FLORIDA HEALTH CARE CONNECTIONS EXECUTIVE STEERING COMMITTEE

April 9, 2024

ROLL CALL

FX@ahca.myflorida.com

AHCA Statewide Medicaid Managed Care (SMMC) Procurement Integrity Statement

The Agency has entered the statutory blackout period related to this procurement. To protect the competitive nature of SMMC procurements, the Agency will not have any discussions related to the scope, evaluation, or negotiation of any current or future procurement with contractors or their representatives. Procurements are subject to s. 287.057(25), Florida Statutes, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award.

FX Procurement Integrity Statement

The Agency's FX Program is an ongoing process that involves the preparation of specifications for upcoming contracts. To protect the competitive nature of FX procurements, the Agency will not have any discussions related to the scope, evaluation, or negotiation of any current or future procurement with vendors or their representatives, other than the Agency's SEAS Vendor, IV&V Vendor and Integration Services/Integration Platform (IS/IP) Vendor, who are precluded from bidding on future FX contracts. Procurements are subject to s. 287.057(25), Florida Statutes, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award.

Opening Remarks

Tom Wallace | FX Executive Sponsor | AHCA

Agenda

Topics	Speakers	Time
Welcome & Opening Remarks	Tom Wallace	10 mins
FX Enterprise Data Warehouse (EDW) Go-Live / Readiness	Luis Diaz / Don Hoag / Paul LaRoche	20 mins
FX Voting Action	Tom Wallace	5 mins
FX Focus: Master Data Management (MDM)	Tracy Feliciani	15 mins
FX Independent Verification & Validation (IV&V) Assessment	Terry Sanderson	10 mins
FX Program Updates	Mike Magnuson	25 mins
Closing Remarks	Tom Wallace	5 mins

FX Enterprise Data Warehouse (EDW) Go-Live / Readiness

Luis Diaz | FX Deputy Director | AHCA

Don Hoag | Principal | Deloitte

Paul LaRoche | EDW Project Director | Deloitte

FX EDW Overview
A foundational project in the FX modular journey

Enables the Agency's vision for transforming the future of health care delivery:

- Providing a single source of record to improve data quality, accuracy, and accessibility

- Improving timeliness and consistency of data

- Improving analytic data processing with holistic business unit and persona-optimized Data Marts and tools

- Leading system innovation and simplified system implementation

- Eliminating inconsistent data and processing
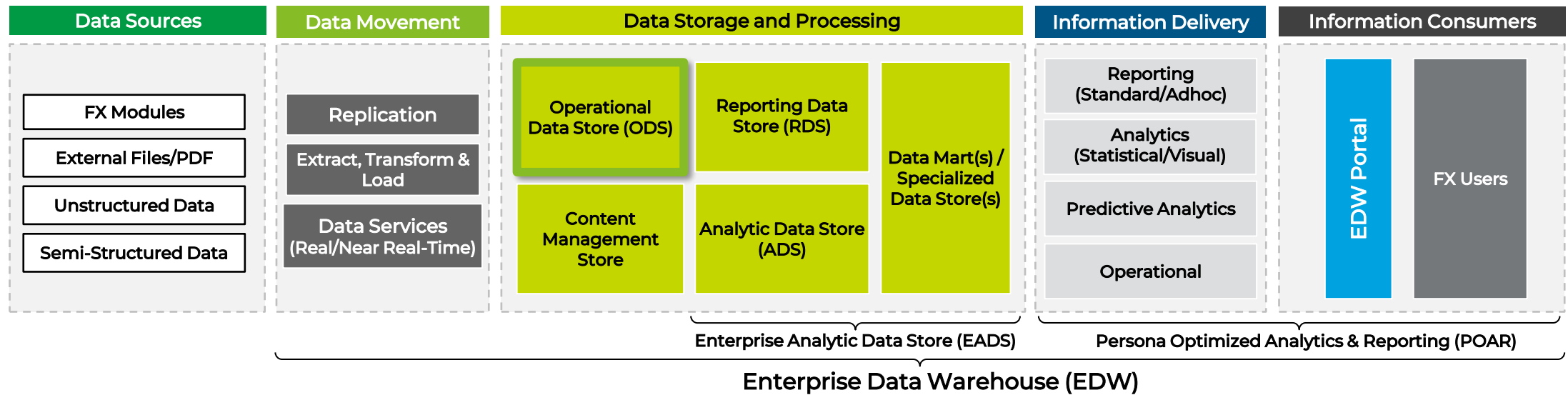
- Reducing data duplication

FX EDW Overview
Hi-Level Overview of the FX EDW

EDW achieves a pivotal piece of the Agency's vision by consolidating and standardizing information into data stores with specific and defined purposes.

Data Sources	Data Movement	Data Storage and Processing			Information Delivery	Information Consumers
FX Modules	Replication	Operational Data Store (ODS)	Reporting Data Store (RDS)	Data Mart(s) / Specialized Data Store(s)	Reporting (Standard/Adhoc)	EDW Portal
External Files/PDF	Extract, Transform & Load				Analytics (Statistical/Visual)	FX Users
Unstructured Data	Data Services (Real/Near Real-Time)	Content Management Store	Analytic Data Store (ADS)		Predictive Analytics	
Semi-Structured Data					Operational	

Enterprise Analytic Data Store (EADS)

Persona Optimized Analytics & Reporting (POAR)
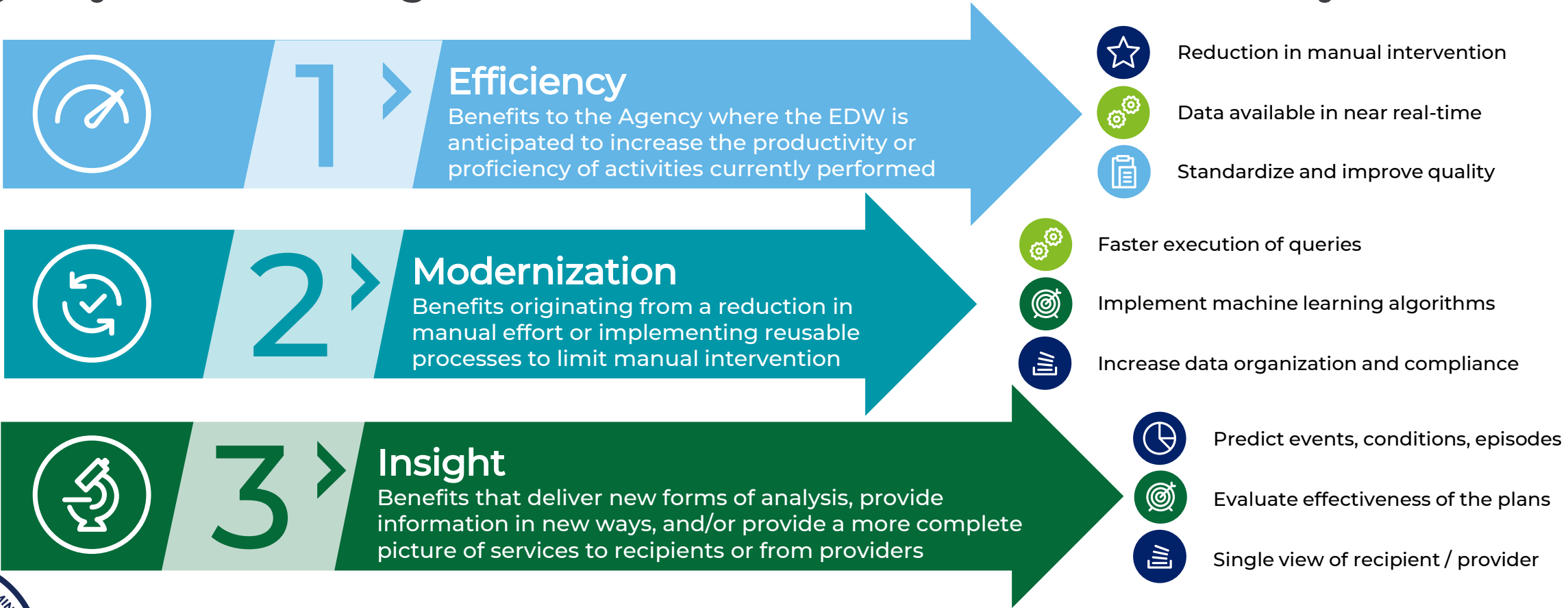
Enterprise Data Warehouse (EDW)

FX EDW Benefits

Benefits are realized at different levels from the EDW

The Agency's vision is aligned to these benefits in a number of ways.

1 Efficiency
Benefits to the Agency where the EDW is anticipated to increase the productivity or proficiency of activities currently performed

- Reduction in manual intervention
- Data available in near real-time
- Standardize and improve quality

2 Modernization
Benefits originating from a reduction in manual effort or implementing reusable processes to limit manual intervention

- Faster execution of queries
- Implement machine learning algorithms
- Increase data organization and compliance

3 Insight
Benefits that deliver new forms of analysis, provide information in new ways, and/or provide a more complete picture of services to recipients or from providers

- Predict events, conditions, episodes
- Evaluate effectiveness of the plans
- Single view of recipient / provider

Single Source
Timeliness / Consistency
Analytic Data Processing
Innovation and Implementation
Consistent Data / Processing
Unduplicated Data

10

FX EDW Data Driven

This enables the future of a data-driven organization

❑ Supporting Cross-Agency Initiatives:

- Patient Demographics

- Dual-Eligible Populations

- Continuity of Care

- Cross-Program Coordination, e.g., home and community-based services, waivers

❑ **Care Management and Transitions of Care**

❑ **Encounter Notifications**

❑ **Value-Based Purchasing**

FX EDW CMS Certification Process

Key Tenets of EDW Certification

Cross-Vendor Collaboration

Teamwork in evidence collection and ORR, with Agency, EDW, Certification vendor and IS/IP vendor actively participating

Early Evidence Submission

Required evidence documents provided ahead of schedule to CMS
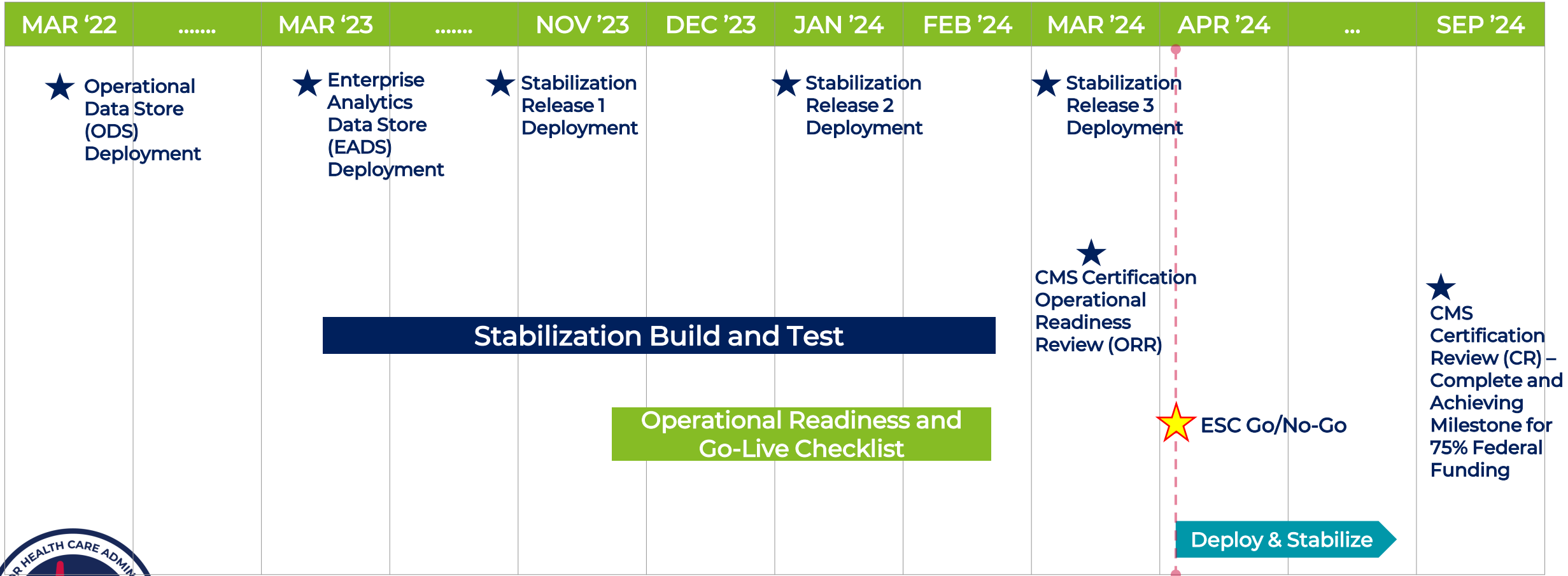
Successful ORR

Successful execution of ORR, with active engagement from the Agency and federal partners

On Target for Federal Match

On target for CR in Sep-Oct'24, which would help the Agency in getting full federal match

FX EDW Milestones

MAR '22	....	MAR '23	....	NOV '23	DEC '23	JAN '24	FEB '24	MAR '24	APR '24	...	SEP '24

★ Operational Data Store (ODS) Deployment

★ Enterprise Analytics Data Store (EADS) Deployment

★ Stabilization Release 1 Deployment

★ Stabilization Release 2 Deployment

★ Stabilization Release 3 Deployment

★ CMS Certification Operational Readiness Review (ORR)

★ CMS Certification Review (CR) – Complete and Achieving Milestone for 75% Federal Funding

Stabilization Build and Test

Operational Readiness and Go-Live Checklist

★ ESC Go/No-Go
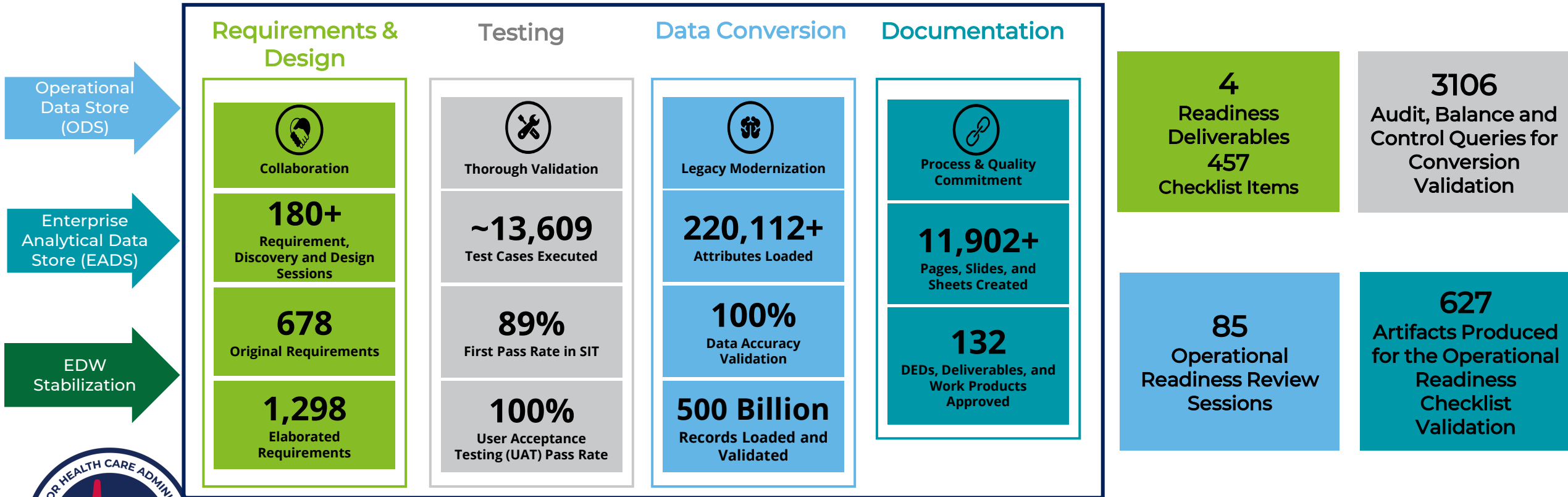
Deploy & Stabilize

FX EDW Implementation Stats

FX Enterprise Data Warehouse (EDW) by the numbers …

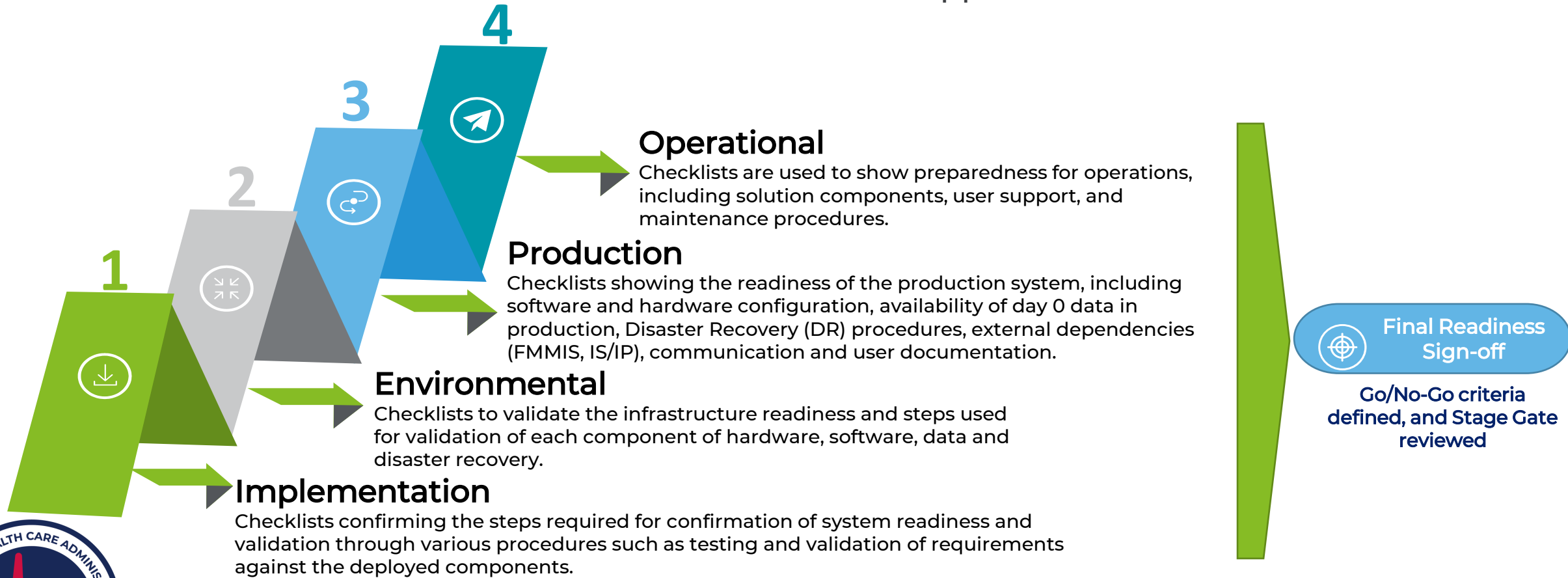FX EDW's success is demonstrated by critical metrics in the process of implementation.

Requirements & Design	Testing	Data Conversion	Documentation
Collaboration	Thorough Validation	Legacy Modernization	Process & Quality Commitment
180+ Requirement, Discovery and Design Sessions	**~13,609** Test Cases Executed	**220,112+** Attributes Loaded	**11,902+** Pages, Slides, and Sheets Created
678 Original Requirements	**89%** First Pass Rate in SIT	**100%** Data Accuracy Validation	**132** DEDs, Deliverables, and Work Products Approved
1,298 Elaborated Requirements	**100%** User Acceptance Testing (UAT) Pass Rate	**500 Billion** Records Loaded and Validated	

Operational Data Store (ODS)

Enterprise Analytical Data Store (EADS)

EDW Stabilization

4 Readiness Deliverables **457** Checklist Items

3106 Audit, Balance and Control Queries for Conversion Validation

85 Operational Readiness Review Sessions

627 Artifacts Produced for the Operational Readiness Checklist Validation

FX EDW Readiness

FX EDW Readiness

Approach to EDW Go-Live Readiness

The EDW's approach to readiness is to identify and confirm production readiness criteria that are measurable and actionable. This allows a methodical approach to readiness.

4

3

2

1

Operational
Checklists are used to show preparedness for operations, including solution components, user support, and maintenance procedures.

Production
Checklists showing the readiness of the production system, including software and hardware configuration, availability of day 0 data in production, Disaster Recovery (DR) procedures, external dependencies (FMMIS, IS/IP), communication and user documentation.

Environmental
Checklists to validate the infrastructure readiness and steps used for validation of each component of hardware, software, data and disaster recovery.

Implementation
Checklists confirming the steps required for confirmation of system readiness and validation through various procedures such as testing and validation of requirements against the deployed components.

Final Readiness Sign-off

Go/No-Go criteria defined, and Stage Gate reviewed

FX EDW Readiness

EDW Go-Live Readiness Summary

The EDW's Go-Live checklist readiness items are represented in the following information.

Environmental Readiness

Definition: Verifies the requirements associated with the technical design and architecture for EDW Solution are met

Status: 1 of 1 completed

Implementation Readiness

Definition: Validates various test cycles and includes identification of performance measures, and how the documented requirements have been met

Status: 3 of 3 completed

Production Readiness

Definition: Validates readiness of the system to move into production, as confirmed through various Software Development Life Cycle (SDLC) phases - includes infrastructure, data, system security, and user awareness

Status: 27 of 27 completed

Operation Readiness

Definition: Validates the tasks required for smooth functioning of the system from the people, process, and technology perspectives

Status: 24 of 24 completed

FX EDW Production Readiness Summary

	Readiness Group	# Readiness Items	# with Go Decision	# Conditional Go Decision	# Pending Decision	Notes
	Access	1	1	0	0	
	Data Loads	1	1	0	0	
	Data Replication	1	0	1	0	• Reintroduce replication for tables identified in EDWI-C-0101 to ODS prior to CMS certification. • Provide EDW configuration changes for FX network improvements to resolve FX network connectivity issues. • Provide a contingency plan if the current approach experiences unresolvable connection errors.
	Data Security	4	4	0	0	
	ODS & EADS Production Deployment	4	4	0	0	
	Procedures and Documentation	16	16	0	0	
	Report Stabilization	8	8	0	0	
	Resource Training Procedures	7	7	0	0	
	Security	1	1	0	0	
	Stabilization MVP-Report	5	5	0	0	
	Testing	1	1	0	0	
	Training/Communications	5	5	0	0	
	Final Sign Off	1	0	0	1	• The final task in this section is FX ESC approval for FX EDW Go-Live.
	Total	**55**	**53**	**1**	**1**	

FX Voting Action

Tom Wallace | FX Executive Sponsor | AHCA

Public & ESC Member Comments

Voting Action

FX Enterprise Data Warehouse
Go/No Go Decision

ESC Members

FX Focus
Master Data Management (MDM)

Tracy Feliciani | Account Manager | Accenture

Master Data Management (MDM) Journey

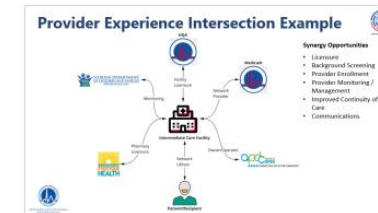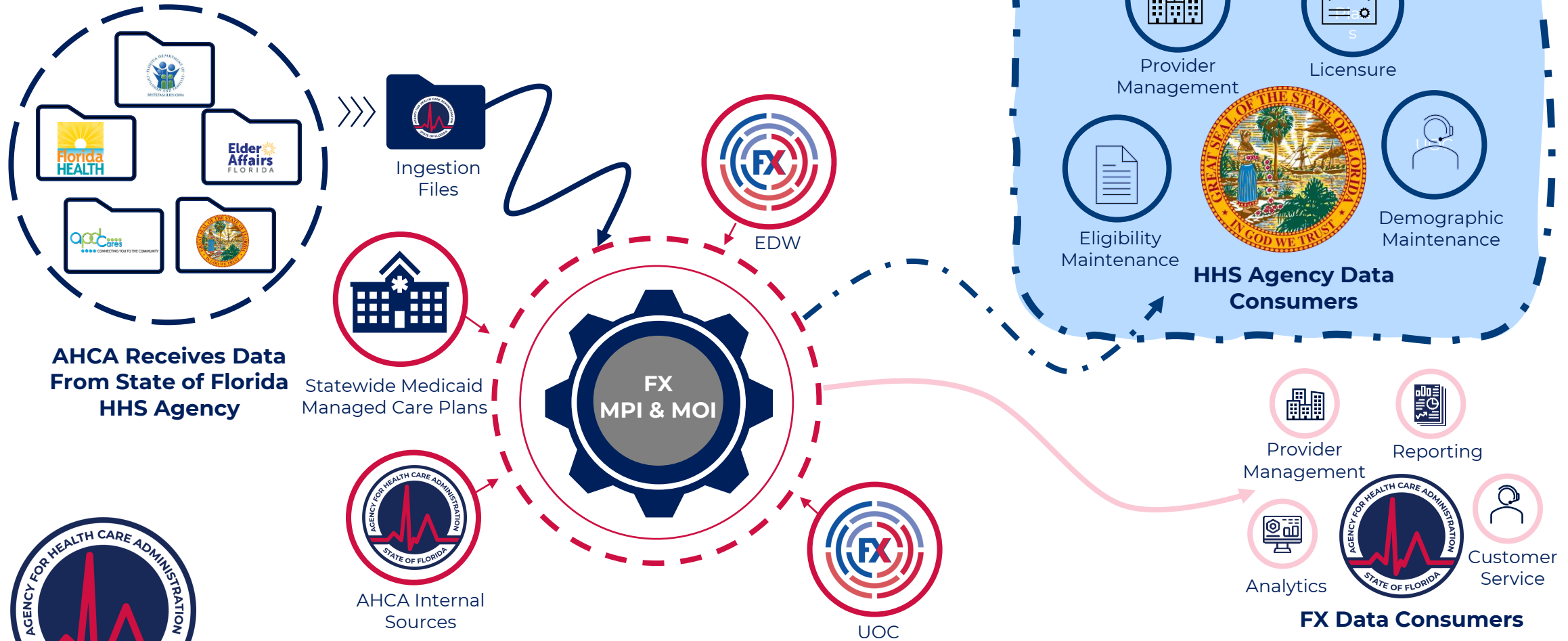**Phase 1 - FX MDM**   **Phase 2 - MDM ACROSS FLORIDA HHS Agencies**   **Interoperability**

- Data Consistency
- Improved Data Quality
- Enhanced Decision Making
- Increased Data Accuracy

- Data Integration
- Improved Customer Experience across HHS Agencies
- Cost Savings
- Operational Efficiency

- Interoperability at HHS Agency Service Intersections

Provider Experience Intersection Example

Recipient Experience Intersection Example
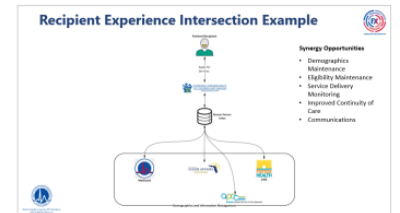
Phase 2 Interoperability Opportunities

Ingestion Files

AHCA Receives Data From State of Florida HHS Agency

Statewide Medicaid Managed Care Plans

AHCA Internal Sources

FX MPI & MOI

EDW

UOC

HHS Agency Data Consumers

Provider Management

Licensure

Eligibility Maintenance

Demographic Maintenance

FX Data Consumers

Provider Management

Reporting

Analytics

Customer Service

MDM Workstream Timeline

JAN '24	FEB '24	MARCH '24	APRIL '24	MAY '24	JUNE '24	JULY '24	AUG '24	SEPT '24	OCT '24	NOV '24	DEC '24

FX MDM Integration Across HHS Agencies

Est. Access → Solution for Data Quality use cases → Implement Data Quality improvement

- Form data quality workgroup via iSME. Connecting data quality SME to the FX MDM team
- Establish Tooling Access. Software license already reserved for HHS agencies (Two seats each)

- Collaborate to identify data quality issue/use case
- Identify approaches to solve these use cases

- Implement data quality improvement solutions

MDM Helps Agencies Serve Floridians Better

Enables Better Customer Service
- Accurate and Consistent Data across the Agencies
- Improve Customer Experiences
- Operational Efficiency to Reduce Agency Staff Burden

Establishes Holistic View
- Combine Member and Provider Information
- Integrate Data from Multiple Sources and Systems

Enhances Decision Making Capabilities
- Comprehensive Analytics
- Access Enriched Data

Improves Data
- Enhance Data Quality and Remove Duplicates
- Data Accuracy and Consistency
- Establish robust Data Governance across the Agencies

Independent Verification & Validation (IV&V) Assessment

Terry Sanderson | FX IV&V Project Manager | NTT Data

FX Program Health Dashboard

Risk Ratings as of March 31, 2024

Module	Risk Rating
EDW	Green
PSM	Red
UOC	Red

- "Green Light" (Acceptable to Excellent, i.e., "Low Risk"): The area meets or exceeds established project management standards. To receive this ranking, the approach must present no significant risks to the project.

- "Yellow Light" (Caution, i.e., "Medium Risk"): The area is not clearly defined, and/or presents a moderate risk to the project. For areas with this status, recommendations are important to ensure optimal project operation.

- "Red Light" (Risk Alert, i.e., "High Risk"): The area presents a serious risk to the project and requires immediate attention. Areas with this status require recommendations to mitigate project risk.

Meetings Attended by IV&V
(Last Three Months)

COUNT OF MEETINGS ATTENDED BY IV&V
BY MODULE
JANUARY 2024 THROUGH MARCH 2024

Legend: Program, Program-MI, EDW, PSM, UOC

JAN-24	FEB-24	MAR-24
424 total	448 total	373 total
UOC 58	UOC 89	UOC 51
PSM 57	PSM 65	PSM 54
EDW 121	EDW 127	EDW 130
Program-MI 137	Program-MI 108	Program-MI 90
Program 51	Program 59	Program 48
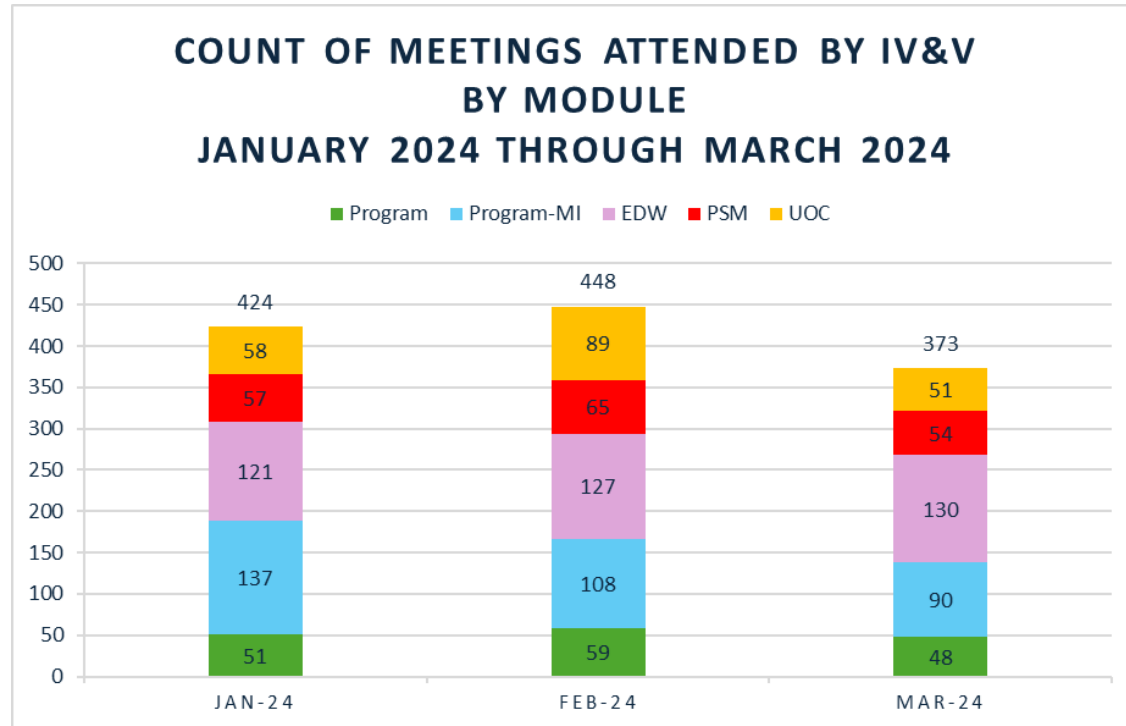
Month	Total Meeting Time (Hours)	Percent Change from Prior Month
January	325	-
February	332	+2%
March	315	-5%

Document Reviews Completed by IV&V
(Last Three Months)

COUNT OF DOCUMENTS REVIEWED BY IV&V BY MODULE
JANUARY 2024 THROUGH MARCH 2024

Legend: ■ Program ■ Program-MI ■ EDW ■ PSM ■ UOC ■ Core

JAN-24 (total 61): Program 11, Program-MI 11, EDW 14, PSM 13, UOC 11, Core 1
FEB-24 (total 57): Program 5, Program-MI 5, EDW 29, PSM 8, UOC 10
MAR-24 (total 47): Program 4, Program-MI 8, EDW 22, PSM 7, UOC 6
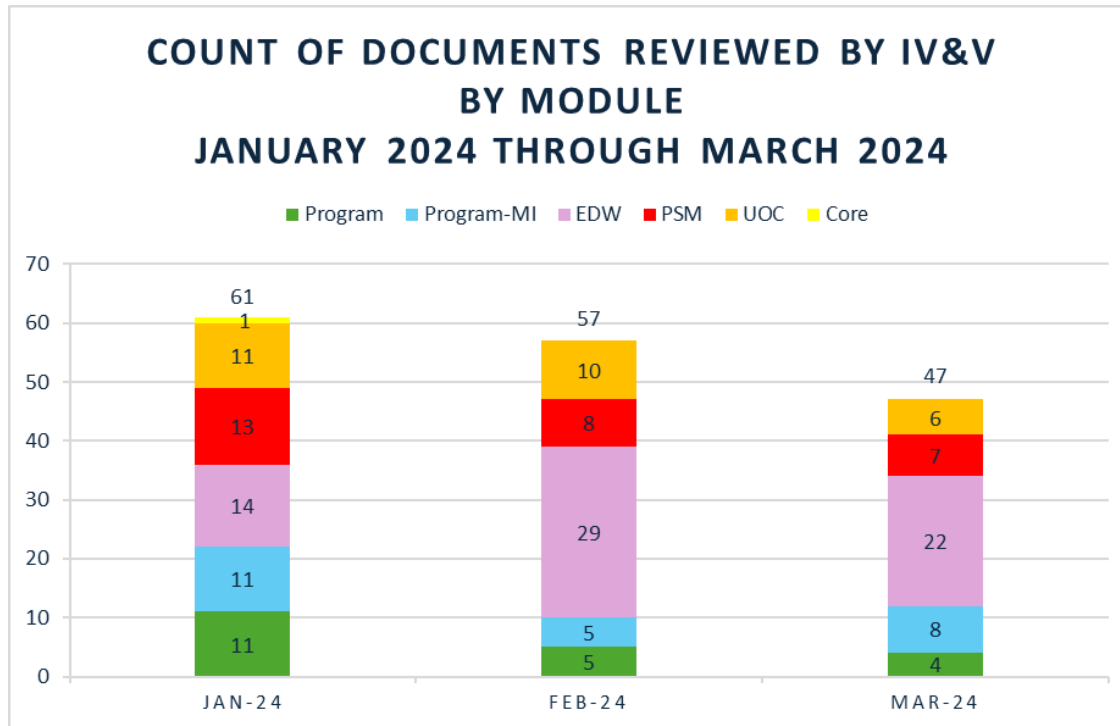
Month	Documents Reviewed	Percent Change from Prior Month
January	61	-
February	57	-6.5%
March	47	-17.5%

IV&V Findings/Recommendations

- Since 2022, IV&V has produced 68 F/Rs - F(8) R(60)
    - 43 have been addressed
    - 25 'In FX Progress' – F(2) R(23)

- Since the implementation of FX Assessments Collaboration Site, IV&V has observed an improvement in the amount of time taken to resolve Findings and Recommendations
    - Average of 159.8 days to close a Finding/Recommendation pre-implementation
    - Average of 81.1 days to close a Finding/Recommendation (includes items in progress) post-implementation

FX Special Assessment Action Plan

- Use Historical approach & Process for tracking Assessment Recommendations
- Actions -
  - Modify SharePoint to add ability to group by category
  - Analyze
    - Comparison of duplicate assessments
    - Normalizing language between
    - Consider resolution impacts
  - Prioritize
- Will require FX Vendor assistance for analysis/resolution development

FX Program Updates

Mike Magnuson | FX Director | AHCA

Since Last ESC on February 20th

❑ Launched FX Enterprise Foundation Release

> ❑ Launched FX Enterprise Portal
>
> ❑ Launched Info Hub
>
> ❑ Launched Learn Hub
>
> ❑ Launched FX Automated User Provisioning
>
> ❑ Launched FX Enterprise Security
>
> ❑ Launched Provider Network Verification (non-Production Use)

❑ Presented the EDW to CMS for Operational Readiness Review (ORR)

❑ Session Concluded

A Retrospective Look: Measuring Change Adoption by the Numbers
FX Enterprise Foundation Release: Communication

100%

66 AHCA Staff logged in to the FX Enterprise Portal

Info Hub
Total Articles Viewed

1,186

Info Hub: Top 3 Articles Accessed

56
EDW Persona Guide (testing)

29
EDW Internal Control Number (ICN) Family

24
EDW Portal Navigation Placement

Info Hub
92% Average Positive Feedback Received*

Intro to Learn Hub
95% Agree
5% Disagree

Intro to Info Hub
92% Agree
8% Disagree

Welcome to FX Portal
94% Agree
6% Disagree

Welcome to FL FX
87% Agree
13% Disagree
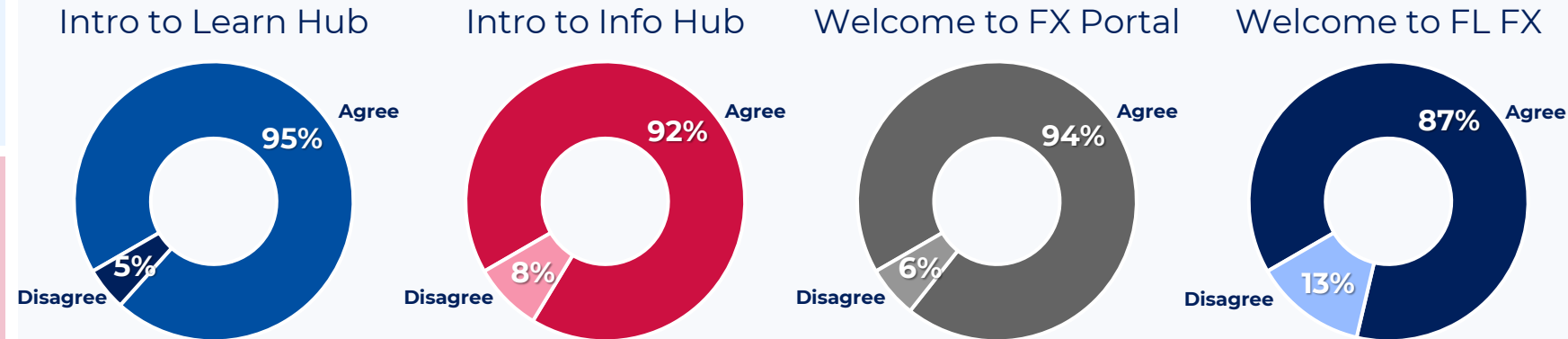
Learn Hub
53 Total Courses Completed or in Progress by AHCA Employees

Intro to Learn Hub	Intro to Info Hub	Welcome to FX Portal	Welcome to FL FX
21	9	12	11

*Learners agreed courses are helpful and relevant to their job.
They are confident in their ability to use the information and will recommend to others.

FX Enterprise Foundation Release Highlights

FX Strategic Roadmap – Phase 3
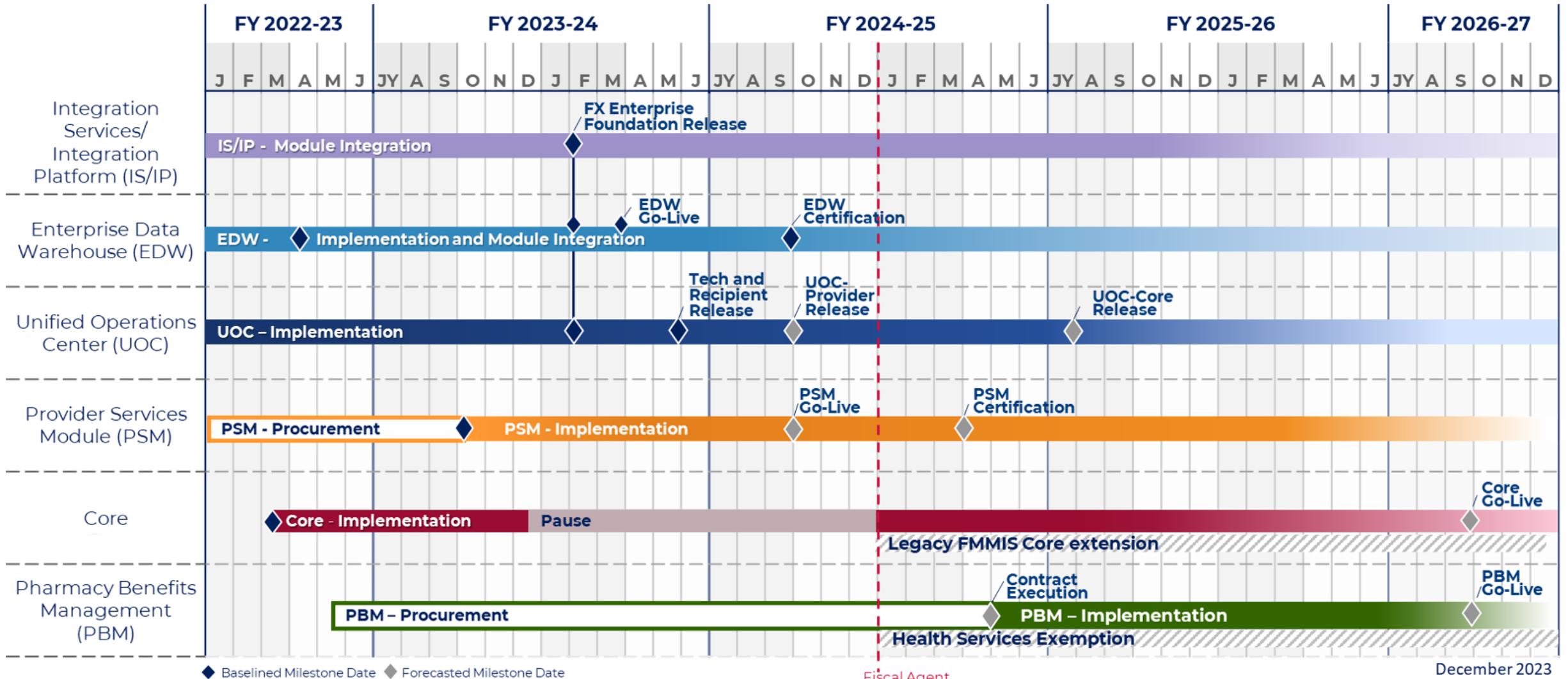
December 2023

37

FX SPEND PLAN FY 23/24 (as of 4/1/24)

	Category	Appropriation Allocation	Incurred To-Date	Variance
Phase 1	Strategic Enterprise Advisory Services	$ 9,746,662	$ 6,497,774	$ 3,248,888
	Independent Verification and Validation Services	$ 3,230,996	$ 2,423,234	$ 807,762
Phase 2	FX Operations and Maintenance (IS/IP, EDW, Enterprise Software/Services)	$ 56,160,787	$ 36,265,825	$ 19,894,962
Phase 3	Core Implementation	$ 37,430,069	$ 15,511,443	$ 21,918,626
	Provider Module Procurement and Implementation	$ 33,123,375	$ 4,996,128	$ 28,127,247
	Unified Operations Center Implementation	$ 34,635,314	$ 11,953,586	$ 22,681,728
	Pharmacy Benefits Management Procurement and Implementation	$ 8,284,790	$ 271,560	$ 8,013,231
Total		$ 182,611,993	$ 77,919,549	$ 104,692,444

FX Spend by Fiscal Year (as of 2/29/2024)

	FY17/18	FY18/19	FY19/20	FY20/21	FY21/22	FY22/23	FY23/24	FY24/25	FY25/26
Operations	$0.0 M	$0.0 M	$0.0 M	$3.8 M	$7.1 M	$12.8 M	$16.4 M	$34.6 M	$51.3 M
Implementation	$7.0 M	$13.5 M	$32.0 M	$34.8 M	$38.7 M	$51.2 M	$116.9 M	$57.5 M	$89.6 M
FY Spend	$7.0 M	$13.5 M	$32.0 M	$38.6 M	$45.8 M	$64.0 M	$133.3 M	$92.1 M	$140.9 M

■ Implementation ■ Operations
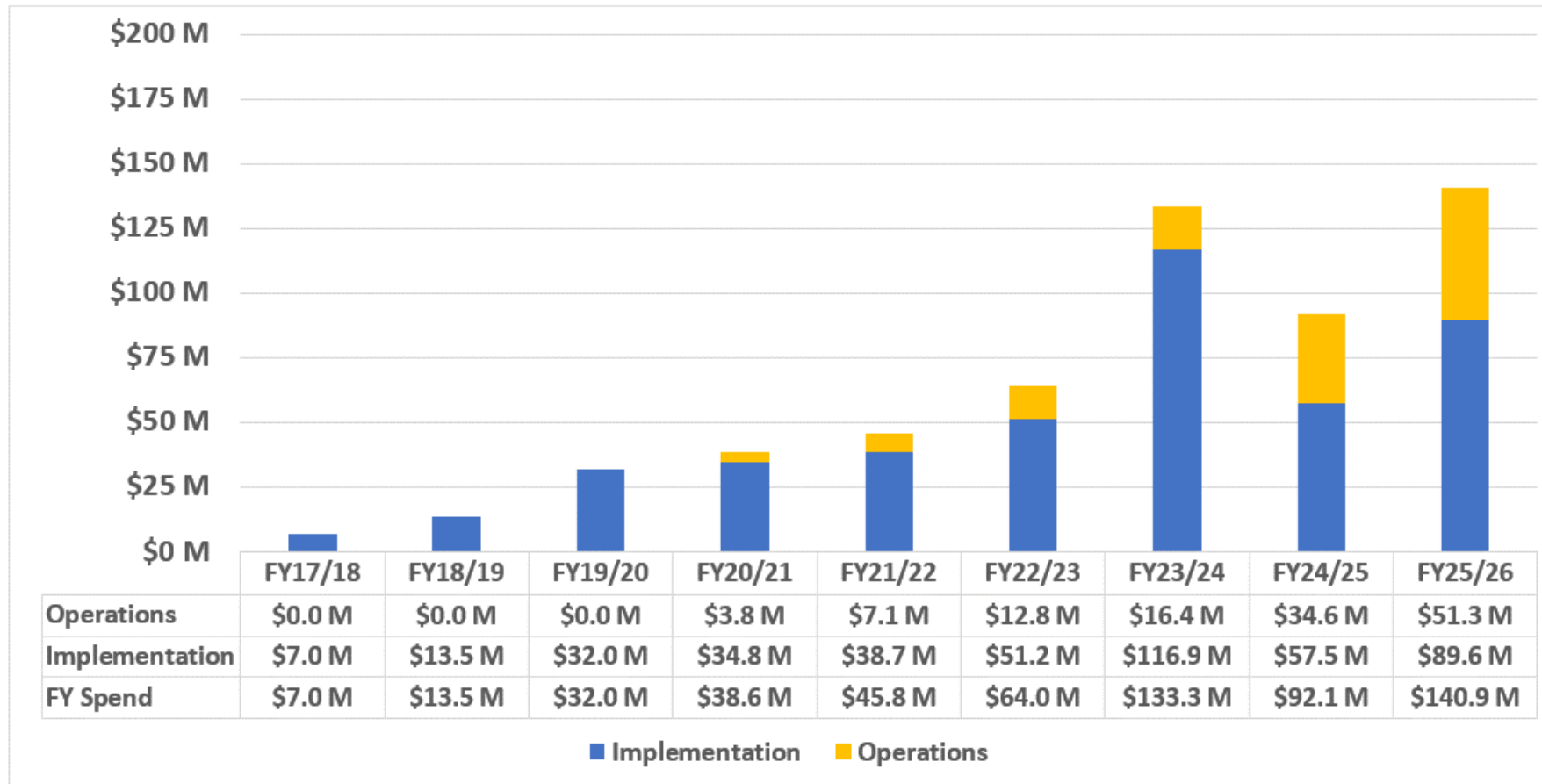
FY 17/18 to FY 22/23 reflect actual spend

FY 23/24 is a combination of actual and estimated spend

FY 24/25 reflects appropriation

FY 25/26 reflects estimated funding

NOTE: The completion of Phase 3 requires replanning, which will result in an adjustment to the FY 25/26 projection and inclusion of additional fiscal years.

FX Governance

Current: July 2020 – June 2024

Future: July 2024 – June 2025
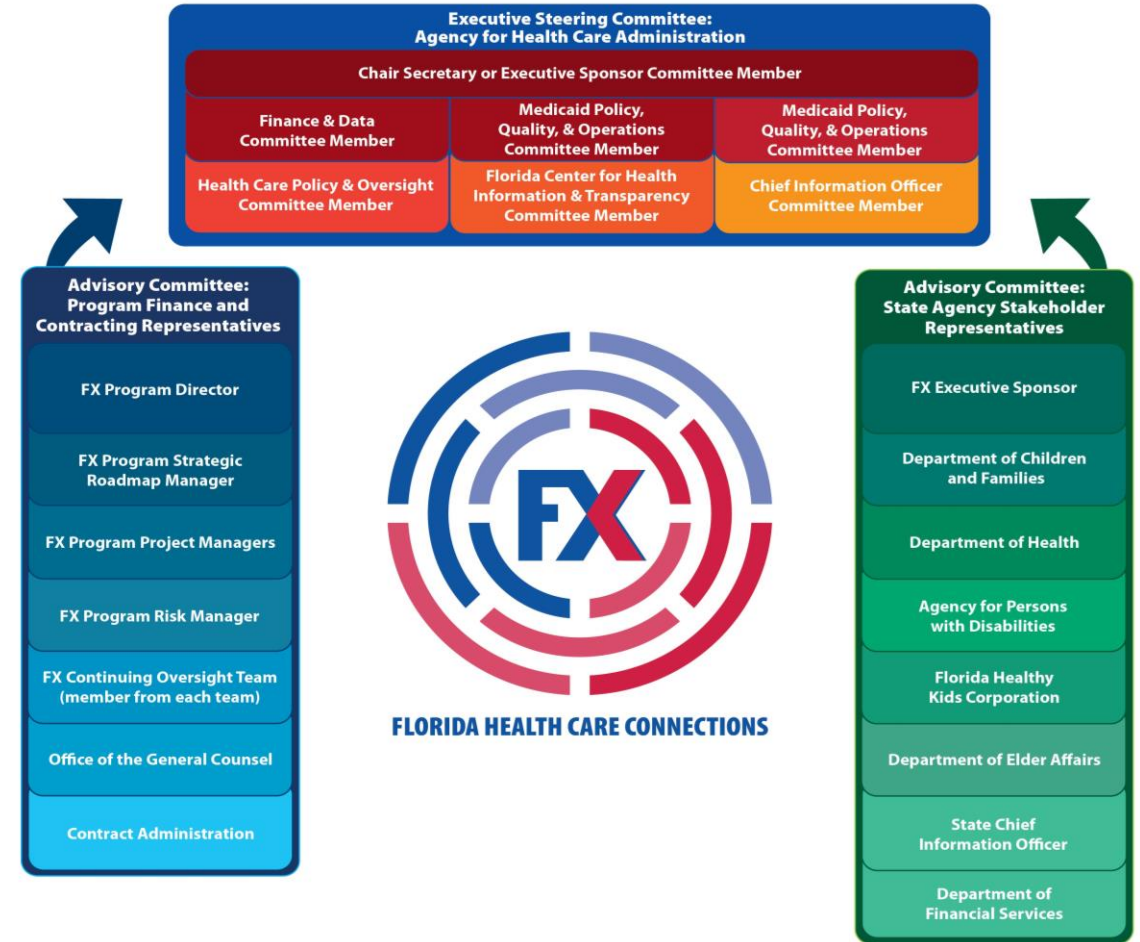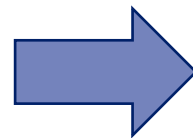
Closing Remarks

Tom Wallace | FX Executive Sponsor | AHCA

ESC Upcoming Meeting

Date	FX Topic/Voting Item
May/June	FX Updates

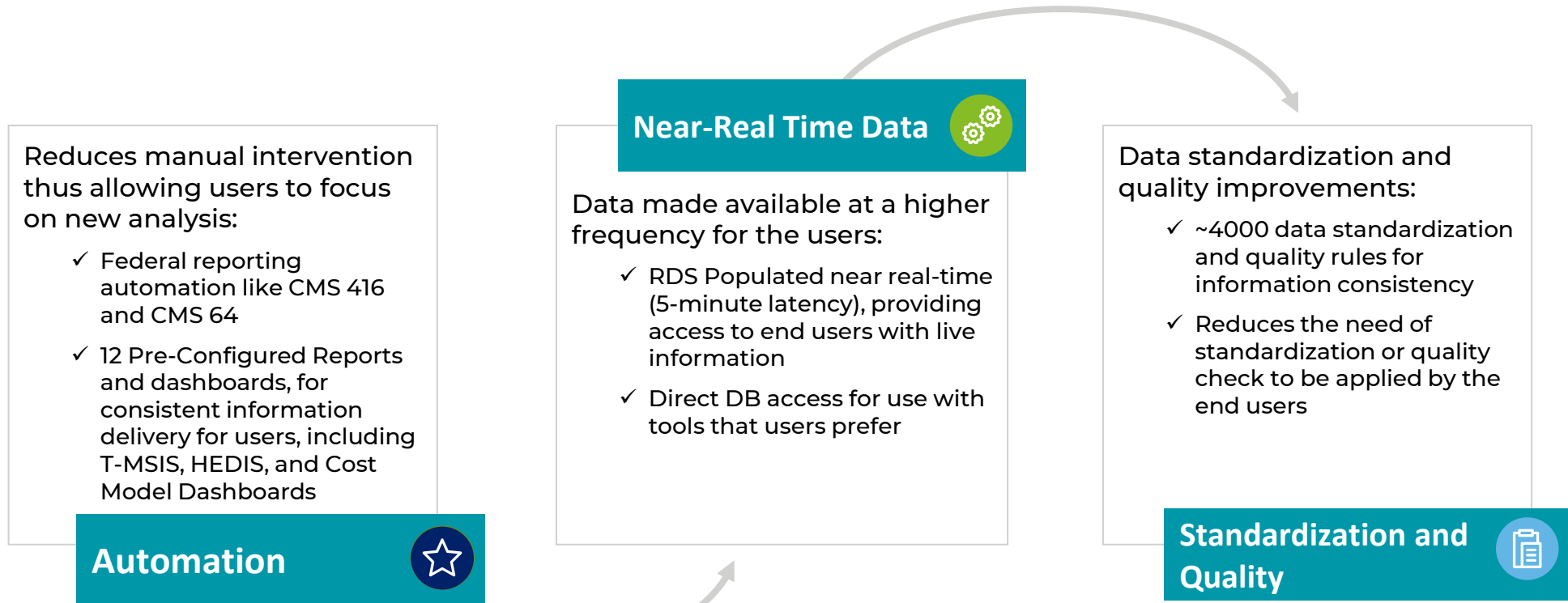# Connect With Us

FX@ahca.myflorida.com

Florida Health Care Connections

Appendix A
FX Enterprise Data Warehouse

FX EDW Efficiency Benefits
Examples of Efficiency Benefits from the EDW

Benefits to Medicaid Enterprise System where the EDW is increasing the productivity or proficiency of activities currently performed.

Automation

Reduces manual intervention thus allowing users to focus on new analysis:

- ✓ Federal reporting automation like CMS 416 and CMS 64
- ✓ 12 Pre-Configured Reports and dashboards, for consistent information delivery for users, including T-MSIS, HEDIS, and Cost Model Dashboards

Near-Real Time Data

Data made available at a higher frequency for the users:

- ✓ RDS Populated near real-time (5-minute latency), providing access to end users with live information
- ✓ Direct DB access for use with tools that users prefer

Standardization and Quality

Data standardization and quality improvements:

- ✓ ~4000 data standardization and quality rules for information consistency
- ✓ Reduces the need of standardization or quality check to be applied by the end users

FX EDW Modernization Benefits

Examples of Modernization Benefits from the EDW

Benefits originating from a reduction in manual effort or implementing reusable processes to limit manual intervention.

Scale & Execution

4x faster execution of queries with use of Cloud Native databases

Data Organization

Transactional and dimensional modeling functions to support AHCA's vision of data

Machine Learning

Deployed Machine Learning algorithms and dashboards such as Cost Model and Provider Scorecard, helping MPI stay ahead of the curve in fraud, waste, and abuse

Compliance

Enhanced compliance levels, for example T-MSIS submission to CMS, where AHCA's submission quality have improved by 33%

FX EDW Insight Benefits
Examples of Insight Benefits from the EDW

Benefits that deliver new forms of analysis, provide information in new ways, and/or provide a more complete picture of services to recipients or from providers.

Managed Care Effectiveness

Chronic Conditions

Episodes of Care

"360 View"

Artificial Intelligence
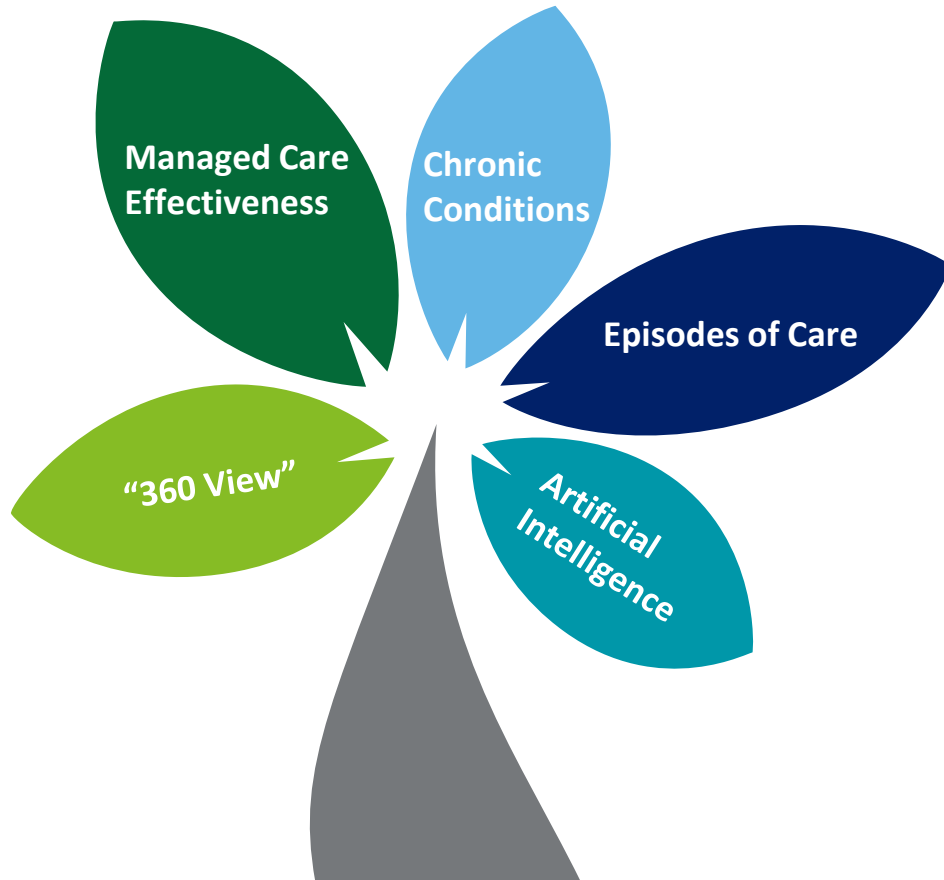
Managing Single Views of Recipient and Provider
Provides a recipient- and provider-centric view of data with their history and demographics.

Managing the Managed Care Plans
Delivers consistent data for the evaluation of managed care services and cross comparing managed care organization services.

Managing Chronic Conditions
Identifies recipients with chronic conditions for effective care management.

Managing Patient Focused Episodes
Determines the effectiveness of providers who treat episodes of care in complex treatment plans.

Managing Advanced Technologies
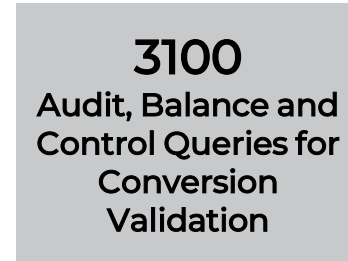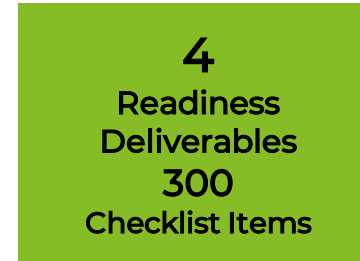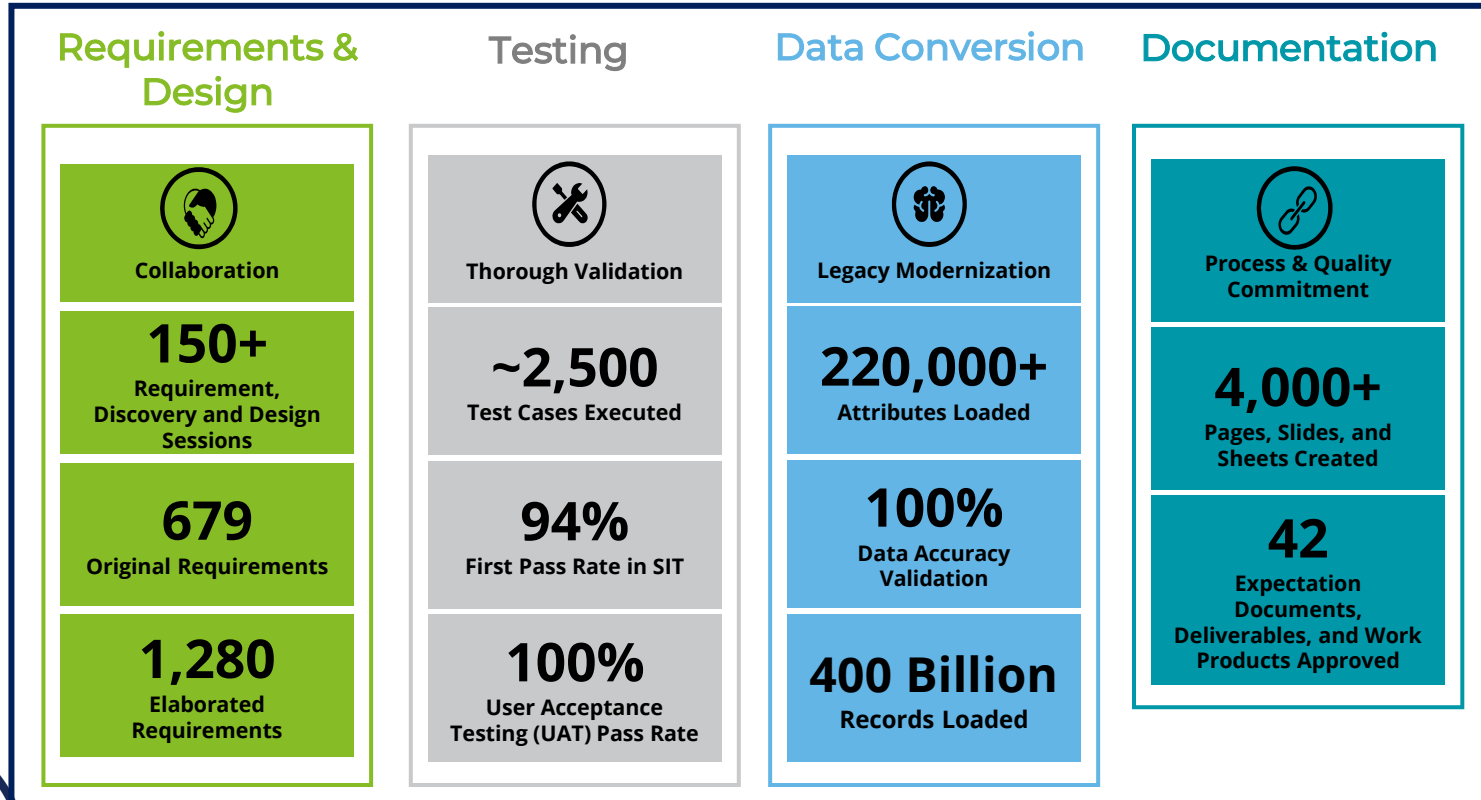Utilizes advanced technologies to allow prediction of events and modeling what-if policy scenarios.

Timeliness / Consistency   *Analytic Data Processing*   *Consistent Data / Processing*

FX EDW ODS Stats

Operational Data Store (ODS) by the numbers …

The ODS's success is demonstrated by a number of metrics in the process of implementation.

Requirements & Design

Collaboration

150+
Requirement, Discovery and Design Sessions

679
Original Requirements

1,280
Elaborated Requirements

Testing

Thorough Validation

~2,500
Test Cases Executed

94%
First Pass Rate in SIT

100%
User Acceptance Testing (UAT) Pass Rate

Data Conversion

Legacy Modernization

220,000+
Attributes Loaded

100%
Data Accuracy Validation

400 Billion
Records Loaded

Documentation

Process & Quality Commitment

4,000+
Pages, Slides, and Sheets Created

42
Expectation Documents, Deliverables, and Work Products Approved

4
Readiness Deliverables
300
Checklist Items

3100
Audit, Balance and Control Queries for Conversion Validation

30
Operational Readiness Review Sessions

400
Artifacts Produced for the Operational Readiness Checklist Validation
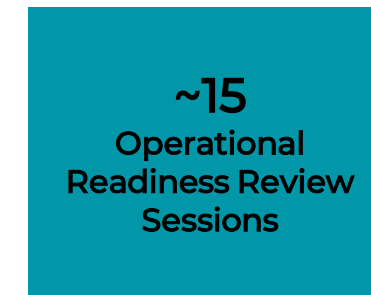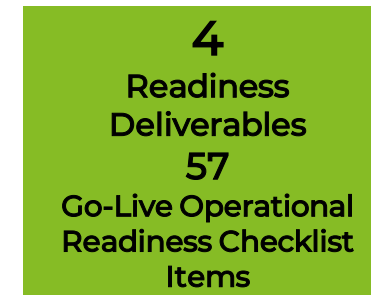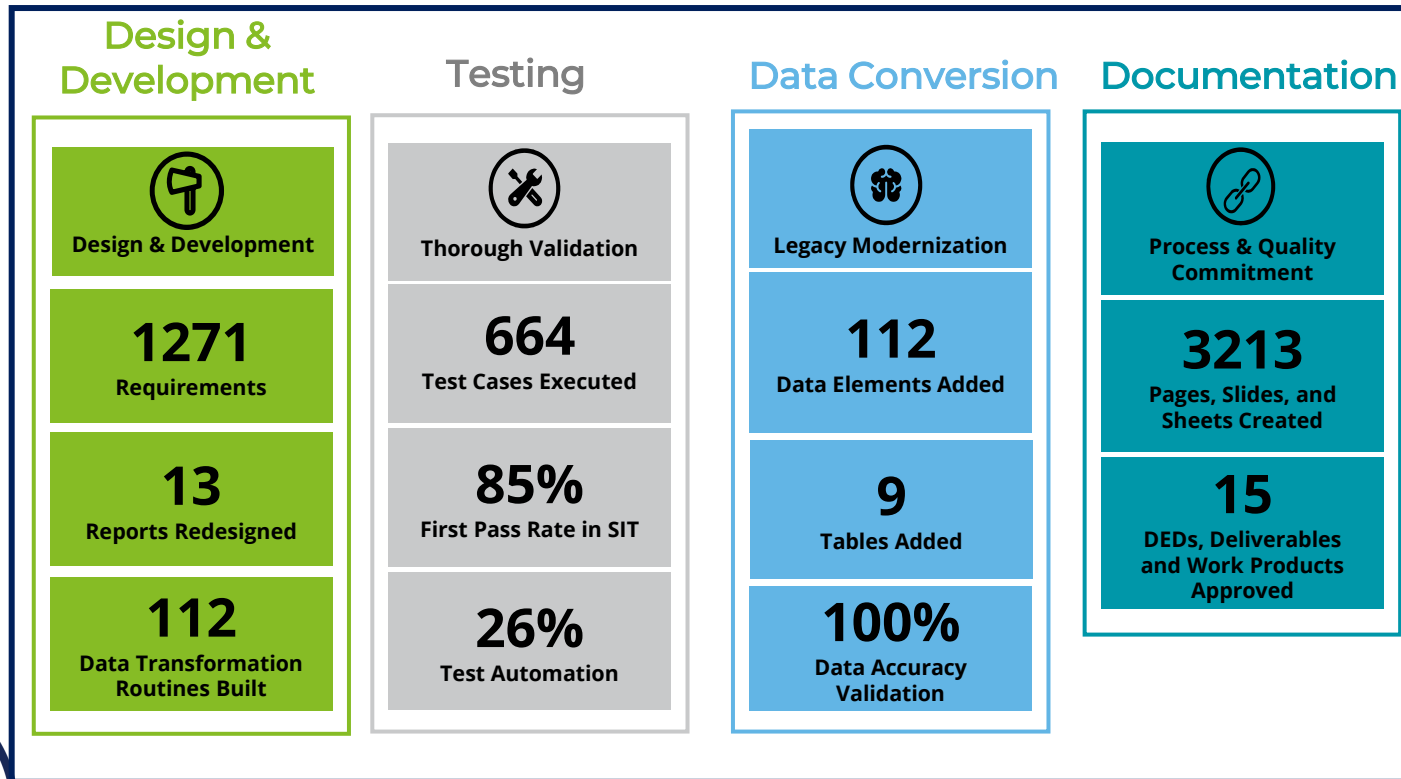
FX EDW Stabilization Stats

FX Enterprise Data Warehouse (EDW) Stabilization by the numbers ...

The EDW stabilization success is demonstrated by a number of metrics in the process of implementation.
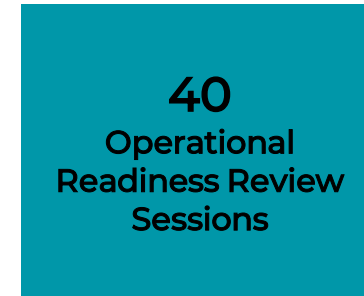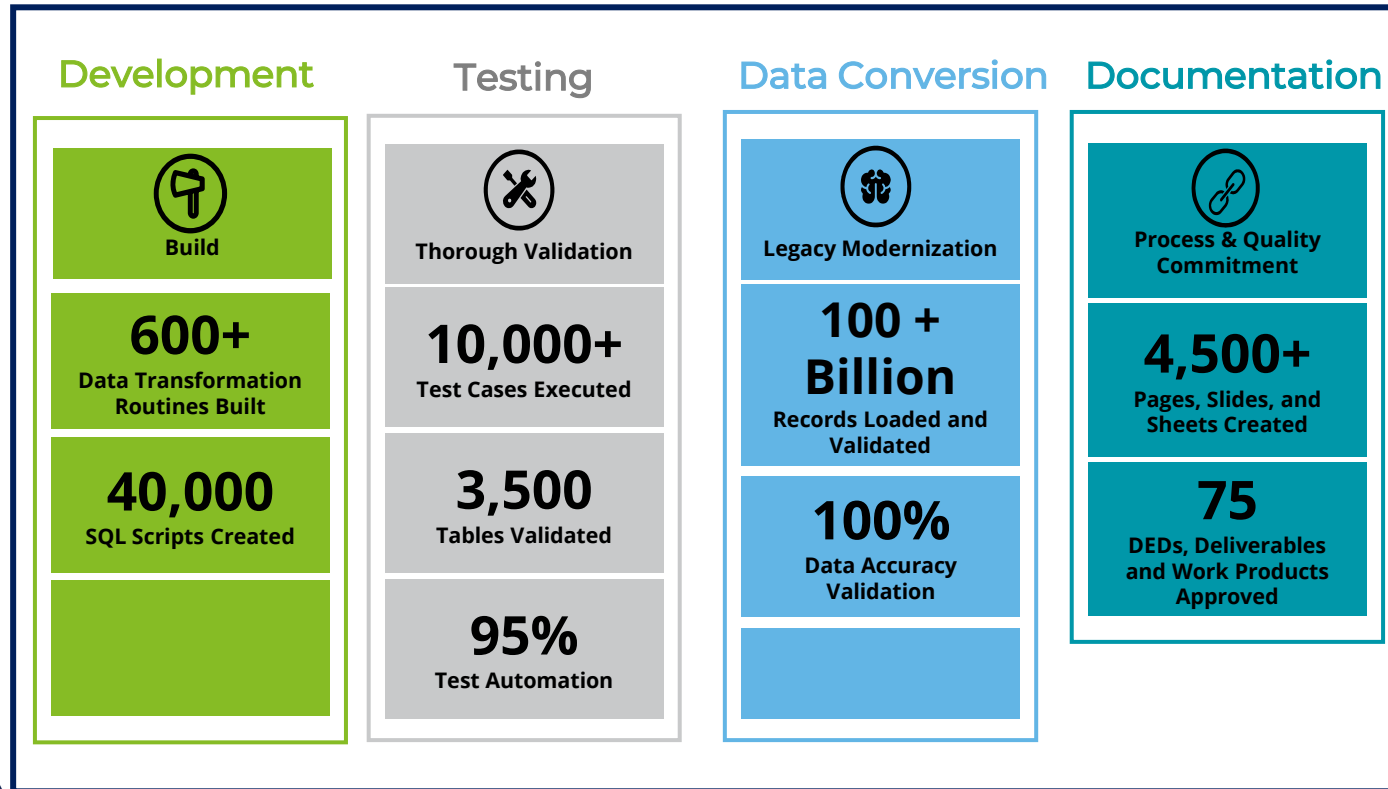
Design & Development
- Design & Development
- **1271** Requirements
- **13** Reports Redesigned
- **112** Data Transformation Routines Built

Testing
- Thorough Validation
- **664** Test Cases Executed
- **85%** First Pass Rate in SIT
- **26%** Test Automation

Data Conversion
- Legacy Modernization
- **112** Data Elements Added
- **9** Tables Added
- **100%** Data Accuracy Validation

Documentation
- Process & Quality Commitment
- **3213** Pages, Slides, and Sheets Created
- **15** DEDs, Deliverables and Work Products Approved

4 Readiness Deliverables
57 Go-Live Operational Readiness Checklist Items

~15 Operational Readiness Review Sessions

~100 Artifacts Produced for the Operational Readiness Checklist Validation

FX EDW EADS STATS

Enterprise Analytical Data Store (EADS) by the numbers ...

The EADS's success is demonstrated by a number of metrics in the process of implementation.

Development

Build

600+
Data Transformation Routines Built

40,000
SQL Scripts Created

Testing

Thorough Validation

10,000+
Test Cases Executed

3,500
Tables Validated

95%
Test Automation

Data Conversion

Legacy Modernization

100 + Billion
Records Loaded and Validated

100%
Data Accuracy Validation

Documentation

Process & Quality Commitment

4,500+
Pages, Slides, and Sheets Created

75
DEDs, Deliverables and Work Products Approved

4
Readiness Deliverables
100
Production Deployment Checklist Items

40
Operational Readiness Review Sessions

100
Artifacts Produced for the Operational Readiness Checklist Validation

Appendix B
FX Integration Services/ Integration Platform Operations & Maintenance

IS/IP O&M PERFORMANCE METRICS – January & February

There are eight (8) performance metrics that are identified as part of MED205.

Key Updates
- Shifted the EDW and UOC Vendors to the FXNet VPN.
- Supported the Agency Network team with FXNet 2.0 network buildout.
- Remediated Atlassian Security Advisory for Jira, Confluence and Bitbucket.
- Moved ALM applications SSL certificates and URL's to floridafx.gov domain.
- Applied Linux, Windows, Middleware, Database, and Security patches to the IS/IP environments.

PM-1

Level 1 (Critical and High) Incident Tickets

The Vendor shall submit a Monthly Performance Standards Report Card which lists the incidents tickets by category and shows the incidents which were completed on time and which ones were not completed within the agreed upon timeframe.

PM-4

Application and System Availability

The Vendor shall submit a Monthly Performance Standards Report Card which shows the amount of total time the ESB system was unavailable and the calculated percent of availability time for the month.

PM-5

Staffing Levels

The Vendor shall submit a Monthly Performance Standards Report Card which shows the number of agreed upon staff and the number of vacant positions. Staffing level is calculated by dividing the total active staff by the number of agreed upon staff for the month.

PM-6

Production Reports

The Vendor shall submit a Monthly Performance Standards Report Card which shows the total number of production reports scheduled and the number of reports delivered or available as scheduled. This metric is calculated by dividing the number of reports delivered or accessible on time each month by the total number reports scheduled for the month.

PM-8

Performance Report

The Vendor shall submit a Monthly Performance Report which shows the agreed to performance metrics. The Financial Consequences for failure to provide the report timely or in a manner acceptable to the Agency shall be $500.00 a day for each business day the report is not received or acceptable.

PM-2

Enterprise Service Bus End-to-End Response Time

The Vendor shall submit a Monthly Performance Standards Report Card which shows the number of ESB transactions, the average response time per day and the number of ESB transactions each month which are more than 1.000 second.

PM-3

Enterprise Service Bus Transaction Errors

The Vendor shall submit a Monthly Performance Standards Report Card which shows the number of ESB transactions and the number of ESB transactions errors each calendar day, with a calculation for each calendar day to show the daily error rate.

PM-7

Master Data Management Performance

The Vendor shall submit a Monthly Performance Standards Report Card which shows MDM transactions, the average transaction time each calendar day and the number of MDM linkage updates each month greater than two (2.000) minutes and number of daily linkage average retrieval times greater than 0.400 seconds.

Legend:
- 🟩 Performance Metrics met.
- 🟦 Performance Metrics not currently active.
- 🟥 Performance Metrics not met.