

## CORE - Systems Change Management

### **Purpose:**

Systems Change management requests are submitted as needed for enhancements. This procedure track and process Medicaid Management Information System (MMIS) change management requests (CMR), OnBase change management request (OBCR) and Dakota Imaging change management (DICR) to insure timely completion of changes.

### **Identification of Roles:**

Policy Staff – Reviews and approves all Change Management Requests.

Core Management Staff – Reviews and approves all Change Management Requests.

Programmer Analyst – Approves CMR designs and testing documentation. Perform CMR analysis to determine scope of changes and create necessary documentation for design and testing.

Lead Technical Analyst and System Analyst – Perform OBCR and DICR analysis to determine scope of changes and create necessary documentation for design and testing.

Business Analyst – Tracks changes, schedules meetings, and ensures proper sign off for implementation.

Operation Team Lead – Submit, tests and approves DICR Change Management.

Operation Coordinator – Submit and tests DI Change Management

### **Performance Standards:**

Notify Iowa Department of Human Services (DHS) system problems identified by the contractor within twenty-four (24) hours of identification of the problem.

Ninety percent (90%) of schedule and cost estimates for system enhancements must be submitted within ten (10) business days after receiving request, and one hundred percent (100%) must be submitted within thirty (30) business days.

Ninety-five percent (95%) of system changes must be completed on the date agreed to by DHS and the contractor. Completion dates may be extended with concurrence of the State.

Provide monthly reports of programmer hours by the fifth (5th) calendar day of the month for activity

completed in the previous month.

Provide monthly reports of enhancement project progress and to-date cost report and time expended on each open project by the fifth (5th) calendar day of the month for activity in the previous month.

## **Path of Business Procedure:**

For additional details on this procedure please referred to the OBCR, CMR and DICR change management training manual (Internal IME CORE document Restricted/Confidential)

Step 1: Receive submission of CMR, OBCR or DICR request via OnBase from IME Business Units

Step 2: Design Documents

- a. CMR Design Document, please referred to the CMR change management training manual
- b. OBCR Design Document, please referred to the OBCR change management training manual
- c. DICR Design Document, please referred to the DICR change management training manual

Step 3: Programming

- a. CMR Programming
  1. Programmer Analyst will program CMR change request in the MMIS Test region, please see change management training material for more details
- b. OBCR Programming
  1. Lead Technical Analyst and System Analyst will program OBCR change request in the OnBase Test environment, please see change management training material for more details
- c. DICR Programming
  1. Lead Technical Analyst or System Analyst will program DICR Change Requests in the DI Test environment, please see change management training material for more details

Step 4: Testing Process

- a. CMR Testing
  1. Programmer Analyst tests CMR changes, please see change management training material for more details
  2. Business Analyst tests CMR changes, please see change management training material for more details
- b. OBCR Testing
  1. Lead Technical Analyst tests OBCR changes, please see change management training

- material for more details
- 2. System Analyst tests OBCR changes, please see change management training material for more details
- 3. Business Analyst tests OBCR changes, please see change management training material for more details
- 4. OBCR requestor tests changes, then run “Testing Completed” task, please see change management training material for more details
- c. DICR Testing
  - 1. Lead Technical Analyst or System Analyst test DIRC changes, please see change management training material for more details
  - 2. Operation Team Lead tests changes, then run “Testing Completed” task, please see change management training material for more details

Step 5: Walkthrough Process

- a. CMR Walkthrough is a schedule to review the changes made with the requestor, the Policy Staff, and Programmer Analyst
  - 1. If an issue is found in the final walkthrough, changes will need to be made to correct MMIS logic before final sign off approval can be given
  - 2. If the changes discussed in the final walkthrough are acceptable, the Business Analyst will kick off an email notification from OnBase requesting final sign off approval from the requestor, Policy staff and Core’s Management staff
- b. OBCR Walkthrough Process
  - 1. This process is not applicable to the OBCR Change Request
- c. DICR Walkthrough Process
  - 1. This process is not applicable to the DICR Change Request

Step 6: Final Approval:

- a. CMR Final Approval
  - 1. An email notification will be sent from OnBase to the Business Analyst when all approvals are available
- b. OBCR Final Approval
  - 1. Final approval for OnBase Change Requests is accepted when Requestor executes the Testing Completed task in OnBase
- c. DICR Final Approval
  - 1. Final approval for DICR change request is accepted when Operation Team Lead executes the Testing Completed task on OnBase.

Step 7: Move Changes to Production:

- a. CMR Production Move
  - 1. The Business Analyst will notify the Programmer Analyst assigned that final approval

has been received and ask that the CMR be added to migration. The CMR will move to Production after the nightly cycle

b. OBCR Production Move

1. The Business Analyst will notify the Lead Technical Analyst assigned that final approval has been received and will ask that the OBCR be moved to Production

c. DICR Production Move

1. The Lead Technical Analyst or System Analyst assigned will move DICR to Production

## **Forms/Reports:**

CMR Request Form

Title: <input type="text"/>	CMR Number: <input type="text" value="1985"/>
<b>Request Information</b>	
Submitter: <input type="text"/>	Request Date: <input type="text"/>
Unit: <input type="text" value="----"/> ▼	Point Of Contact: <input type="text"/>
System: <input type="text"/> ▼	Related Issue: <input type="text"/>
Subsystem: <input type="text"/> ▼	
Detail: <input type="text"/>	
<b>Current Status</b>	
Date Due: <input type="text"/>	
Stage: <input type="text" value="No Stage Assigned"/>	Stage Date: <input type="text"/>
<b>Estimates</b>	
Design Due: <input type="text"/>	Design Completed: <input type="text"/>
Programming Hours: <input type="text"/>	Proposed Due Date: <input type="text"/>
Difficulty Level: <input type="text"/> ▼	Priority: <input type="text"/> ▼
<b>Related CMRs</b>	
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
<b>Business Analyst</b>	
UserID: <input type="text"/> ▼	
Comments: <input type="text"/>	
<b>Systems Analyst</b>	
UserID: <input type="text"/> ▼	
Comments: <input type="text"/>	
<b>Programmer Analyst</b>	
UserID: <input type="text"/> ▼	
Comments: <input type="text"/>	
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

OBCR Request Form

**NEW: OBCR Form**

Title:  OBCR Number:

**Request Information**

Submitter:  Request Date:

Unit:  Point Of Contact:

OBCR Status:

Detail:

DICR Request Form

**NEW: DI Change Request**

Title:  Change Number:

**Request Information**

Submitter:  Date Received:

Req Due Date:  Priority:

Change Type:

Detail:

Manager CMR Report

**RFP References:**

5.1.5, 5.1.5.2, 5.2.1.2.2, 5.2.1.2.3.2, 5.2.1.2.4, 5.2.1.2.4.2, 5.2.1.2.5, 5.2.1.2.5.2, 5.2.1.4, 5.2.1.4.1, 5.2.1.4.1.2

**Interfaces:**

MMIS  
OnBase  
Transform

**Attachments:**

None

CORE - SYSTEM CHANGE MANAGEMENT PROCEDURE.docx