



Executive Steering Committee (ESC) Meeting

January 15, 2021

FLORIDA HEALTH CARE CONNECTIONS





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Roll Call





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Welcome Remarks

Shevaun Harris, Acting Secretary &
FX Executive Sponsor





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FX Program Updates

Mike Magnuson, FX Director

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FX Program

Agenda

- FX Program Updates
 - FX Strategic Roadmap
 - Dashboards
 - Budget and Financials
- **Voting Action:** Integration Services/Integration Platform (IS/IP) Design, Development, and Implementation (DDI) Workstream (WS)-C Production Readiness Review (PRR)
- FX Modules Update
 - Enterprise Data Warehouse (EDW)
 - Provider: Single-Source Credentialing (SSC)
 - Unified Operations Center (UOC)
- Independent Verification and Validation (IV&V) Assessment
- Open Discussion and Member Updates
- Upcoming Activities and Closing Remarks

FX Program Updates Since December ESC Meeting

- Executed EDW Contract
- Completed testing for IS/IP WS-C

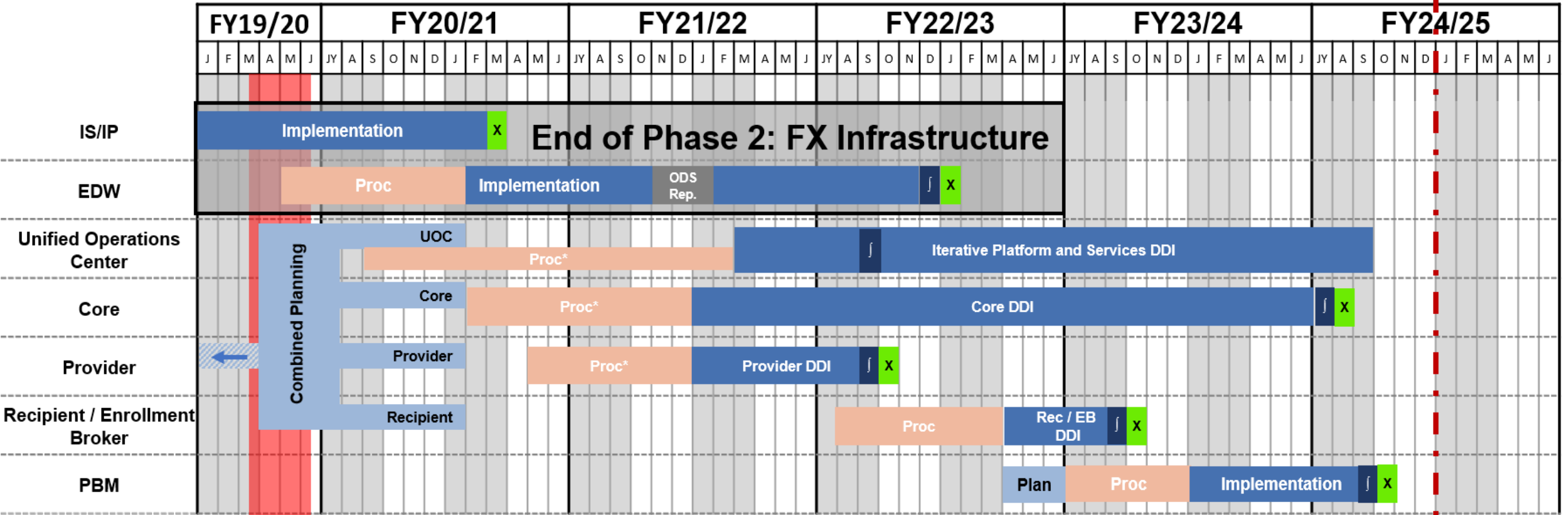


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Deadline to resolve Fiscal Agent contract

FX Program Updates

FX Strategic Roadmap



COVID-19 Response Related Delays

*Procurement release is contingent on funding authority for FY 21/22





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FX Program Updates

Dashboard as of January 7th

FX Program	Status				
	Scope	Schedule	Budget	Risks	Issues
	G ↔	G ↔	G ↔	G ↔	G ↔
Scope	• The scope of the FX Program is currently unchanged.				
Schedule	• The Agency and SEAS Vendor are working to keep the program on schedule to meet the December 2024 deadline.				
Budget	• The FY 2020-21 Q3 budget amendment is being reviewed downtown. Program spending is within the appropriation.				
Risks	• Currently, there are no FX Program risks in an increasing status. All risks are being proactively monitored.				
Issues	• Currently, there is no open issue affecting the program.				

Active FX Projects	Status			
	Schedule	Budget	Risks	Issues
IS/IP Design, Development, and Implementation (IS/IP DDI)	G ↔	G ↔	G ↔	G ↔
Enterprise Data Warehouse (EDW) Procurement and EDW Implementation Readiness	G ↔	G ↔	G ↔	G ↔
Unified Operations Center (UOC) Procurement	G ↔	G ↔	G ↔	G ↔
Single-Source Credentialing (SSC) Planning	Y ↓	G ↔	G ↔	G ↔
Enterprise Data Warehouse Implementation (EDWI)				
Provider System and Technology Module Project – <i>On Hold</i>				

Trending Indicators:

- Stable (↔) – Program/project health status is consistent and remains unchanged from the last reporting period
- Improving (↑) – Program/project health status has improved since the last reporting period and/or remediation activities are producing the desired results
- Declining (↓) – Program/project health status has declined since the last reporting period; issues are more probable and/or remediation activities are not producing the desired results

FX Program Timeline

As of 1/7/2021

Dates shown for future projects are approximate and expected to change.

Legend:

Not Started/Future Project

% Complete

Project Duration*

Baseline Duration



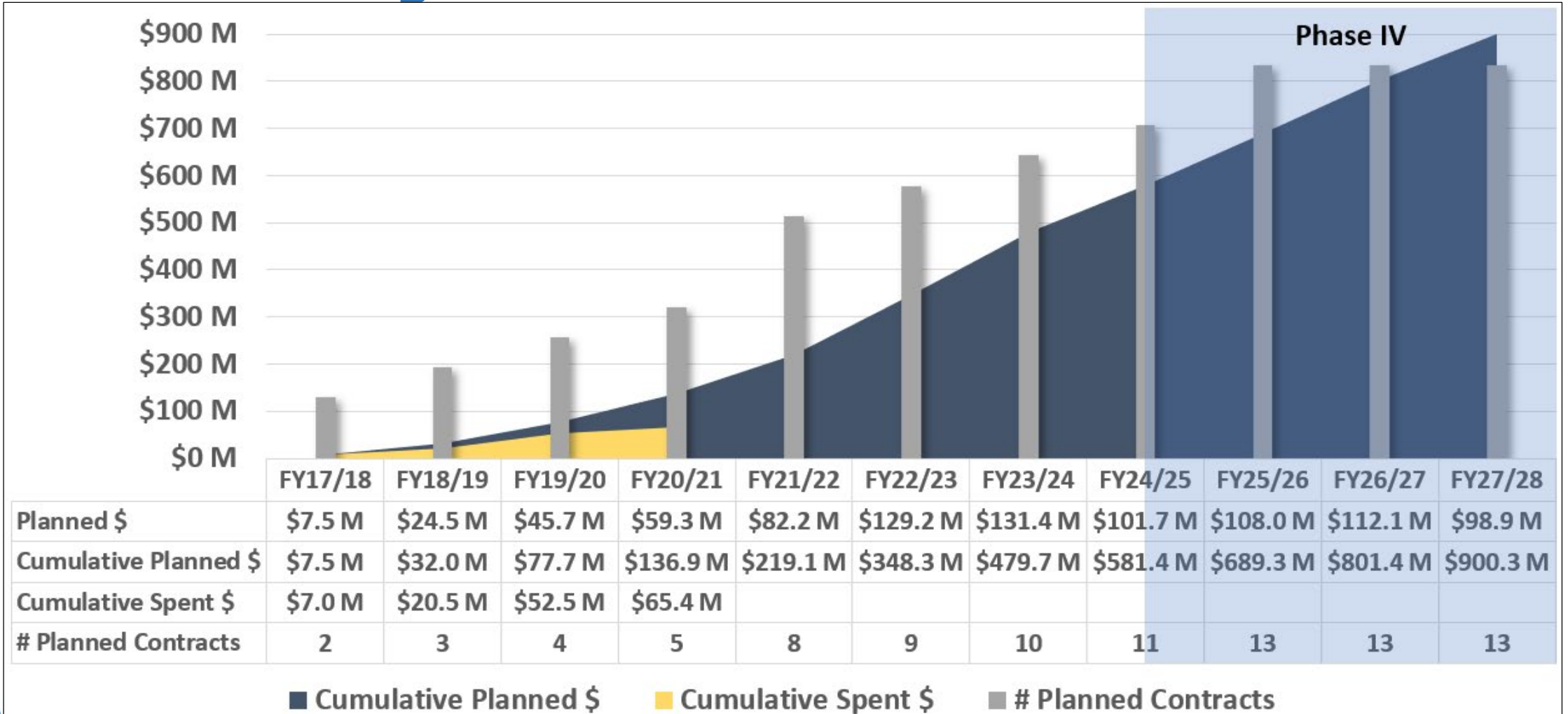
Projects	Start Date	Est. Finish	2019		2020				2021				2022				2023				2024					
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Enterprise Data Warehouse - Procurement	3/28/2018	1/18/2021																								
Provider System and Technology Module - Procurement	8/9/2019	12/30/2021																								
Integration Services/Integration Platform - Implementation	11/14/2019	3/2/2021																								
Core Planning Unified Operations - Planning	3/19/2020	10/1/2020																								
Single Source Credentialing Planning Project	9/9/2020	3/12/2021																								
Unified Operations Center - Procurement	9/9/2020	3/3/2022																								
Enterprise Data Warehouse - Implementation	12/31/2020	12/30/2022																								
Core Technology - Procurement	2/1/2021	12/30/2021																								
Module Integration	7/1/2021	8/5/2024																								
Core Technology - Implementation	1/4/2022	8/30/2024																								
Provider System and Technology Module - Implementation	1/4/2022	10/31/2022																								
Unified Operations Center - Implementation	3/4/2022	9/30/2024																								
Recipient - Procurement	8/1/2022	3/31/2023																								
Pharmacy Benefits Management Module - Planning	4/3/2023	6/30/2023																								
Recipient - Implementation	4/3/2023	10/31/2023																								
Pharmacy Benefits Management Module - Procurement	7/3/2023	12/29/2023																								
Pharmacy Benefits Management Module - Implementation	1/2/2024	10/31/2024																								

Note: Years and quarters displayed are *calendar* not *state fiscal* (Calendar Q3 = SFY Q1)

*Projects without established schedules are depicted solely with light-blue

FX Program Updates

Cumulative Funding Estimates with Planned Contracts



FY 17/18 to FY 20/21 – reflects Appropriated funding
 FY 21/22 – reflects IAPD as of 9/2020
 FY 22/23 to FY 27/28 – reflects estimated funding

Cumulative Spent includes payments made through December 31 2020
 A vendor may be awarded multiple contracts



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FX Program Updates

Budget as of 12/31/2020 – FY 2020/2021

	Category	Final Appropriation (7/1/2020)	Contracted (Encumbrance)	Incurred
Phase 1	SEAS	\$9,710,400	\$9,710,400	\$4,994,082
	IV&V	\$3,230,996	\$3,230,822	\$1,475,010
Phase 2	IS/IP - Implementation	\$6,363,460	\$6,363,460	\$2,990,600
	IS/IP - Operations	\$4,503,602	\$4,503,602	\$1,501,201
	EDW - Implementation	\$30,252,168	\$10,939,274	-
	EDW - Data Governance	\$240,232	\$222,000	\$71,928
	EDW - Legal Fees/Court Reporter	\$230,000	\$230,000	\$84,991
Phase 3	Core - Procurement	\$1,400,800	\$500,000	\$224,075
	Provider - Procurement	\$150,000	-	-
	FMMIS Support	\$3,194,400	\$3,194,400	\$1,613,030
Total		\$59,276,058	\$38,893,958	\$12,954,917





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IS/IP DDI: WS-C Production Readiness Review (PRR)

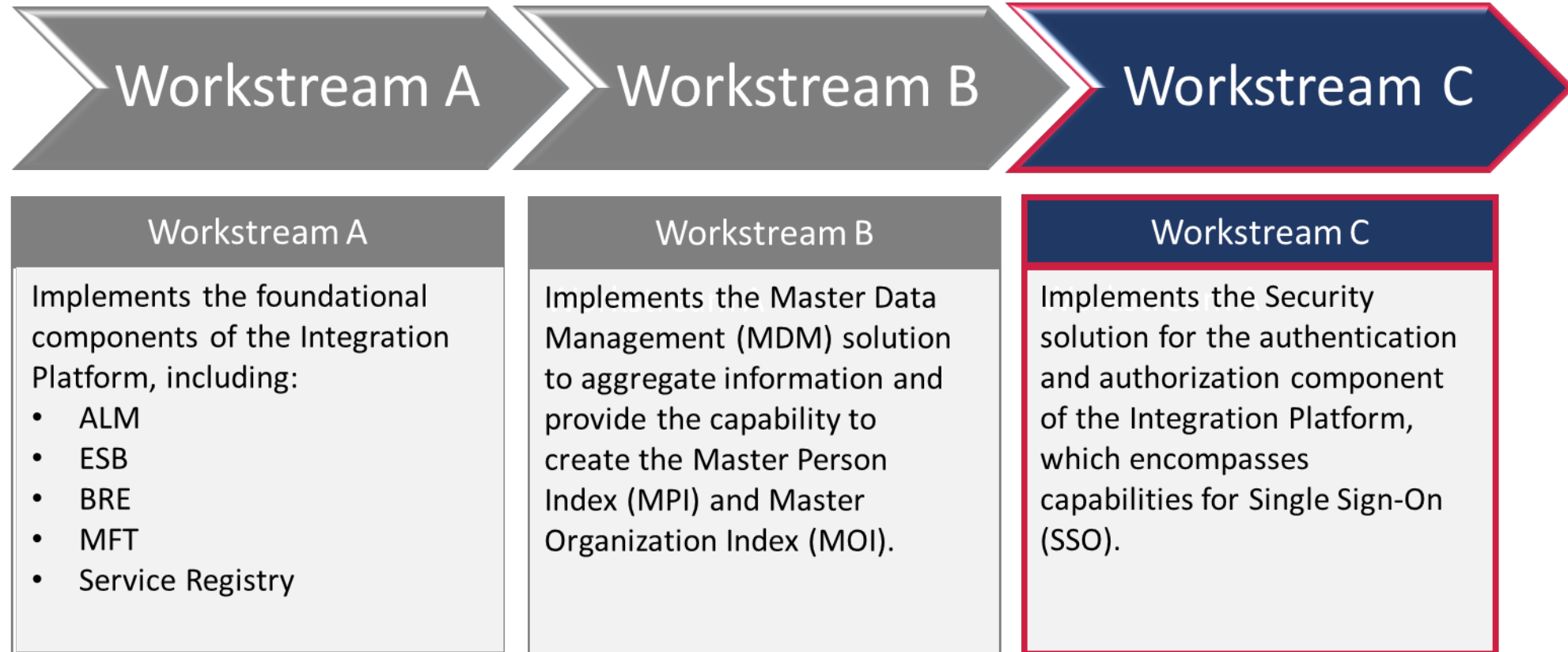
Scott Ward, CIO, Director of Information Technology &
IS/IP Project Executive Sponsor

Angel Garay, IS/IP Project Team Lead



IS/IP DDI: WS-C

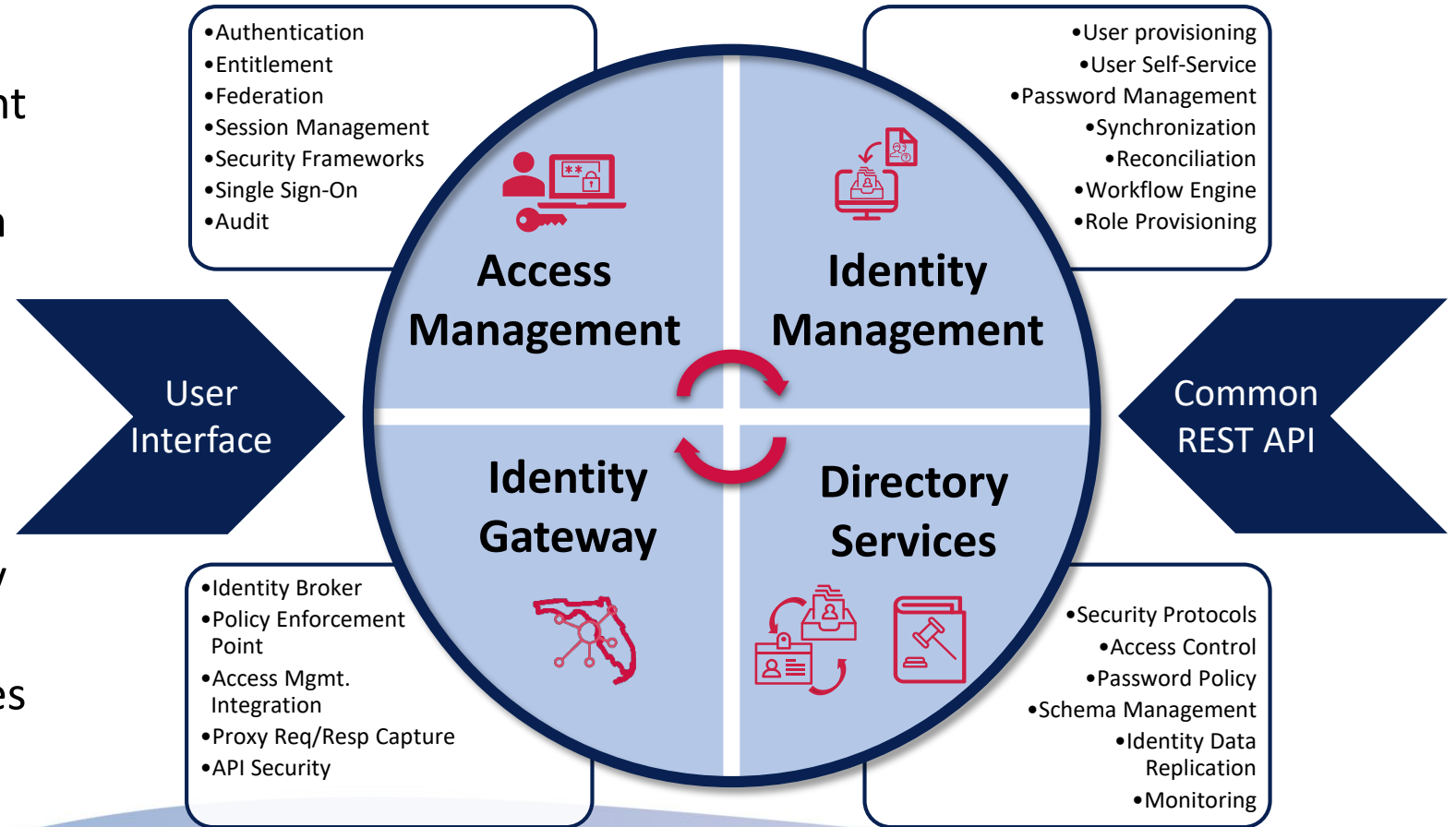
Overview



IS/IP DDI: WS-C

Single Sign-On (SSO) Components Overview

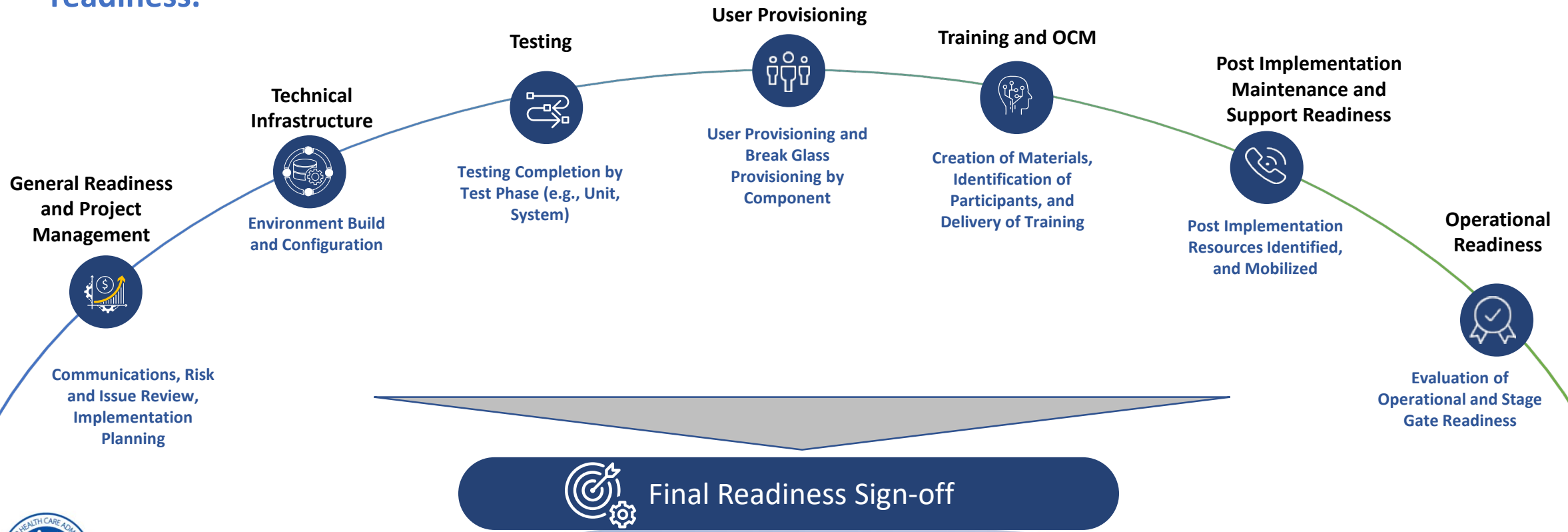
- The SSO platform is built on an Identity and Access Management solution, ForgeRock.
- This platform includes four main components:
 - ForgeRock Access Management (AM)
 - ForgeRock Identity Management (IDM)
 - ForgeRock Identity Gateway (IG)
 - ForgeRock Directory Services (DS)



IS/IP DDI: WS-C

Approach to Production Readiness

Our approach to production readiness is to identify and confirm production readiness criteria that are measurable and actionable. This allows the project team to take a methodical approach to readiness.





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IS/IP DDI: WS-C

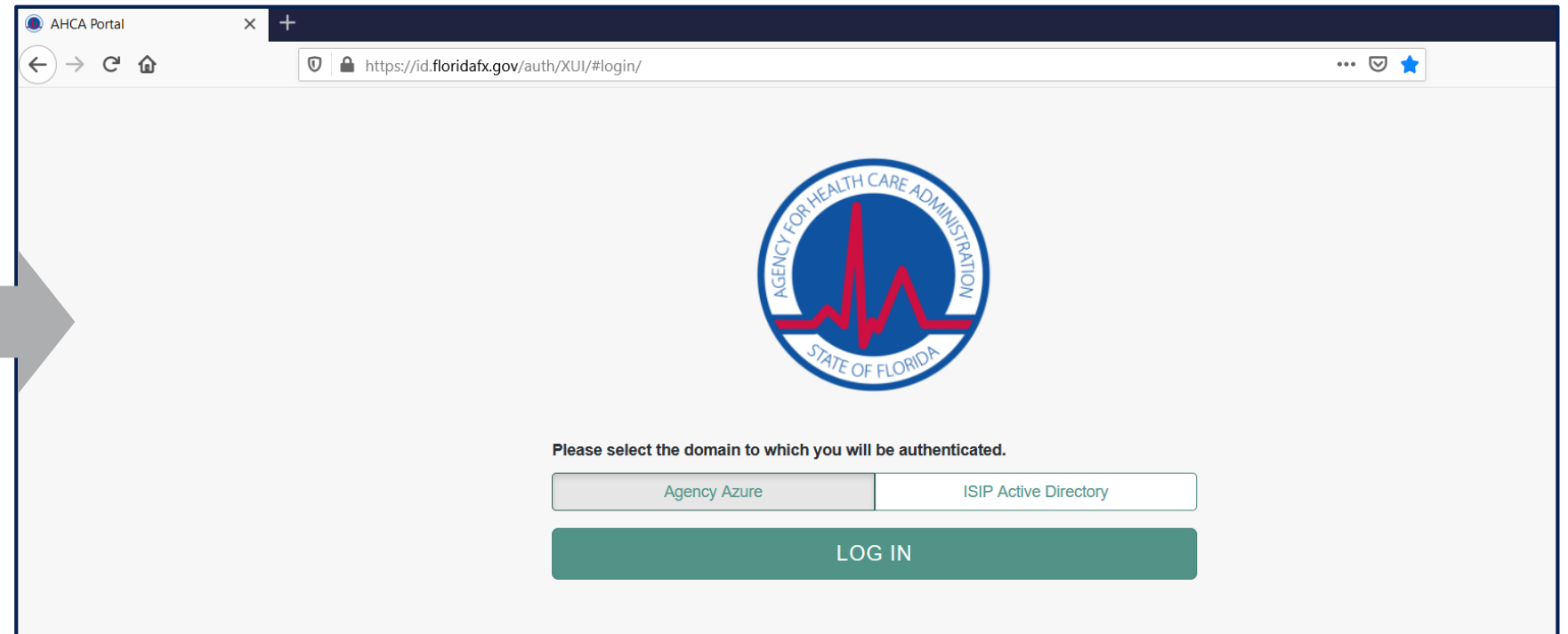
Production Readiness Summary

	Production Readiness Discipline Area	% of Activities Complete	% Go or Conditional Go	# of readiness items	# with Go Decision	# with Conditional Go Decision
	General Readiness and Project Management	99%	100%	11	10	1
	Technical Infrastructure	100%	100%	6	6	0
	Testing	100%	100%	8	8	0
	User Provisioning	100%	100%	6	6	0
	Training and OCM	100%	100%	12	12	0
	Post Implementation Support / Readiness	100%	100%	7	7	0
	Operational Readiness	100%	100%	2	2	0
	Final Readiness Sign Off	100%	100%	1	1	0
	Total	99.9%	100%	53	52	1

IS/IP DDI: WS-C

FX Login Page | Federated Identity vs. Directory Identity

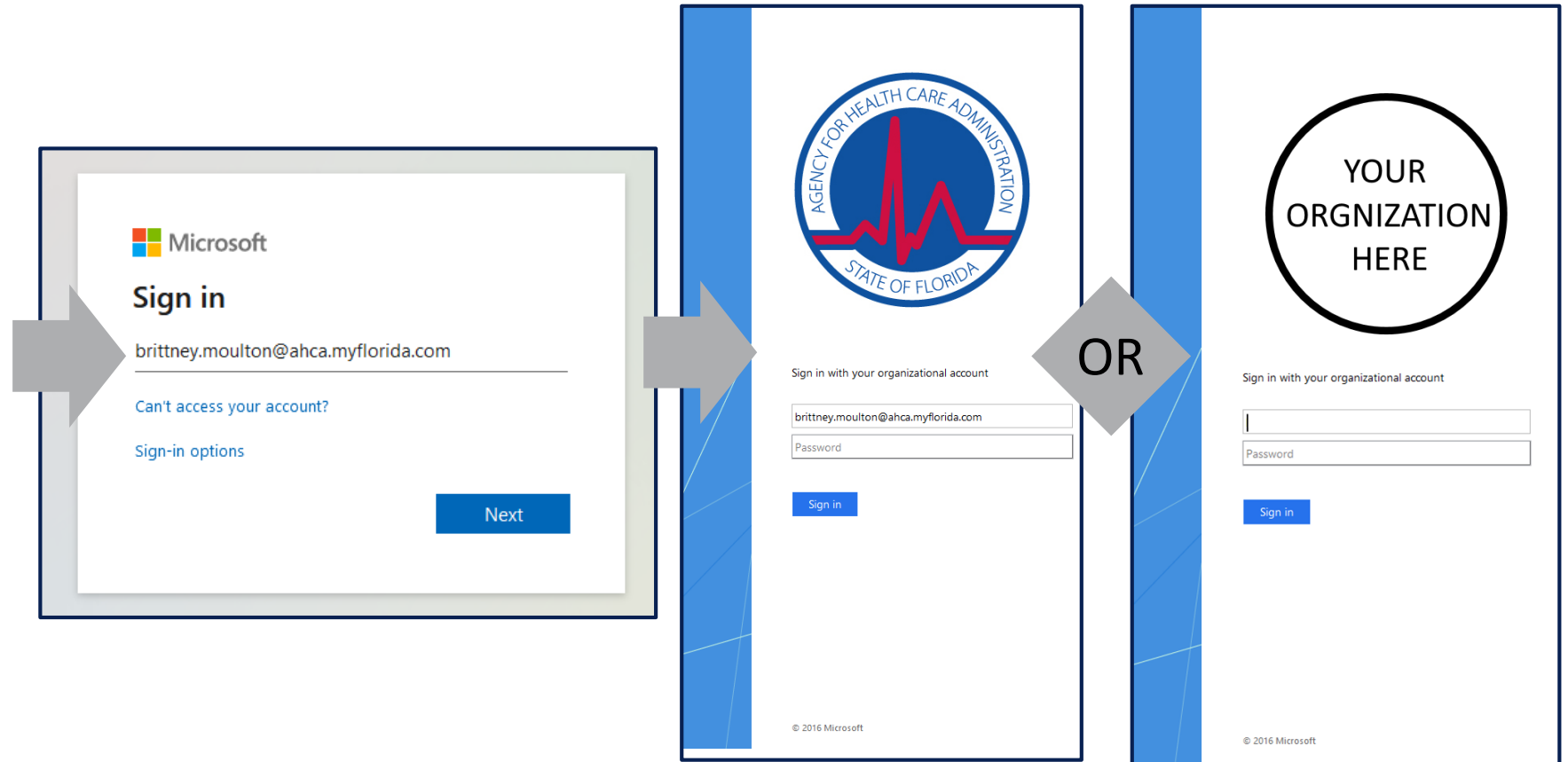
The FX Login page allows users to select whether they will be authenticated through a trusted source, the Agency Azure for example, or the IS/IP Active Directory.



IS/IP DDI: WS-C

FX Identity | Federated Services

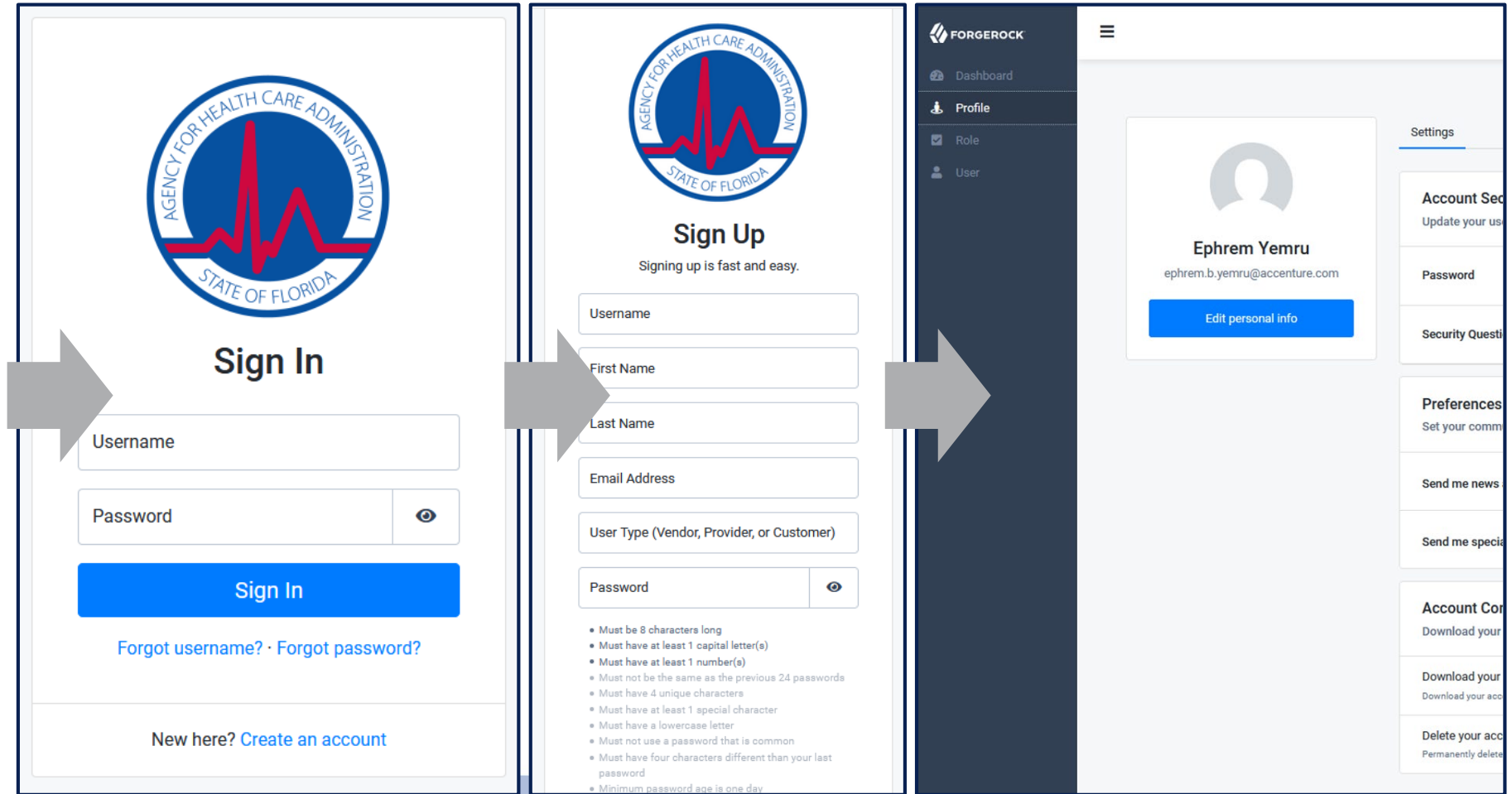
With Federated Services enabled, users will be redirected to their trusted Service Provider in order to be authenticated.



IS/IP DDI: WS-C

FX Identity Self-Service | Sign In and User Profile

External Users not authenticating with Agency Azure or the IS/IP Active Directory will have the option to create and manage an account using the FX Self-Service interface.



The image displays a three-step process for user authentication and profile management:

- Step 1: Sign In** - Features the Agency for Health Care Administration logo, a "Sign In" heading, fields for Username and Password, a "Sign In" button, and a link for "Forgot username? · Forgot password?". A "New here? Create an account" link is at the bottom.
- Step 2: Sign Up** - Features the Agency for Health Care Administration logo, a "Sign Up" heading, the text "Signing up is fast and easy.", and fields for Username, First Name, Last Name, Email Address, User Type (Vendor, Provider, or Customer), and Password. A password strength indicator is provided below the password field.
- Step 3: User Profile** - Shows a user profile for Ephrem Yemru (email: ephrem.b.yemru@accenture.com) with an "Edit personal info" button. A sidebar menu includes Dashboard, Profile, Role, and User. A "Settings" section on the right includes Account Security, Password, Security Questions, Preferences, and Account Connections.





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Voting Action Decision 321 – IS/IP DDI: Workstream C

Shevaun Harris, Acting Secretary
& FX Executive Sponsor
FX ESC Members





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FX Modules





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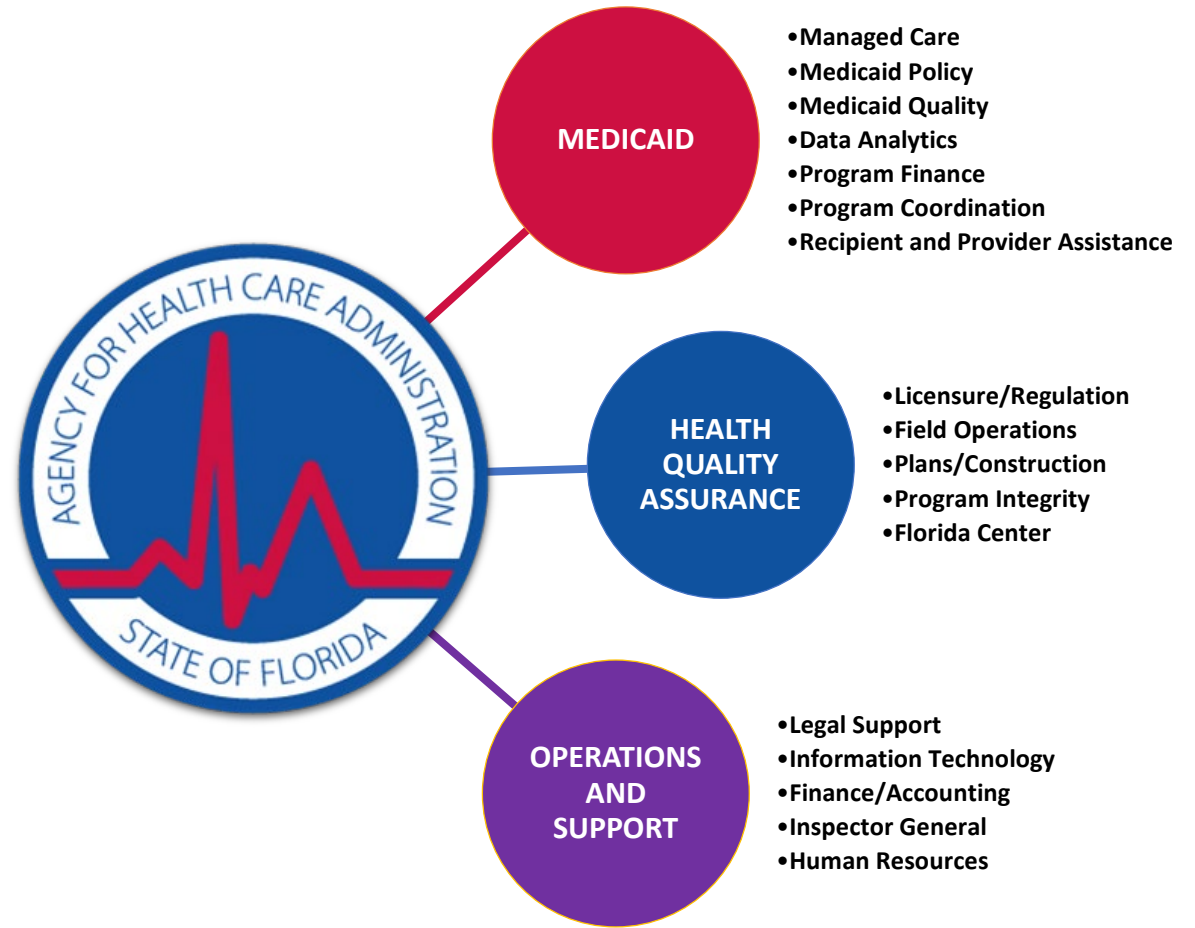
Enterprise Data Warehouse (EDW) Update

Nikole Helvey, FX Project Sponsor



EDW Update Overview

- [Agency for Healthcare Administration \(AHCA\)](#)
- [Agency for Persons with Disabilities \(APD\)](#)
- [Department of Children and Families](#)
- [Department of Education](#)
- [Bureau Of Exceptional Education And Student Services](#)
- [Florida Department of Elder Affairs](#)
- [Department of Health](#)
- [Children's Medical Services](#)
- [Department of Revenue](#)
- [Florida Department of Veterans Affairs](#)
- [Division of Blind Services](#)
- [Division of Vocational Rehabilitation](#)
- [Florida Alliance for Assistive Services and Technologies \(FAAST\)](#)
- [Florida Legislature](#)
- [Florida Court System](#)



EDW Update

Big Data for Big Questions

- Better understand trends, impacts, and underlying causes in Medicaid
 - Quality improvements and cost savings in Statewide Medicaid Managed Care (SMMC)
 - Health care services access and equity
- Better understand the state of health care in Florida
 - Overall hospital quality and utilization trends
 - Long-term Care quality and utilization trends
 - Health care services access related to behavioral health and substance abuse
 - Impact of Health Information Exchange and Telehealth



EDW Update

Section 408.061, Florida Statutes

(10) The agency shall be the primary source for collection and dissemination of health care data. No other agency of state government may gather data from a health care provider licensed or regulated under this chapter without first determining if the data is currently being collected by the agency and affirmatively demonstrating that it would be more cost-effective for an agency of state government other than the agency to gather the health care data. The secretary shall ensure that health care data collected by the divisions within the agency is coordinated. It is the express intent of the Legislature that all health care data be collected by a single source within the agency and that other divisions within the agency, and all other agencies of state government, obtain data for analysis, regulation, and public dissemination purposes from that single source. Confidential information may be released to other governmental entities or to parties contracting with the agency to perform agency duties or functions as needed in connection with the performance of the duties of the receiving entity. The receiving entity or party shall retain the confidentiality of such information as provided for herein.



EDW Update

Some Negotiated Benefits at No Additional Cost

- Establishing an Operational Data Store (ODS) within the first twelve months
- Eleven additional pre-built data marts during initial implementation
- Vendor staff retention standards to ensure continuity beyond initial implementation to avoid future turnover costs
- Unlimited read only licenses for analytical tools avoiding increases in future costs as tools are adopted

EDW Update

Main Contract Controls

The Agency has added **contract controls** and **oversight** to quickly identify and mitigate contract risks.

- Oversight
 - Strong Contract Management Team – A strong leadership team has been assembled comprised of certified contract and project managers as well as seasoned database administrators (borrowing from lessons learned in IS/IP)
 - FX Program Administration and AHCA Leadership
 - Independent Verification and Validation (IV&V) Vendor
 - Department of Management System – Project Oversight monitors each project and the entire program through monthly status and Key Performance Indicator reports

EDW Update

Main Contract Controls

- Firm, fixed-priced deliverables – The payment structure includes fixed-price, deliverable-based payments with holdbacks based on performance
- External oversight Executive Steering Committee (ESC) – All major project deliverables must be approved by the ESC
- Extension of the warranty period to begin after full implementation rather than by deliverable, thereby potentially doubling the warranty on the Operational Data Store and other crucial early deliverables



Provider: Single-Source Credentialing (SSC) Update

Beth Kidder, FX Project Sponsor



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Provider: SSC Update

- The SSC Planning & Analysis Project was initiated to produce recommendations to implement a single-source credentialing model designed to reduce duplication and improve the provider experience by minimizing their administrative burden.
- The Agency has decided to make the Credentials Verification Organization (CVO) part of the Provider Management Module Procurement.
- The Agency continues to solicit input from the SMMC plans and research details to maximize the impact of alleviating the administrative burden for providers.



Unified Operations Center (UOC) Update

Damon Rich, FX Project Sponsor

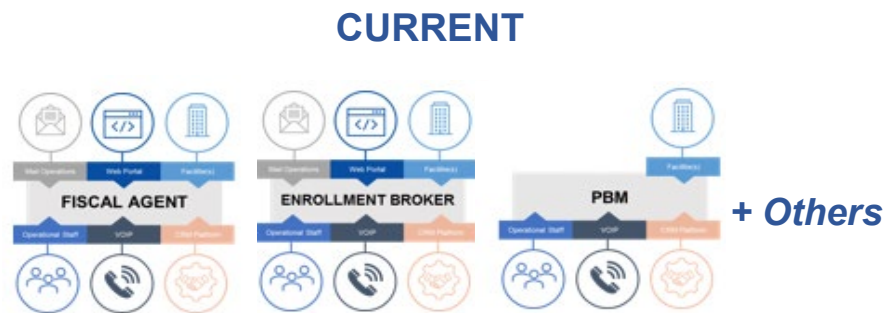
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UOC Update

Transformation

- Operations and customer service support across Florida Medicaid Management Information System (FMMIS) and other existing Medicaid enterprise systems is fragmented, including multiple contact centers, vendors, and supporting software/operations components. As a result, there is no unified record of Agency customer support communications and the Agency is incurring redundant staffing and software expenses.
- The FX UOC transformation moves the Agency from a fragmented and decentralized customer service environment to a centralized Medicaid operations center across programs and contact points.

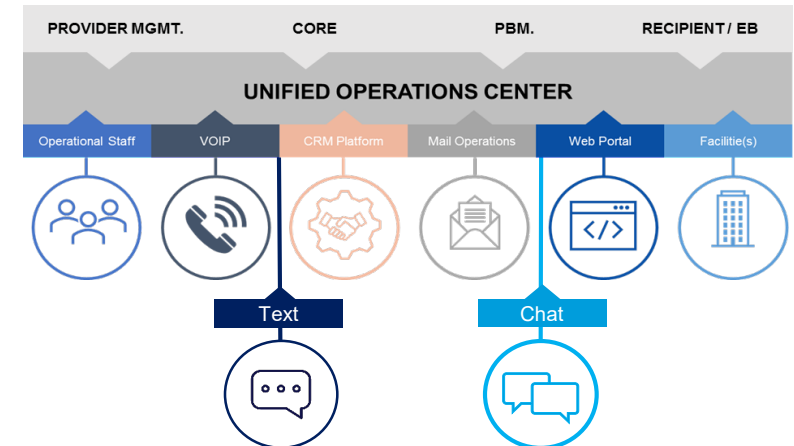


Fractured Modular Customer Service Environment with Redundant Vendors/Platforms

UOC PHASED TRANSITION

Modular transformation that consolidates vendors / platforms and improves stakeholder experience

FUTURE WITH UOC (CENTRALIZED CUSTOMER SERVICE)



Streamlined and Integrated Medicaid Customer Service Environment with Unified Contact and Operations Support

UOC Update

Current Recipient Experience: Address Update

Multiple Data Stores, Limited External Data Sharing, Recipient Data Inconsistencies Across Systems



System	Step 1	Step 2	Step 3	Step 4	Step 5
FMMIS					
Health Track (EB/Medicaid Helpline)					
FLORIDA (DCF)	Recipient calls the EB or Medicaid Contact Center to report their address change.	Recipient identity is validated with security questions..	Information updates are saved in Health Track. Recipient may be encouraged to contact DCF/SSA to update their address separately as well.	Daily recipient file is shared with the Health Plans.	
Health Plans (Various Systems)					Health plans receive and begin using updated Address, which remains different than the information in FMMIS or other external partners like DCF/SSA etc.

Note: Address remains incorrect in these systems leading to returned mail and missed communication with the recipient.



UOC Update

Proposed Future Recipient Experience: Address Update

Recipient Updates Store In a Single Place (EDW) and Are Made Available to External Stakeholders



FX Module	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9
Core	Recipient logs into the portal using PC or mobile device.	User credentials are validated through SSO.	Recipient inputs and saves their address change information.						
EDW									
ISIP									
UOC									
Provider Management	Recipient calls Medicaid to update their address.	User credentials are validated through security questions linked to ISIP SSO.	UOC agent inputs recipient address update to UOC CRM.	UOC CRM logs the recipient update.	ISIP makes an API call to EDW to store the new data in the ODS.	EDW stores address information with a timestamp so that the most recent update will never be overwritten by older data from external stakeholders.			
PBM									
DCF/Health Plans/Etc.									

IS/IP makes information available to DCF, Health Plans etc., (SSA, FHKC) to update this information in external systems.

All other modules will have access to this updated information real time moving forward for mailings or when pulling up a recipient record for a support call, etc.

Any interested external stakeholders like DCF, SSA, or the Health Plans can access the updated data through IS/IP.



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UOC Update

Proposed Procurement Timeline

**Currently, UOC procurement is in-process:
Target contract in February 2022**

	FY20/21												FY21/22												
	JY	A	S	O	N	D	J	F	M	A	M	J	JY	A	S	O	N	D	J	F	M	A	M	J	
Planning and Initiation			Sept. to Dec.																						
Business /Tech Requirements				Oct. to March																					
Drafting ITN Package				Oct. to May																					
Routing /CMS Review										Apr. to July															
ITN Posted													July												
Solicitation and Award													July to Nov.												
Finalize Contract																	Nov. to Feb.								
DDI Readiness / Closeout																				Feb. to Mar.					



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UOC Update

Proposed Procurement Timeline

**UOC implementation will Go Live in four stages:
Beginning with Provider Support in February 2023**

	FY21/22					FY22/23					FY23/24					FY24/25																									
	JY	A	S	O	N	D	J	F	M	A	M	J	JY	A	S	O	N	D	J	F	M	A	M	J	JY	A	S	O	N	D	J	F	M	A	M	J					
Stage 1: Solution DDI / FX Integration																																									
Stage 2: Onboard Provider Related Contact Centers / Operations																																									
Stage 3: Onboard Recipient Related Contact Centers / Operations																																									
Stage 4: Onboard Core Claims / PBM Contact Centers / Operations																																									
Stage 5: Onboard Other UOC Components																																									

Mar. 22 to Nov. 23

Mar. 22 to Feb. 23

Oct. 22 to Sept. 23

Oct. 23 to Sept. 24

April. 24 to May. 25

Independent Verification and Validation (IV&V) Assessment

Kurt Hartmann, Project Manager



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IV&V Assessment

December 2020 Observations

FX Integrated Services/Integrated Platform DDI Project

[Risk Rating] - 11/2020 **Yellow** 12/2020 **Yellow**

- Only two major milestones remain: The last testing phase of the project, penetration testing of the system which is in progress followed by the final milestone, go live deployment. The IS/IP DDI project is currently on track to meet the scheduled completion date of March 8, 2021.
- Roughly 1/3 of all project risks were closed this week. The remaining eight risks have the status as stable. This trend of closure and risk stability is anticipated to continue moving forward as the project nears close out.
- The IS/IP vendor has provided a firm date of January 21, 2021 for resolution of the Workstream B production defect pertaining to 508 Compliance. Once the defect has been corrected and tested successfully, IV&V would change the risk rating to green.

FX Single-Source Credentialing Planning Project

[Risk Rating] - 11/2020 **Green** 12/2020 **Green**

- The Agency purchased the National Committee for Quality Assurance standards that will support creating the requirements for procuring and establishing a single-source provider CVO.
- The SSC project team was also successful in obtaining related procurement documents from the state of Georgia to reference for assistance in development of their own procurement of a CVO.
- The Agency provided an overview of the SSC project and reviewed feedback provided from a series of topics previously shared with the Statewide Medicaid Managed Care (SMMC) health plans.
- IV&V observed communications have been productive and health plan representatives engaged in the communications provided the Agency with key insights beneficial in shaping requirements for establishing a single-source CVO under the FX program.

IV&V Assessment

December 2020 Observations

FX Enterprise Data Warehouse (EDW) Project

[Risk Rating] - 11/2020 **Green** 12/2020 **Green**

- The Agency executed the EDW Contract on December 29, 2020 ahead of the January 25, 2021 scheduled date. The EDW DDI project kickoff is planned to begin mid-January 2021.
- The departure of the designated Strategic Enterprise Advisory Services (SEAS) EDW Design, Development and Implementation (DDI) Project Manager may introduce a project risk. The SEAS Vendor is working diligently on a transition plan.

FX Unified Operations Center (UOC) Project

[Risk Rating] - 11/2020 **Green** 12/2020 **Green**

- The UOC Procurement Project has been progressing ahead of schedule. The planning phase of the project was completed December 14, 2020 and significant progress has been made in analysis and procurement requirement gathering efforts under the Execution phase of the project.
- The Agency, with the assistance of the SEAS vendor, continued to make some progress in refining and documenting the business operations that will fall under UOC.



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Open Discussion

Mike Magnuson, FX Director





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Upcoming Activities & Closing Remarks

Shevaun Harris, Acting Secretary &
FX Executive Sponsor



Upcoming Activities

Proposed 5 Month Lookahead

FEBRUARY 19th

- FX Program & Module Updates
- Quarter 4 Budget Amendment

MARCH 26th (Voting Meeting)

- FX Program & Module Updates
- Core Module Requirements
- EDW Module: High-Level Technical Design
- UOC Requirements Overview

APRIL 16th (Voting Meeting)

- FX Program & Module Updates
- Quarter 1: FY 21-22 Budget Amendment
- UOC Requirements Approval

MAY 21st

- FX Program & Module Updates
- Legislative Budget Request Update

JUNE 18th (Voting Meeting)

- FX Program & Module Updates
- EDW Module: Requirements Document

Note: Meetings might be replaced with updates on our FX Website based on schedule of actionable events.



Visit Our Website

ahca.myflorida.com/medicaid/FX



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AGENCY FOR HEALTH CARE ADMINISTRATION

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FX Governance

Florida Health Care Connections (FX) Governance is organized into a two-tiered structure with specific roles and responsibilities delegated to each tier. The first tier consists of the Project Execution Layer, which has three components: FX Implementation Team, the Module Procurement Project Teams (overseen by the FX EPMO), and FX Program Administration. The FX Project Execution Layer has the responsibility for the prioritization of FX procurements, MITA compliance, and tactical support of active FX projects. The second tier consists of the Program Oversight Layer, which includes the FX Executive Steering Committee (FX ESC) with input from FX Program Administration and the Executive Office of the Governor (EOG) Workgroup on Data Sharing and Interoperability. The ESC is comprised of 15 members from multiple State of Florida agencies. More information can be found in the [FX Governance Plan \(5-1\)](#).

Executive Steering Committee Meetings

Materials from the FX ESC meetings will be posted below. These materials may include presentations, meeting minutes, and other documents used or referenced during the committee meetings. Materials are organized chronologically with the most recent event. Select the meeting date below to view associated documents and information. Note: All meeting notices are published in the [Florida Administrative Register](#).

> Fiscal Year 2020-2021

Department of Children and Families

- Assistant Secretary for Economic Self-Sufficiency Committee Member
- Assistant Secretary for Child Welfare Committee Member

Department of Health

- Department Representative Committee Member

Department of Financial Services

- State's Financial Processing Experienced Committee Member

Agency for Persons with Disabilities

- Medicare & Medicaid Waiver Experienced Committee Member

Department of Elder Affairs

- Medicaid Experienced Committee Member

Department of Management Services

- State Chief Information Officer Committee Member

Agency for Health Care Administration

- Chair Secretary or Executive Sponsor Committee Member
- Medicaid Division Committee Member
- Medicaid Division Committee Member
- Health Quality Assurance Committee Member
- Florida Center for Health Information & Transparency Committee Member
- Chief Information Officer Committee Member
- Operations Committee Member

Florida Healthy Kids Corporation

- FHKC Representative Committee Member

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Executive Steering Committee



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Appendix





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IS/IP DDI: WS-C Production Readiness Review (PRR) Checklist Breakdown

Scott Ward, CIO, Director of Information Technology &
IS/IP Project Executive Sponsor

Angel Garay, IS/IP Project Team Lead



General Readiness & Project Management (1 of 4)



Milestone or Activity Name	%Complete	Task Owner / Go or No-Go Owner	Go or Conditional Go	Conditional Go Notes	Metric Criteria for Milestone Assessment
Go No-Go Criteria defined	100%	Tracy Feliciani / Angel Garay	Go		Go or No-Go criteria (PRR Checklist milestones & metrics) defined for each discipline by Target Completion Date
Go No-Go Criteria approved	100%	Tracy Feliciani / Angel Garay	Go		Go or No-Go criteria approved for each discipline by Target Completion Date
Go-Live Communication planned	100%	Brittney Moulton / Angel Garay	Go		<ul style="list-style-type: none"> 25% Audiences identified 50% Content developed and reviewed 100% Final content delivered to the Agency/or planned delivery date confirmed
Implementation Plan created	100%	Daymon Jensen / Angel Garay	Go		<ul style="list-style-type: none"> 25% @ draft created 50% @ draft reviewed 100% @ draft submitted





General Readiness & Project Management (2 of 4)



Milestone or Activity Name	%Complete	Task Owner / Go or No-Go Owner	Go or Conditional Go	Conditional Go Notes	Metric Criteria for Milestone Assessment
Risks reviewed and mitigated	100%	Daymon Jensen / Angel Garay	Go		Risks reviewed on a weekly basis <ul style="list-style-type: none"> ▪ 25% - Dec 8 deployment risks mitigated ▪ 50% - Dec 15 deployment risks mitigated ▪ 75% - Dec 22 deployment risks mitigated ▪ 100% - Dec 29 deployment risks mitigated
High Issues Closed or Work-around in place	100%	Daymon Jensen / Angel Garay	Go		Issues reviewed on a weekly basis <ul style="list-style-type: none"> ▪ 25% - Dec 8 no deployment issues overdue or without work-around ▪ 50% - Dec 15 no deployment issues overdue or without work-around ▪ 75% - Dec 22 no deployment issues overdue or without work-around ▪ 100% - Dec 29 no deployment issues overdue or without work-around





General Readiness & Project Management (3 of 4)



Milestone or Activity Name	%Complete	Task Owner / Go or No-Go Owner	Go or Conditional Go	Conditional Go Notes	Metric Criteria for Milestone Assessment
Medium and Low Issues Reviewed and Accepted	100%	Daymon Jensen / Angel Garay	Go		<ul style="list-style-type: none"> Issues reviewed on a weekly basis 25% - Dec 8 no deployment issues overdue 50% - Dec 15 no deployment issues overdue 75% - Dec 22 no deployment issues overdue 100% - Dec 29 no deployment issues overdue
Weekly PRR Checklist summary update reviewed in bi-weekly meetings to Section (Discipline) owners and Go/No-Go owners informing of weekly deployment outcomes	100%	Brittney Moulton / Angel Garay	Go		<ul style="list-style-type: none"> PRR meetings are held bi-weekly 25% - Dec 8 PRR Reviewed 50% - Dec 15 PRR Reviewed 75% - Dec 22 PRR Reviewed 100% - Dec 29 PRR Reviewed
Pre-deployment deliverables approved (WS-6C- WS-13C & WS-15C)	89%	Daymon Jensen / Angie McKenny	Conditional Go	This is a conditional go due to WS-13C approval outstanding at the time of the PRR meeting completion.	% approved of total





General Readiness & Project Management (4 of 4)



FLORIDA HEALTH CARE CONNECTIONS

Milestone or Activity Name	%Complete	Task Owner / Go or No-Go Owner	Go or Conditional Go	Conditional Go Notes	Metric Criteria for Milestone Assessment
Workstream C End User License Agreements (ForgeRock, Splunk, and LexisNexis) complete	100%	Daymon Jensen / Angie McKenny	Go		33% - 1 End User License Agreements (EULA) approved 66% - 2 EULAs approved 100% = 3 EULAs approved
ESC Decision Memo	100%	Daymon Jensen / Angel Garay	Go		50% - Decision memo drafted 75% - Reviewed by Project Sponsor 100% - Approved by Project Sponsor





Technical Infrastructure



Milestone or Activity Name	%Complete	Task Owner / Go or No-Go Owner	Go or Conditional Go	Conditional Go Notes	Metric Criteria for Milestone Assessment
INT environment build complete	100%	Ephrem Yemru / Angel Garay	Go		50% WS-8C detailed design specification (SSS) complete; 100% Build and Configuration complete for environment
ST environment build complete	100%	Ephrem Yemru / Angel Garay	Go		50% WS-8C detailed design specification (SSS) complete; 100% Build and Configuration complete for environment
UAT environment build complete	100%	Ephrem Yemru / Angel Garay	Go		50% WS-8C detailed design specification (SSS) complete; 100% Build and Configuration complete for environment
BETA environment build complete	100%	Ephrem Yemru / Angel Garay	Go		50% WS-8C detailed design specification (SSS) complete; 100% Build and Configuration complete for environment
PRD environment build complete	100%	Ephrem Yemru / Angel Garay	Go		50% WS-8C detailed design specification (SSS) complete; 100% Build and Configuration complete for environment
DR environment build complete	100%	Ephrem Yemru / Angel Garay	Go		50% WS-8C detailed design specification (SSS) complete; 100% Build and Configuration complete for environment





Testing



Milestone or Activity Name	%Complete	Task Owner / Go or No-Go Owner	Go or Conditional Go	Conditional Go Notes	Metric Criteria for Milestone Assessment
Workstream C Unit Test Complete	100%	Ryan Lavorgna / Angel Garay	Go		Unit Test completed in each Environment (INT, ST, UAT, BETA, PROD, DR). Calculated as percent complete of total.
Workstream C System Test Complete	100%	Ryan Lavorgna / Angel Garay	Go		System Test completed in INT Environments as demonstrated thru the exit mtg
Workstream C Regression Test Complete	100%	Ryan Lavorgna / Angel Garay	Go		Regression Test completed in each Environment (INT, ST, UAT, BETA, PROD, DR) Grade % Complete increase by 16.67% for each environment completed as demonstrated thru the exit mtg
Workstream C Performance Test Complete	100%	Ryan Lavorgna / Angel Garay	Go		Performance Test Complete - Percent passed of total test cases as demonstrated thru the exit mtg
Workstream C Security Testing Complete	100%	Ryan Lavorgna / Angel Garay	Go		Security Testing Complete - Percent passed of total test cases as demonstrated thru the exit mtg
Workstream C DR Testing Complete	100%	Ryan Lavorgna / Angel Garay	Go		DR Test Completed as demonstrated thru the exit mtg
Workstream C User Acceptance Test Complete	100%	Ryan Lavorgna / Angel Garay	Go		UAT completed in UAT Env as demonstrated thru the exit mtg
Confirm there are no critical or high defects before releasing code to UAT or production	100%	Ryan Lavorgna / Angel Garay	Go		Number of critical or high defects fixed/ Total number of critical high defects





User Provisioning



FLORIDA HEALTH CARE CONNECTIONS

Milestone or Activity Name	%Complete	Task Owner / Go or No-Go Owner	Go or Conditional Go	Conditional Go Notes	Metric Criteria for Milestone Assessment
ForgeRock Admin users provisioned (Lead: Ian Walker and Backups: Ephrem Yemru)	100%	Ephrem Yemru / Angel Garay	Go		# O&M Team accounts provisioned / # total needed *as evidenced in the Staffing List
ForgeRock Break Glass users provisioned	100%	Ephrem Yemru / Angel Garay	Go		50% user provisioned 100% documented
Splunk Admin users provisioned (Lead: Ian Walker and Backup: Jerin Croley)	100%	Adnan Khan / Angel Garay	Go		O&M Team accounts provisioned / # total needed *as evidenced in the Staffing List
Splunk Break Glass users provisioned	100%	Adnan Khan / Angel Garay	Go		50% user provisioned 100% documented
ForgeRock UAT test users de-provisioned	100%	Ephrem Yemru / Angel Garay	Go		# de-provisioned / # total ForgeRock UAT Test users
Review open firewalls and confirm closing dates in Implementation Plan	100%	Fausto Lee / Angel Garay	Go		% of environments reviewed for closure/environments planned for closure





Training and OCM (1 of 2)



Milestone or Activity Name	%Complete	Task Owner / Go or No-Go Owner	Go or Conditional Go	Conditional Go Notes	Metric Criteria for Milestone Assessment
Single Sign-on Material Development Complete and Approved	100%	Brittney Moulton / Jay Linton	Go		2 Single Sign-on training materials completed and approved
Single Sign-on Training Participants Identified	100%	Brittney Moulton / Jay Linton	Go		List of Single Sign-on training participants identified and provided to the IS/IP Vendor
Single Sign-on Training conducted	100%	Brittney Moulton / Jay Linton	Go		25% Training Materials Approved 50% Training Attendees Identified 75% Agency Approval of Training Communication 100% Training Invitation Sent
Single Sign-on Training submitted to LMS (If applicable)	100%	Brittney Moulton / Jay Linton	Go		100% = all materials sent to AHCA LMS Administrator
ForgeRock Administrator Material Development Complete and Approved	100%	Brittney Moulton / Jay Linton	Go		2 ForgeRock Administrator training materials completed and approved Note: Includes IS/IP Vendor confirmation that ForgeRock can provide the features required for Background Screening (BGS) integration identified thus far. Future ForgeRock integration capabilities to existing systems will be identified via Task Orders.
ForgeRock Administrator Training Participants Identified	100%	Brittney Moulton / Jay Linton	Go		List of ForgeRock Administrator training participants identified and provided to the IS/IP Vendor



Training and OCM (2 of 2)



FLORIDA HEALTH CARE CONNECTIONS

Milestone or Activity Name	%Complete	Task Owner / Go or No-Go Owner	Go or Conditional Go	Conditional Go Notes	Metric Criteria for Milestone Assessment
ForgeRock Administrator Training conducted	100%	Brittney Moulton / Jay Linton	Go		25% Training Materials Approved 50% Training Attendees Identified 75% Agency Approval of Training Communication 100% Training Invitation Sent
ForgeRock Administrator Training submitted to LMS (If applicable)	100%	Brittney Moulton / Jay Linton	Go		100% = all materials sent to AHCA LMS Administrator
Splunk Material Development Complete and Approved	100%	Brittney Moulton / Jay Linton	Go		1 Splunk training material completed and approved
Splunk Training Participants Identified	100%	Brittney Moulton / Jay Linton	Go		List of Splunk training participants identified and provided to the IS/IP Vendor
Splunk Training conducted	100%	Brittney Moulton / Jay Linton	Go		25% Training Materials Approved 50% Training Attendees Identified 75% Agency Approval of Training Communication 100% Training Invitation Sent
Splunk Training submitted to LMS (If applicable)	100%	Brittney Moulton / Jay Linton	Go		100% = all materials sent to AHCA LMS Administrator





Post Implementation Support / Readiness



FLORIDA HEALTH CARE CONNECTIONS

Milestone or Activity Name	%Complete	Task Owner / Go or No-Go Owner	Go or Conditional Go	Conditional Go Notes	Metric Criteria for Milestone Assessment
Tier 3 Resources Identified	100%	Fausto Lee / Angel Garay	Go		% identified of total
Tier 3 Resources mobilized	100%	Fausto Lee / Angel Garay	Go		% mobilized of total
Tier 2 Resource identified	100%	Fausto Lee / Angel Garay	Go		% identified of total
Tier 2 Resource mobilized	100%	Fausto Lee / Angel Garay	Go		% mobilized of total
Support staff contact and on-call lists created	100%	Fausto Lee / Angel Garay	Go		25% identify individuals 50% Review list of individuals 75% Add office/cell number/email 100% Finalize contact list
On-call expectations and escalation process in place	100%	Fausto Lee / Angel Garay	Go		25% drafted by Dec 8 50% reviewed by Dec 15 75% updates by Dec 22 100% finalized by Dec 20
Confirm email templates from WS-B	100%	Fausto Lee / Shawn Harvey	Go		50% reviewed existing email templates 100% confirmation that no edits are needed to existing email templates or requested edits complete





Operational Readiness



FLORIDA HEALTH CARE CONNECTIONS

Milestone or Activity Name	%Complete	Task Owner / Go or No-Go Owner	Go or Conditional Go	Conditional Go Notes	Metric Criteria for Milestone Assessment
Operational Readiness Review Complete	100%	Brittney Moulton / Angel Garay	Go		33% = ORR criteria confirmed 66% = ORR test results documented 100% = ORR Walkthrough (wk of Dec 14-18)
Production Readiness Stage Gate Review Complete	100%	Brittney Moulton / Angel Garay	Go		50% = Production Readiness Deck drafted by Target Completion Date 100% = Production Readiness Stage Gate Review scheduled Target Completion Date





Final Readiness Sign Off



FLORIDA HEALTH CARE CONNECTIONS

Milestone or Activity Name	%Complete	Task Owner / Go or No-Go Owner	Go or Conditional Go	Conditional Go Notes	Metric Criteria for Milestone Assessment
Sign off obtained from key Go or No-Go decision owners	100%	Tracy Feliciani / Scott Ward	Go		General Readiness: 99% Technical Infrastructure: 100% Testing: 100% User Provisioning: 100% Training & OCM: 100% Post Implementation Maintenance & Support Readiness: 100% Operational Readiness: 100%



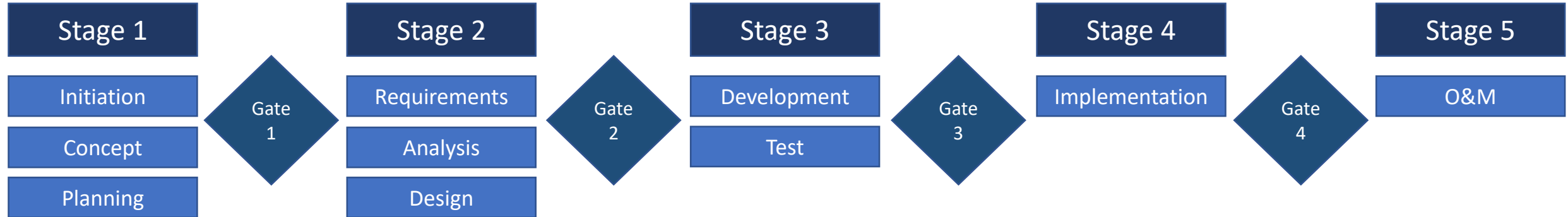


- ✓ Deliverable Approved
- ❖ Deliverable Submitted for Review and Approval
- ☐ Deliverable not Submitted

FLORIDA HEALTH CARE CONNECTIONS

FX Module: IS/IP DDI

Stage Gate Review: Deliverable View



- ✓ Project Charter
- ✓ PP-1: Project Management Plan
- ✓ PP-2: Project Schedule
- ✓ PP-3: High-level Technical Design
- ✓ PP-4: System Design
- ✓ PP-5: System Security Plan

Gate 1

- ✓ WS-6C: Bill of Materials
- ✓ WS-7C: Requirements Specification Document
- ✓ WS-8C: System Design Specification Document
- ✓ WS-9C: Configuration Management & Release Management Plan
- ✓ WS-11C: Interface Control Document

Gate 2

- ✓ WS-10C: Disaster Recovery and Business Continuity
- ✓ WS-12C: Test Plan
- ✓ SEAS-2B: UAT Plan
- ❖ WS-13C: Environmental Readiness Plan
- ❖ WS-14C: Implementation Readiness Review
- ✓ WS-15C: Training Plan

Gate 3

- ✓ WS-16C: Operations and Maintenance Manual
- ✓ WS-17C: Production Readiness Review

Gate 4

- ☐ WS-18C: Production Implementation Report

