

# Medicaid Enterprise System (MES) Procurement Project

## Strategic Enterprise Advisory Services (SEAS)

### T-6: Technology Standards

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**Created By:** The SEAS Vendor

**Submitted To:** AHCA MES Project Management



## Revision History

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Modifications to the approved baseline version (100) of this artifact must be made in accordance with the Change Management process that is part of the SEAS Management Plan.

## Quality Review History

DATE	REVIEWER	COMMENTS
03/02/18	Sean Gibbs	Quality Assurance Review
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## SECTION 1 INTRODUCTION

### 1.1 BACKGROUND

The Florida Agency for Health Care Administration (Agency) is preparing for the changing landscape of health care 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 includes services, business processes, data management and processes, technical processes within the Agency, and interconnections and touch points with systems that reside outside the Agency necessary for administration of the Florida Medicaid program. The current Florida Medicaid Enterprise System (MES) includes the Florida Medicaid Management Information System (FMMIS), Decision Support System (DSS) and other systems operated by different vendors. These systems in the MES interface primarily through the exchange of data file, primarily through Secured File Transfer Protocol. These point-to-point interfaces become more complex and costly as the number of systems and applications increase. The future of the Florida Medicaid Enterprise integration is to allow Florida Medicaid to secure services that can interoperate and communicate without relying on a common platform or technology. Connecting services and infrastructures and developing integration standards are the next steps for advancing the MES level of MITA maturity and system modularity modernization.

The CMS released the Medicaid Program Final Rule: Mechanized Claims Processing and Information Retrieval Systems in December 2015. This final rule modifies regulations pertaining to 42 Code of Federal Regulations (CFR) 433 and 45 CFR 95.6111, effective January 1, 2016. Among other changes, this final rule supports increased use of the MITA Framework. MITA is a CMS initiative that fosters an integrated business and information technology (IT) transformation across the Medicaid enterprise in an effort to improve the administration and operation of the Medicaid program. The Agency documents its high-level plans to increase service interoperability and advance the maturity of the MES in accordance with the MITA Framework in the Florida MES Procurement Strategy document.

### 1.2 PURPOSE

Standardizing the vocabulary and application of technology standards in the implementation and use of technology, improves the efficiency, data sharing, and reuse of technology and business processes. This deliverable establishes and populates a framework for a common technology vocabulary and communication of relevant and applicable standards for technology components. The Technology Standards Reference Model (TSRM) is the common technology vocabulary that organizes and groups related technology components standardizing the names and descriptions of those components. The Technology Standards Reference Guide (TSRG) is a repository of standards relevant to technology components that identifies and prioritizes the relevance of specific technology standards in the enterprise. Together these two components make up the MES technology standards that help technology stakeholders to identify opportunities, implement, operate, and continuously improve Medicaid Enterprise Systems.

### 1.3 SCOPE STATEMENT

The Technology Standards Artifacts defined in this deliverable integrate MITA 3.0, Federal Enterprise Architecture (FEA), agency, and other standards to provide a more comprehensive open system environment. This approach allows for a more mature framework while maintaining compliance with MITA 3.0.

This initial version of this deliverable focuses on the broad standards directly relevant to MES initial procurements. The deliverable assumes definition of additional technology components and standards as MES Projects focus shifts to modernization and procurements of other types of technology, expanded enterprise wide participation, and ongoing standards maturation.

### 1.4 GOALS AND OBJECTIVES

Goal 1 – The primary goal of this deliverable is to establish the MITA compliant Florida Medicaid Technology Standards Reference Guide (TSRG) and Technology Standards Reference Model (TSRM). This goal will be accomplished by achieving the following objective:

Objective #1 – The current MITA 3.0 Technology Standards methodology will be used in conjunction with other generally accepted methodologies such as Federal Enterprise Architecture (FEA) and The Open Group Architecture Forum (TOGAF) to provide a more robust Florida Medicaid specific Technology Standards Framework.

Goal 2 – Another goal of this deliverable is to establish a process to maintain the Technology Standards Reference Guide (TSRG) and Technology Standards Reference Model (TSRM). This goal will be accomplished by achieving the following objective:

Objective #2 – As technology standards evolve so must the artifacts that support those technology standards. This deliverable provides “How To” guidance (as attached documents) that describe systematic processes to maintain the TSRG and TSRM.

### 1.5 REFERENCED DOCUMENTS

Below is a list of documents referenced in the development of this deliverable including any other project plans and or documentation, Federal or State Authorities, quality standards, State artifacts, and other deliverables relevant to this document:

- Office of the National Coordinator (ONC) Interoperability Standards Advisory (ISA) - <https://www.healthit.gov/isa/>. The ONC designed the ISA to provide clarity, consistency, and predictability for the public regarding the standards used for health IT interoperability purposes.
- Medicaid Information Technology Architecture (MITA) - <https://www.medicaid.gov/medicaid/data-and-systems/mita/mita-30/index.html>. MITA is intended to foster integrated business and IT transformation across the Medicaid

enterprise to improve the administration of the Medicaid program. NOTE: The MITA 3.0 contains both standards and a framework.

The following two architecture frameworks were used in conjunction with MITA 3.0 to create the MES Technology Standards Reference Model (TSRM):

- Federal Enterprise Architecture (FEA) - [https://en.wikipedia.org/wiki/Federal\\_enterprise\\_architecture](https://en.wikipedia.org/wiki/Federal_enterprise_architecture). The Federal Enterprise Architecture framework is the United States' reference enterprise architecture for the federal government. It provides a united approach for the integration of strategic, business, and technology management as part of organization design and performance improvement.
- The Open Group Architecture Forum (TOGAF) - <http://pubs.opengroup.org/architecture/togaf8-doc/arch/chap19.html>. The TOGAF® framework is the global standard for Enterprise Architecture. The Open Group Architecture Forum, which includes more than 200 enterprises, develops and maintains the TOGAF standards and publishes new versions at regular intervals.

## SECTION 2 ROLES AND RESPONSIBILITIES

This section identifies the roles and responsibilities for the primary stakeholders involved with this deliverable.

ROLE	RESPONSIBILITY
SEAS Technical Architect	<ul style="list-style-type: none"> <li>Identifies the technology or software required to improve or extend the life of any given Technology Standards Reference Model (TSRM) Service Component.</li> <li>Identifies the evolving technology standards necessary to improve the Enterprise.</li> <li>Reviews and proposes new, updates, and retirement of technology components and standards to the Technology Asset Team.</li> <li>Maintains the Technology Standards Reference Guide (TSRG) and Technology Standards Reference Model (TSRM). The agency shall determine a time period in which to look at and evaluate any new standards or service components.</li> <li>Presents new technical components and standards to the Technology Asset Team.</li> <li>Extracts TSRM and TSRG artifacts for use in vendor procurements.</li> <li>Identifies risks of adopting new technologies and standards.</li> </ul>
Technology Asset Team (TAT)	<ul style="list-style-type: none"> <li>Creates specific rules to help identify new technologies and standards</li> <li>Reviews proposed new technical standards.</li> <li>Approves or denies new TSRM and TSRG list entries. Team will base approval on risk that the SEAS Technical Architect identifies.</li> </ul>
MES Sister Agencies	<ul style="list-style-type: none"> <li>Reviews and as appropriate may align technology solutions with MES technology standards to improve Medicaid program outcomes</li> <li>Contributes recommendations for TSRM entries and standards to improve integration, consistency, and coordination.</li> </ul>
MES Project Vendors (SEAS, Systems Integrator (SI), Module)	<ul style="list-style-type: none"> <li>Communicates using the technology vocabulary in the TSRM in proposing, discussing, and implementing technology for the Medicaid Enterprise.</li> <li>Identifies and understands technology standards applicable to implementation of MES Projects using vendor provided technology or software.</li> </ul>

### Exhibit 2-1: Roles and Responsibilities

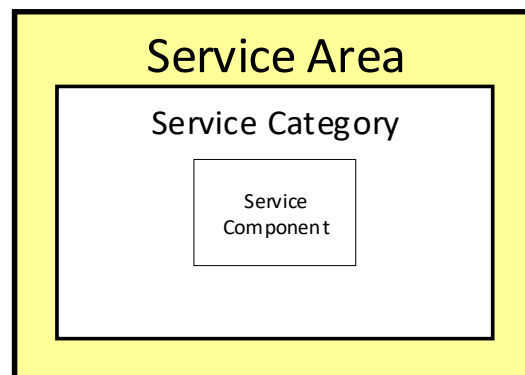


## SECTION 3 TECHNOLOGY STANDARDS REFERENCE MODEL

The Technology Standards Reference Model (TSRM) is a component-driven technical framework that provides a foundation to categorize the service components and technologies used now and in the future by the enterprise. This deliverable presents the components in the TSRM graphically and in a searchable list structure in the MES Repository.

### 3.1 DIAGRAM STRUCTURES

As depicted in Exhibit 3-1: TSRM Structure, the graphical depiction of the TSRM organizes the service components (also called service standards by MITA) into logical groupings.



**Exhibit 3-1: TSRM Structure**

#### 3.1.1 SERVICE AREA

Service Area is the highest technical layer within the TSRM. It represents an aggregate of Service Components for the use in construction, exchange, and delivery of broad business or technological functions. Each Service Area depicted on the TSRM contains a hyperlink to a Service Area Definition page in the MES Repository.

#### 3.1.2 SERVICE CATEGORY

Service Category is the second technical layer of the model. Service Category further classifies Service Components based on the business or technological functions they serve. Each Service Category depicted on the TSRM contains a hyperlink to a Service Category Definition page in the MES Repository.

#### 3.1.3 SERVICE COMPONENT

Service Component is the lowest technical layer of the model. Service Component defines the elemental technology components for each Service Category and Service Area combination. Each Service Component contains a hyperlink to a Service Component Profile in the MES Repository. Refer to Exhibit 3-2: Service Component Example.

Service Component	Enterprise Service Bus (ESB)
Service Area	Application Technology Integration
Service Category	Integration Software
Description	An enterprise service bus (ESB) implements a communication system between mutually interacting software applications in a service-oriented architecture (SOA). As it implements a distributed computing architecture, it implements a special variant of the more general client-server model, wherein, in general, any application using ESB can behave as server or client in turns. ESB promotes agility and flexibility with regard to high-level protocol communication between applications. The primary goal of the high-level protocol communication is enterprise application integration (EAI) of heterogeneous and complex service or application landscapes (a view from the network level).
Status	Proposed
Attachments	
ID	121

### Exhibit 3-2: Service Component Example

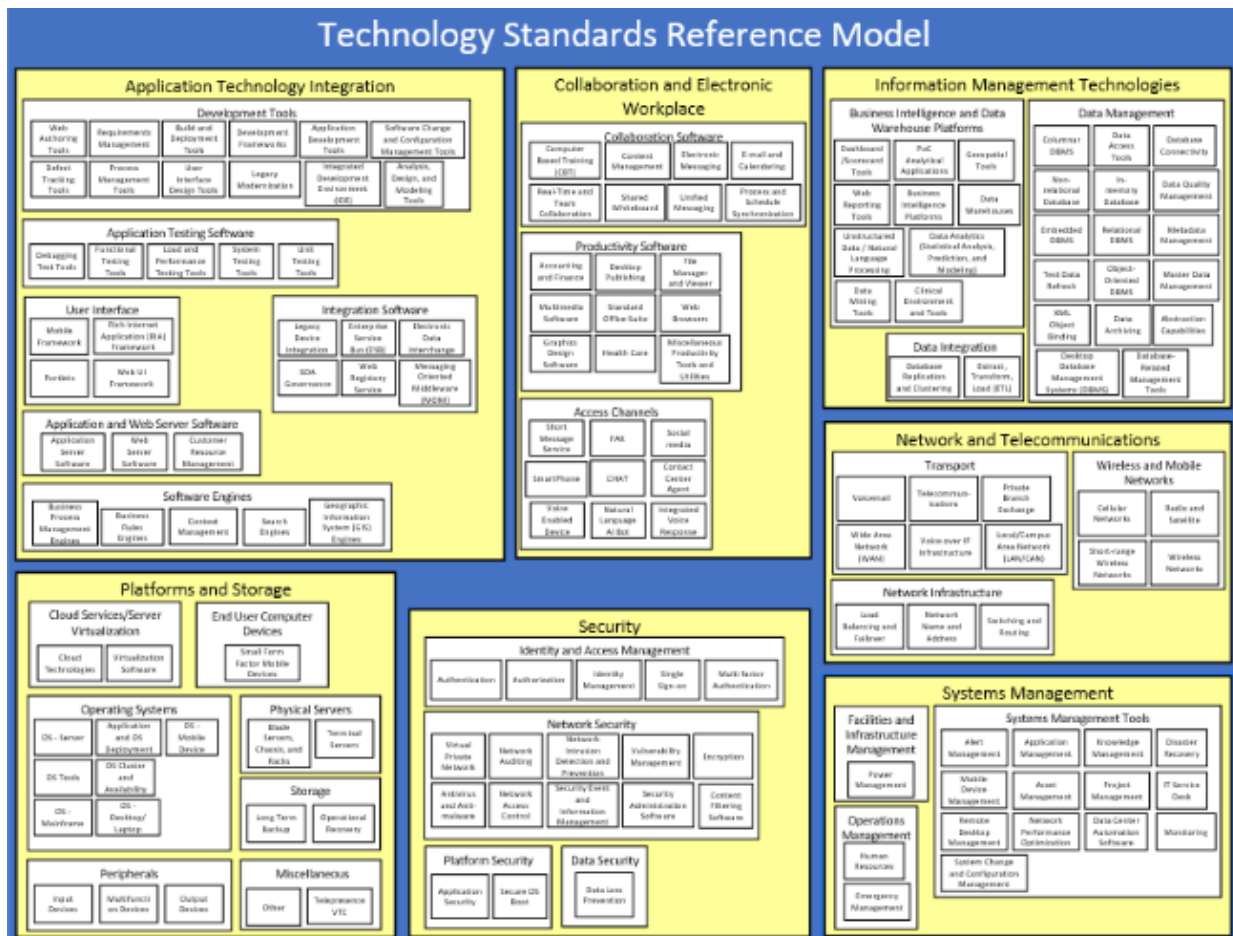
#### 3.1.4 TSRM DIAGRAM

Exhibit 3-3: TSRM Diagram as of Deliverable Submission shows a graphical depiction of the Technology Standards Reference Model (TSRM). The diagram included is a snapshot of the TSRM as of deliverable submission.

The hyperlink below connects to the current Technology Standards Reference Model Diagram on the MES Repository reflecting any updates since the submission of this deliverable.

NOTE: To view the following graphic in full size, click the hyperlink below.

[Technology Standards Reference Model Diagram](#)



**Exhibit 3-3: TSRM Diagram as of Deliverable Submission**

## 3.2 TSRM SERVICE COMPONENT LIST

The TSRM Service Component List is a custom SharePoint list residing on the MES Repository. Exhibit 3-4: Service Component List Example depicts a screen shot view of a sample page of the list. The list contains the Service Component documents found on the TSRM diagram. The list has multiple views for displaying the data in different context. The TSRM Diagram uses the ID associated with each entry to connect via hyperlink to the Service Component display page specific to each entry.

#### Technology Standards Reference Model

[+ new item](#)

✓	Service Area	Service Category	Service Standard	Description	Status
#Service Area : Application Technology Integration (35)					
		Service Category : Application and Web Server Software (3)			
		Service Category : Application Testing Software (5)			
		Service Category : Development Tools (12)			
		#Service Category : Integration Software (5)			
	Application Technology Integration	Integration Software	Device Integration	...	New
	Application Technology Integration	Integration Software	Electronic Data Interchange	... Electronic data interchange (EDI) is the concept of businesses communicating electronically certain information that was traditionally communicated on paper. In healthcare this is usually Claims and Remittance and Status transactions. Standards for EDI exist to facilitate parties transacting such instruments without having to make special arrangements.  EDI implies a sequence of messages between two parties, either of whom may serve as originator or recipient. The formatted data representing the documents may be transmitted from originator to recipient via telecommunications or physically transported on electronic storage media. It distinguishes mere electronic communication or data exchange, specifying that in EDI, the usual processing of received messages is by computer only.	Active
	Application Technology Integration	Integration Software	Enterprise Service Bus (ESB)	... An enterprise service bus (ESB) implements a communication system between mutually interacting software applications in a service-oriented architecture (SOA). As it implements a distributed computing architecture, it implements a special variant of the more general client-server model, wherein, in general, any application using ESB can behave as server or client in turn. ESB promotes agility and flexibility with regard to high-level protocol communication between applications. The primary goal of the high-level protocol communication is enterprise application integration (EAI) of heterogeneous and complex service or application landscapes (a view from the network level).	Proposed

### Exhibit 3-4: Service Component List Example

#### 3.2.1 SERVICE COMPONENT LIST – EXTRACT

Attachment C – Technology Standards Reference Model contains an extract from the TSRM from the MES Repository that is stored in Excel format. This file contains the content as of the date of deliverable submission.

The hyperlink below connects to the current Technology Standards Reference Model Service Components List reflecting any updates since the submission of this deliverable.

[Technology Standards Reference Model Service Components List](#)

#### 3.3 TECHNOLOGY STANDARDS REFERENCE MODEL MAINTENANCE

The TSRM and the TSRM Service Component List are meant to be living documents. The TSRM may evolve through successive updates, expand as needed, and serve a different purpose over time. For this to occur, a mechanism for maintenance must exist. A “How To” document has been created to serve this purpose.

##### 3.3.1 TECHNOLOGY STANDARDS REFERENCE MODEL MAINTENANCE PROCEDURES

Attachment A – How to Maintain the TSRM List is a MS Word document that describes the procedures to maintain content in the Technology Standards Reference Model.

The hyperlink below connects to the current How to Maintain TSRM Standards Profile List reflecting any updates since the submission of this deliverable.

[How to Maintain the TSRM List](#)

## SECTION 4 TECHNOLOGY STANDARDS REFERENCE GUIDE

A technology standard is an established norm or requirement for technical systems. Standards are usually a formal document that establishes uniform engineering or technical criteria, methods, processes, and practices. The Technology Standards Reference Guide (TSRG) is a collection of technology standards applicable to the administration and operation of the enterprise and the future state enterprise. Content in the TSRG is in a SharePoint List in the MES Repository, which adheres to the MITA Framework.

The TSRG is a collection of technology standards that originate from many sources.

Exhibit 4-1: TSRG Standards Hierarchy Example shows the types of organizations that are sources of relevant technology standards. Often standards of different organizations are aligned and consistent. Higher-level organizations may adopt lower-level standards or provide guidance that is more specific to the enterprise, organization, or system. In some cases, standards may conflict, or an organization may provide guidance that certain standards are waived or not applicable. The TSRG seeks to help stakeholders understand not only the universe of applicable standards, but also provides a framework and guidance to prioritize and resolve potential conflicting standards.



**Exhibit 4-1: TSRG Standards Hierarchy Example**

The Florida Medicaid TSRG contains a field named “Precedence” that will help guide users and MES Project Vendors on which standards are applicable when multiple standards exist for a technology service component or topic.

When multiple standards exist for a Service Area, Service Category, or Service Component, a Precedence value will be set on each entry. The highest precedence value is reflecting the highest priority or most important guidance. The Precedence value will allow the MES Project Vendors or other users to understand when there are multiple relevant or competing standards the order of importance.

Exhibit 4-2: TSRG Standards Precedence Order Example is a sample representation of a hierarchy of standards. For example, the Identity Management standard has two competing standards – a Federal Standard and a State Standard. Because the State’s standard is deemed more important, it should take precedence over the Federal Standard.

Domain	Area	Category	Standard Name	Objective	Source	Owning Organization	Precedence
Technical	Security	Security and Privacy	Identity Management	This rule is modeled after the Identity Ecosystem Framework Baseline Functional Requirements v.10, October 15, 2015.	<a href="https://www.flrule.s.org/gateway/ChapterHome.asp?Chapter=74-5">https://www.flrule.s.org/gateway/ChapterHome.asp?Chapter=74-5</a>	Florida AST Standard	1
Technical	Security	Security and Privacy	Identity Management	Federal Information Processing Standards (FIPS) Publication No. 199, Standards for Security Categorization of Federal Information and Information Systems	<a href="https://www.flrule.s.org/Gateway/reference.asp?No=Ref-06498">https://www.flrule.s.org/Gateway/reference.asp?No=Ref-06498</a>	Federal Standard	2

**Exhibit 4-2: TSRG Standards Precedence Order Example**

## 4.1 GUIDE STRUCTURE

Exhibit 4-3: TSRG Structure shows the Domain, Area, Category, and Standard Name which are described below.



MES Home

AHCA

SEAS

Procurement

IV&V

SI

ESB

EDW

AST

pwa

# Technology Standards Reference Guide

SEAS Home

SEAS PMO

Programmatic Domain

Strategic Domain

Technical Domain

Site Contents

Recent

Objectives

Goals

Organization

System

System Technology  
Mapping

Final Deliverables

Documents

[+ new item](#)

All Items

All Items - Technical

By Owning Organization

...

Find an item



Domain

Area

Category

Standard Name

Objective

Source

Domain : SEAS Organization (2)

Domain : Technical (119)

Area : Information (15)

Technical

Information

Architecture,  
Analysis and  
Design  
Standards

Database  
Naming  
Standards

<https://itrace.flmmis.c>

Technical

Information

Architecture,  
Analysis and  
Design  
Standards

Reporting  
Implementation  
Procedures

The purpose of  
this document is  
to identify and  
communicate the  
report promotion

<https://portal.ahca.my>

## Exhibit 4-3: TSRG Structure

### 4.1.1 DOMAIN

Domain is the highest technical layer within the TSRG. It represents an aggregate of standards related to an MES Project domain.

### 4.1.2 AREA

Area is the second technical layer of the TSRG. Area further classifies common standards with respect to the business or technological functions they define.

### 4.1.3 CATEGORY

Category is the next technical layer of the guide. Category further classifies common standards with respect to the business or technological functions they serve. The categories are:

- **Architecture, Analysis and Design Standards** - Generally accepted industry standards and specifications for the planning, analysis, and design of a State Medicaid Enterprise's architecture.
- **Service Interoperability** - Generally accepted industry standards and specifications for web service standards across platforms, operating systems, and programming languages.
- **Security and Privacy** - Generally accepted industry standards and specifications for securing information.

- **Business Enabling Technologies** - Generally accepted standards and specifications for process management involving definition, improvement, and innovation of business processes.

#### 4.1.4 STANDARD

Standard is the lowest technical layer of the TSRG. It is intended to define the standards supporting the specific category and domain applicable to the administration and operation of a State Medicaid Enterprise. Each Standard will contain a hyperlink to a Standard edit page in the MES Repository. Exhibit 4-4: Standard Example shows a sample Standard edit page.

Domain	Technical
Area	Security
Category	Security and Privacy
Standard Name	Federal Information Processing Standards (FIPS) 140-2
Topic	Cryptography
Objective	<p>U.S. Government standard to approve cryptographic modules, functions, and algorithms that defines <b>four</b> levels of security:</p> <p><b>Level 1</b> - Basic security with one approved algorithm or function and no physical security mechanism</p> <p><b>Level 2</b> - Enhanced physical and tamper detection requirements</p> <p><b>Level 3</b> - Tamper resistant and mitigation requirements for Critical Security Parameters (CSP) to detect and respond to attempted access or modification of cryptographic modules</p> <p><b>Level 4</b> - Provides complete tamper and physical protection. Intended for cryptographic operation in open or uncontrolled environments with protection features for environmental and operational fluctuations</p>
Source	<a href="https://csrc.nist.gov/publications/detail/fips/140/2/final">https://csrc.nist.gov/publications/detail/fips/140/2/final</a>
Standards Version	140-2
Open Standard	N
Standards Maturity	Ready
Owning Organization	Federal Standard
Precedence	2
Reference Model Area	<a href="#">Security Information and Event Management</a>
Compliance Approach	Independant testing using Cryptographic Module Validation Program (CMVP)
Status	Proposed

#### Exhibit 4-4: Standard Example



#### 4.1.5 TECHNOLOGY STANDARDS REFERENCE GUIDE – EXTRACT

Attachment D – *Technology Standards Reference Guide* contains an extract of the TSRG from the MES Repository that is stored in Excel format. This attachment contains the content as of the date of deliverable submission.

The link below connects to the current Technology Standards Reference Guide reflecting any updates since the submission of this deliverable.

[Technology Standards Reference Guide](#)

#### 4.2 TECHNOLOGY STANDARDS REFERENCE GUIDE MAINTENANCE

The TSRG is a living document. The TSRG may evolve through successive updates, expand as needed, and serve additional purposes over time. For this to occur, a mechanism for maintenance must exist. A “How to” document has been created to serve this purpose.

##### 4.2.1 TECHNOLOGY STANDARDS REFERENCE GUIDE MAINTENANCE PROCEDURES

Attachment B – *How to Maintain the TSRG List* is a Word document that describes the procedures to maintain content in the Technology Standards Reference Guide.

The link below connects to the current *How to Maintain the TSRG List* document, reflecting any updates since the submission of this deliverable.

[How to Maintain the TSRG List](#)

#### 4.3 TECHNOLOGY STANDARDS COMMUNICATIONS AND COMPLIANCE

The SEAS vendor shall coordinate, provide technical expertise, and communicate with MES vendors regarding Technical Standards. The SEAS vendor will also assess MES vendor adherence to the Technology Standards and communicate adherence to the Agency.

There are multiple SEAS deliverables that define specific standards and in the Technology domain. A common communication and compliance process was developed that will be used for each type of technology standard. Using a consistent communication and compliance process enhances understanding, process consistency and reduces complexity for stakeholders to the standards communication and compliance processes. For this reason, the common communication and compliance process for technology standards in the MES technology domain exists as an attachment to this deliverable.

#### 4.3.1 TECHNOLOGY STANDARDS COMMUNICATION, SUPPORT, COMPLIANCE AND COMPLIANCE REPORTING PROCEDURES

Attachment E – *Technology Standards Communication, Support, Compliance, and Compliance Reporting Procedures* describes the processes to:

- communicate new and modified standards and compliance expectations to stakeholders
- support stakeholders' adherence to standards
- assess stakeholder compliance to standards
- communicate levels of standards compliance to AHCA

The link below connects to the current *Technology Standards Communication, support, Compliance and Compliance Reporting Procedures*, reflecting any updates since the submission of this deliverable.

[Technology Standards Communication, Support Compliance, and Compliance Reporting Procedures](#)

## APPENDICES

### ATTACHMENT A – HOW TO MAINTAIN THE TSRM LIST

Attachment A – *How to Maintain the TSRM List* is a Word document that describes the procedures to maintain content in the Technology Standards Reference Model.

### ATTACHMENT B – HOW TO MAINTAIN THE TSRG LIST

Attachment B – *How to Maintain the TSRG List* is a Word document that describes the procedures to maintain content in the Technology Standards Reference Guide content.

### ATTACHMENT C – TECHNOLOGY STANDARDS REFERENCE MODEL

Attachment C – *Technology Standards Reference Model* contains an extract from the TSRM from the MES Repository that is stored in Excel format. This file contains the content as of the date of deliverable submission.

### ATTACHMENT D – TECHNOLOGY STANDARDS REFERENCE GUIDE

Attachment D – *Technology Standards Reference Guide* contains an extract from the TSRG from the MES Repository that is stored in Excel format. This file contains the content as of the date of deliverable submission.

### ATTACHMENT E – TECHNOLOGY STANDARDS COMMUNICATION, SUPPORT, COMPLIANCE, AND COMPLIANCE REPORTING PROCEDURES

Attachment E – *Technology Standards Communication, Support, Compliance, and Compliance Reporting Procedures* describes the processes to communicate new and modified standards or compliance expectations to stakeholders, support stakeholders' adherence to standards, assess stakeholders' compliance to standards, and communicate levels of standards compliance to AHCA.