

POS – Development Operational Procedures

Purpose: To keep track of programming changes to the Point of Sale system

Identification of Roles: Point of Sale Group Administrator reviews requested changes to the point of sale system and assigns responsibility for the change to a developer, developer takes ownership of the change and follows it to completion, Data Services Technician is generally responsible for performing tests on the Point of Sale (POS) test engine, Point of Sale (POS) System Manager must review and sign off on the changes before they are moved to the production environment.

Performance Standards: Provide updates, error reports, and audit trails to DHS within one business day of completion of the update. Identify and correct any errors on the formulary file within one business day of error detection.

Path of Business Procedure:

Step 1: Request Tracker (RT) is a proprietary tool used to track and manage the process of changing or updating Point of Sale (POS). All change requests are logged and assigned using Request Tracker (RT). The Point of Sale (POS) Group Administrator reviews requested changes to the Point of Sale (POS) system and assigns responsibility for the change to a developer. The assigned developer takes ownership of the change and follows it to completion. The Administrator also monitors the change to ensure that it is resolved.

An outline of the change control process using Request Tracker (RT) is below:

- a. Change requests are sent to Request Tracker (RT) via Email or entered manually.
 1. Request Tracker (RT) replies to the Requestor with a ticket number.
- b. All change requests are sent to the Ticket Queue for review.
- c. The Administrator reviews the ticket and moves the ticket into one of the following categories:
 1. **Open:** The change request ticket is approved and sent to the Group Administrator for assignment, or the primary Administrator can assign a task directly to a group member.
 2. **Rejected:** The ticket was sent to the wrong group or needs more information. This action can be done at the primary or group administrative levels.

- d. Tickets will be assigned a priority level and due date by the Administrator or Group Administrator. Requests by group member to change priority levels and due dates must be reviewed by the Administrator or Group Administrator.
- e. The assigned group member takes ownership of the open ticket.
 - 1. The Administrator and Group Administrator have access to open tickets and can review progress to ensure closure.
- f. Upon completion of the assigned task, the owner closes the resolved ticket.
 - 1. Tickets with dependencies cannot be closed until the other tickets at lower levels are Resolved.
- g. Users log the time it took to resolve a ticket for tracking and billing purposes.

Step 2: Development-

- a. When a change is requested, the assigned developer makes the change in the Core Point of Sale (POS) development engine or—if the changes are state specific—directly to the state Point of Sale (POS) development engine.
- b. Changes to the core Point of Sale (POS) development engine are tested using generic data, while changes made directly to the state Point of Sale (POS) development engine are tested with state specific data.
- c. After being unit tested, changes made to the core Point of Sale (POS) development engine are moved to the state POS development engine, where the changes are then unit tested using state specific data. If no errors are found the changes can be moved to the test server for further testing

Step 3: Testing-

- a. The test server is where the Point of Sale (POS) test engine is tested against other components and interfaces of the Point of Sale (POS) system.
- b. A Data Services Technician is generally responsible for performing tests on the Point of Sale (POS) test engine. The developer who made the change will inform the technician of the change and what part of the system should be tested. The technician will then go to the appropriate screen in the Point of Sale (POS) test engine and use sample data to verify that system works as desired. If the test shows that the change resolves the issue that initiated the original change request, the change can be moved into the production and backup servers.
- c. The Point of Sale (POS) System Manager must review and sign off on the changes before they are moved to the production environment. If a change does not produce acceptable results during unit testing the change is discarded and another development process begins to resolve the issue.

Step 4: Implementation- The Backup and Production systems are the live claims processors. Here the changes will be utilized in the processing of actual claims. Only after changes have been thoroughly tested can they be moved into the Production and redundant Backup systems.

Forms/Reports: NA

RFP References: 5.3.2

Interfaces: Point of Sale (POS) system, Request Tracker (RT)

Attachments: NA