECTION 5 REQUIREMENTS ELICITATION

< Instructions: Describe the approach for facilitating sessions with stakeholders.>

### 5.1 ELABORATION, REVIEW, AND APPROVAL SESSIONS

**Exhibit 5-1: Elaboration, Review, and Approval Sessions** below identifies the sessions required for elaboration, review, and approval of requirements.

<Instructions: Identify the sessions necessary for elaboration, review, and approval of requirements including the stakeholders. This section should identify who is approving the requirements. The list of requirements planned for review shall be provided 24 hours in advance of the session to enhance discussions.>

SESSION NAME	DESCRIPTION OF SESSION	STAKEHOLDERS

**Exhibit 5-1: Elaboration, Review, and Approval Sessions**

### 5.2 ELICITATION SESSION DOCUMENTATION

< Instructions: Describe the work products that will be produced from the collaboration sessions. Making real time updates in FX Jira during sessions is a best practice for documenting requirements.>

### 5.3 COMMUNICATIONS

< Instructions: Describe the communication process for review and approval of the requirements including the method, format, and timing. The method could be in person, virtual, email, or another method. This section should identify when, where, and how requirements will be approved.>

## SECTION 6 REQUIREMENTS MANAGEMENT

The following sections describe the approach for managing requirements through their life cycle. The FX standards and guidelines must be followed to maintain consistency, accuracy, and reuse.

### 6.1 TRACE REQUIREMENTS

<Instructions: Describe requirements traceability through the system development life cycle. FX Jira must be used to capture backward traceability, forward traceability, and relationship to other requirements. Describe relationships between requirements and other project artifacts (e.g., use cases, designs, test plans, test scripts, etc.).>

Requirements should be traceable from the source of the requirement through testing and implementation of the requirement. The FX Project Life Cycle uses the requirements traceability matrix at multiple review points to confirm all requirements are addressed. Reviews at design, development, testing, and implementation confirm that the system implementation of requirements will meet the needs of the system as articulated by requirements contributors. During testing, requirements mapping to test cases prove system capability. The approach must support all CMS certification activities to ensure successful certification.>

The requirements from the contract will be imported into FX Jira as an issue type of requirement, which initiates the traceability process. An issue type of sub requirement shall be created from the elaborated requirement. The Requirements Management for Jira (R4J) plugin shall be used to create a parent child relationship between the requirement and the sub requirement.

### 6.2 MAINTAIN REQUIREMENTS

<Instructions: Describe the approach for retaining accuracy and consistency throughout the requirements life cycle and to support reuse of requirements. The extensive auditing and commenting functionality in FX Jira should be utilized to keep a detailed history of each requirement.>

The appropriate use of Jira fields is defined to maintain consistency across projects.

- The *Requirement Description* field captures the parent requirement detail.
- The *Requirement Elaboration* field presents a detailed description of what the vendor shall achieve to meet the requirement.
- The *How we meet the requirement* field provides details concerning the traceability to the artifact that satisfies the requirement.
- The *Requirement Type* field identifies the timing and testability of requirement satisfaction.
  - › *Implementation – Testable* indicates the requirement shall be completed during implementation and will have an associated test case.

- › *Implementation – NonTestable* indicates the requirement shall be completed during implementation and will not have an associated test case.
- › *Operation – Testable* indicates the requirement shall not be resolved during implementation and requires monitoring and/or management during ongoing operations. The requirement shall be testable in operations.
- › *Operations – NonTestable* indicates the requirement shall not be resolved during implementation and requires monitoring and/or management during ongoing operations. The requirement is not testable in operations.
- › *Task Order – Testable* indicates the requirement will be resolved with a task order and has a testable component.
- › *Task – Order* indicates the requirement will be resolved with a task order and does not have a testable component.
- › *Parent with Subs* indicates the requirement has sub requirements and the *Requirement Elaboration* field and *How we meet the requirement* field will not be populated.
- › *Removed* indicates the requirement is no longer applicable to the solution.
- The *Requirement ID* field is the requirement identification (ID) from the contract.
- The *Labels* field is an option for creating an easily searchable parameter for a group of requirements. The initial entry of a value is free form, and subsequent selection from the list of prior entries should be used to maintain consistency.
- The *Component* field is reserved for identifying specific task orders across projects so it should not be used by implementation teams.
- The *Met* field connects the requirement in Jira to the details in an artifact. The *Met* field shall be populated with the artifact name as well as the section and subsection that describes the requirement. (Example: PD-XX, 6.3.1)

### 6.3 PRIORITIZE REQUIREMENTS

<Instructions: The *Priority* field in FX Jira has a default value of *Medium*. The value must be updated if there is a need to change from *Medium* to *High* or *Low*. The vendor should describe a more comprehensive prioritization method, if recommended, in this section.>

### 6.4 REQUIREMENT CHANGES

<Instructions: Describe the process for making updates to approved requirements and adding additional requirements to an approved group of requirements.>

### 6.5 APPROVE REQUIREMENTS

<Instructions: Provide a detailed description of requirements approval. This section should identify what defines an approved requirement both metaphorically and physically.>



The requirements workflow in Jira includes the following requirement statuses. Retaining the status definitions listed below, perpetuates a common understanding across projects.

- A **SUBMITTED** status means initial entry into Jira.
- A **TO DO** status means scheduled for review with the Agency.
- An **IN PROGRESS** status means the Agency has reviewed but research and/or changes are required.
- An **ON HOLD** status means out of scope for current work and requires further evaluation.
- A **VALIDATION** status means approved by the Agency for further work to commence.
- A **CLOSED** status means approved by the Agency because traceability has been confirmed.



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## SECTION 7      USE CASES

< Instructions: Describe the interaction between an actor and a solution that occurs when the actor uses the system to accomplish a specific goal. The techniques used to capture use cases vary widely so a specific structure is not stipulated. The selected technique should produce use cases that are consistent, concise, testable, and understandable.>





## **SECTION 8 BUSINESS PROCESS MANAGEMENT APPROACH**

Business process management (BPM) focuses on modelling, managing, and potentially executing the sequence of activities in a business process, separating the process logic from the business logic implemented in applications.

### **8.1 MODIFICATION TO MITA BUSINESS PROCESSES**

<Instructions: Describe the methods, processes, tools, and techniques that will be used to elaborate, define, modify, and retire MITA business processes, and how they will integrate with other project processes.>

### **8.2 MAINTAINING AND DEVELOPING BUSINESS PROCESS DOCUMENTATION**

<Instructions: Describe the methods, processes, tools, and techniques that will be used for business process documentation.>

### **8.3 CROSS-ORGANIZATIONAL BUSINESS PROCESSES**

<Instructions: Describe the methods, processes, tools, and techniques that will be used for business processes that cross system or organizational boundaries.>

### **8.4 AUTOMATION AND ENHANCEMENT OF BUSINESS PROCESSES**

<Instructions: Describe the current level of automation and the future level of automation of business processes.>

### **8.5 BUSINESS PROCESS MANAGEMENT TOOL**

<Instructions: Describe the automated business process management tool used to manage workflows performed by the FX Project.>

### **8.6 COMPLIANCE WITH BPMN**

<Instructions: State the project's adherence to the standard to use the Business Process Model and Notation (BPMN) format for workflows that cross system and organizational boundaries. Describe which business processes require cross organizational workflows.>



## **SECTION 9 BUSINESS RULES**

<Section 9 is designed to define a plan for business rules management and traceability. This section is not intended to provide technical details for creating, editing, and maintaining the rules as other documentation describes those procedures.>

The planning, elicitation, and management of business rules should be incorporated into the requirements sections in this document as much as possible. The volume and complexity of rules can vary by project so a unique approach may be required. Section 9 is the appropriate place to document the unique approaches or any irregularities that require discussion.>

### **9.1 BUSINESS RULES MANAGEMENT APPROACH**

The FX Enterprise Business Rules Engine (BRE) application will serve as the official business rules repository and management tool. Each FX Project Vendor can use a local BRE but is responsible for documenting the project specific rules in the FX Enterprise BRE application. Existing rules may be leveraged to expedite the rules creation and development process.

### **9.2 BUSINESS RULES ENGINE AND REPOSITORY**

The FX Enterprise BRE application is Oracle Policy Automation (OPA), and the source of the rules will be stored in the Bitbucket source control. A Bitbucket repository will be created as the FX centralized business rules repository. It is important that there is a single definition of business rules, in close connection to their usage, potentially distributed throughout the organization but centrally coordinated such that together they form a single source of truth.

<Instructions: Describe the use of a BRE for automated decision-making. If a local BRE is going to be used, describe the coordination process between the local BRE and the FX Enterprise BRE. Module vendors will work with the IS/IP Vendor to coordinate the import and synchronization of rules into the enterprise BRE.>

### **9.3 BUSINESS RULE SERVICES**

<Instructions: Describe the creation of reusable business rule services related to this project. Provide an inventory of business rule services. Describe the business rule services creation used specifically for the FX Project.>

### **9.4 BUSINESS RULE REUSE**

<Instructions: Describe the strategy to reuse business rules across the FX Enterprise.>

### **9.5 BUSINESS RULE CONTENT**

<Instructions: Describe the reuse of business rule content to ensure a single source of truth. Describe if the project will provide business rules as content for health plans, providers, or external organizations to use.>



## 9.6 BUSINESS RULE TESTING AND TRACEABILITY

Testing individual rules using the BRE application testing capabilities should be added as a step in the overall strategy of business rules testing. A business rule or group of rules must have a corresponding requirement or sub requirement in FX Jira for test management and traceability. The requirement to business rule relationship can be one-to-one but the more common approach would be one-to-many. The details for testing business rules should be included in the project specific Test Plan.

## 9.7 BUSINESS RULE GOVERNANCE

< Instructions: Describe business rule variances or exceptions to the Requirements Governance Plan.>

## 9.8 BUSINESS RULE MANAGEMENT PRACTICES AND EXCEPTIONS

<Instructions: Describe any business rule management practices and practice exceptions used by the project.>

## 9.9 BUSINESS RULE VERSIONING

<Instructions: Describe the approach used to manage multiple business rule versions and how versions will integrate with other project processes.>

## 9.10 METHODS AND TOOLS

<Instructions: Describe the methods, processes, tools, and techniques that will be used for business rules management, and how they will integrate with other project processes.>

**Exhibit 9-1: Methods and Tools** below provides the methods, processes, tools, and techniques that will be used for business rules management, and how they will integrate with other project processes.

PROCESS	TOOLS AND TECHNIQUES

**Exhibit 9-1: Methods and Tools**



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## APPENDICES