

CORE - System Maintenance

Purpose:

Regularly scheduled maintenance for OnBase, Medicaid Management Information System (MMIS), Dakota Imaging (DI) and Eligibility Verification Information System (ELVIS) are essential to achieve optimal system performance.

Identification of Roles:

Lead Technical Analyst, System Analyst and Programmer Analyst – Perform maintenance on all Systems as needed

Performance Standards:

None

Path of Business Procedure:

For additional details on this procedure please referred to the system maintenance training manual (Internal IME CORE document Restricted/Confidential)

Step 1: System Maintenance

- a. OnBase
 1. Sequel (SQL) Database backup, optimization and integrity check, please refer to training manual
 2. Security profile review, please refer to training manual
 3. License maintenance, please refer to training manual
 4. Holiday and weekend calendar updates, please refer to training manual
- b. MMIS
 1. Daily, Weekly, Monthly and Quarterly Cycle man, please refer to training manual
 2. Reference File Updates, this maintenance assure system files are current
 3. Provider File Updates, this maintenance assure Provider files are current
 4. Recipient File Updates, this maintenance assure Provider files are current
 5. Nightly Backup, this maintenance provides assure critical data are backup
- c. Dakota Imaging
 1. Sybase Database backup are internal maintenance that are setup and executed in the SQL server
 2. Security profile review, please see training material
 3. Holiday and weekend calendar updates, please refer to training manual

d. ELVIS

1. Sequel (SQL) Database backup, optimization and integrity check are internal maintenance that are setup and executed in the SQL server
2. Eligibility File Updates maintenance provide assurance that our Eligibility System data are updated daily

Forms/Reports:

None

RFP References:

5.1.5, 5.1.5.1, 5.2.2.2.4, 5.2.2.4, 5.2.2.4.1, 5.2.2.4.4, 5.2.2.7.4, 5.2.2.13, 5.2.2.15, 5.2.2.16

Interfaces:

OnBase

MMIS

ELVIS

Transform

Attachments:

None