



**OHIO DEPARTMENT OF HEALTH
ENVIRONMENTAL HEALTH DATA SYSTEM
INTEGRATION (EH DSI)
WORK PLAN
REVISED: OCTOBER 4, 2012**

Work Plan

Ohio Department of Health Environmental Health Data System Integration (EH DSI)

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Work Plan

Ohio Department of Health Environmental Health Data System Integration (EH DSI)

Introduction

The Bureau of Environmental Health (BEH) has a number of state and local agency stakeholders with which it must interact. Based on these stakeholders' input, ODH made a decision to improve the information technology for the state and local Health Districts' EH programs. The result was a RFP for a Commercial off-the shelf (COTS), vendor hosted solution to meet the BEH requirements. HealthSpace (HS) was selected to deploy a single integrated system in three phases. The initial phase (Phase 1) will focus on the BEH Public Swimming Pools/Spas program and will progress into additional phases to included Campgrounds, Agriculture Labor Camps (Phase 2) and Food Safety (Phase 3).

As required by the Ohio Department of Health (ODH) Request for Proposal (RFP) number OA1092, this Work Plan specifies tasks, responsibilities and details to successfully implement the proposed EH DSI solution for the State. It provides additional detail from what was provided in the original HS RFP response and addresses the following required subjects:

- Requirements Affirmation;
- User Configuration Management;
- System Design;
- Historical Data Conversion and Transmittal Data Import Services;
- Training;
- Testing (to include all test scripts and data requirements and data to the lowest level);
- System Implementation, including Backup/Disaster Recovery and Business Continuity; and
- Post Implementation Support.

Requirements Affirmation (RA)

HealthSpace USA Inc. (HS or HealthSpace) responded to each of the ED DSI Program Requirements as part of its response to the RFP. HealthSpace provided a capability assessment to all elements to either being:

- Out of the Box;
- Configuration Required;
- Customization Required; or
- Not Available.

The requirements marked "Out Of Box" and the Configuration Required in the DSI Request for Proposal have been recorded by HealthSpace (HS) for ODH to review as short GoToMeetings on a web page. Should ODH find any discrepancy in the interpretation of the requirements, ODH and HealthSpace will discuss these until there is mutual agreement and documentation of such.

The Customization required portions will be broken into sessions for onsite discussion. These sessions will be held October 05, 10 and 12, 2012 from 0900-1130 and 1230-1500 Eastern Time each day. The agenda has been provided as a rolling agenda to provide adequate time for comprehensive review. More sessions will be added as needed to finish this task.

As part of the Requirements Affirmation (RA), HS will present, at a high level meeting with the ODH project team including Subject Matter Experts (SMEs), its capability to meet the program requirements with recommended system modifications to meet requirements considered “customization required” and configuration required.” This will allow ODH to provide feedback on design and configuration options prior to system implementation. These sessions will analyze each the requirements listed in the RFP. The Fit Gap Analysis (aka Technical Environment Document) will be delivered after the Requirements Affirmation sessions as outlined in the Project Schedule.

As part of the RA, HS will conduct a fit-gap analysis intended to identify the components of the HS System that do (fit) or do not (gap) match the needs of BEH. When a gap is identified, business practices must be analyzed to make sure that it still makes sense. Rather than apply new technology to old ways of doing business, business practices and processes that might be more efficient in EHDSI will be presented to ODH and considered for acceptance to keep with the “COTS System” requested in the RFP. In all cases where gaps are identified, ODH and its core group of stakeholders will be consulted to identify potential solutions. System design changes may be considered to close gaps. The purpose of the Fit-Gap Analysis is to conduct a high-level requirements analysis to identify fits, gaps and critical business drivers prior to the implementation of the System.

HealthSpace sees five business drivers for the EH DSI. They are:

1. Improve continuity of service;
2. Reduce duplication of effort;
3. Integrate information across programs;
4. Replace legacy databases; and
5. Import existing electronic data.

System Deployment

The ODH has the following objectives for this project:

1. Implementation of a Contractor-hosted, COTS solution, centralized web-based data system for the regulatory program users that issue licenses, certifications and permits through routine operations, and for public user access (i.e., customers and the public). The system must enable monitoring and routing of customer records, reporting, and communicating between all involved regulatory parties and their customers via standardized common data sets and functionality. The implemented solution must be able to accommodate the addition of future functions and features for BEH programs which are not accomplished within the initial phases (Phase 1 through 3).
2. Development and implementation of a digital inspection software tool (e.g., mobile application) that the regulators (i.e., sanitarian inspectors) can utilize with hardware such as a tablet, or handheld devices.

3. Provide and implement a solution that allows for the internal workflow routing for the internal/regulatory users.
4. Provide and implement a solution that allows for the processing of licenses, permits, etc. with proper routing of data and payment information to the appropriate entities through the use of an on-line electronic application.
5. Provide and implement a solution that provides the capability for users to conduct program surveys electronically.
6. Provide and implement a solution that can interface with existing software systems currently used in various LHDs. This interfaced must allow both: 1) direct access to the EH DSI application to input and process licenses, permits, etc., and 2) provide the capability for specific data to be transmitted (uploaded) for another system directly into the EH DSI system.
7. Implement an EH DSI solution that houses all BEH program data, which can be queried, viewed and put into reports locally, regionally and state wide.

To meet these objectives, HS has listed the following proposed task groups into the Work Schedule:

1. ODH to send to HS copies of all forms/policies for Pool, Camp, Labor Camp and Food modules. Information can be provided in hard copy or electronically. HealthSpace will provide a shared site called the Support Forum (See Task #25 in the Project Schedule) to post electronic information (See Task #16). This will include:
 - a. Applications for license;
 - b. Templates for licenses;
 - c. Rules for how current requirements of sequential numbering may be adjusted as to use unique identifiers within the HS system per discussion on Kickoff 1.0 meeting;
 - d. Copies of all printed reports for each module that will be needed and how the format may be modified as per discussions to date. As previously discussed, it is the recommendation of HS to ensure all stakeholders are considered in the design of the form. Those users that HS has in Ohio have a common complaint of when using a device that can't capture a signature (i.e. Laptop), the Sanitarian and the Operator need to sign multiple pages. HS would recommend ODH allowing HS to show forms from other state's which are similar to Ohio and how the format is preferred by all stakeholders. This item has the potential to become a critical pathway;
 - e. Copies of all anticipated reports that ODH, ODNR, LHD and any other stakeholder anticipate needing with details as to what information should be on each report.
2. HS to evaluate all forms sent to verify that all fields are available for tracking (See Task #23);

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3. ODH and HS to discuss the work plan document at the Kickoff 2.0 meeting with all ODH stakeholders present to clear up any questions (See Task #6);
 4. ODH and HS to finalize requirements affirmation with a core group of stakeholders (See Tasks #8-10);
 5. ODH to enter all Checklist Sections, violations, Observations, Corrective actions for all modules, focusing first on Pools then Camps and Labor Camps then Food. HS to provide current data that exists in the system as a basis to ODH. Data first to be entered in to Testing database by ODH and moved to Live by HS as directed by ODH (See Tasks #18, 19, 20 and 21);
 6. HS to correct any gaps in the process with development (See Task #31);
 7. HS to test each module using the Testing and Training environment (See Tasks #31 and 36);
 8. ODH to test each module using the Testing and Training environment (See Tasks #50 and 52);
 9. ODH to sign off on acceptance of modules as listed in the schedule and RFP (See Task #55);
 10. ODH to determine the current hardware availability with LHDs to determine if they need to be upgraded or replaced (See Task #31);

Connectivity methods that are covered in this contract include:

- a. Browser interface with a current browser that supports active-x controls, HTML5 and Java (IE9, Safari, etc.) is the preferred method outlined in the RFP. This method includes leading mobile tablets (i.e. iPad) using their native browser. This connectivity method can only be accessed when there is an active internet connection;
 - b. Local installation of Lotus Notes with a full replica of the district database on the local machine. This can be installed on any computer running Windows XP or newer. This connectivity method can be accessed with or without an active internet connection;
 - c. "Smart Key" connection that allows all of the information to be stored on a high speed USB drive with no permanent files left on the computer. The nominal fee of the physical USB drive is not covered under the contract but the setup is. This can be installed on any computer running Windows XP or newer. This connectivity method can be accessed with or without an active internet connection;
11. ODH to define Access Restrictions (i.e. Read, Write, Create New documents, Edit existing documents, any combination therein) per regulatory group as defined in RFP (See Task #31, 36);
 12. HS to grant access to system as outlined by aforementioned step (See Task #50).
 13. ODH to detail the needed steps for tracking multiple different payments to LHDs' accounts;
 14. ODH e-pay vendor to provide ability to accept programming for as many codes as needed to ensure that the state funding data elements are provided to the state, LHD funds are transmitted directly to LHD

accounts and other stakeholders are transmitted directly to them. ODH to ensure that ODH e-pay vendor will be able to provide a Live payment system as well as a Testing payment system throughout the life of the contract;

15. ODH to determine with their e-pay vendor who will be paying the convenience fees and how they will be collected (i.e. subtracted by monies sent to state or charged in addition to the fees collected by ODH e-pay vendor);
16. ODH and HS work together to identify setup needs for participating LHD's to have fees correctly set up as well as facilities imported to have HS system generate fees which can be paid online;
17. HS to work with ODH and ODH e-pay vendor to set up an online shopping cart system that allows for public customers to use their renewal form to go online and pay for their fees;
18. ODH, ODH e-pay vendor and HS to work together to ensure that HS Shopping Cart site communicates with ODH Vendor site which processes payments to ensure a smooth transition;
19. ODH Vendor and ODH work together to design the payment collection process and payment methods to be accepted in the EH DSI;
20. ODH, ODH e-pay vendor and HS to work together to ensure that ODH Vendor site properly updates the HS system with payment confirmations, preferably server-to-server via HTTP POST;
21. ODH, ODH e-pay vendor and HS to complete several rounds of testing on ensuring that test payments are properly transmitted to the ODH e-pay vendor site and back to HS System;
22. ODH to make testing payments with live amounts to ensure all fees are correctly deposited to the correct accounts;
23. HS develops a payment site by placing address and instructions as appropriate for all e-pay transaction types.
24. HS to develop and implement a solution that can interface with existing software systems currently used in various LHDs. This interface must allow both:
 - a. Direct access to the EH DSI application to input and process licenses, permits, etc., and
 - b. Provide the capability for specific data to be transmitted (uploaded) from another system directly into the appropriate entities within the EH DSI system.
25. ODH to determine what data (i.e., All Physical Locations, All Facilities, All Fees, All Payments, All inspections with checklist sections, violations, observations, corrective actions, or what combination of these) the LHDs are required to submit to the EH DSI (See Task #24).

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26. After EH DSI is designed thoroughly, HS to develop an import template for ODH to send to LHDs who do not plan to be licensed end users of the EH DSI.
 27. HS will implement the EH DSI solution that houses all EH data, which can be queried, viewed, and put into reports locally, regionally, and state wide.
 28. After ODH tasks 1-24 are complete, HS will begin exporting all data from each district database to a common database for State reporting (See Task s #40 through #42).
 29. ODH will need to finalize whether all licensed users will be able to see all EH data collected in the EH DSI system. If decided that each LHD should not be able to see other LHD's data, HS will develop a specific reporting environment for each district. This method is not recommended unless absolutely required, as it changes report definitions from one database with each report having a simple selection to 126+ reports needing to be developed for each version.

The following items are outside the scope of this project and are not part of this contract work. They are listed here for informational purposes only.

1. Changes to modules outside those listed in Phases I-III (Pools, Camps, Labor Camps and Food modules) are not considered in this plan. Should ODH fail to proceed beyond the contracted modules, LHDs could join together to cover the cost of development apart from the state. This would be worked out directly with the LHDs as needed;
2. Any local jurisdiction that requires development for changes that are in addition to the ODH requirements are not included in this plan. Any change requested by a specific LDH would be communicated to the ODH staff. If the ODH staff and HS staff decide that the development is custom for one district, which will be done under separate agreement with the affected district(s);
3. The use of the native iPad/Android application technology is not included in this plan, as it is noted as an additional per-user cost as listed in the Clarification Letter to the State dated May 31, 2012 item 2.a.3;
4. Users in excess of 500 licensed inspectors/billing personnel and 50 administrative licenses (550 total users) would require ODH or the LHD to purchase additional licenses. It is strongly encouraged that ODH ensure adequate number of licenses for the overall success of the project.

Project Team

HealthSpace Project Team

Joseph Willmott, President - Project Director

Michael Kinder, Vice President - Work Manager

Mike Vogt, Senior Manager of Client Systems and Network - Functional/Configuration Lead, Business Analyst and Technical Lead

Anna Marie Taves, Senior Manager of Training and Deployment - Training Lead

The ODH Project Team

Gene Phillips, Bureau Chief of Environmental Health - ODH Business Team Lead

Margie Wanchick, Health Planning Administrator - ODH Project Manager

Donica Cheatham, IT Manager - ODH IT Manager

Mark Peters, Software Development Specialist - ODH Technical Lead

Jamie Higley, Administrator Food Safety Program - ODH Food Subject Matter Expert

Mary Clifton, Administrator Recreation Programs - ODH Pools/Campgrounds/Agricultural Labor Camps Subject Matter Expert

Communication Plan

Introduction

This Communications Management Plan will set the communications framework for this project. This plan serves as a guide for communications throughout the life of the project and will be updated as communication needs change. This plan identifies and defines the roles of persons involved in this project. This plan also includes a communications matrix which maps the communication requirements of this project. A project team directory will be included in the ODH Project Team Support Forum to provide contact information for all stakeholders directly involved in the project.

Communications Management Approach

The Work Manager will take a proactive role in ensuring effective communications on this project. The communications requirements are documented in the Communications Matrix presented in this document. The Communications Matrix will be used as the guide for what information to communicate, who is to do the communicating, when to communicate it, and to whom to communicate.

Conference Call (GoToMeeting®) Information

Unless changed in the future, all meetings will use the following GoToMeeting® information:

Computer Portion: <https://www1.gotomeeting.com/join/591383344>

Audio can be joined by using the Microphone and Speakers on a computer/tablet or by dialing in to:

Canada (toll-free): 1 888 455 1389

Canada: +1 (647) 723-0900

United States (toll-free): 1 877 568 4106

United States: +1 (510) 201-0319

Access Code: 591-383-344

Once logged in for each session, the user should enter their given Audio PIN.

There can be an unlimited number of people at each computer (Connected to a projector, shared screen, etc.), but THERE IS A LIMIT OF 25 COMPUTERS PER MEETING. Greater than 25 participants will result in the additional users getting an error message stating that the meeting is full.

Guidelines for Weekly Status and Special Meetings

Weekly Status Meeting Agenda

The weekly meeting shall use modified minutes in lieu of a traditional agenda. The first item in the weekly status meeting agenda should be a review of action items from the previous meeting. A task list of completed, overdue, changed, deleted or reassigned will be maintained in an electronic format, assessable by both the HS Work Manager and the ODH Work Manager, as a control document and will be the chief resource document used in the status meetings.

Other special meetings will identify the presenter for each topic. A time limit for each topic may or may not be assigned to help organize the meeting. The agenda will be created as far as possible in advance and sent to the ODH Project Manager. At the latest, any Meeting Agenda will be distributed 2 business days in advance of the meeting unless mutually agreed upon by the HS Work Manager and/or the ODH Project Manager. These managers may change the agenda as needed and mutually agreed upon.

Meeting Minutes

All meeting minutes will be sent to the Project Manager within 2 business days following the meeting by the HS Work Manager and will be accepted or accepted with changes by the ODH Project Manager no later than 2 days business days before the next meeting. The meeting minutes will include the status and/or decisions about all items on the agenda along with new action items. The minutes of the weekly status meeting will primarily serve as agenda for the following weekly meeting.

Project Action Items

Action items will include both the action item along with the owner and deadline of the action item. Meetings will start with a review of the status of all action items from previous meetings and end with a review of all new action items resulting from the meeting. The review of the new action items will include identifying the owner for each action item.

Meeting Chair

The HS Work Manager will serve as Chair and is responsible for creating meeting agendas, facilitating meetings and sending the meeting minutes to the Project Manager for distribution to ODH and its partners. The Chair Person will ensure that the meeting starts and ends on time and that all presenters adhere to their allocated time frames when indicated on the agenda.

Note Taker

The Note Taker will be assigned by the Chair and is responsible for documenting the status of all meeting items, decisions made, and notes of anything else of importance during the meeting. The Note Taker will give a copy of their notes to the Chair Person at the end of the meeting as the Chair will use the notes to create the Meeting Minutes. The note taker must type all minutes during the meeting. The note taker shall be determined and assigned at the start of the meeting. The note taker shall be responsible for distributing the notes to all members of the ODH project team immediately following the conclusion via email.

Time Keeper

The Time Keeper will be the Chair and is responsible for helping adhere to the time limits set in the meeting agenda. The Time Keeper will let the presenter know when they are approaching the end of their allocated time. Typically a quick hand signal to the presenter indicating how many minutes remain for the topic is sufficient. When done via GoToMeeting®, the time keeper shall use the “Chat” functionality to message the presenter of the time limit.

Support Forum

The main form of communication between ODH project team and the HS team for issues related to the EH DSI solution is the Support Forum. The Support Forum’s scope covers system support questions as well as history of

design changes, issues and resolutions. The Support Forum database contains a history of all the approved changes requested by the ODH Project Manager and the responses by both ODH staff and HS staff. This forum is also used for feedback and to make suggestions for changes, report bugs and suggest new tools to improve work flow. There will be two forums established. One will be used by the project team and the other will be the general Ohio User Support Forum.

Other Forms of Communication

Besides the Support Forum, communications between ODH and HS will be necessary. The HS and ODH managers will use email, telephone, and other agreed upon methods, as needed and agreed upon, to manage the contract.

Communications Matrix - The following table identifies the communications planned for this project.

Communication Type	Objective of Communication	Medium	Frequency	Audience	Owner	Deliverable
Kickoff Meeting	Introduce the key contractor staff to the key ODH project team. HS provides and updated detailed Work Plan that specifies tasks, responsibilities and details to successfully implement the proposed EH DSI solution for the State. HS presents and confirms high-level scope of work and planned phases of the project work. Both HS and ODH review updated work plan.	<ul style="list-style-type: none"> • Face to Face 	Twice (Part A and Part B)	<ul style="list-style-type: none"> • Project Team 	HS Work Managers	<ul style="list-style-type: none"> • Agenda • Meeting Minutes
Demonstration to Stakeholders	This will be the basic overview of Lotus Notes, navigation of the system, methods of available connectivity, organization of Physical Location, Facilities, Inspections, HealthSpace Support Forum, etc.	<ul style="list-style-type: none"> • Face to Face 	Once	<ul style="list-style-type: none"> • Project Team • Stakeholders 	HS	<ul style="list-style-type: none"> • Demonstration
Progress Reporting	Weekly Status Report the status of the project including work assignments, schedule changes, activities, progress, costs and issues.	<ul style="list-style-type: none"> • Face to Face • Conference Call using GoToMeeting 	Weekly, Thursdays at 0900	<ul style="list-style-type: none"> • ODH Work Manager • HS Work Manager 	Work Manager	<ul style="list-style-type: none"> • Agenda • Meeting Minutes
Project Team Meetings	Review status of the project milestones and approvals with the team.	<ul style="list-style-type: none"> • Face to Face • Conference Call using GoToMeeting 	As needed	<ul style="list-style-type: none"> • Project Team 	Work & Project Managers	<ul style="list-style-type: none"> • Agenda • Meeting Minutes
Technical Design Meetings	Discuss and develop technical design solutions for the project.	<ul style="list-style-type: none"> • Conference Call using GoToMeeting 	Weekly, Thursdays as Needed	<ul style="list-style-type: none"> • Project Technical Staff 	HS Technical Lead	<ul style="list-style-type: none"> • Agenda • Meeting Minutes
Special Meetings	Ad hoc meetings as necessary	<ul style="list-style-type: none"> • E-mail • Telephone 	As needed	<ul style="list-style-type: none"> • Project Teams 	Either ODH or HS Mngr	<ul style="list-style-type: none"> • Follow-up email of summary of meeting

Management Approach

HealthSpace's successful experience in developing, deploying and maintaining large systems specifically geared to environmental and public health organizations provides the State a highly qualified and experienced solution delivery and service team. Many elements of HealthSpace's approach have already been articulated in other sections of the RFP Response.

A good plan is achieved by understanding the activities necessary to produce the required deliverables, ensuring the activities are clearly defined, obtaining accurate estimates, and taking each activity to an appropriate level of detail. Each activity must be owned by a person who is responsible for ensuring it is completed successfully. Work Plans are ever changing, as new information becomes known.

When discussing system implementation, it is necessary to understand HealthSpace Systems Methodology. The success HealthSpace has had in implementing its solution is closely linked to the methodology we employ.

1. HealthSpace Systems Methodology:
 - Reliably delivers systems that are both easy to learn and useful to front-line staff
 - Delivers systems that produce accurate data for managers in a timely manner
 - Delivers the most important functions of the system first
 - Provides complete ongoing support
 - Adjusts itself automatically to changing needs
 - Keeps administrative overhead to an absolute minimum
2. HSM is carefully designed to allow the people involved in the process to bring the full benefit of their respective skills and experience to bear, rather than trying to force complex and often human oriented decisions into a narrow logical framework. It engages the client in the design process to perform the majority of the thinking and designing as a group. It expects that the needs of the users will change while the system is being developed, that entirely unexpected needs, opportunities and priorities will emerge as more of the system is explored and that almost no-one will be able to enunciate their true needs at the beginning.
3. From the moment HealthSpace begins training the client's user group early exploration of the entire system is encouraged in order to establish an overall framework into which the pieces of the system will fit. During the design phase HealthSpace staff will try to structure the data representation to mirror real-world objects, rather than simply recreating paper-flows. In this way, the design is limited by what really occurs outside of cyberspace rather than by the assumptions of any paper systems.
4. The system is then decomposed into manageable pieces that will fit into the overall design and the pieces are worked and reworked as much as needed. During the development of each piece the emphasis is on speed of feedback so that the people who shape the system are those who will have to live most intimately with the result.

5. The rapid feedback loops within HSM are designed to make the solution approach the final form at exponential speed – quickly changing at first, and then settling down – but always under the direct observation of those who will use it. They are designed to provide early encouragement to the participants by showing progress plainly. They are also intended to erode egotistical attachment to poor solutions since more than one solution may be tried and the best selected by a group of people.
6. HSM avoids large problems by focusing on viable solutions and requiring consensus on the possible solutions. This process of consensus building means that many people have a stake in the final version, and prevents wild changes in design based on personal whim. Part of the consensus building process is broad communication between the users of the system and HealthSpace development staff.
7. Selection of the right Project Authority and User Test Group are crucial decisions. It is these people who will drive the project and determine how successful it is. In cases, line-of-business expertise, energy, interest, the respect of the system's eventual users, political ability and leadership ability are vastly more important than computer skills. For the User Test Group we recommend a cross section of users, including a few skeptics, however, all must be interested, patient and committed to the end result. It is absolutely essential that the User Group is equipped and motivated from day one to provide continuous constructive criticism in detail.
8. HSM delivers projects in pieces, and in a very staggered way. We try to avoid massive rollouts and suddenly bringing large numbers of new users on-line. This means that clients must not expect big deliveries during implementation, but rather a number of small ones, and that some, less important, things will not arrive until later. However, the most important pieces should start arriving quickly.

Steps to Successful Implementation and Teamwork

1. Identify a senior person, with extensive current experience in the project area and excellent management skills who will be the client-side Work Manager.
2. Identify a HealthSpace Operations person who will be the HealthSpace Work Manager.
3. Identify a talented, interested "User Group" of people internal to the organization who will act as an advocacy, idea filtering and analysis body.
4. The Work Manager with extensive experience in the project area, respect within the user group and excellent political skills should chair the user group.
5. HealthSpace and the Work Manager, draw up an overview plan of the system, which should cover all areas.
6. Ensure the plan gets general approval from the user group.
7. Divide the plan into pieces and start implementing the minimum complete functions of each piece.
8. Repeat the following steps indefinitely.

9. During the development, testing and deployment stages provide access to the User Group and ask for feedback.
10. User Group gathers (usually electronically and using a Support Forum) and sorts feedback, but other users provide it directly too. Large changes require User Group approval.
11. Once generally approved, implement changes and roll them out as quickly as possible to as many people as possible.
12. Add detail in layers, starting with the most important, in consultation with the User Group.
13. User Group Chair is responsible for ensuring the user group is responsive and representative.
14. The Work Manager determines when an element is complete enough that users can use it for real (as early as possible, and long before it is 'finished').
15. As elements become complete to the point where people are happy with them, dramatically resist the need for frequent updates.

Progress Monitoring

The normal procedure is to have project team meetings every week. Each member of the team is asked to update the others regarding their progress. Any changes to expected completion dates are used to update the plan. Each team member is encouraged to share information with the rest of the team, so there are no surprises down the road. Other mechanisms are also be put in place to ensure the status of the project is continually kept up to date, including time reporting, problem log procedures, change control procedures, and informal and formal project reviews.

Progress Reporting

It is important to HealthSpace that ODH understands the status of their project. To ensure this, ongoing formal and informal meetings are held with appropriate client management throughout the project. More formally, the project team has weekly project team meetings, weekly project status reporting, and project team meetings (See chart under Communications Matrix).

The status reports supplied to ODH details all pertinent items, including activities completed in the current reporting period, activities planned for the next reporting period, issues or problems requiring resolution, budget and schedule reports, etc. It is HS's practice to ensure that ODH will understand the progress of the project as well as HS does.

Issue and Change Management

The HS project team will establish issue management procedures so everyone involved in the project is aware of how to manage issues. All issues are assigned to a HS project team member who is responsible for following through to ensure the issues get resolved. The issue management procedures ensure the status of issues is known, and the resolutions documented.

Overview

The purpose of these procedures is to specify the management of issues for the development (pre-production) and maintenance (post-production) of EH DSI. The goal of these procedures is to ensure high quality and efficient utilization of this resource.

Roles

1. HealthSpace Client Representative and ODH Project Manager

The HealthSpace Client Representative will be the focal point for management of service requests from ODH. This person will meet via teleconference or electronic conference with the ODH Project manager to coordinate the processing of service requests. The role will bring in other HealthSpace resources as required, and will provide input on the classification of service requests by type, priority, level of effort and business impact.

2. ODH Project Manager or Primary Administrative Contact (PAC)

The PAC will be the focal point for management of service requests and issues for the ODH. The PAC may be the same person who fulfills the role of Project Manager during the deployment stage. This person will meet via teleconference electronic conference with the HealthSpace service representative to coordinate the processing of issues, changes service requests. The PAC will be responsible for setting type, priority, level of effort and business impact of all service requests.

3. Program area user contacts (SMEs and user representatives)

Each participating ODH program will have one or more user contacts. These staff will have the follow responsibilities:

- Participate regularly in the HealthSpace Support Forum
- Participate as required in the service conference calls with HealthSpace
- Advise the service manager in assessing and classifying service requests
- Communication with staff on it the programs areas on changes and issues as required
- Develop implementation plans for service requests with a business process impact

4. Program area directors

- Sign-off on any change request with a business process impact
- Sign-off on any CRITICAL service requests (sign-off may be after the fact)
- Sign off on business requirements for high effort service requests
- Participate with the service manager in service planning meeting at least once a quarter

5. The ODH Business Team Lead

- Negotiate service and maintenance contract
- Provide a point of escalation for the service manager and program directors
- Participate with the PAC and HealthSpace in quarterly service reviews

Issue and Service Requests

Issue and Service requests for changes to the system need to be classified as either a system element change, bug fix or major/new development. These parameters will determine how requests will be handled and tracked.

Issue and Service requests have three status conditions. These will be used as follows:

- **New:** All requests will be submitted to the Support Forum as new.
- **Review:** Requests will have the status of Review after the PAC has read them. They will stay in this status until they are closed or transferred to and accepted by the HealthSpace client representative for action by HealthSpace. While under review, the service request will be given a type, a priority and a level of effort, and the business impact will be assessed.
- **Active:** Requests with an active status will be those which are being addressed by HealthSpace.

Types

Issues will be classified as either Suggestions or Problems.

Problems/Bug Fixes/System Changes: These will include HealthSpace functions that do not work properly or change or enhancements required to the system. Unresolved problems will be tracked in the Unresolved Problems folder in the HealthSpace Support Forum. This folder will contain all service requests that HealthSpace is required to address, and only service requests which HealthSpace can address.

Suggestions: Suggestions will include all issues and changes that meet one of the following criteria:

- Changes that do not involve changes to EH DSI such as changes to or clarification of business processes.
- Changes which require and have not received management review and approval prior to being forwarded to HealthSpace
- Changes which require clarification or analysis before they are well enough understood to be assessed.

Suggestions will be tracked in the Unresolved Suggestions folder in the Support Forum.

For Issue and Service Requests

An item is placed in the Support Forum. It is analyzed by PAC and HealthSpace. If there is agreement the request should be acted upon, a project is developed with a schedule. Tasks are then created and moved to HealthSpace Development.

Development is done in a Development Database/Template. There may well be more than one task being worked on at a time. Each task changes 'Elements' of the program. An element is 'Checked Out' of the template when a developer is modifying it, to prevent changes over-lapping or conflicting. If two tasks require the same element, one will wait until the other task is complete. Development does rudimentary testing, and then moves the tasks on to HealthSpace Quality Assurance/internal testing.

Internal testing is done in a 'clean database' and may involve a pre-test review by the PAC or designate. The elements that are indicated in each completed development task are moved to the testing database. If a completed task shares an element with an incomplete task, no elements from either task are moved to the testing database. When both are complete, they are tested together. All elements that have been modified in a task, or tasks, stay in the testing database and are refreshed to Testing & Training and Live databases at the

same time; right now, each Friday evening, so that modifications to the database are available first thing Monday morning.

1. For bug fixes:

An item is placed in the Support Forum, or is telephoned in to the office Support Desk. A task is created immediately, and development begins to fix the problem. The 'offending' Element is checked out of the template to be modified. Development does rudimentary testing, and then moves the tasks on to Quality Assurance/Testing.

HealthSpace operations will test the change, and if necessary, the modification will be refreshed immediately. However, all elements that have been modified in a task, or tasks, stay in the testing database and are refreshed to Testing & Training and Live databases at the same time, meaning, that everything that has been previously tested, will be refreshed with the bug fix.

2. For Major/New Development:

When a decision has been made to make major changes to an existing module, or a new module added to the system, discussion will happen in a module discussion forum, with a user group defining the changes needed. Once there is consensus between the user group, PAC and HealthSpace a project(s) is created from the discussion forum outlining the tasks and schedule to complete the upgrade or addition.

Development is done in a Development Database/Template. There may be more than one task being worked on at a time. Development does rudimentary testing, and then moves the tasks to a testing database.

Testing is done by the Program Area User Contacts as changes happen, in a testing copy for that particular module. No other work that will affect the changes will be refreshed to this testing database (bug fixes or service requests that have to do with the existing modules). When there is a consensus from the user group that a certain portion of the program is to their satisfaction, it is signed off, and the next phase begins, until the new development is complete. Now the tasks move to internal and user testing.

Testing is done in a 'clean database'. The elements that are indicated in each completed development task are moved to the testing database. When the new development has been thoroughly tested, it is rolled out to Testing & Training database, and Live.

3. Processing Service Requests:

When the PAC sets the Priority and Business Impact, it should be done in a response document to the original post, to keep the actual posting titles free of clutter, and postings easy to find.

The ODH must use the 'Priority' tool in the Support Forum if they have work that needs to be done in a certain order. There is a 'Make Priority' button on each post, and priority 1 - 10 can be set there. If there is no priority list, HealthSpace will analyze the requests and do them in the most logical order for development - usually in order that they are posted.

HealthSpace only can set the level of effort, and is usually be done by staff developer and communicated to the PAC by the HealthSpace Client Representative.

Processing service requests will be done when the PAC has enough information from all interested parties, from Management to Program Users.

When tasks are complete, and ready for refresh, notification will be sent to the PAC, as well as posted in the Support Forum, recent changes area of the Welcome Page, and an email to the initiator of the request. The ODH must insure that this information is distributed and easily available to those particular people who 'need to know' and are affected.

Priority

Every service requests will be given a priority by the PAC, in consultation with users. By convention, priority will be indicated at the beginning of a service request title.

Priorities will be assigned by the following criteria:

PR1: These will include emergency services requests. They must be addressed immediately in order for the ODH to continue to perform critical functions. Addressing these services requests will involve, if necessary, emergency changes to the software and will override the normal change control process.

Service requests of this priority should be very infrequent.

PR2: Services requests having a direct impact on productivity and service levels. They will be addressed within the standard change control procedures as quickly as possible.

PR3: Service requests that are convenient but are not important. They will be addressed as time permits if the level of effort required is low.

Level of Effort

In general, the level of effort required on any task will be set by HealthSpace developers. This will be communicated to the PAC by HealthSpace. Level of Effort does not indicate a timeline for the task to be complete.

Levels of effort will correlate with the complexity of the service request, so the level of documentation and sign-off required will increase with level of effort. Medium service requests will require, as a minimum, a written specification that have been reviewed and agreed to by the PAC and HealthSpace.

High levels of effort requests will require a written specification signed off by the Program Area Director and formally accepted by HealthSpace. Consensus must be gained by the ODH between the Program Area Director, the PAC, Program Area User Contacts and HealthSpace as to the exact parameters of the request in terms of desired results, functionality and business impact. HealthSpace's acceptance will signify that the requirement is specified in adequate detail and that they have no concerns regarding the feasibility or reasonableness of the request.

Business impact

Service requests to HealthSpace of any type, priority or level of effort may involve changes to the ODH business processes. Whenever this is the case, there must be an action plan which is done at the RA stage to coordinate the implementation of the software changes with changes in business processes in program areas. This plan is then incorporated into the development and deployment stages.

System Releases

Changes to the system cannot be bundled into periodic releases like new versions of software. System upgrades and newly developed elements are released into the live system as they are tested and signed off by the ODH. The system must be locked down after a period of changes where no new development takes place except for minor maintenance and bug fixes. New requirements and changes are then catalogue and acted upon when the system is reopened for upgrades and development. This provides for system stability and familiarity of user interfaces thereby increasing productivity. It further provides management an opportunity to control the intervals of when and what where changes are implemented. The objective of any initiative to upgrade or add new development is to bring the system to a period of lockdown or stasis.

The major steps in a system release will be as follows:

- Development of the release test plan
This document must specify what testing needs to be done prior to promotion of the release into production, and who will do the testing. As software changes can have unpredictable consequences, the scope of testing will include confirming both that scheduled changes have occurred, and that there are no unintended consequences. Program Area Contacts will normally participate in testing and will need to review and sign-off on the plan as well as the PAC.
- Develop a communication and training plan
Users of HealthSpace will need to be informed of changes to HealthSpace prior to implementation. Typically some level of refresher training and updates to documentation will be required. This amount of effort required for this will vary depending on the nature of the changes.
- Development of system changes
Development is done in a Development Database/Template. QA testing is done in a QA database. All elements that have been modified in a task, or tasks, are refreshed to Testing & Training databases.
- Testing
The new release will be tested by the PAC and Program Area Contacts, as per the test plan.
- Promotion of new release into production
- Settling in period and follow-up

Issue Management Log

The Issue Management Log will be the Support Forum. The current status of all issues can be found in the Support Forum.

Issue Communication

The principle mechanism for creating, and tracking service requests will be the HealthSpace Support Forum. Active participants in the Support Forum will be HealthSpace Client Representative, PAC and Program Area User Contacts. As much as possible, the Support Forum will be used as a repository of design information and implementation plans related to service requests.

The Support Forum is not an appropriate mechanism for discussion and resolution of design or business process issues, not for recording and responding to service complaints. Communications of this type will be handled via email, telephone contact, design workshops and formal meeting.

Issue Escalation

All issues or problems related to the EH DSI contract work are directed to the ODH Project Director from the ODH stakeholders or to the HS Work Manager from the HS team. If the issues are not resolved through that level, the HS Work Manager and the ODH Project Manager may decide to escalate the issue to the ODH Director or his designee and the HS Work Director. All issues escalated beyond the HS Work Manager and the ODH Project Manager must be in writing and sent by either email or letter.

Quality Assurance Reviews

HealthSpace reviews, independently, all deliverables produced by the project team. This practice ensures all items delivered will be of the highest possible quality.

Also see a detailed description included in the Work Management Methodology which provides the information requested in this section.

HealthSpace uses a client management system and a ten step process for design, development and deployment of systems, modifications or upgrades. The client management system has four components:

1. Request Management - HSM
2. CAT - Commitment/Agreement-Accountability/Test
3. Review
4. Signoff

This is embodied in a ten step process:

1. Request
 - a. Contractual obligation
 - b. Support Forum
 - c. Email
 - d. Phone Call
2. Verification
 - a. Contract specifications
 - b. Who, What, Why, When, How
 - c. HealthSpace Systems Methodology (described in the teamwork plan)
3. Analysis – HealthSpace staff
 - a. Develop action plan
4. Agreement
 - a. Client agreement and commitment to action plan
5. Development – meet specifications
6. Internal Review – Internal peer review and testing
7. External Review – by client
 - a. E-Conferencing
 - b. Testing and training simulation

-
8. Testing
 - a. Commitment from client to test functional elements based on agreed upon protocol and timelines.
 - b. Test procedures monitored by HealthSpace
 - c. Signoff by client
 9. Deployment
 - a. Based on revised action plan and specifications
 10. Follow up
 - a. Support desk
 - b. Outbound follow up by HealthSpace Solutions Experts
 - c. User committee

If there are modifications required then the process is repeated. Bug fixes are made directly and deployed.

Risk Management

Risk analysis identifies risk factors before they occur, assesses how likely it is they will occur, takes steps to minimize their occurrence or impact, and plans the steps to be taken if they do occur. It is important for the Work Manager to identify the risks in a project and to ensure appropriate risk management plans are put in place to react to each risk that presents itself.

The approach we have taken to manage risks for this project included a methodical process by which the HS project team identified, scored, and ranked the various risks. The most likely and highest impact risks were added to the project schedule to ensure that the assigned risk managers take the necessary steps to implement the mitigation response at the appropriate time during the schedule. Risk managers will provide status updates on their assigned risks in the bi-weekly project team meetings, but only when the meetings include their risk's planned timeframe. Upon the completion of the project, during the closing process, the Work Manager will analyze each risk as well as the risk management process. Based on this analysis, the HS Work Manager will identify any improvements that can be made to the risk management process for future projects.

No project is without risk. Successful projects bring in the deliverables as specified, on time, within budget and to the owner's satisfaction. Problems occur when the project schedule has slipped, the budget is exhausted or requirements remain unfulfilled. Risks are factors that reduce the chances of the project being successful. Risk analysis identifies risk factors before they occur, assesses how likely it is they will occur, takes steps to minimize their occurrence or impact, and plans the steps to be taken if they do occur. It is important for the Work Manager to identify the risks in a project and to ensure appropriate risk management plans are put in place to react to each risk that presents itself.

Risk Mitigation and Avoidance

The HS Work Manager has led the project team in developing responses to each identified risk as outlined in the Fit-Gap Analysis section. As more risks are identified, they will be qualified and the team will develop avoidance and mitigation strategies. These risks will be added to the project plan to ensure they are monitored at the appropriate times and are responded to accordingly.

The risks for this project will be managed and controlled within the constraints of time, scope, and cost. All identified risks will be evaluated in order to determine how they affect this triple constraint. The Work Manager,

with the assistance of the project team, will determine the best way to respond to each risk to ensure compliance with these constraints.

In extreme cases it may be necessary to allow flexibility to one of the project's constraints. None of the constraints for this project allows for flexibility. Cost and scope are firm constraints and allow for no flexibility based on contractual agreement. There is minimal flexibility for time in the extreme cases where no other risk avoidance or mitigation strategy will work.

See the following chart:

Risk	Level	Contingency Plan
ODH to send to HS copies of all forms/policies for Pool, Camp, Labor Camp and Food modules.	H	1) The print form can be made as standard print forms. This plan has possible consequences of not all forms being in the current format on time as well as allows for the possibility that not all fields are available for collection.
ODH to enter all Checklist Sections, Violations, Observations, Corrective actions for all modules, focusing first on Pools then Camps and Labor Camps then Food. Data first to be entered in to Testing database by ODH and moved to Live by HS as directed by ODH.	H	1) The delay of this step will delay the project. This is a critical step in this project.
ODH to ensure that all LHDs are willing to participate in the billing program to ensure state-wide success.	H	1) The state could be prepared with an explanation for the public as to why not all LHDs are participating.
ODH vendor to provide ability to accept programming for as many codes as needed to ensure that the state funds are provided to the state, LHD funds are transmitted directly to LHD accounts and other stakeholders are transmitted directly to them. ODH to ensure that ODH Vendor will be able to provide a Live payment system as well as a Testing payment system throughout the life of the contract.	H	1) This is a critical step. Without this step, online payments will not be possible. There is no contingency plan for this risk.
ODH to determine what data is to be required of LHD's to submit to state.	H	1) The delay of this step will delay the project. This is a critical step in this project.
ODH to clearly identify to all payment stakeholders that there will need to be a daily reconciliation of counts and amounts of all payments received by ODH Vendor and by HS. This will need to be manually completed on a daily basis by a member of each ODH, ODNR, LHD or other payment stakeholder.	M	1) Clearly defining this in advance will provide a smooth transition into the process.
ODH to define if each district should be able to see each other's data.	L	1) Allowing sharing of data is most efficient and will allow the State to accomplish its objectives.
ODH to define Access Restrictions (i.e. Read, Write, Create New documents, Edit existing documents, any combination therein) per regulatory group as defined in RFP.	L	1) Users would have standard access. This can be corrected at a future time.

Product Change Control

As one of the initial activities for any project, change control procedures are established jointly with the client, so everyone involved in the project is aware of how to request a change. A Change Control Committee, jointly staffed by the client and project team, is established to decide which changes are appropriate for inclusion in a project. All changes are reviewed for potential impacts prior to being accepted. Only those changes that have been specifically approved by the Change Control Committee are implemented.

Operational flaws (bugs) not identified in internal and external testing are generally identified by operators in the Support Forum. Problems can be also identified directly by telephone to HealthSpace staff that provides live call answering between 8:00 AM to 7:30 PM Eastern on business days.

“Bug” fixes are elevated to priority status by the following criteria:

Are people prevented from working; or can the problem be “worked around”?

If the problem prevents people from working it is given immediate attention and HealthSpace staff work on the problem until a solution is found, day or night. If a suitable work around can be identified then the problem is put as a second priority and fixed as soon as an available technician can deal with it usually within five working days. “Bug fixes” are generally dealt with outside of the usual client management system unless the solution is a significant development requiring an action plan, testing and training.

With respect to system changes, enhancements and modification, an approval process is worked out with the client that usually has the follow components:

1. A Primary Administrative Contact (PAC) is appointed by the client who is the chief liaison between HealthSpace and the client. This person should have the authority within the client to approve system changes, enhancements and modifications.
2. Request for changes are generated through the Support Forum, user committee meetings or as a result of legislative or program changes.
3. Proposed changes are approved by the client PAC and are acted upon by HealthSpace’s client management system and ten step process.
4. If proposed changes require a modification to the contract between the client and HealthSpace, final negotiations must conclude between HealthSpace’s Chief Operating Officer and the equivalent counterpart within the client organization authorized to modify a contract before being acted upon.

Change Control Process for the Work Plan

INTRODUCTION

The Change Management Plan was created for the ODH EHSI Project in order to set expectations on how the approach to changes will be managed, what defines a change, the purpose and role of the change control board, which will consist of the HS Work Manager, HS Project Director, ODH Work Manager, and ODH Business Team Lead, and the overall change management process. All stakeholders will be expected to submit or request changes to the ODH EHSI Project in accordance with this Issue and Change Management Plan and all requests and submissions will follow the process detailed herein.

CHANGE MANAGEMENT APPROACH

The Change Management approach for the ODH EHSI Project will ensure that all proposed changes are defined, reviewed, and agreed upon so they can be properly implemented and communicated to all stakeholders. This approach will also ensure that only changes within the scope of this project are approved and implemented.

The Change Management approach is not to be confused with the Change Management Process which will be detailed later in this plan. The Change Management approach consists of three areas:

- Ensure changes are within scope and beneficial to the project
- Determine how the change will be implemented
- Manage the change as it is implemented

The Change Management process has been designed to make sure this approach is followed for all changes. By using this approach methodology, the ODH EHSI Project Team will prevent unnecessary change from occurring and focus its resources only on beneficial changes within the project scope.

DEFINITIONS OF CHANGE

There are several types of changes which may be requested and considered for the ODH EHSI Project.

Depending on the extent and type of proposed changes, changes project documentation and the communication of these changes will be required to include any approved changes into the project plan and ensure all stakeholders are notified. Types of changes include:

- **Scheduling Changes:** changes which will impact the approved project schedule. These changes may require fast tracking, crashing, or re-base lining the schedule depending on the significance of the impact.
- **Scope Changes:** changes which are necessary and impact the project's scope which may be the result of unforeseen requirements which were not initially planned for in the Requirements Affirmation and the Fit-Gap Analysis phases. These changes may also impact budget and schedule. These changes may require revision to Work Plan, project scope statement, and other project documentation as necessary.

The Work Manager must ensure that any approved changes are communicated to the project stakeholders. Additionally, as changes are approved, the Work Manager must ensure that the changes are captured in the project documentation where necessary. These document updates must then be communicated to the project team and stakeholders as well.

CHANGE CONTROL PROCESS

The Change Control Process for the ODH EHSI Project will follow the organizational standard change process for all projects. The work and Work Managers have overall responsibility for executing the change management process for each change request as identified in the section on Issue and Change Management.

1. Identify the need for a change (Stakeholders) – Change requestor will submit the change request to the Work Manager.
2. Log change – HS/ODH Work Managers will keep a log of all submitted change requests throughout the project's lifecycle using the project team's Support Forum.

3. Evaluate the change (Work Manager, Team, and Requestor) – HS/ODH Work Managers will conduct a preliminary analysis on the impact of the change to risk, cost, schedule, and scope and seek clarification from team members and the change requestor.
4. Submit change request to Project Team – The HS/ODH Work Managers will submit the change request, as well as the preliminary analysis, to the Project Team for review.
5. Obtain Decision on change request – The Project Team will discuss the proposed change and decide whether or not it will be approved based on all submitted information.
6. Implement change – If a change is approved by the Project Team, HS/ODH Work Managers will update and re-baseline project documentation as necessary.

Project Organization Chart

See Appendix A

Work Responsibilities

See Appendix B

Project Schedule

See Appendix C

Milestone List

See Appendix D

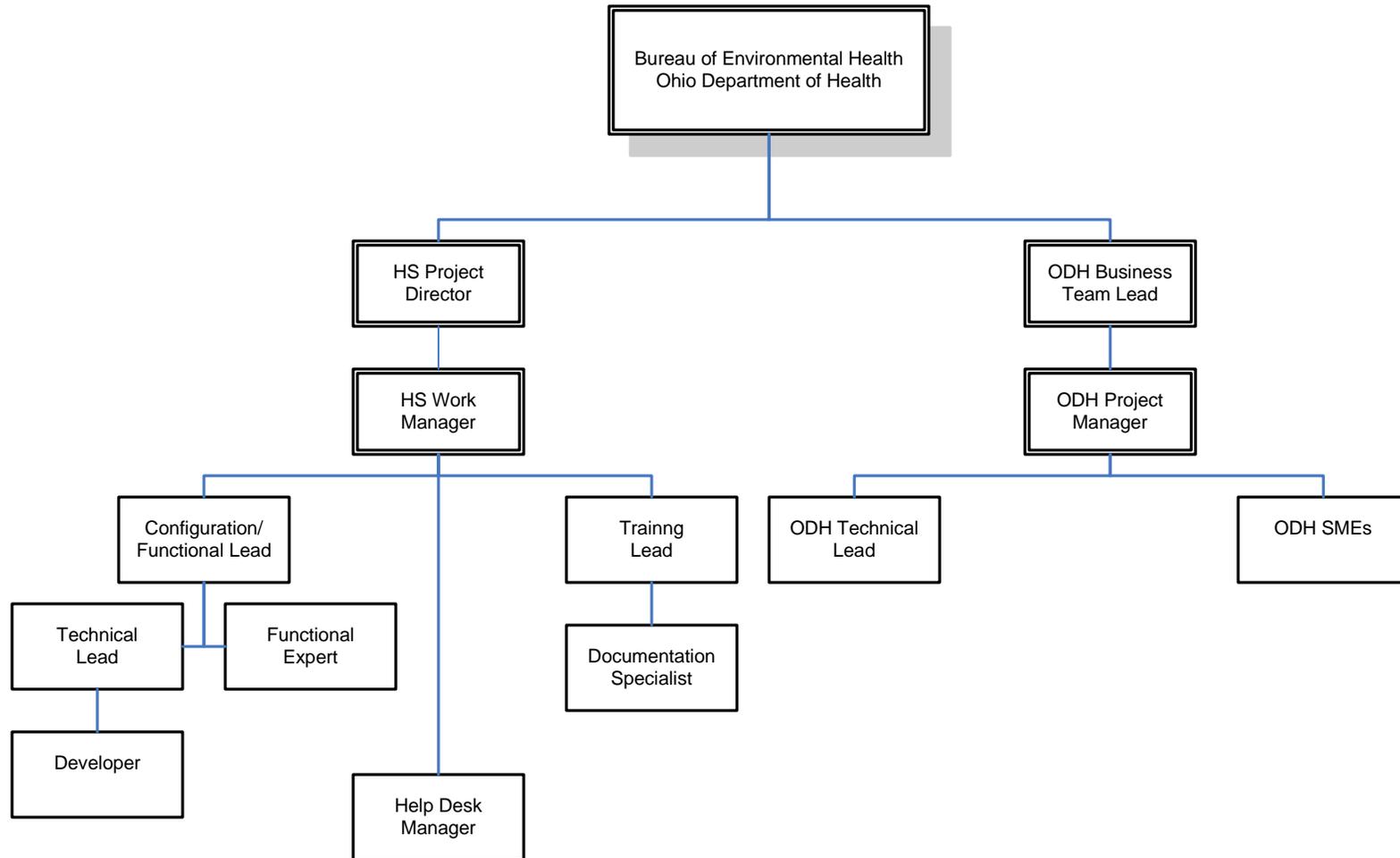
Activity Calendar

See Appendix E

Appendix A - Project Organization Chart

Project Organization Chart

EH DSI



Appendix B – Work Responsibilities

Work Responsibilities - Appendix B as of Wed 10/3/12
Ohio EH DSI Project Plan Revised Oct 3 2012

ID	 Resource Name	Work
1	Project Director	272 hrs
	<i>Task Name</i>	<i>Units Work Delay Start Finish</i>
2	Kick off and formulation of project team (Deliverable 1)	100% 40 hrs 0 hrs Fri 8/10/12 Thu 8/16/12
3	Confirmation of scope of work	100% 48 hrs 0 hrs Fri 8/17/12 Fri 8/24/12
70	ODH Approval of Phase 1	100% 8 hrs 0 hrs Fri 2/15/13 Mon 2/18/13
85	ODH Approval of Phase 2	100% 8 hrs 0 hrs Tue 3/26/13 Wed 3/27/13
100	ODH Approval of Phase 3 (Deliverable 32)	100% 8 hrs 0 hrs Wed 4/24/13 Thu 4/25/13
5	Draft work plan and detailed project schedule (Deliverable 2)	100% 24 hrs 0 hrs Mon 9/10/12 Wed 9/12/12
6	Project plan approval on site meeting	100% 8 hrs 0 hrs Thu 9/13/12 Thu 9/13/12
29	ODH Approval of system design	100% 24 hrs 0 hrs Tue 10/30/12 Thu 11/1/12
55	ODH acceptance of modules (Deliverables 26 & 28)	100% 16 hrs 0 hrs Thu 1/3/13 Fri 1/4/13
10	Requirements Affirmation meeting 3 (Deliverable 4)	100% 8 hrs 0 hrs Fri 10/12/12 Fri 10/12/12
36	ODH Approval of module development (Deliverable 12)	100% 24 hrs 0 hrs Mon 12/3/12 Wed 12/5/12
12	Business Continuity, Backup/Disaster Recovery plans (Deliverables 30 & 31)	100% 40 hrs 0 hrs Mon 10/15/12 Fri 10/19/12
9	Requirements Affirmation meeting 2 (Deliverable 4)	100% 8 hrs 0 hrs Wed 10/10/12 Wed 10/10/12
8	Requirements Affirmation meeting 1 (Deliverable 4)	100% 8 hrs 0 hrs Fri 10/5/12 Fri 10/5/12
2	 Work Manager	904.13 hrs
	<i>Task Name</i>	<i>Units Work Delay Start Finish</i>
7	Finalization of work plan (Deliverable 3 & 38)	100% 40 hrs 0 hrs Mon 9/17/12 Fri 9/21/12
47	Development and approval of training schedule	100% 40 hrs 0 hrs Fri 11/2/12 Thu 11/8/12
54	Finalization of security protocol	100% 16 hrs 0 hrs Tue 1/1/13 Wed 1/2/13
64	Coordination of system rollout with Department staff	100% 4 hrs 0 hrs Wed 1/16/13 Wed 1/16/13
15	Develop data capture parameters and output	100% 40 hrs 0 hrs Mon 10/22/12 Fri 10/26/12
63	Finalization of rollout plan (Deliverable 29)	100% 16 hrs 0 hrs Mon 1/7/13 Tue 1/8/13
65	Consensus on the deployment process between ODH project managers and HealthSpac	100% 8 hrs 0 hrs Wed 1/16/13 Thu 1/17/13
71	Provide onsite support as and when needed	100% 80 hrs 0 hrs Wed 1/30/13 Wed 2/13/13
2	Kick off and formulation of project team (Deliverable 1)	100% 40 hrs 0 hrs Fri 8/10/12 Thu 8/16/12
3	Confirmation of scope of work	100% 48 hrs 0 hrs Fri 8/17/12 Fri 8/24/12
66	Deployment of Phase 1 system based on the implementation process	100% 20.13 hrs 0 hrs Thu 1/24/13 Tue 1/29/13
79	Coordination of Phase 2 rollout with Department Staff	100% 16 hrs 0 hrs Fri 3/1/13 Tue 3/5/13
86	Provide onsite support as and when needed	100% 80 hrs 0 hrs Tue 3/12/13 Tue 3/26/13
94	Coordination of Phase 3 rollout with Department Staff	100% 16 hrs 0 hrs Wed 3/27/13 Fri 3/29/13
95	Deployment Phase 3 based on implementation process	100% 40 hrs 0 hrs Wed 4/3/13 Wed 4/10/13
80	Deployment Phase 2 based on implementation process	100% 40 hrs 0 hrs Tue 3/5/13 Tue 3/12/13
101	Provide onsite support as and when needed	100% 80 hrs 0 hrs Wed 4/10/13 Wed 4/24/13
5	Draft work plan and detailed project schedule (Deliverable 2)	100% 24 hrs 0 hrs Mon 9/10/12 Wed 9/12/12
6	Project plan approval on site meeting	100% 8 hrs 0 hrs Thu 9/13/12 Thu 9/13/12
24	Finalize design and function of the system with Department staff	100% 24 hrs 0 hrs Thu 10/11/12 Mon 10/15/12
29	ODH Approval of system design	100% 24 hrs 0 hrs Tue 10/30/12 Thu 11/1/12
34	Development of system performance measurement methodology	100% 40 hrs 0 hrs Tue 10/16/12 Mon 10/22/12
70	ODH Approval of Phase 1	100% 8 hrs 0 hrs Fri 2/15/13 Mon 2/18/13
85	ODH Approval of Phase 2	100% 8 hrs 0 hrs Tue 3/26/13 Wed 3/27/13
100	ODH Approval of Phase 3 (Deliverable 32)	100% 8 hrs 0 hrs Wed 4/24/13 Thu 4/25/13
55	ODH acceptance of modules (Deliverables 26 & 28)	100% 16 hrs 0 hrs Thu 1/3/13 Fri 1/4/13
10	Requirements Affirmation meeting 3 (Deliverable 4)	100% 8 hrs 0 hrs Fri 10/12/12 Fri 10/12/12
36	ODH Approval of module development (Deliverable 12)	100% 24 hrs 0 hrs Mon 12/3/12 Wed 12/5/12
11	Technical Environment Document (Fit-Gap Analysis results) (Deliverable 5)	100% 40 hrs 0 hrs Mon 10/15/12 Fri 10/19/12
9	Requirements Affirmation meeting 2 (Deliverable 4)	100% 8 hrs 0 hrs Wed 10/10/12 Wed 10/10/12
8	Requirements Affirmation meeting 1 (Deliverable 4)	100% 8 hrs 0 hrs Fri 10/5/12 Fri 10/5/12
67	Post-implementation Support Plan (Deliverable 34)	100% 16 hrs 0 hrs Wed 1/30/13 Fri 2/1/13
14	User Configuration Management Plan (Deliverable 6)	100% 16 hrs 0 hrs Mon 10/22/12 Tue 10/23/12

Work Responsibilities - Appendix B as of Wed 10/3/12
Ohio EH DSI Project Plan Revised Oct 3 2012

ID



Resource Name

Work

ID	Task Name	Units	Work	Delay	Start	Finish
3	Configuration/Functional Lead				824 hrs	
40	Finalize and test data import tools (Deliverables 16, 17 & 18)	100%	80 hrs	0 hrs	Thu 12/6/12	Wed 12/19/12
57	Identification of integration requirements with other systems	100%	8 hrs	0 hrs	Tue 1/15/13	Tue 1/15/13
23	Update design and development documentation (Deliverable 7)	100%	24 hrs	0 hrs	Mon 10/8/12	Wed 10/10/12
47	Development and approval of training schedule	100%	40 hrs	0 hrs	Fri 11/2/12	Thu 11/8/12
51	Record performance deficiencies (Deliverable 27)	100%	40 hrs	0 hrs	Tue 1/1/13	Mon 1/7/13
53	Modification of system to meet business requirements defined in Phase 1 UAT	100%	40 hrs	0 hrs	Tue 1/15/13	Mon 1/21/13
74	Record performance deficiencies	100%	40 hrs	0 hrs	Tue 2/19/13	Tue 2/26/13
89	Record performance deficiencies	100%	16 hrs	0 hrs	Thu 3/28/13	Mon 4/1/13
76	Modification of system to meet business requirements defined for Phase 2	100%	16 hrs	0 hrs	Tue 2/26/13	Thu 2/28/13
91	Modification of system to meet business requirements defined for Phase 3	100%	16 hrs	0 hrs	Wed 3/27/13	Fri 3/29/13
6	Project plan approval on site meeting	100%	8 hrs	0 hrs	Thu 9/13/12	Thu 9/13/12
34	Development of system performance measurement methodology	100%	40 hrs	0 hrs	Tue 10/16/12	Mon 10/22/12
31	Module development, reporting requirements, network and hardware assessment -	100%	200 hrs	0 hrs	Mon 10/29/12	Fri 11/30/12
28	Development of a historical data conversion plan and tools (Deliverable 13, 14	100%	80 hrs	0 hrs	Tue 10/16/12	Mon 10/29/12
42	Test data exchange	100%	16 hrs	0 hrs	Thu 12/27/12	Fri 12/28/12
32	Development of payment interface	100%	40 hrs	0 hrs	Mon 12/3/12	Fri 12/7/12
37	Set up testing and training data bases	100%	16 hrs	0 hrs	Mon 12/3/12	Tue 12/4/12
10	Requirements Affirmation meeting 3 (Deliverable 4)	100%	8 hrs	0 hrs	Fri 10/12/12	Fri 10/12/12
11	Technical Environment Document (Fit-Gap Analysis results) (Deliverable 5)	100%	40 hrs	0 hrs	Mon 10/15/12	Fri 10/19/12
49	UAT Test Plan (Deliverable 24)	100%	40 hrs	0 hrs	Wed 12/5/12	Tue 12/11/12
9	Requirements Affirmation meeting 2 (Deliverable 4)	100%	8 hrs	0 hrs	Wed 10/10/12	Wed 10/10/12
8	Requirements Affirmation meeting 1 (Deliverable 4)	100%	8 hrs	0 hrs	Fri 10/5/12	Fri 10/5/12
4	Technical Leads				1,155.97 hrs	
50	Deployment of test system for Phase 1 (Deliverable 25)	100%	8 hrs	0 hrs	Mon 12/31/12	Mon 12/31/12
52	Deployment of bug fixes	100%	40 hrs	0 hrs	Tue 1/8/13	Mon 1/14/13
53	Modification of system to meet business requirements defined in Phase 1 UAT	100%	40 hrs	0 hrs	Tue 1/15/13	Mon 1/21/13
105	Implement bug fixes and system modification as required (Deliverables 36, 37 &	100%	240 hrs	0 hrs	Thu 4/25/13	Thu 6/6/13
58	Development of system interfaces	100%	40 hrs	0 hrs	Wed 1/16/13	Tue 1/22/13
66	Deployment of Phase 1 system based on the implementation process	100%	27.97 hrs	0 hrs	Thu 1/17/13	Tue 1/22/13
80	Deployment Phase 2 based on implementation process	100%	40 hrs	0 hrs	Tue 3/5/13	Tue 3/12/13
95	Deployment Phase 3 based on implementation process	100%	40 hrs	0 hrs	Wed 4/3/13	Wed 4/10/13
101	Provide onsite support as and when needed	100%	80 hrs	0 hrs	Wed 4/10/13	Wed 4/24/13
73	Deployment of test system for Phase 2	100%	8 hrs	0 hrs	Mon 2/18/13	Tue 2/19/13
75	Deployment of bug fixes	100%	24 hrs	0 hrs	Tue 2/26/13	Fri 3/1/13
76	Modification of system to meet business requirements defined for Phase 2	100%	16 hrs	0 hrs	Tue 2/26/13	Thu 2/28/13
88	Deployment of test system for Phase 3	100%	8 hrs	0 hrs	Wed 3/27/13	Thu 3/28/13
90	Deployment of bug fixes	100%	16 hrs	0 hrs	Mon 4/1/13	Wed 4/3/13
91	Modification of system to meet business requirements defined for Phase 3	100%	16 hrs	0 hrs	Wed 3/27/13	Fri 3/29/13
25	Set up of support forum for users	100%	8 hrs	0 hrs	Mon 10/15/12	Mon 10/15/12
34	Development of system performance measurement methodology	100%	40 hrs	0 hrs	Tue 10/16/12	Mon 10/22/12
31	Module development, reporting requirements, network and hardware assessment -	100%	200 hrs	0 hrs	Mon 10/29/12	Fri 11/30/12
40	Finalize and test data import tools (Deliverables 16, 17 & 18)	100%	80 hrs	0 hrs	Thu 12/6/12	Wed 12/19/12
41	Import data for Phase 1 deployment	100%	40 hrs	0 hrs	Thu 12/20/12	Wed 12/26/12
42	Test data exchange	100%	16 hrs	0 hrs	Thu 12/27/12	Fri 12/28/12
32	Development of payment interface	100%	40 hrs	0 hrs	Mon 12/3/12	Fri 12/7/12
38	Certification of State and federal HIPAA guideline compliance (Deliverable 11)	100%	8 hrs	0 hrs	Tue 10/23/12	Tue 10/23/12
11	Technical Environment Document (Fit-Gap Analysis results) (Deliverable 5)	100%	40 hrs	0 hrs	Mon 10/15/12	Fri 10/19/12
49	UAT Test Plan (Deliverable 24)	100%	40 hrs	0 hrs	Wed 12/5/12	Tue 12/11/12

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ID



Resource Name

Work

5



Training Lead

804 hrs

ID	Task Name	Units	Work	Delay	Start	Finish
45	Finalization of training materials (Deliverables 10, 23)	100%	80 hrs	0 hrs	Tue 10/16/12	Mon 10/29/12
60	System training via e-learning and onsite on infrastructure, platform for Depar	100%	80 hrs	0 hrs	Fri 11/9/12	Thu 11/22/12
61	Implementation of train-the trainers of Department staff including live classro	100%	40 hrs	0 hrs	Fri 11/23/12	Thu 11/29/12
44	Development of training plan and curriculum (Deliverables 19, 20 & 21)	100%	80 hrs	0 hrs	Mon 10/22/12	Fri 11/2/12
81	System training via e-learning and onsite on infrastructure, platform for Depar	100%	80 hrs	0 hrs	Fri 3/1/13	Fri 3/15/13
82	Implementation of train-the trainers of Department staff including live classro	100%	80 hrs	0 hrs	Fri 3/1/13	Fri 3/15/13
96	System training via e-learning and onsite on infrastructure, platform for Depar	100%	80 hrs	0 hrs	Wed 3/27/13	Wed 4/10/13
97	Implementation of train-the trainers of Department staff including live classro	100%	80 hrs	0 hrs	Wed 3/27/13	Wed 4/10/13
77	Modify user guides to match specific characteristics of system (User Manual)	100%	8 hrs	0 hrs	Thu 2/28/13	Fri 3/1/13
92	Modify user guides to match specific characteristics of system (User Manual)	100%	24 hrs	0 hrs	Wed 3/27/13	Mon 4/1/13
6	Project plan approval on site meeting	100%	8 hrs	0 hrs	Thu 9/13/12	Thu 9/13/12
26	Modify user guides to match specific characteristics of system (User Manual)	100%	32 hrs	0 hrs	Tue 10/16/12	Fri 10/19/12
27	Modify existing training manual, system manuals to reflect specific characteris	100%	32 hrs	0 hrs	Tue 10/16/12	Fri 10/19/12
63	Finalization of rollout plan (Deliverable 29)	100%	16 hrs	0 hrs	Mon 1/7/13	Tue 1/8/13
64	Coordination of system rollout with Department staff	100%	20 hrs	0 hrs	Wed 1/9/13	Fri 1/11/13
14	User Configuration Management Plan (Deliverable 6)	100%	16 hrs	0 hrs	Mon 10/22/12	Tue 10/23/12
35	System Test Documentation (Deliverable 9)	100%	8 hrs	0 hrs	Thu 12/6/12	Thu 12/6/12
49	UAT Test Plan (Deliverable 24)	100%	40 hrs	0 hrs	Wed 12/5/12	Tue 12/11/12

6



Help Desk Manager

1,080 hrs

ID	Task Name	Units	Work	Delay	Start	Finish
69	Monitor the performance of the system	100%	80 hrs	0 hrs	Fri 2/1/13	Fri 2/15/13
104	Provide technical support (Deliverable 35)	100%	840 hrs	0 hrs	Mon 2/4/13	Fri 6/28/13
84	Monitor the performance of the system	100%	80 hrs	0 hrs	Tue 3/12/13	Tue 3/26/13
99	Monitor the performance of the system	100%	80 hrs	0 hrs	Wed 4/10/13	Wed 4/24/13

7

Technical Analyst

96 hrs

ID	Task Name	Units	Work	Delay	Start	Finish
58	Development of system interfaces	100%	40 hrs	0 hrs	Wed 1/16/13	Tue 1/22/13
50	Deployment of test system for Phase 1 (Deliverable 25)	100%	8 hrs	0 hrs	Mon 12/31/12	Mon 12/31/12
54	Finalization of security protocol	100%	16 hrs	0 hrs	Tue 1/1/13	Wed 1/2/13
57	Identification of integration requirements with other systems	100%	8 hrs	0 hrs	Tue 1/15/13	Tue 1/15/13
73	Deployment of test system for Phase 2	100%	8 hrs	0 hrs	Mon 2/18/13	Tue 2/19/13
88	Deployment of test system for Phase 3	100%	8 hrs	0 hrs	Wed 3/27/13	Thu 3/28/13
6	Project plan approval on site meeting	100%	8 hrs	0 hrs	Thu 9/13/12	Thu 9/13/12

8



Documentation Specialist

144 hrs

ID	Task Name	Units	Work	Delay	Start	Finish
26	Modify user guides to match specific characteristics of system (User Manual)	100%	32 hrs	0 hrs	Tue 10/16/12	Fri 10/19/12
27	Modify existing training manual, system manuals to reflect specific characteris	100%	32 hrs	0 hrs	Tue 10/16/12	Fri 10/19/12
45	Finalization of training materials (Deliverables 10, 23)	100%	80 hrs	0 hrs	Tue 10/16/12	Mon 10/29/12

9



Functional Expert

192 hrs

ID	Task Name	Units	Work	Delay	Start	Finish
51	Record performance deficiencies (Deliverable 27)	100%	40 hrs	0 hrs	Tue 1/1/13	Mon 1/7/13
15	Develop data capture parameters and output	100%	40 hrs	0 hrs	Mon 10/22/12	Fri 10/26/12
23	Update design and development documentation (Deliverable 7)	100%	24 hrs	0 hrs	Mon 10/8/12	Wed 10/10/12
74	Record performance deficiencies	100%	40 hrs	0 hrs	Tue 2/19/13	Tue 2/26/13
77	Modify user guides to match specific characteristics of system (User Manual)	100%	8 hrs	0 hrs	Thu 2/28/13	Fri 3/1/13
89	Record performance deficiencies	100%	16 hrs	0 hrs	Thu 3/28/13	Mon 4/1/13
92	Modify user guides to match specific characteristics of system (User Manual)	100%	24 hrs	0 hrs	Wed 3/27/13	Mon 4/1/13

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ID



Resource Name

Work

10 Jr. Business Analyst 160 hrs

ID	Task Name	Units	Work	Delay	Start	Finish
71	Provide onsite support as and when needed	100%	80 hrs	0 hrs	Wed 1/30/13	Wed 2/13/13
86	Provide onsite support as and when needed	100%	80 hrs	0 hrs	Tue 3/12/13	Tue 3/26/13

11 Developer 608 hrs

ID	Task Name	Units	Work	Delay	Start	Finish
23	Update design and development documentation (Deliverable 7)	100%	24 hrs	0 hrs	Mon 10/8/12	Wed 10/10/12
50	Deployment of test system for Phase 1 (Deliverable 25)	100%	8 hrs	0 hrs	Mon 12/31/12	Mon 12/31/12
52	Deployment of bug fixes	100%	40 hrs	0 hrs	Tue 1/8/13	Mon 1/14/13
105	Implement bug fixes and system modification as required (Deliverables 36, 37 & 73)	100%	240 hrs	0 hrs	Thu 4/25/13	Thu 6/6/13
73	Deployment of test system for Phase 2	100%	8 hrs	0 hrs	Mon 2/18/13	Tue 2/19/13
88	Deployment of test system for Phase 3	100%	8 hrs	0 hrs	Wed 3/27/13	Thu 3/28/13
75	Deployment of bug fixes	100%	24 hrs	0 hrs	Tue 2/26/13	Fri 3/1/13
90	Deployment of bug fixes	100%	16 hrs	0 hrs	Mon 4/1/13	Wed 4/3/13
31	Module development, reporting requirements, network and hardware assessment -	100%	200 hrs	0 hrs	Mon 10/29/12	Fri 11/30/12
32	Development of payment interface	100%	40 hrs	0 hrs	Mon 12/3/12	Fri 12/7/12

12 ODH Project Manager 948 hrs

ID	Task Name	Units	Work	Delay	Start	Finish
44	Development of training plan and curriculum (Deliverables 19, 20 & 21)	100%	80 hrs	0 hrs	Mon 10/22/12	Fri 11/2/12
63	Finalization of rollout plan (Deliverable 29)	100%	16 hrs	0 hrs	Mon 1/7/13	Tue 1/8/13
64	Coordination of system rollout with Department staff	100%	20 hrs	0 hrs	Wed 1/9/13	Fri 1/11/13
7	Finalization of work plan (Deliverable 3 & 38)	100%	40 hrs	0 hrs	Mon 9/17/12	Fri 9/21/12
79	Coordination of Phase 2 rollout with Department Staff	100%	16 hrs	0 hrs	Fri 3/1/13	Tue 3/5/13
94	Coordination of Phase 3 rollout with Department Staff	100%	16 hrs	0 hrs	Wed 3/27/13	Fri 3/29/13
2	Kick off and formulation of project team (Deliverable 1)	100%	40 hrs	0 hrs	Fri 8/10/12	Thu 8/16/12
6	Project plan approval on site meeting	100%	8 hrs	0 hrs	Thu 9/13/12	Thu 9/13/12
24	Finalize design and function of the system with Department staff	100%	24 hrs	0 hrs	Thu 10/11/12	Mon 10/15/12
29	ODH Approval of system design	100%	24 hrs	0 hrs	Tue 10/30/12	Thu 11/1/12
34	Development of system performance measurement methodology	100%	40 hrs	0 hrs	Tue 10/16/12	Mon 10/22/12
45	Finalization of training materials (Deliverables 10, 23)	100%	80 hrs	0 hrs	Tue 10/16/12	Mon 10/29/12
54	Finalization of security protocol	100%	16 hrs	0 hrs	Tue 1/1/13	Wed 1/2/13
57	Identification of integration requirements with other systems	100%	8 hrs	0 hrs	Tue 1/15/13	Tue 1/15/13
33	Setup by State of payment interface to financial system	100%	160 hrs	0 hrs	Mon 12/10/12	Fri 1/4/13
65	Consensus on the deployment process between ODH project managers and HealthSpac	100%	8 hrs	0 hrs	Wed 1/16/13	Thu 1/17/13
66	Deployment of Phase 1 system based on the implementation process	100%	64 hrs	0 hrs	Thu 1/17/13	Wed 1/30/13
70	ODH Approval of Phase 1	100%	8 hrs	0 hrs	Fri 2/15/13	Mon 2/18/13
80	Deployment Phase 2 based on implementation process	100%	40 hrs	0 hrs	Tue 3/5/13	Tue 3/12/13
85	ODH Approval of Phase 2	100%	8 hrs	0 hrs	Tue 3/26/13	Wed 3/27/13
95	Deployment Phase 3 based on implementation process	100%	40 hrs	0 hrs	Wed 4/3/13	Wed 4/10/13
100	ODH Approval of Phase 3 (Deliverable 32)	100%	8 hrs	0 hrs	Wed 4/24/13	Thu 4/25/13
55	ODH acceptance of modules (Deliverables 26 & 28)	100%	16 hrs	0 hrs	Thu 1/3/13	Fri 1/4/13
15	Develop data capture parameters and output	100%	40 hrs	0 hrs	Mon 10/22/12	Fri 10/26/12
16	ODH deliver to HS copies of all forms/policies for Pool, Camp and Food Modules	100%	80 hrs	0 hrs	Mon 9/24/12	Fri 10/5/12
10	Requirements Affirmation meeting 3 (Deliverable 4)	100%	8 hrs	0 hrs	Fri 10/12/12	Fri 10/12/12
36	ODH Approval of module development (Deliverable 12)	100%	24 hrs	0 hrs	Mon 12/3/12	Wed 12/5/12
9	Requirements Affirmation meeting 2 (Deliverable 4)	100%	8 hrs	0 hrs	Wed 10/10/12	Wed 10/10/12
8	Requirements Affirmation meeting 1 (Deliverable 4)	100%	8 hrs	0 hrs	Fri 10/5/12	Fri 10/5/12

13 ODH Work Manager 48 hrs

ID	Task Name	Units	Work	Delay	Start	Finish
6	Project plan approval on site meeting	100%	8 hrs	0 hrs	Thu 9/13/12	Thu 9/13/12
55	ODH acceptance of modules (Deliverables 26 & 28)	100%	16 hrs	0 hrs	Thu 1/3/13	Fri 1/4/13

Work Responsibilities - Appendix B as of Wed 10/3/12
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ID



Resource Name

Work

"ODH Work Manager" continued

ID	Task Name	Units	Work	Delay	Start	Finish	
46	Completion of Training Delivery (Deliverable 22)	100%	24 hrs	0 hrs	Tue 10/30/12	Thu 11/1/12	
14	ODH Technical Lead					560 hrs	
	ID	Task Name	Units	Work	Delay	Start	Finish
	6	Project plan approval on site meeting	100%	8 hrs	0 hrs	Thu 9/13/12	Thu 9/13/12
	34	Development of system performance measurement methodology	100%	40 hrs	0 hrs	Tue 10/16/12	Mon 10/22/12
	40	Finalize and test data import tools (Deliverables 16, 17 & 18)	100%	80 hrs	0 hrs	Thu 12/6/12	Wed 12/19/12
	41	Import data for Phase 1 deployment	100%	40 hrs	0 hrs	Thu 12/20/12	Wed 12/26/12
	42	Test data exchange	100%	16 hrs	0 hrs	Thu 12/27/12	Fri 12/28/12
	54	Finalization of security protocol	100%	16 hrs	0 hrs	Tue 1/1/13	Wed 1/2/13
	57	Identification of integration requirements with other systems	100%	8 hrs	0 hrs	Tue 1/15/13	Tue 1/15/13
	58	Development of system interfaces	100%	40 hrs	0 hrs	Wed 1/16/13	Tue 1/22/13
	32	Development of payment interface	100%	40 hrs	0 hrs	Mon 12/3/12	Fri 12/7/12
	33	Setup by State of payment interface to financial system	100%	160 hrs	0 hrs	Mon 12/10/12	Fri 1/4/13
	73	Deployment of test system for Phase 2	100%	8 hrs	0 hrs	Mon 2/18/13	Tue 2/19/13
	80	Deployment Phase 2 based on implementation process	100%	40 hrs	0 hrs	Tue 3/5/13	Tue 3/12/13
	95	Deployment Phase 3 based on implementation process	100%	40 hrs	0 hrs	Wed 4/3/13	Wed 4/10/13
	10	Requirements Affirmation meeting 3 (Deliverable 4)	100%	8 hrs	0 hrs	Fri 10/12/12	Fri 10/12/12
	9	Requirements Affirmation meeting 2 (Deliverable 4)	100%	8 hrs	0 hrs	Wed 10/10/12	Wed 10/10/12
	8	Requirements Affirmation meeting 1 (Deliverable 4)	100%	8 hrs	0 hrs	Fri 10/5/12	Fri 10/5/12
15	ODH Business Team Lead					800 hrs	
	ID	Task Name	Units	Work	Delay	Start	Finish
	2	Kick off and formulation of project team (Deliverable 1)	100%	40 hrs	0 hrs	Fri 8/10/12	Thu 8/16/12
	6	Project plan approval on site meeting	100%	8 hrs	0 hrs	Thu 9/13/12	Thu 9/13/12
	29	ODH Approval of system design	100%	24 hrs	0 hrs	Tue 10/30/12	Thu 11/1/12
	40	Finalize and test data import tools (Deliverables 16, 17 & 18)	100%	80 hrs	0 hrs	Thu 12/6/12	Wed 12/19/12
	44	Development of training plan and curriculum (Deliverables 19, 20 & 21)	100%	80 hrs	0 hrs	Mon 10/22/12	Fri 11/2/12
	54	Finalization of security protocol	100%	16 hrs	0 hrs	Tue 1/1/13	Wed 1/2/13
	60	System training via e-learning and onsite on infrastructure, platform for Depar	100%	80 hrs	0 hrs	Fri 11/9/12	Thu 11/22/12
	61	Implementation of train-the trainers of Department staff including live classro	100%	40 hrs	0 hrs	Fri 11/23/12	Thu 11/29/12
	33	Setup by State of payment interface to financial system	100%	160 hrs	0 hrs	Mon 12/10/12	Fri 1/4/13
	70	ODH Approval of Phase 1	100%	8 hrs	0 hrs	Fri 2/15/13	Mon 2/18/13
	85	ODH Approval of Phase 2	100%	8 hrs	0 hrs	Tue 3/26/13	Wed 3/27/13
	100	ODH Approval of Phase 3 (Deliverable 32)	100%	8 hrs	0 hrs	Wed 4/24/13	Thu 4/25/13
	31	Module development, reporting requirements, network and hardware assessment -	100%	200 hrs	0 hrs	Mon 10/29/12	Fri 11/30/12
	10	Requirements Affirmation meeting 3 (Deliverable 4)	100%	8 hrs	0 hrs	Fri 10/12/12	Fri 10/12/12
	36	ODH Approval of module development (Deliverable 12)	100%	24 hrs	0 hrs	Mon 12/3/12	Wed 12/5/12
	9	Requirements Affirmation meeting 2 (Deliverable 4)	100%	8 hrs	0 hrs	Wed 10/10/12	Wed 10/10/12
	8	Requirements Affirmation meeting 1 (Deliverable 4)	100%	8 hrs	0 hrs	Fri 10/5/12	Fri 10/5/12
16	ODH SMEs					376 hrs	
	ID	Task Name	Units	Work	Delay	Start	Finish
	6	Project plan approval on site meeting	100%	8 hrs	0 hrs	Thu 9/13/12	Thu 9/13/12
	92	Modify user guides to match specific characteristics of system (User Manual)	100%	24 hrs	0 hrs	Wed 3/27/13	Mon 4/1/13
	16	ODH deliver to HS copies of all forms/policies for Pool, Camp and Food Modules	100%	80 hrs	0 hrs	Mon 9/24/12	Fri 10/5/12
	15	Develop data capture parameters and output	100%	40 hrs	0 hrs	Mon 10/22/12	Fri 10/26/12
	31	Module development, reporting requirements, network and hardware assessment -	100%	200 hrs	0 hrs	Mon 10/29/12	Fri 11/30/12
	10	Requirements Affirmation meeting 3 (Deliverable 4)	100%	8 hrs	0 hrs	Fri 10/12/12	Fri 10/12/12
	9	Requirements Affirmation meeting 2 (Deliverable 4)	100%	8 hrs	0 hrs	Wed 10/10/12	Wed 10/10/12
	8	Requirements Affirmation meeting 1 (Deliverable 4)	100%	8 hrs	0 hrs	Fri 10/5/12	Fri 10/5/12

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ID



Resource Name

Work

17

ODH Pool SMEs

104 hrs

ID	Task Name	Units	Work	Delay	Start	Finish
24	Finalize design and function of the system with Department staff	100%	24 hrs	0 hrs	Thu 10/11/12	Mon 10/15/12
51	Record performance deficiencies (Deliverable 27)	100%	40 hrs	0 hrs	Tue 1/1/13	Mon 1/7/13
18	Pool Module Sections, Violations, Corrective Actions entered	100%	40 hrs	0 hrs	Tue 10/16/12	Mon 10/22/12

18

ODH Camp SMEs

104 hrs

ID	Task Name	Units	Work	Delay	Start	Finish
74	Record performance deficiencies	100%	40 hrs	0 hrs	Tue 2/19/13	Tue 2/26/13
19	Campground Module Sections, Violations, Corrective Actions entered	100%	40 hrs	0 hrs	Tue 10/23/12	Mon 10/29/12
24	Finalize design and function of the system with Department staff	100%	24 hrs	0 hrs	Thu 10/11/12	Mon 10/15/12

19

ODH Labor Camp SMEs

104 hrs

ID	Task Name	Units	Work	Delay	Start	Finish
20	Labor Camp Module Sections, Violations, Corrective Actions entered	100%	40 hrs	0 hrs	Tue 10/30/12	Mon 11/5/12
24	Finalize design and function of the system with Department staff	100%	24 hrs	0 hrs	Thu 10/11/12	Mon 10/15/12
74	Record performance deficiencies	100%	40 hrs	0 hrs	Tue 2/19/13	Tue 2/26/13

20

ODH Food SMEs

200 hrs

ID	Task Name	Units	Work	Delay	Start	Finish
21	Food Module Sections, Violations, Corrective Actions entered	100%	160 hrs	0 hrs	Tue 11/6/12	Mon 12/3/12
24	Finalize design and function of the system with Department staff	100%	24 hrs	0 hrs	Thu 10/11/12	Mon 10/15/12
89	Record performance deficiencies	100%	16 hrs	0 hrs	Thu 3/28/13	Mon 4/1/13

Appendix C – Work Schedule



**OHIO DEPARTMENT OF HEALTH
ENVIRONMENTAL HEALTH DATA SYSTEM INTEGRATION SERVICES
WORK SCHEDULE
OCTOBER 3, 2012**

#	Task	Duration	Start	Finish	Predecessor	Work Resource Names
1	Project initiation	88 hrs	Fri 8/10/12	Fri 8/24/12		
2	Kick off and formulation of project team (Deliverable 1)	5 days	Fri 8/10/12	Thu 8/16/12		"Project Director, Work Manager, ODH Project Manager, ODH Business Team Lead"
3	Confirmation of scope of work	6 days	Fri 8/17/12	Fri 8/24/12	2	"Project Director, Work Manager"
4	"Requirements affirmation, review and documentation"	240 hrs	Mon 9/10/12	Fri 10/19/12		
5	Draft work plan and detailed project schedule (Deliverable 2)	3 days	Mon 9/10/12	Wed 9/12/12	3	"Work Manager, Project Director"
6	Project plan approval on site meeting	1 day	Thu 9/13/12	Thu 9/13/12	5	"Project Director, Work Manager, Configuration/Functional Lead, Technical Analyst, Training Lead, ODH Project Manager, ODH Work Manager, ODH Technical Lead, ODH Business Team Lead, ODH SMEs"
7	Finalization of work plan (Deliverable 3 & 38)	1 day	Mon 10/5/12	Fri 10/5/12	6	"Work Manager, ODH Project Manager"
8	Requirements Affirmation meeting 1 (Deliverable 4)	1 day	Fri 10/5/12	Fri 10/5/12	7	"Project Director, Work Manager, Configuration/Functional Lead, ODH Project Manager, ODH Business Team Lead, ODH Technical Lead, ODH SMEs"
9	Requirements Affirmation meeting 2 (Deliverable 4)	1 day	Wed 10/10/12	Wed 10/10/12	8	"Project Director, Work Manager, Configuration/Functional Lead, ODH Project Manager, ODH Business Team Lead, ODH Technical Lead, ODH SMEs"
10	Requirements Affirmation meeting 3 (Deliverable 4)	1 day	Fri 10/12/12	Fri 10/12/12	9	"Project Director, Work Manager, Configuration/Functional Lead, ODH Project Manager, ODH Business Team Lead, ODH Technical Lead, ODH SMEs"
11	Technical Environment Document (Fit-Gap Analysis results) (Deliverable 5)	5 days	Mon 10/15/12	Fri 10/19/12	10	"Configuration/Functional Lead, Technical Leads, Work Manager"
12	"Business Continuity, Backup/Disaster Recovery plans (Deliverables 30 & 31)"	5 days	Mon 10/15/12	Fri 10/19/12	10	Project Director
13	User configuration system design	200 hrs	Mon 9/24/12	Fri 10/26/12		
14	User Configuration Management Plan (Deliverable 6)	2 days	Mon 10/22/12	Tue 10/23/12	11	"Training Lead, Work Manager"
15	Develop data capture parameters and output	5 days	Mon 10/22/12	Fri 10/26/12	11	"Work Manager, Functional Expert, ODH Project Manager, ODH SMEs"
16	"ODH deliver to HS copies of all forms/policies for Pool, Camp and Food Modules"	10 days	Mon 9/24/12	Fri 10/5/12	7	"ODH SMEs, ODH Project Manager"
17	Violation Entry	280 hrs	Tue 10/16/12	Mon 12/3/12		
18	"Pool Module Sections, Violations, Corrective Actions entered"	5 days	Tue 10/16/12	Mon 10/22/12	24	ODH Pool SMEs
19	"Campground Module Sections, Violations, Corrective Actions entered"	5 days	Tue 10/23/12	Mon 10/29/12	18	ODH Camp SMEs
20	"Labor Camp Module Sections, Violations, Corrective Actions entered"	5 days	Tue 10/30/12	Mon 11/5/12	19	ODH Labor Camp SMEs
21	"Food Module Sections, Violations, Corrective Actions entered"	20 days	Tue 11/6/12	Mon 12/3/12	20	ODH Food SMEs

#	Task	Duration	Start	Finish	Predecessor	Work Resource Names
22	Initial Setup of the system	152 hrs	Mon 10/8/12	Thu 11/1/12		
23	Update design and development documentation (Deliverable 7)	3 days	Mon 10/8/12	Wed 10/10/12	16	"Configuration/Functional Lead, Developer, Functional Expert"
24	Finalize design and function of the system with Department staff	3 days	Thu 10/11/12	Mon 10/15/12	23	"Work Manager, ODH Project Manager, ODH Pool SMEs, ODH Camp SMEs, ODH Labor Camp SMEs, ODH Food SMEs"
25	Set up of support forum for users	1 day	Mon 10/15/12	Mon 10/15/12	10	Technical Leads
26	Modify user guides to match specific characteristics of system (User Manual)	4 days	Tue 10/16/12	Fri 10/19/12	24	"Training Lead, Documentation Specialist"
27	"Modify existing training manual, system manuals to reflect specific characteristics of the system (Training Plan)"	4 days	Tue 10/16/12	Fri 10/19/12	24	"Training Lead, Documentation Specialist"
28	"Development of a historical data conversion plan and tools (Deliverable 13, 14 & 15)"	10 days	Tue 10/16/12	Mon 10/29/12	24	Configuration/Functional Lead
29	ODH Approval of system design	3 days	Tue 10/30/12	Thu 11/1/12	28	"Project Director, Work Manager, ODH Project Manager, ODH Business Team Lead"
30	System Development	472 hrs	Tue 10/16/12	Fri 1/4/13		
31	"Module development, reporting requirements, network and hardware assessment - all phases (Deliverable 8)"	5 wks	Mon 10/29/12	Fri 11/30/12	15	"Configuration/Functional Lead, Technical Leads, Developer, ODH Business Team Lead, ODH SMEs"
32	Development of payment interface	5 days	Mon 12/3/12	Fri 12/7/12	31	"Configuration/Functional Lead, Technical Leads, Developer, ODH Technical Lead"
33	Setup by State of payment interface to financial system	4 wks	Mon 12/10/12	Fri 1/4/13	32	"ODH Project Manager, ODH Technical Lead, ODH Business Team Lead"
34	Development of system performance measurement methodology	5 days	Tue 10/16/12	Mon 10/22/12	24	"Work Manager, Configuration/Functional Lead, Technical Leads, ODH Project Manager, ODH Technical Lead"
35	System Test Documentation (Deliverable 9)	1 day	Thu 12/6/12	Thu 12/6/12	36	Training Lead
36	ODH Approval of module development (Deliverable 12)	3 days	Mon 12/3/12	Wed 12/5/12	31	"Project Director, Work Manager, ODH Project Manager, ODH Business Team Lead"
37	Set up testing and training data bases	2 days	Mon 12/3/12	Tue 12/4/12	31	Configuration/Functional Lead
38	Certification of State and federal HIPAA guideline compliance (Deliverable 11)	1 day	Tue 10/23/12	Tue 10/23/12	34	Technical Leads
39	Data Import	136 hrs	Thu 12/6/12	Fri 12/28/12		
40	"Finalize and test data import tools (Deliverables 16, 17 & 18)"	10 days	Thu 12/6/12	Wed 12/19/12	36	"Configuration/Functional Lead, Technical Leads, ODH Technical Lead, ODH Business Team Lead"
41	Import data for Phase 1 deployment	5 days	Thu 12/20/12	Wed 12/26/12	40	"Technical Leads, ODH Technical Lead"
42	Test data exchange	2 days	Thu 12/27/12	Fri 12/28/12	41	"Configuration/Functional Lead, Technical Leads, ODH Technical Lead"
43	Training and user manuals	144 hrs	Tue 10/16/12	Thu 11/8/12		
44	"Development of training plan and curriculum (Deliverables 19, 20 & 21)"	10 days	Mon 10/22/12	Fri 11/2/12	27	"ODH Project Manager, Training Lead, ODH Business Team Lead"

#	Task	Duration	Start	Finish	Predecessor	Work Resource Names
45	"Finalization of training materials (Deliverables 10, 23)"	10 days	Tue 10/16/12	Mon 10/29/12	24	"Training Lead, Documentation Specialist, ODH Project Manager"
46	Completion of Training Delivery (Deliverable 22)	3 days	Tue 10/30/12	Thu 11/1/12	45	ODH Work Manager
47	Development and approval of training schedule	5 days	Fri 11/2/12	Thu 11/8/12	46	"Work Manager, Configuration/Functional Lead"
48	User acceptance test (UAT)	272 hrs	Wed 12/5/12	Mon 1/21/13		
49	UAT Test Plan (Deliverable 24)	5 days	Wed 12/5/12	Tue 12/11/12	37	"Configuration/Functional Lead, Technical Leads, Training Lead"
50	Deployment of test system for Phase 1 (Deliverable 25)	1 day	Mon 12/31/12	Mon 12/31/12	42	"Technical Leads, Developer, Technical Analyst"
51	Record performance deficiencies (Deliverable 27)	5 days	Tue 1/1/13	Mon 1/7/13	50	"Functional Expert, Configuration/Functional Lead, ODH Pool SMEs"
52	Deployment of bug fixes	5 days	Tue 1/8/13	Mon 1/14/13	51	"Technical Leads, Developer"
53	Modification of system to meet business requirements defined in Phase 1 UAT	5 days	Tue 1/15/13	Mon 1/21/13	52	"Technical Leads, Configuration/Functional Lead"
54	Finalization of security protocol	2 days	Tue 1/1/13	Wed 1/2/13	50	"Work Manager, Technical Analyst, ODH Project Manager, ODH Technical Lead, ODH Business Team Lead"
55	ODH acceptance of modules (Deliverables 26 & 28)	2 days	Thu 1/3/13	Fri 1/4/13	54	"Project Director, Work Manager, ODH Project Manager, ODH Work Manager"
56	Integration Testing Results	48 hrs	Tue 1/15/13	Tue 1/22/13		
57	Identification of integration requirements with other systems	1 day	Tue 1/15/13	Tue 1/15/13	52	"Configuration/Functional Lead, Technical Analyst, ODH Project Manager, ODH Technical Lead"
58	Development of system interfaces	5 days	Wed 1/16/13	Tue 1/22/13	57	"Technical Leads, Technical Analyst, ODH Technical Lead"
59	Certifications	120 hrs	Fri 11/9/12	Thu 11/29/12		
60	"System training via e-learning and onsite on infrastructure, platform for Department staff"	2 wks	Fri 11/9/12	Thu 11/22/12	43	"Training Lead, ODH Business Team Lead"
61	Implementation of train-the trainers of Department staff including live classroom training and supervision	1 wk	Fri 11/23/12	Thu 11/29/12	60	"Training Lead, ODH Business Team Lead"
62	Deployment Plan	154.67 hrs	Mon 1/7/13	Fri 2/1/13		
63	Finalization of rollout plan (Deliverable 29)	2 days	Mon 1/7/13	Tue 1/8/13	55	"Work Manager, ODH Project Manager, Training Lead"
64	Coordination of system rollout with Department staff	3 days	Wed 1/9/13	Wed 1/16/13	63	"Work Manager, ODH Project Manager, Training Lead"
65	Consensus on the deployment process between ODH project managers and HealthSpace	1 day	Wed 1/16/13	Thu 1/17/13	64	"Work Manager, ODH Project Manager"
66	Deployment of Phase 1 system based on the implementation process	8 days	Thu 1/17/13	Wed 1/30/13	65	"Technical Leads, Work Manager, ODH Project Manager"
67	Post-implementation Support Plan (Deliverable 34)	2 days	Wed 1/30/13	Fri 2/1/13	66	Work Manager
68	Acceptance of Phase 1	104 hrs	Wed 1/30/13	Mon 2/18/13		

#	Task	Duration	Start	Finish	Predecessor	Work Resource Names
69	Monitor the performance of the system	2 wks	Fri 2/1/13	Fri 2/15/13	67	Help Desk Manager
70	ODH Approval of Phase 1	1 day	Fri 2/15/13	Mon 2/18/13	69	"Project Director, Work Manager, ODH Project Manager, ODH Business Team Lead"
71	Provide onsite support as and when needed	2 wks	Wed 1/30/13	Wed 2/13/13	66	"Work Manager, Jr. Business Analyst"
72	Phase 2 set up	72 hrs	Mon 2/18/13	Fri 3/1/13		
73	Deployment of test system for Phase 2	1 day	Mon 2/18/13	Tue 2/19/13	70	"Technical Leads, Developer, Technical Analyst, ODH Technical Lead"
74	Record performance deficiencies	5 days	Tue 2/19/13	Tue 2/26/13	73	"Functional Expert, Configuration/Functional Lead, ODH Camp SMEs, ODH Labor Camp SMEs"
75	Deployment of bug fixes	3 days	Tue 2/26/13	Fri 3/1/13	74	"Technical Leads, Developer"
76	Modification of system to meet business requirements defined for Phase 2	2 days	Tue 2/26/13	Thu 2/28/13	74	"Technical Leads, Configuration/Functional Lead"
77	Modify user guides to match specific characteristics of system (User Manual)	1 day	Thu 2/28/13	Fri 3/1/13	76	"Training Lead, Functional Expert"
78	Deployment of Phase 2	80 hrs	Fri 3/1/13	Fri 3/15/13		
79	Coordination of Phase 2 rollout with Department Staff	2 days	Fri 3/1/13	Tue 3/5/13	72	"Work Manager, ODH Project Manager"
80	Deployment Phase 2 based on implementation process	5 days	Tue 3/5/13	Tue 3/12/13	79	"Technical Leads, Work Manager, ODH Project Manager, ODH Technical Lead"
81	"System training via e-learning and onsite on infrastructure, platform for Department staff"	2 wks	Fri 3/1/13	Fri 3/15/13	72	Training Lead
82	Implementation of train-the trainers of Department staff including live classroom training and supervision	2 wks	Fri 3/1/13	Fri 3/15/13	72	Training Lead
83	Acceptance of Phase 2	88 hrs	Tue 3/12/13	Wed 3/27/13		
84	Monitor the performance of the system	2 wks	Tue 3/12/13	Tue 3/26/13	80	Help Desk Manager
85	ODH Approval of Phase 2	1 day	Tue 3/26/13	Wed 3/27/13	84	"Project Director, Work Manager, ODH Project Manager, ODH Business Team Lead"
86	Provide onsite support as and when needed	2 wks	Tue 3/12/13	Tue 3/26/13	80	"Work Manager, Jr. Business Analyst"
87	Phase 3 set up	40 hrs	Wed 3/27/13	Wed 4/3/13		
88	Deployment of test system for Phase 3	1 day	Wed 3/27/13	Thu 3/28/13	85	"Technical Leads, Developer, Technical Analyst"
89	Record performance deficiencies	2 days	Thu 3/28/13	Mon 4/1/13	88	"Functional Expert, Configuration/Functional Lead, ODH Food SMEs"
90	Deployment of bug fixes	2 days	Mon 4/1/13	Wed 4/3/13	89	"Technical Leads, Developer"
91	Modification of system to meet business requirements defined for Phase 3	2 days	Wed 3/27/13	Fri 3/29/13	85	"Technical Leads, Configuration/Functional Lead"
92	Modify user guides to match specific characteristics of system (User Manual)	3 days	Wed 3/27/13	Mon 4/1/13	85	"Training Lead, Functional Expert, ODH SMEs"

#	Task	Duration	Start	Finish	Predecessor	Work Resource Names
93	Deployment of Phase 3	80 hrs	Wed 3/27/13	Wed 4/10/13		
94	Coordination of Phase 3 rollout with Department Staff	2 days	Wed 3/27/13	Fri 3/29/13	85	"Work Manager, ODH Project Manager"
95	Deployment Phase 3 based on implementation process	5 days	Wed 4/3/13	Wed 4/10/13	90	"Technical Leads, Work Manager, ODH Project Manager, ODH Technical Lead"
96	"System training via e-learning and onsite on infrastructure, platform for Department staff"	2 wks	Wed 3/27/13	Wed 4/10/13	85	Training Lead
97	Implementation of train-the trainers of Department staff including live classroom training and supervision	2 wks	Wed 3/27/13	Wed 4/10/13	85	Training Lead
98	Acceptance of Phase 3	96 hrs	Wed 4/10/13	Fri 4/26/13		
99	Monitor the performance of the system	2 wks	Wed 4/10/13	Wed 4/24/13	95	Help Desk Manager
100	ODH Approval of Phase 3 (Deliverable 32)	1 day	Wed 4/24/13	Thu 4/25/13	99	"Project Director, Work Manager, ODH Project Manager, ODH Business Team Lead"
101	Provide onsite support as and when needed	2 wks	Wed 4/10/13	Wed 4/24/13	95	"Work Manager, Technical Leads"
102	"Provide final digital copies of all files, documents and other work artifacts (Deliverable 33)"	1 day	Thu 4/25/13	Fri 4/26/13	100	
103	System Monitoring and Tweaking	840 hrs	Mon 2/4/13	Fri 6/28/13		
104	Provide technical support (Deliverable 35)	21 wks	Mon 2/4/13	Fri 6/28/13	66	Help Desk Manager
105	"Implement bug fixes and system modification as required (Deliverables 36, 37 & 38)"	6 wks	Thu 4/25/13	Thu 6/6/13	100	"Technical Leads, Developer"

Appendix D – Milestone List

EH DSI PROJECT MILESTONES

#	Milestone	Start	Finish
1	Work Initiation	Fri 8/10/12	Fri 10/12/12
2	Requirements affirmation, review and documentation	Fri 10/5/12	Fri 10/19/12
3	User configuration management	Mon 10/22/12	Tues 10/23/12
4	Design and development of customized functionality	Mon 10/08/12	Mon 10/29/12
5	Historical data conversion	Tues 10/16/12	Mon 10/29/12
6	Transmittal data import services	Thurs 12/6/12	Wed 12/16/12
7	Training and user manuals	Tues 10/16/12	Thurs 11/08/12
8	User acceptance test (UAT)	Wed 12/5/12	Mon 01/21/13
9	Implementation and acceptance	Mon 10/15/12	Fri 04/26/13
10	Post Implementation support	Wed 01/30/13	Thurs 06/06/13

Appendix E – Activity Calendar

August 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
					Kick off and formulation of project team (Deliverable 1), 2 days	
12	13	14	15	16	17	18
	Kick off and formulation of project team (Deliverable 1), 5 days				Confirmation of scope of work, 6 days	
19	20	21	22	23	24	25
	Confirmation of scope of work, 6 days					
26	27	28	29	30	31	

September 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
	Draft work plan and detailed project schedule (Deliverable 2), 3 days			Project plan approval on site		
16	17	18	19	20	21	22
	Finalization of work plan (Deliverable 3 & 38), 5 days					
23	24	25	26	27	28	29
	ODH deliver to HS copies of all forms/policies for Pool, Camp and Food Modules, 10 days					
30						
	ODH deliver to HS copies of all forms/policies for Pool, Camp and Food Modules, 10 days					

October 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
					Requirements Affirmation m	
	ODH deliver to HS copies of all forms/policies for Pool, Camp and Food Modules, 10 days					
7	8	9	10	11	12	13
	Update design and development documentation (Deliverable 7), 3 days					
			Requirements Affirmation m			
			Finalize design and function of the system with Department staff, 3 days			
					Requirements Affirmation m	
14	15	16	17	18	19	20
		Pool Module Sections, Violations, Corrective Actions entered, 5 days				
Finalize design and function of the system with Departm		Modify user guides to match specific characteristics of system (User Manual), 4 days				
	Set up of support forum for	Modify existing training manual, system manuals to reflect specific characteristics of the system (Training Plan),				
		Development of a historical data conversion plan and tools (Deliverable 13, 14 & 15), 10 days				
21	22	23	24	25	26	27
	Development of training plan and curriculum (Deliverables 19, 20 & 21), 10 days					
Pool Module Sections, Violations, Corrective Actions en		Campground Module Sections, Violations, Corrective Actions entered, 5 days				
	Development of a historical data conversion plan and tools (Deliverable 13, 14 & 15), 10 days					
28	29	30	31			
	Development of training plan and curriculum (Deliverables 19, 20 & 21), 10 days					
Campground Module Sections, Violations, Corrective Ac		ODH Approval of system design, 3 days				
	M	Labor Camp Module Sections, Violations, Corrective Actions entered, 5 days				
		Completion of Training Delivery (Deliverable 22), 3 days				
Development of a historical data conversion plan and to						

November 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
Development of training plan and curriculum (Deliverables 19, 20 & 21), 10 days					Development and approval of training schedule, 5 days	
		ODH Approval of system design, 3 days				
	M	Labor Camp Module Sections, Violations, Corrective Actions entered, 5 days				
		Completion of Training Delivery (Deliverable 22), 3 days				
4	5	6	7	8	9	10
Development and approval of training schedule, 5 days					System training via e-learning and onsite on infrastru	
Labor Camp Module Sections, Violations, Corrective Ac		Food Module Sections, Violations, Corrective Actions entered, 20 days				
11	12	13	14	15	16	17
System training via e-learning and onsite on infrastructure, platform for Department staff, 2 wks						
Food Module Sections, Violations, Corrective Actions entered, 20 days						
18	19	20	21	22	23	24
System training via e-learning and onsite on infrastructure, platform for Department staff, 2 wks					Implementation of train-the trainers of Department staff i	
Food Module Sections, Violations, Corrective Actions entered, 20 days						
25	26	27	28	29	30	
Implementation of train-the trainers of Department staff including live classroom training and supervision, 1 wk						
Food Module Sections, Violations, Corrective Actions entered, 20 days						

December 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
Food Module Sections, Violations, Corrective Actions entered, 20 days						
2	3	4	5	6	7	8
Food Module Sections, Violations, Corrective Actions entered, 20 days				Finalize and test data import tools (Deliverables 16, 17 & 18), 10 days		
Development of payment interface, 5 days						
9	10	11	12	13	14	15
Finalize and test data import tools (Deliverables 16, 17 & 18), 10 days						
Setup by State of payment interface to financial system, 4 wks						
16	17	18	19	20	21	22
Finalize and test data import tools (Deliverables 16, 17 & 18), 10 days			Import data for Phase 1 deployment, 5 days			
Setup by State of payment interface to financial system, 4 wks						
23	24	25	26	27	28	29
Import data for Phase 1 deployment, 5 days			Setup by State of payment interface to financial system, 4 wks			
30	31					
Deployment of test system		Setup by State of payment interface to financial system, 4 wks				

January 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
		Record performance deficiencies (Deliverable 27), 5 days				
		Finalization of security protocol , 2 days				
	Setup by State of payment interface to financial system, 4 wks					
				ODH acceptance of modules (Deliverables 26 & 28), 2 d		
6	7	8	9	10	11	12
Record performance defic	Finalization of rollout plan (Deliverable 29), 2 days		Coordination of system rollout with Department staff, 3 days			
13	14	15	16	17	18	19
Deployment of Phase 1 system based on the implementation process, 5 days			Development of system interfaces, 5 days			
			Consensus on the deploym		Deployment of Phase 1 system based on the implementation process	
20	21	22	23	24	25	26
Development of system interfaces, 5 days			Deployment of Phase 1 system based on the implementation process, 8 days			
27	28	29	30	31		
Deployment of Phase 1 system based on the implementation process, 8 days			Provide onsite support as and when needed, 2 wks			
			Post-implementation Support Plan (Deliverable 34), 2 da			

February 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
					Monitor the performance of the system, 2 wks	
				Provide onsite support as and when needed, 2 wks		
			Post-implementation Support Plan (Deliverable 34), 2 da			
3	4	5	6	7	8	9
Provide technical support (Deliverable 35), 21 wks						
Provide onsite support as and when needed, 2 wks						
10	11	12	13	14	15	16
Provide technical support (Deliverable 35), 21 wks					ODH Approval of Phase 1, 1 day	
Provide onsite support as and when needed, 2 wks						
17	18	19	20	21	22	23
ODH Approval of Phase 1, 1 day	Provide technical support (Deliverable 35), 21 wks					
	Deployment of test system f		Record performance deficiencies, 5 days			
24	25	26	27	28		
Provide technical support (Deliverable 35), 21 wks						
Record performance deficiencies, 5 days		Deployment of bug fixes, 3 days				
		Modification of system to meet business requirements d		Modify user guides to match		

March 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
Provide technical support (Deliverable 35), 21 wks						
		Deployment of bug fixes, 3 days			System training via e-learning and onsite or	
				Modify user guides to match	Coordination of Phase 2 rollout with Departm	
					Implementation of train-the trainers of Depa	
3	4	5	6	7	8	9
Provide technical support (Deliverable 35), 21 wks						
System training via e-learning and onsite on infrastructure, platform for Department staff, 2 wks						
Coordination of Phase 2 rollout with Department Staff, 2 days			Deployment Phase 2 based on implementation process, 5 wks			
Implementation of train-the trainers of Department staff including live classroom training and supervision, 2 wks						
10	11	12	13	14	15	16
Provide technical support (Deliverable 35), 21 wks						
System training via e-learning and onsite			Monitor the performance of the system, 2 wks			
Deployment Phase 2 based on implementation process, 5 days			Provide onsite support as and when needed, 2 wks			
Implementation of train-the trainers of Department staff including live classroom training and supervision, 2 wks						
17	18	19	20	21	22	23
Provide technical support (Deliverable 35), 21 wks						
Monitor the performance of the system, 2 wks						
Provide onsite support as and when needed, 2 wks						
24	25	26	27	28	29	30
Provide technical support (Deliverable 35), 21 wks						
Monitor the performance of the system, 2 wks		ODH Approval of Phase 2,		Deployment of test system f		Record performance deficiencies, 2 days
Provide onsite support as and when needed, 2 wks			Modification of system to meet business requirements d			
Modify user guides to match specific characteristics of system (User Manual), 3 days						
31						
Provide technical support (Deliverable 35), 21 wks						
Record performance deficiencies, 2 days						
Modify user guides to match specific cha						

April 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
Provide technical support (Deliverable 35), 21 wks						
Record performance deficiencies, 2 days	Deployment of bug fixes, 2 days			Deployment Phase 3 based on implementation process, 5 days		
Modify user guides to match specific cha						
7	8	9	10	11	12	13
Provide technical support (Deliverable 35), 21 wks						
Deployment Phase 3 based on implementation process, 5 days						
14	15	16	17	18	19	20
Provide technical support (Deliverable 35), 21 wks						
21	22	23	24	25	26	27
Provide technical support (Deliverable 35), 21 wks						
				Implement bug fixes and system modification as required (Deliverables 36, 37 & 38), 6 wks		
			ODH Approval of Phase 3 (I		Provide final digital copies o	
28	29	30				
Provide technical support (Deliverable 35), 21 wks						
Implement bug fixes and system modification as required (Deliverables 36, 37 & 38), 6 wks						

Project Schedule
ODH EH DSI

May 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
Provide technical support (Deliverable 35), 21 wks						
Implement bug fixes and system modification as required (Deliverables 36, 37 & 38), 6 wks						
5	6	7	8	9	10	11
Provide technical support (Deliverable 35), 21 wks						
Implement bug fixes and system modification as required (Deliverables 36, 37 & 38), 6 wks						
12	13	14	15	16	17	18
Provide technical support (Deliverable 35), 21 wks						
Implement bug fixes and system modification as required (Deliverables 36, 37 & 38), 6 wks						
19	20	21	22	23	24	25
Provide technical support (Deliverable 35), 21 wks						
Implement bug fixes and system modification as required (Deliverables 36, 37 & 38), 6 wks						
26	27	28	29	30	31	
Provide technical support (Deliverable 35), 21 wks						
Implement bug fixes and system modification as required (Deliverables 36, 37 & 38), 6 wks						