

Information Technology Expansions Report 2

(FY2021 Appropriation Act - Public Act 166 of 2020)

April 1, 2021

Sec. 1901. (1) The department shall provide a report on a quarterly basis to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office all of the following information:

(a) The process used to define requests for proposals for each expansion of information technology projects, including timelines, project milestones, and intended outcomes.

(b) If the department decides not to contract the services out to design and implement each element of the information technology expansion, the department shall submit its own project plan that includes, at a minimum, the requirements in subdivision (a).

(c) A recommended project management plan with milestones and time frames.

(d) The proposed benefits from implementing the information technology expansion, including customer service improvement, form reductions, potential time savings, caseload reduction, and return on investment.

(e) Details on the implementation of the integrated service delivery project, and the progress toward meeting the outcomes and performance measures listed in section 1904(2) of this part.

(f) A list of projects approved in the previous quarter and the purpose for approving each project including any federal, state, court, or legislative requirement for each project.

(2) Once an award for an expansion of information technology is made, the department shall report to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office a projected cost of the expansion broken down by use and type of expense.



Information Technology (IT) Expansion Quarterly Report – Quarter 2

Section 1901 (1) of Public Act 166 of 2020

Sec. 1901. (1) The department shall provide a report on a quarterly basis to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office on all the following information:

(a) The process used to define requests for proposals for each expansion of information technology project, including timelines, project milestones, and intended outcomes.

Michigan Department of Health and Human Services (MDHHS) implemented IT Executive Governance at the beginning of Calendar Year (CY) 2020. This process is used to define requests for proposals for each expansion of information technology projects, including timelines, project milestones, and intended outcomes.

The MDHHS IT governance structure includes two levels:

1. The *strategic* level is the **IT Executive Governance Team**. This team sets the IT vision and strategy for MDHHS. They are accountable for the department's IT investment portfolio.
2. The *tactical* level is governed by **IT Oversight Teams**. These teams will guide IT direction and alignment with the department's strategy, investment plan and IT roadmap. These teams are responsible for ensuring the successful outcome of their respective IT initiatives.

IT Executive Governance Team

The MDHHS IT Executive Governance Team consists of the following sitting members:

Title	Sitting Member
Director	Elizabeth Hertel
Chief Deputy Director for Administration	David Knezek
Financial Operations Senior Deputy Director	Farah Hanley
Strategic Integration Administration Senior Deputy Director	Sudhakar Ramaswamy
Department of Technology, Management and Budget (DTMB) General Manager	Nathan Buckwalter

The IT Executive Governance Team is accountable for the department's IT investment portfolio and sets the IT vision for MDHHS.

The IT Executive Governance Team serves as the Agency IT Investment Management Governing Board in compliance with DTMB policy 1352.00 Investment Management Methodology.

Monthly, the IT Executive Governance Team reviews the status of all current projects and financial performance.

Project proposals or ideas that meet either of the following criteria are reviewed and approved by the IT Executive Governance Team:

- a. Requires financial approval (net new costs will be incurred).
- b. New development.

Project proposals and ideas that meet these criteria are presented to the IT Executive Governance Team by the respective Business Delivery Liaison and Business Relationship Manager (business owners may attend as needed). The IT Executive Governance Team may ask questions, address concerns and make decisions on project approval and prioritization.

Funding identified through an Advanced Planning Document or other source does not guarantee project approval.

Meetings are facilitated by the Strategic Integration Administration (SIA) state assistant administrator.

IT Oversight Teams

MDHHS program/administration area has an IT Oversight Team that guides the IT direction for their area in alignment with the strategy defined by the IT Executive Governance Team.

Each IT Oversight Team consists of the following members:

- Business Owner
- Deputy Director for business area
- Business Delivery Liaison (BDL)
- Business Relationship Manager (BRM)
- Security Manager / representative.
- Bureau Director IT Financial Services / representative

IT Oversight Teams meet bi-weekly or monthly facilitated by the respective DTMB/Enterprise Portfolio Management Office (EPMO) Program Manager.

The IT Oversight Team:

- Reviews and approves IT project proposals or ideas for their business area. Decisions that require the IT Executive Governance Team's approval will be forwarded to the IT Executive Governance Team.
- Prioritizes project and operations activities to align with business needs.
- Reviews project variances from budget, scope, and schedule. Change requests that meet governance criteria are forwarded to the IT Executive Governance Team for approval.

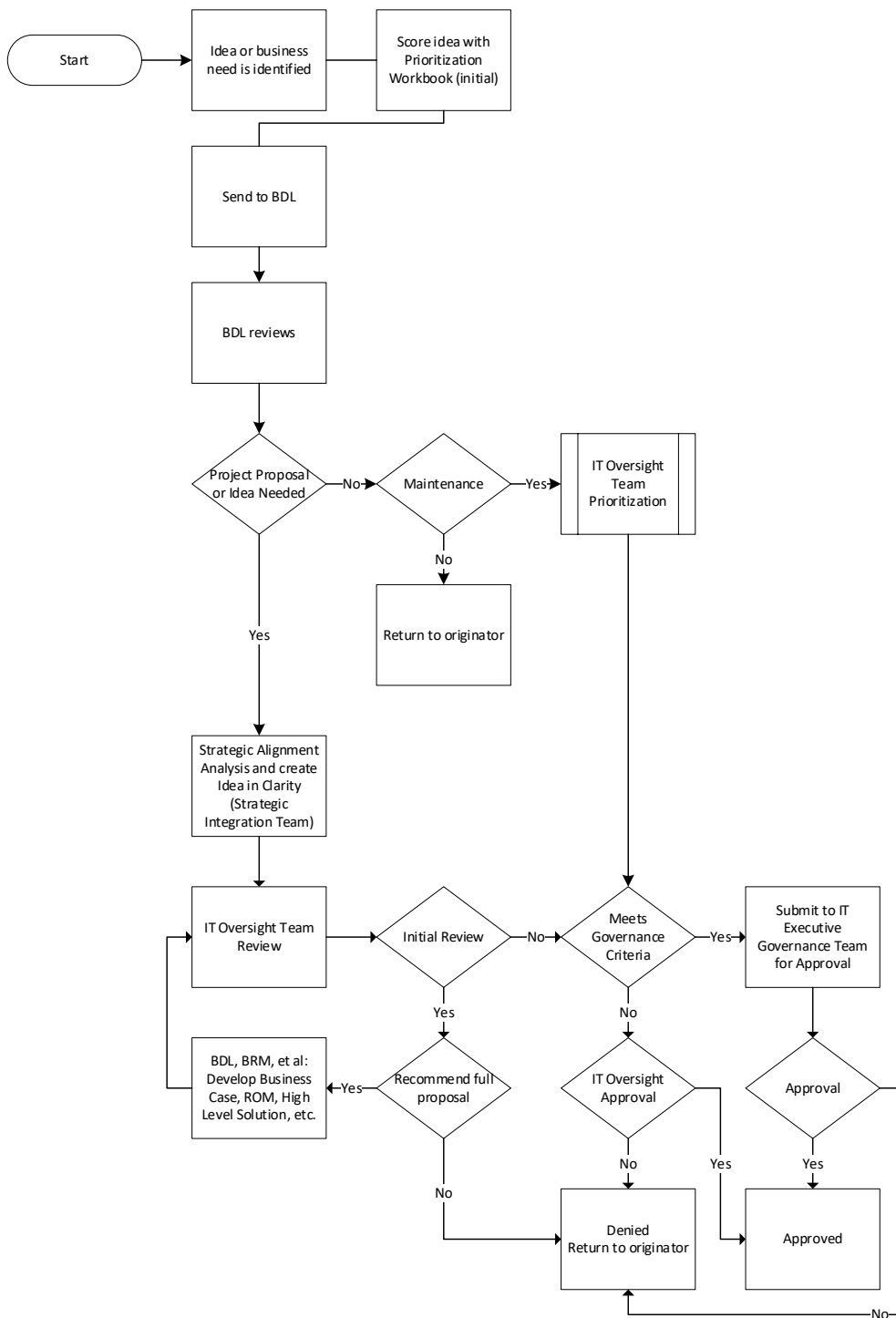
- Reviews overall program IT financial performance.
- Clears roadblocks escalated by project teams.
- Escalates issues to the IT Executive Governance Team, as needed.

Business owners collaborate with their BDL to submit new project proposals to this governance team. See below for the Work Intake Process.

Work Intake Process Steps

1. New idea or business need is identified.
 - a. An idea or business need can be generated by anyone (MDHHS or DTMB).
2. Business representative or owner, depending on how the business area has setup their own structure, communicates the idea to their BDL.
 - a. This includes creating an initial strategic alignment score of the idea or project proposal using the Prioritization Workbook.
3. The BDL works with the business area to do the initial review and determines if the idea should proceed as a project proposal or not.
 - a. If the idea is not a project proposal and is a maintenance item, then it goes to the IT Oversight Team for prioritization/approval. The item is sent to the IT Executive Governance Team for approval if it meets governance criteria.
4. The BDL sends the idea to the Strategic Integration Team for entry into Clarity as an Idea.
5. The Strategic Integration Team conducts a strategic analysis on the Idea:
 - a. Review the request against the MDHHS 5 Year IT Roadmap and indicate its alignment.
 - b. Review the request against the MDHHS Integration guide and indicate its alignment.
 - c. Initial evaluation of the possible need for Lean Process Improvement.
 - d. Initial evaluation of the possible need for Business Readiness.
6. This analysis is then sent to the appropriate IT Oversight Team for review.
7. If this is the first review of the idea, this team recommends that a full analysis needs to be conducted. This analysis includes the BDL, BRM and others as needed to develop the Rough Order of Magnitude, high level solution documentation, etc.
8. Once this work is done, it is sent back to the IT Oversight Team for review.
9. If the governance criteria are met, the idea is sent to the IT Executive Governance Team for approval.
10. If the governance criteria are not met, then the IT Oversight Team will approve / reject the proposal.

Process Map



(b) If the department decides not to contract the services out to design and implement each element of the information technology expansion, the department shall submit its own project plan that includes, at a minimum, the requirements in subdivision (a).

(c) A recommended project management plan with milestones and time frames.

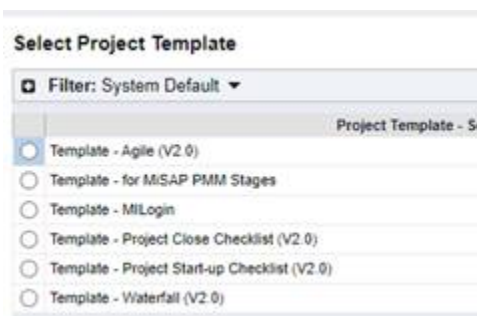
Michigan DTMB provides project management for internally managed MDHHS IT Projects.

Each project has a project management plan that describes how the project will be managed. This plan generally includes:

1. Introduction
2. Project Governance Framework
3. Project Governance Reporting Cycle
4. Status Reporting
5. Project Schedule Management
6. Communication Management
7. Issue, Risk, And Change Control Management
8. Roles and Responsibilities
9. Budget and Financial Tracking
10. Project Document Collaboration
11. Time Management
12. Collecting Project Time
13. Performance Management Plan

The EPMO utilizes the project and portfolio management tool, Clarity, to capture project milestones and timeframes. Templates are built into the tool for each of the various project management methodologies and project managers expand upon those templates to capture project specific detail. The official State Unified Information Technology Environment Project Management Plan document is used for all projects. This document includes high level milestone and timeline data for the project. Below are examples of how projects are managed within the Clarity tool:

List of templates within the Clarity tool:



An example of an Agile Template within the Clarity tool:

Filter: None														
WBS Sort	Key Task	Milestone	Task	Guidelines	Status	Start	Finish	Duration	Actuals	ETC	Total Effort	Open for Time Entry	% Complete	Reference
1			READINESS - Agile		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
2			PMM-0105: Readiness Checklist, as needed		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
3			Initiation & Planning		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
4			INITIATION		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
5			Project Start-Up Checklist		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
6			Enter NON-LABOR ACTUAL Tasks in WBS CLOSE STAGE		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
7			PPM-0101: Project Charter		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
8			Kick-off Meeting		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
9			PLANNING (Sprint 0)		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
10			Tailoring		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
11			PMM-0102: Project Management Plan (PMP), Initial		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
12			SEM-0301: Maintenance Plan, Deliver before Release		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
13			SEM-0302: Software Configuration Management Plan		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
14			SEM-0600: Test Strategy		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
15			SEM-0187: Structured Walkthrough - Initiation and Planning		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
16			SEM-0189: Stage Exit - Initiation and Planning		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
17			EXECUTE		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
18			Sprint 0 continued		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
19			Discovery (SEM-0401: Requirements Traceability and SEM-0402: Requirements or equivalent)		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	
20			SEM-0401: Requirements Traceability, Deliver before Release		Not Started	12/1/20	12/1/20	1	0.00	0.00	0.00	✓	0%	

An example of an active project within the Clarity tool:

WBS Sort	Key Task	Milestone	Task	Guidelines	Status	Start	Finish	Duration	Actuals	ETC	Total Effort	Open for Time Entry	% Complete	Reference	Baseline Start	Baseline Finish	Baseline Usage	Baseline Variance
35			Project Management & Support - Project Work		Started	9/16/19	7/29/21	465	470.50	11.50	482.00	✓	4%		9/16/19	7/29/21	452.00	(30.00)
36			Project Management & Support - Forms		Started	10/22/19	7/29/21	439	14.00	28.00	42.00	✓	0%		10/22/19	7/29/21	82.00	40.00
37			Project Management & Support - Meetings		Started	11/12/19	7/29/21	425	59.50	32.50	92.00	✓	0%		11/12/19	7/29/21	82.00	(10.00)
38			Deleted Tasks		Not Started	4/9/18	12/30/21	931	833.00	673.50	1,506.50	✓	0%		4/9/18	12/30/21	1,396.50	(110.00)
39			Prior Period Converted Actuals		Completed	4/9/18	5/1/19	267	639.50	0.00	639.50	✓	100%		4/9/18	5/1/19	639.50	0.00
40			Solutions Architect Support for BDR project		Started	9/19/19	9/30/21	506	3.00	110.00	113.00	✓	10%		9/19/19	10/31/21	3.00	(110.00)
41			Business Analyst support for BDR project		Started	9/5/19	12/30/21	577	189.00	563.50	752.50	✓	20%		9/5/19	12/30/21	752.50	0.00
42			SSP Development for BDR Application		Started	9/18/19	9/18/19	1	1.50	0.00	1.50	✓	10%		9/18/19	9/18/19	1.50	0.00
51			Business Analyst Support		Started	1/19/21	12/1/21	3	4.00	0.00	4.00	✓	0%		7/6/20	6/30/21	0.00	(4.00)
52			SSP Support		Started	1/30/20	12/31/21	245	10.00	440.00	450.00	✓	0%		1/30/20	9/30/21	450.00	0.00
53			Program Manager Support		Started	3/2/20	7/30/21	355	18.00	128.00	146.00	✓	0%		3/2/20	7/30/21	146.00	0.00
54			Change Request 830 Approval		Completed	10/1/19	11/8/19	29	0.00	0.00	0.00	✓	100%		10/1/19	11/8/19	0.00	0.00
62			Phase 1		Started	4/6/20	10/23/20	142	0.00	0.00	0.00	✓	75%		4/6/20	10/23/20	0.00	0.00
63			Phase 2		Started	9/31/20	9/24/21	266	0.00	0.00	0.00	✓	10%		8/31/20	9/24/21	0.00	0.00
64			Phase 1 and 2 Go-Live		Not Started	11/1/21	11/1/21	1	0.00	0.00	0.00	✓	0%		11/1/21	11/1/21	0.00	0.00
65			Change Request to initiate Phase 3		Not Started	9/1/21	9/30/21	21	0.00	0.00	0.00	✓	0%		9/1/21	9/30/21	0.00	0.00
66			System Security Plan		Started	10/7/19	12/31/20	305	0.00	0.00	0.00	✓	0%		10/7/19	12/31/20	0.00	0.00
67			DBA Support for BDR Project		Started	1/15/21	9/30/21	150	0.00	0.00	0.00	✓	0%				0.00	0.00

(d) The proposed benefits from implementing the information technology expansion, including customer service improvement, form reductions, potential time savings, caseload reduction, and return on investment.

The proposed benefits from implementing the information technology expansion are included in the approval process for MDHHS IT Executive Governance. Please see 1901(1) a. for a description of the IT Executive Governance Process.

(e) Details on the implementation of the integrated service delivery project, and the progress toward meeting the outcomes and performance measures listed in section 1904(2) of this part.

Fiscal Year (FY) 2021 Qtr. 2 – MDHHS accomplished the following Integrated Service Delivery (ISD) Project Tasks












COVID-19 SOM Hub and ISD Portal Lead Activities

Objectives: Provide an emergency public safety service to the State of Michigan (SOM). Provide a website where the General Public can volunteer to aid the SOM in relation to the COVID-19 pandemic. This will be accomplished by implementing new websites within existing Salesforce platform and creating a new connection from ISD Portal to the Department of Licensing and Regulatory Affairs.

Timeline: Project completed and successfully went live on 4/16/2020.

(f) A list of projects approved in the previous quarter and the purpose for approving each project including any federal, state, court, or legislative requirement for each project. The intent for each project can be found in the project proposal linked in the table below.

The project requests were approved for IT during FY 2021 Qtr. 2:

Name	Governance Date
 COVID19 Test Scheduling Website ChangeRequest CR004640.docx	3/17/2021
 Michigan Integrated Crisis and Access Line-MiCAL ChangeRequest CR004357.docx	3/17/2021
 WIC Electronic File Storage ChangeRequest CR004740.docx	3/17/2021
 STARLIMS Upgrade ChangeRequest CR004590.docx	3/17/2021
 COVID-19 MI Background Checks Module for MiVolunteer ProjectProposal.docx	3/17/2021
 COVID19 EMResource Reporting ProjectProposal.docx	3/17/2021
 Data Share and Linkage Change Request CR003519.pdf	3/17/2021
 Omnibus Budget Reconciliation Act OBRA Enhancements ChangeRequest CR004739.pdf	3/17/2021
 HIV Initiative ChangeRequest CR004170.docx	2/17/2021
 COVID-19 Contact Tracing ChangeRequest CR004618.docx	2/17/2021
 COVID-19 Mobile Alert Application Change Request CR004534.docx	2/17/2021
 Woman Infants and Children - WIC - IT RFP ChangeRequest CR004563.docx	2/17/2021
 MITOX Environmental Health Data Management System ProjectProposal.docx	2/17/2021
 COVID-19 Contact Tracing ChangeRequest CR003538.docx	1/20/2021
 COVID-19 Fridge Thermometers for Vaccine ProjectProposal.docx	1/20/2021
 MBCIS Reporting Tool Project Proposal.docx	1/20/2021

The following projects were approved in Quarter 2 of FY 2021 by the Executive Governance Team.

COVID19 Test Scheduling Website Change Request CR004640

Objective: This project will encompass the COVID-19 Testing Site Hotline set up, Navigator integration, and self-service test site locator solution to improve the public's ability to be tested for COVID-19. This project will also include a scheduling platform that can be utilized for COVID testing and COVID vaccine scheduling.

Timeline:

Project Start Date 05/01/2020

Project End Date 06/30/2021

Michigan Integrated Crisis and Access Line-MiCAL Change Request CR004357

Objective: Develop, Operate and Maintain a MiCAL utilizing omni-channel communication methods to serve the citizens of Michigan who are in need of mental health or substance-use crisis services, either for themselves or their loved ones. In FY 2020, Phase I will complete the RFP process thru awarding strategic suppliers. In FY 2021, Phase II will begin implementation of MCAL.

Timeline:

Project Start Date 10/1/2019

Project End Date 9/30/2021

Women, Infants and Children (WIC) Electronic File Storage Change Request CR004740.docx

Objective: WIC will leverage the existing enterprise electronic storage system, FileNet. FileNet will be configured to mirror the WIC Vendor Management team's current paper filing system. Custom development will not be required, as the FileNet solution meets the needs of the program. A FileNet environment will need to be created and configured.

Timeline:

Project Start Date 12/21/2020

Project End Date 05/28/2021

STARLIMS Upgrade Change Request CR004590.docx

Objective: This project will update the client facing functionality to the most current version, using the newly upgraded IT infrastructure and application framework. STARLIMS is currently at V10.5.132 and is not compatible with TLS V1.2, requiring a business layer upgrade to Version 11.5+.

Timeline:

Project Start Date 05/01/2020

Project End Date 12/09/2021

COVID-19 MI Background Checks Module for MiVolunteer Project Proposal.docx

Objective: Since the COVID-19 response efforts began there has been an increase in volunteers and BETP is requesting to add a contracted service with Juvare to allow the integration of an automated background check component to be activated and configured for the DHHS/BETP MI Volunteer Registry (MVR) program, and to allow for the use of Juvare's contracted background record services (the Validated Criminal Database, Nationwide Sex Offender Database, and Department of Corrections Database) with a set "per transaction" fee for each background check.

Timeline:

Project Start Date 02/01/2021

Project End Date 09/30/2021

COVID19 EMResource Reporting Project Proposal.docx

Objective: BETP desires to establish a Web API call connection with the vendor of EMResource, Juvare, in order to access all SOM COVID-19 EMResource source data on the vendor hosted database. BETP will then use the data provided by the API call interface to perform additional data and trending analysis, in order to provide a more robust reporting solution for local, regional, state and federal partners.

Timeline:

Project Start Date N/A

Project End Date N/A

Data Share and Linkage Change Request CR003519.pdf

Objective: The state behavioral health hospitals would like to implement a module called "CareConnect" within Avatar; the electronic medical record (EMR) used by the five State Behavioral Hospitals. Implementing the CareConnect module will provide the State Behavioral Health Hospitals a method to electronically send patient data to one another.

Timeline:

Projected Start Date 4/1/2021

Project End Date N/A

Omnibus Budget Reconciliation Act Omnibus Budget Reconciliation Act (OBRA) Enhancements Change Request CR004739.pdf

Objective: The purpose of this project is to stabilize the OBRA Nursing Evaluation System, then improve the reliability and efficiency of the system. This project will stabilize, enhance, and improve the functionality of the OBRA system throughout the SOM. New features will be added to include role/responsibilities, assessments, transfers, and other state defined functions.

Timeline:

Project Start Date 01/01/2017

Project End Date 09/30/2021

HIV Initiative Change Request CR004170.docx

Objective: MDHHS proposes to develop a new integrated data system based on a comprehensive systems assessment and recommendation so all necessary client information would be accessible to partner agencies and MDHHS. Once the integrated data system is created, it would be piloted with agencies that commonly use multiple data systems. From the pilot test, there would be representatives within an advisory group to provide rapid feedback about its functionality. The feedback that is provided would be integrated into the systems assessment and recommendation to ensure an efficient and user-friendly system. Once the advisory groups input has been incorporated into the system, there would be a slow rollout to other partner agencies.

Timeline:

Project Start Date 05/01/2018

Project End Date 07/01/2023

COVID-19 Contact Tracing Change Request CR003538.docx

Objective: Automate and streamline outreach to contacts of confirmed COVID-19 cases in local health jurisdictions seeking MDHHS support for active surveillance. Follow up will be conducted via text message for traveler monitoring and suspect referrals.

Timeline:

Project Start Date 4/17/20

Project End Date 9/30/2021

COVID-19 Mobile Alert Application Change Request CR004534.docx

Objective: Public Health is seeking to conduct a feasibility study by partnering with University of Michigan and Michigan State University to launch a mobile exposure notification app. The mobile app will provide users with the ability to quickly identify when they have been in contact with someone who has tested positive for COVID-19 and self-quarantine. The mobile app will also allow users the opportunity to share if they test positive for COVID-19 with other mobile app users.

Timeline:

Project Start Date 08/05/2020

Project End Date 03/31/2021

Woman Infants and Children - WIC - IT Request For Proposal (RFP) Change Request CR004563.docx

Objective: Secure a contract with an IT Software and Services vendor, to maintain and enhance existing WIC Program applications, and any proposed ones as known at the time of publishing the RFP. This portfolio of WIC applications currently includes MI-WIC Staff, WIC Client Connect Web, WIC Connect Mobile, and may extend to Summer Electronic Benefits Transfer for Children program related applications. PHASE 2 – initiate transition for new vendor, setup dev environment hosted by SOM.

Timeline:

Project Start Date 04/01/2019

Project End Date 04/01/2021

MITOX Environmental Health Data Management System Project Proposal.docx

Objective: The Environmental Health Toxicology Data Management Infrastructure Expansion (MITOX) project is a planned multi-year effort to develop a data management system to support toxicological assessments and chemical emergency response efforts by the Division of Environmental Health. The first phase of MITOX development will focus on the storage, consolidation, and retrieval of site-related data developed and maintained by the Division. These functionalities will improve modeling and analysis, reporting, communication with affected communities and individuals, tracking of changes in the environment or individual locations over time, and planning for next steps by the Division's toxicologists, epidemiologists, health educators and field staff.

Timeline:

Project Start Date 02/25/2021

Project End Date 11/30/2021

COVID-19 Contact Tracing Change Request CR004618.docx

Objective: Automate and streamline outreach to contacts of confirmed COVID-19 cases in local health jurisdictions seeking MDHHS support for active surveillance. Follow up will be conducted via text message for traveler monitoring and suspect referrals.

Timeline:

Project Start Date 04/17/2020

Project End Date 09/30/2021

COVID-19 Fridge Thermometers for Vaccine Project Proposal.docx

Objective: Additional costs have been identified for finalizing testing efforts, adjusting program management effort hours and for previously unidentified licensing costs. These costs are needed to be approved to allow the project to finish the current scope of activities.

Timeline:

Project Start Date 12/01/2020

Project End Date 06/30/2021

MBCIS Reporting Tool Project Proposal.docx

Objective: The current legacy Michigan Breast and Cervical Cancer Control Information System (MBCIS) Oracle discoverer reporting tool is legacy that is not supported by Oracle. The reports that run on legacy technologies can lead to performance issues and can stop functioning abruptly due to legacy software that are not in alignment with industry standard supported versions of the tool. The legacy reporting tool can fail the State-wide single Information Technology audit because the unsupported software tools may prevent implementation of newer security controls. This projects objective is to Modernize the legacy MBCIS reports from oracle discoverer technologies to state supported Business Object technologies.

Timeline:

Project Start Date 01/02/2021

Project End Date 06/30/2021