

IE&E Update

9/16/2019

IE&E: Succeed as One

Agenda

- Delivery Update
- Network Connectivity
- Finances
- ADS/AHS Partnership

What have we delivered?

- We committed to delivering 4 products in 2019 and 3 products in 2020
- As of 9/16, we have successfully delivered 2 products: health care paper application and enterprise content management
- We are on track to deliver 3rd product in October: document uploader
- 4th product to be delivered in February: business intelligence
- On track to meet CMS mitigation commitments for the Aged, Blind, and Disabled population

Why do these deliveries matter?

- By focusing on the user experience, we delivered two solutions that make life better for staff and customers
- We successfully sunset our first Oracle product and expanded the use of technology that the State already owns/maintains. This will save the State \$400,000+ in operating expenses per year
- ADS staff successfully remediated network issues, showing that we can overcome challenging circumstance to ensure successful delivery
- Both the paper application and the document imaging and scanning systems were delivered on time

“We truly appreciate ALL that was done to get us to where we are today. The process we now have for VHC indexing is so much more user friendly, fast, efficient, less error-prone, etc. Staff are super excited to index VHC documents now 😊 and we’re also very relieved that onboarding and training staff will not be as complicated and time-consuming. This is a BIG win for the ADPC, for sure, and by enabling us to process more documents more quickly and accurately, a win for Vermonter’s as well. Thanks again, to everyone, for all your hard work and making this a dream come true – you’re all awesome 😊”

Tammy Sink, ADPC

Progress on 2020 Products

- Two projects scheduled for delivery in 2020: premium processing and online application
- Both are on track – vendors on the ground by October
- Master Data Management has not yet started

Network Connectivity Update

- Network connectivity issues have been largely resolved for the two projects experiencing them
- Aging network infrastructure could result in additional issues in the future. The State is working to consolidate data centers, which will improve performance significantly.
- ADS/AHS working collaboratively to introduce additional capacity and performance testing early in project planning to ensure issues are identified before they impact timelines

Finances

- While the cost of some of the individual projects were higher than initially estimated, overall spending remains in budget
- SY19 budget underspent available capital funds by approximately \$100,000
- Updated ECM Projection: \$ 1,669,283.42, down from \$2.3
- The State anticipates being able to meet its 2020 commitments within the capital budget requested (\$4.5 million)
- CMS/FNS decisions regarding cost allocation could impact finances – more information will be available by November meeting

AHS/ADS Partnership

- Focused on ensuring alignment on strategy and goals
- New organizational structure for project execution will help provide clarity on roles and responsibilities
- Executive check-ins every other week to ensure alignment at the highest levels and swift resolution of issues