

Mission:

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.



Rick Scott
Governor

John H. Armstrong, MD, FACS
State Surgeon General & Secretary

Vision: To be the Healthiest State in the Nation

LEGISLATIVE BUDGET REQUEST

Department of Health

Tallahassee, Florida

October 15, 2014

Cynthia Kelly, Director
Office of Policy and Budget
Executive Office of the Governor
1701 Capitol
Tallahassee, Florida 32399-0001

JoAnne Leznoff, Staff Director
House Appropriations Committee
221 Capitol
Tallahassee, Florida 32399-1300

Cindy Kynoch, Staff Director
Senate Committee on Appropriations
201 Capitol
Tallahassee, Florida 32399-1300

Dear Directors:

Pursuant to Chapter 216, Florida Statutes, our Legislative Budget Request for the Department of Health is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our proposed needs for the 2015-16 Fiscal Year. This submission has been approved by John H. Armstrong, MD, FACS, Surgeon General & Secretary.

Sincerely,

J. Martin Stubblefield,
Deputy Secretary for Administration



Temporary Special Duty - General

Pay Additives Implementation Plan for Fiscal Year 2015-2016

Temporary Special Duty Additives - General may be authorized in situations where employees are assuming the acting roles of vacant positions within the agency. This additive may be used while the agency is involved in the recruiting process, and until the incumbent has been hired and/or successfully trained. The additive may be implemented on the effective date of the vacancy, and must be discontinued on or before the 90th day of implementation, unless prior approval has been received. The additive may range is generally between 5-10% of the acting employees base rate of pay, the amount will be determined based upon the assigned duties and responsibilities of the acting role. The total value of Temporary Special Duty Additives - General implemented during fiscal year 2013-2014 was \$55,455.96 for a total of 79 employees. It is estimated that the agency will implement a similar number of Temporary Duty Additives - General in the 2015-2016 fiscal year. Pay Additives will impact employees in the following collective bargaining units:

AFSCME
FNA
FPD
SEAG

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MEMORANDUM

Date: September 23, 2014
To: Michele Tallent, Director, Office of Budget & Revenue Management
Through: Michael J. Bennett, CIA, Director of Auditing
From: Mark H. Boehmer, CPA, Senior Management Analyst II
Subject: *Certification of Expenditures of Newborn Screening Program, June 30, 2014*

Attached is the certification required by Section 383.14(3)(g)(2), *Florida Statutes*, to be made a part of the department's legislative budget request.

We understand you will forward this report to the Office of Policy and Budget; Florida House of Representatives Appropriations Committee; and Florida Senate Committee on Budget.

MHB
enclosure



Certification of Expenditures
of
Newborn Screening Program

For the year ended June 30, 2014

R-1415DOH-004

OFFICE OF INSPECTOR GENERAL

FLORIDA DEPARTMENT OF HEALTH
REVENUES AND EXPENDITURES
OF THE
NEWBORN SCREENING PROGRAM
Fiscal Year ended June 30, 2014

CERTIFIED REVENUES AND EXPENDITURES

Revenues and other credits

Hospital Fees	\$ 3,180,270
Third Party Reimbursement:	
Medicaid	13,654,782
Other Third Party	1,963,821
Refunds	323
Other	4,951
Total Revenues and other credits	18,804,147

Expenditures

Planning & Evaluations Trust Fund - 20-2-531003

Salaries	1,695,866
Expenses	5,878,226
Contracted Services	3,566,256
Human Resource Transfer to Department of Management Services	11,494
Lease/Purchase	2,440
Service Charge to General Revenue	244,977
Transfers to Agency for Health Care Administration (State Medicaid Match)	5,599,596
	16,998,855

Donations Trust Fund - 20-2-168001

Salaries	685,061
Other Personal Services	17,979
Expenses	69,867
Grants & Aid - CMS Network	269,570
Contracted Services	93,981
Human Resource Transfer to Department of Management Services	5,456
	1,141,914

Total Expenditures - CERTIFIED **18,140,769**

Excess of Revenues Over (Under) Expenditures - CERTIFIED **663,378**

**EXPENDITURES CHARGED TO, BUT NOT CERTIFIED AS DIRECT
EXPENDITURES OF THE NEWBORN SCREENING PROGRAM**

(Please read Note 4)

Expenditures

Grants & Aid - CMS Network	704,713
	704,713

Excess Of Revenues Over (Under) Expenditures **\$ (41,335)**

Amounts for revenues and expenditures were provided by the Office of Budget & Revenue Management

FLORIDA DEPARTMENT OF HEALTH
REVENUES AND EXPENDITURES
OF THE
NEWBORN SCREENING PROGRAM
Fiscal Year ended June 30, 2014

NOTES

1. Certification by Office of Inspector General

Pursuant to Section 383.14(3)(g), *Florida Statutes*, the Office of Inspector General shall calculate the annual direct costs of the uniform testing and reporting procedures of the Newborn Screening Program (Program), including applicable administrative costs (reasonably and directly associated with the Program), and certify that such costs are related. Our procedures included analyzing amounts provided to us by Department of Health's Office of Budget & Revenue Management. We reviewed selected items on a judgmental basis to determine whether transactions charged to the Program reasonably reflect the actual costs of the Program (See Note No. 4).

2. Historical Data

Revenues and Expenditures – 6 years

	<u>June 30, 2009</u>	<u>June 30, 2010</u>	<u>June 30, 2011</u>	<u>June 30, 2012</u>	<u>June 30, 2013</u>	<u>June 30, 2014</u>
Revenues ¹	\$10,740,601	\$13,387,330	\$12,256,454	\$11,903,417	\$12,741,090	\$13,204,551
Certified Expenditures ²	\$9,699,768	\$9,266,748	\$10,145,676	\$10,291,249	\$11,480,004	\$12,541,173
Excess of Revenues Over (Under) Certified Expenditures	\$1,040,833	\$4,120,582	\$2,110,778	\$1,612,168	\$1,261,086	\$663,378

The \$597,708 decrease in the Excess of Revenues Over (Under) Certified Expenditures between fiscal years ended June 30, 2013 and 2014 was due to a \$463,461 increase in revenues and a \$1,061,169 increase in certified expenditures.

Cost per Screening Ratio

	<u>June 30, 2009</u>	<u>June 30, 2010</u>	<u>June 30, 2011</u>	<u>June 30, 2012</u>	<u>June 30, 2013</u>	<u>June 30, 2014</u>
Total Certified Expenditures	\$9,699,768	\$9,266,748	\$10,145,676	\$10,291,249	\$11,480,004	\$12,541,173
Total Screenings	267,943	265,945	264,514	260,235	257,078	270,930
Cost per Screening ³	\$36.20	\$34.84	\$38.35	\$39.54	\$44.65	\$46.29

¹Total Revenues less amount transferred to AHCA for State Medicaid Match.

²Total Certified Expenditures less amount transferred to AHCA for State Medicaid Match.

³Cost per Screening is calculated using Total Certified Expenditures ÷ Screenings.

3. Medicaid Match

According to 42 CFR 433.50(a)(1), Medicaid requires states to share in the cost of medical assistance expenditures. The formula to determine the percentage that states are required to match is outlined in 42 CFR 433.10. Florida's match requirement percentage was 41.92% for July through September 2013 and 41.21% for October 2013 through June 2014.

4. Expenditures Not Certified by the Office of Inspector General

Section 383.14(1)(b), *Florida Statutes*, stipulates tests and screening must be performed by the State Public Health Laboratory.

The following contracts were for referrals or other services not related to the direct cost of testing, where at least a portion of expenditures were charged to the Newborn Screening Program. As these expenditures were not direct costs associated with testing and reporting procedures, we did not certify \$704,713 in expenditures related to these contracts:

Contract COQNN	Tenet St. Mary's, Inc.	\$6,925
Contract COQNO	Nemours Children's Clinic – Pensacola	6,925
Contract COQNP	Nemours Children's Clinic – Orlando	6,925
Contract COQNQ	Nemours Children's Clinic - Jacksonville	6,925
Contract COQNR	Variety Children's Hospital	13,850
Contract COQNS	Memorial Regional Hospital	6,925
Contract COQNT	All Children's Hospital, Inc.	6,925
Contract COQSR	University of Florida	160,031
Contract COQSV	University of Miami	168,250
Contract COQSW	University of South Florida	127,132
Contract COQTI	Arnold Palmer Hospital for Children	20,775
Contract COQUJ	Lee Memorial Health System	27,700
Contract COQUO	All Children's Hospital, Inc.	20,775
Contract COQUP	Variety Children's Hospital	20,775
Contract COQUQ	Nemours Children's Clinic - Orlando	20,775
Contract COQUR	Memorial Health Care System	20,775
Contract COQUS	Nemours Children's Clinic - Pensacola	20,775
Contract COQUT	Nemours Children's Clinic - Jacksonville	20,775
Contract COQUU	Tenet St. Mary's Inc.	20,775
Total Expenditures Not Certified		\$704,713



DEPARTMENT LEVEL EXHIBITS AND SCHEDULES

Schedule VII: Agency Litigation Inventory

Agency:	HEALTH		
Contact Person:	Jennifer Tschetter, General Counsel	Phone Number:	850-245-4005
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	A.R., et al v. Elizabeth Dudek in her official capacity as agency head for the Agency for Healthcare Administration, Harry Frank Farmer, M.D., in his official capacity as Florida's Surgeon General and agency head for the Florida Department of Health, et al.		
Court with Jurisdiction:	United States District Court for the Southern District of Florida/Ft. Lauderdale		
Case Number:	12-cv-60460-RSR		
Summary of the Complaint:	Plaintiffs seek a permanent injunction requiring the Defendants to provide services to medically fragile and medically complex children in the most integrated community setting.		
Amount of the Claim:	\$ See AHCA		
Specific Statutes or Laws (including GAA) Challenged:	Title II of the Americans with Disabilities Act of 1973, 42 USC §§12131-12165, Section 504 of the Rehabilitation Act of 1973, 29 USC §794, Medicaid Act 42 USC §§1396-1396v, the Nursing Home Reform Amendments to Medicaid Act, 42 USC §§1396r and Early and Periodic Screening Diagnostic and Treatment Services 42 USC §1396d(r) and 42 USC §1983		
Status of the Case:	Class certification denied without prejudice. Discovery ongoing related to the issue of class certification		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input checked="" type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	Class certification denied without prejudice on September 25, 2013. Law Offices of Matthew W. Dietz FSU College of Law Public Interest Law Center The North Florida Center for Equal Justice, Inc.		

Schedule VII: Agency Litigation Inventory

Agency:	HEALTH		
Contact Person:	Jennifer Tschetter, General Counsel	Phone Number:	850-245-4005
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	United States v. State of Florida		
Court with Jurisdiction:	United States District Court for the Southern District of Florida/Ft. Lauderdale		
Case Number:	13-cv-61576-WPD		
Summary of the Complaint:	United States seeks injunctive relief and damages for alleged violations of the Americans with Disabilities Act related to the State's provision of services to medically fragile and medically complex children.		
Amount of the Claim:	\$ See AHCA		
Specific Statutes or Laws (including GAA) Challenged:	Title II of the Americans with Disabilities Act of 1973, 42 USC §§12131-12165, Section 504 of the Rehabilitation Act of 1973, 29 USC §794, Medicaid Act 42 USC §§1396-1396v, the Nursing Home Reform Amendments to Medicaid Act, 42 USC §§1396r and Early and Periodic Screening Diagnostic and Treatment Services 42 USC §1396d(r) and 42 USC §1983		
Status of the Case:	Lawsuit filed on July 22, 2013. Discovery is underway.		
Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel	
		Office of the Attorney General or Division of Risk Management	
	X	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	United States Department of Justice		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

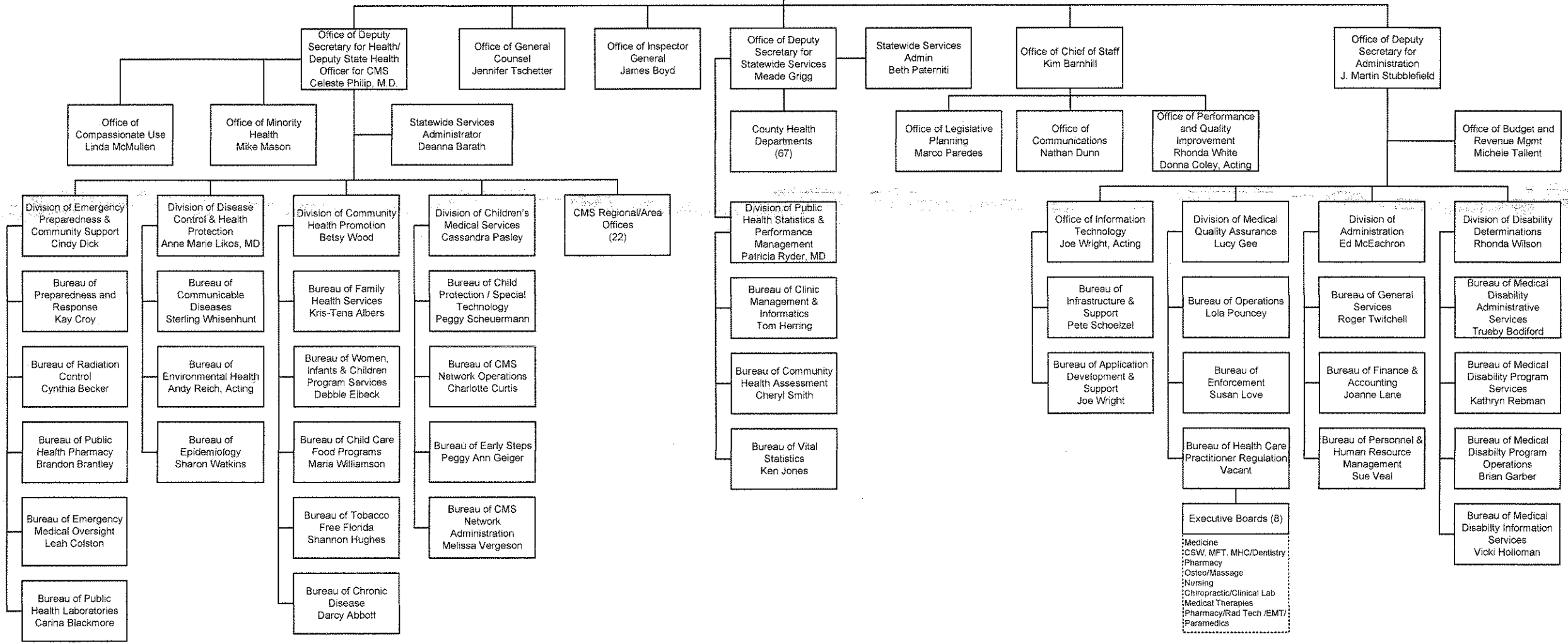
Agency:	HEALTH		
Contact Person:	Jennifer Tschetter, FDOH General Counsel & Stephanie Daniels , Special Counsel, Office of Attorney General	Phone Number:	850-245-4005
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Florida Pediatric Society, the Florida Chapter of the American Academy of Pediatrics, et al v. Elizabeth Dudek, in her official capacity as Secretary of the Agency for Health Care Administration, John Armstrong, M.D., in his official capacity as Florida’s Surgeon General and agency head for the Florida Department of Health, et al.		
Court with Jurisdiction:	U.S. District Court for Southern District of Florida		
Case Number:	1:05-cv-23037-AJ		
Summary of the Complaint:	This case broadly challenges the administration of the Florida Medicaid Program as it relates to children under the age of 21. Plaintiffs challenge the adequacy of reimbursement rates paid to physician and dental providers who furnish Medicaid services to children. They also challenge the adequacy and timeliness of access to physician and dental services, including physician and dental specialty care as well as access to services provided by managed care plans, including prepaid mental health plans and prepaid dental plans.		
Amount of the Claim:	\$ See Agency for Healthcare Administration		
Specific Statutes or Laws (including GAA) Challenged:	Title XIX of the Social Security Act, 42 United States Code § 1396		
Status of the Case:	Awaiting a final opinion from the court on the liability phase of this case. If liability is found, then the case will continue to the remedy phase.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input checked="" type="checkbox"/>	Outside Contract Counsel	

If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	Boies, Schiller & Flexner – Ft. Lauderdale, Florida Miller, Keffer & Bullocks – Tulsa, Oklahoma Public Interest Law Center of Philadelphia – Philadelphia, Pennsylvania
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Office of Policy and Budget – July 2013

State of Florida
Department of Health

The People
Rick Scott, Governor
Office of State Surgeon General
John Armstrong, M.D.



HEALTH, DEPARTMENT OF		FISCAL YEAR 2013-14			
SECTION I: BUDGET		OPERATING		FIXED CAPITAL OUTLAY	
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT		2,786,167,628		16,883,332	
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)		48,021,426		-3,650,000	
FINAL BUDGET FOR AGENCY		2,834,189,054		13,233,332	
SECTION II: ACTIVITIES * MEASURES		Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)					13,233,332
Anti-tobacco Marketing Activities * Number of anti-tobacco impressions.		4,019,404,252	0.01	23,163,501	
Community Based Anti-tobacco Activities * Number of community based tobacco intervention projects funded.		67	155,992.63	10,451,506	
Provide Quitline Services * Number of calls to the Florida Quit-for-Life Line.		75,735	129.98	9,844,326	
State And Community Interventions - Area Health Education Centers (ahecs) * Total number of health care practitioners trained in tobacco dependence, patient referrals and systems change.		6,754	2,022.91	13,662,729	
Provide School Health Services * Number of school health services provided		25,847,110	2.66	68,261,494	
Provide Dental Health Services * Number of adults and children receiving county health department professional dental care.		213,416	336.12	71,732,791	
Provide Healthy Start Services * Number of Healthy Start clients provided by direct service providers.		236,765	641.68	151,927,054	
Provide Women, Infants And Children (wic) Nutrition Services * Number of monthly participants		469,358	831.81	390,414,337	
Child Care Food Nutrition * Number of child care meals served monthly		11,192,027	17.35	194,190,600	
Provide Family Planning Services * Number of family planning clients.		219,410	250.73	55,011,741	
Provide Primary Care For Adults And Children * Number of adults and children receiving well child care and care for acute and episodic illnesses and injuries.		214,658	584.78	125,528,266	
Provide Chronic Disease Screening And Education Services * Number of persons receiving chronic disease community services from county health departments.		124,340	298.83	37,156,266	
Recruit Volunteers * Number of volunteers participating		39,015	12.83	500,490	
Provide Immunization Services * Number of immunization services provided		1,457,967	24.52	35,751,409	
Provide Sexually Transmitted Disease Services * Number of sexually transmitted disease clients.		99,743	397.15	39,612,584	
Provide Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome (hiv/Aids) Services * Persons receiving HIV patient care and case management from Ryan White Consortia and General Revenue Networks		45,671	3,336.89	152,399,108	
Provide Tuberculosis Services * Number of tuberculosis medical, screening, tests, test read services.		289,052	178.13	51,489,872	
Provide Infectious Disease Surveillance * Number of epidemiological interview / follow-up services.		141,966	93.75	13,309,123	
Monitor And Regulate Facilities * Number of facility inspections.		138,580	218.19	30,237,311	
Monitor And Regulate Onsite Sewage Disposal (osds) Systems * Number of onsite sewage disposal systems inspected.		407,668	83.71	34,124,181	
Control Radiation Threats *		75,148	94.91	7,132,440	
Racial And Ethnic Disparity Grant * Number of projects		15	194,595.87	2,918,938	
Provide Community Hygiene Services * Number of Community Hygiene Health Services		126,026	63.44	7,995,154	
Monitor Water System/Groundwater Quality * Water system / storage tank inspections / plans reviewed.		258,974	28.26	7,319,885	
Record Vital Events - Chd * Number of vital events recorded.		406,083	28.91	11,741,555	
Process Vital Records * Number of birth, death, fetal death, marriage and divorce records processed.		653,447	15.07	9,846,425	
Provide Public Health Pharmacy Services * Number of drug packets, bottles, and scripts distributed/dispensed.		1,666,378	97.71	162,827,406	
Provide Public Health Laboratory Services * Number of relative workload units performed annually.		5,223,619	5.93	30,956,301	
Public Health Preparedness And Response To Bioterrorism * Number of services (vary considerably in scope)		84,911	581.11	49,342,450	
Statewide Research *		42	1,350,603.29	56,725,338	
Prescription Drug Monitoring * Number of queries to the Prescription Drug Monitoring Database		4,336,705	0.11	482,785	
Early Intervention Services * Number enrolled in early intervention program.		43,753	1,369.02	59,898,814	
Medical Services To Abused / Neglected Children * Number of Child Protection Team assessments		97,833	179.91	17,601,464	
Poison Control Centers * Number of telephone consultations.		145,585	10.93	1,591,625	
Children's Medical Services Network * Number of children enrolled		64,740	3,741.03	242,194,100	
Issue Licenses And Renewals * Health care practitioner licenses issued		500,000	80.30	40,150,897	
Investigate Unlicensed Activity * Number of unlicensed cases investigated.		700	1,652.46	1,156,725	
Profile Practitioners * Number of visits to practitioner profile website.		2,000,000	0.21	410,791	
Recruit Providers To Underserved Areas * Providers recruited to serve in underserved areas.		477	623.87	297,584	
Support Local Health Planning Councils * Number of Local Health Councils Supported.		11	108,038.91	1,188,428	
Support Rural Health Networks * Rural Health Networks supported.		9	150,670.67	1,356,036	
Rehabilitate Brain And Spinal Cord Injury Victims * Number of brain and spinal cord injured individuals served.		2,985	6,779.06	20,235,482	
Dispense Grant Funds To Local Providers * Number of disbursements.		101	70,873.55	7,158,229	
Trauma Services * Number of Verified Trauma Centers		27	464,575.41	12,543,536	
Provide Eligibility Determination For Benefits * Number of claims completed with accurate determinations		315,351	386.44	121,864,531	
Investigative Services * Number of practitioner cases investigated.		34,410	282.10	9,706,931	
Practitioner Regulation Legal Services * Number of practitioner cases resolved.		5,391	1,447.44	7,803,161	
Consumer Services * Number of complaints resolved.		20,704	110.15	2,280,566	
TOTAL				2,403,496,266	13,233,332
SECTION III: RECONCILIATION TO BUDGET					
PASS THROUGHS					
TRANSFER - STATE AGENCIES					
AID TO LOCAL GOVERNMENTS					
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS					
OTHER				207,956,196	
REVERSIONS				222,737,236	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)				2,834,189,698	13,233,332

SCHEDULE XI/EXHIBIT VI: AGENCY-LEVEL UNIT COST SUMMARY

- (1) Some activity unit costs may be overstated due to the allocation of double budgeted items.
- (2) Expenditures associated with Executive Direction, Administrative Support and Information Technology have been allocated based on FTE. Other allocation methodologies could result in significantly different unit costs per activity.
- (3) Information for FCO depicts amounts for current year appropriations only. Additional information and systems are needed to develop meaningful FCO unit costs.
- (4) Final Budget for Agency and Total Budget for Agency may not equal due to rounding.

Schedule XIV
Variance from Long Range Financial Outlook

Agency: Health

Contact: Michele Tallent

Article III, Section 19(a)3, Florida Constitution, requires each agency Legislative Budget Request to be based upon and reflect the long range financial outlook adopted by the Joint Legislative Budget Commission or to explain any variance from the outlook.

- 1) Does the long range financial outlook adopted by the Joint Legislative Budget Commission in September 2014 contain revenue or expenditure estimates related to your agency?

Yes No

- 2) If yes, please list the estimates for revenues and budget drivers that reflect an estimate for your agency for Fiscal Year 2015-2016 and list the amount projected in the long range financial outlook and the amounts projected in your Schedule I or budget request.

	Issue (Revenue or Budget Driver)	R/B*	FY 2015-2016 Estimate/Request Amount	
			Long Range Financial Outlook	Legislative Budget Request
a	Tobacco Settlement/Tobacco Constitutional Amendment	B	1.3	N/A
b	Medicaid Waivers	B	2.7	3.5
c	Biomedical/Cancer Research	B	12.6	N/A
d	Early Steps/DEI Part C	B	3.3	0
e	Child Protection Teams	B	1.2	0
f	Information Systems-Medical Quality Assurance (MQA) System	B	4.4	2.1
g				

- 3) If your agency's Legislative Budget Request does not conform to the long range financial outlook with respect to the revenue estimates (from your Schedule I) or budget drivers, please explain the variance(s) below.

The Tobacco Settlement (consumer price index change), medicaid waivers and Biomedical Research are typically not requested by the department. The appropriations are given to the department during the legislative session. The department analyzed the Early Steps Program and the Child Protection Teams and determined the ability to meet mission and statutory mandates utilizing existing resources. The Information System consists of upgrades to the Medical Quality Assurance licensing system.

* R/B = Revenue or Budget Driver



ADMINISTRATIVE SUPPORT EXHIBITS AND SCHEDULES



ADMINISTRATIVE SUPPORT SCHEDULE I SERIES

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Administrative Trust Fund
LAS/PBS Fund Number:	64100200
	2021

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	6,369,875.79	(A)		6,369,875.79
ADD: Other Cash (See Instructions)		(B)		0.00
ADD: Investments		(C)		0.00
ADD: Outstanding Accounts Receivable	10,331,794.94	(D)	2,868.06	10,334,663.00
ADD: unverified cash	(340.25)	(E)		(340.25)
Total Cash plus Accounts Receivable	16,701,330.48	(F)	2,868.06	16,704,198.54
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards	(2,512,090.28)	(H)		(2,512,090.28)
Approved "B" Certified Forwards	(428,827.45)	(H)		(428,827.45)
Approved "FCO" Certified Forwards		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)	(958.00)	(I)		(958.00)
LESS: BE TNFR to Multiple BEs	(484,431.55)			(484,431.55)
LESS: BE LASPBS CF less GLC 3XXXX CF (LASPBS does not equal trial balance)	1,245,186.09	(J)		1,245,186.09
Unreserved Fund Balance, 07/01/14	14,520,209.29	(K)	2,868.06	14,523,077.35 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Administrative Trust Fund
LAS/PBS Fund Number:	2021/64100200

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14	
Total all GLC's 5XXXX for governmental funds;	15,229,516.92 (A)
GLC 539XX for proprietary and fiduciary funds	
Subtract Nonspendable Fund Balance (GLC 56XXX)	
Add/Subtract Statewide Financial Statement (SWFS) Adjustments :	
SWFS Adjustment # B6400XXX-increase accounts receivable	2,868.06 (C)
SWFS Adjustment # and Description	
Add/Subtract Other Adjustment(s):	
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(428,827.45) (D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS	
A/P not C/F-Operating Categories	203,951.37 (D)
BE TNFR to Multipl BEs	(484,431.55) (D)
ADJUSTED BEGINNING TRIAL BALANCE:	14,523,077.35 (E)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	14,523,077.35 (F)
DIFFERENCE:	0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Tobacco Settlement Trust Fund
LAS/PBS Fund Number:	64100200
	2122

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	(167,917.87)	(A)		(167,917.87)
ADD: Other Cash (See Instructions)		(B)		0.00
ADD: Investments		(C)		0.00
ADD: Outstanding Accounts Receivable		(D)		0.00
ADD: BE TNFR from 64200800 and 64200100		(E)		0.00
Total Cash plus Accounts Receivable	(167,917.87)	(F)	0.00	(167,917.87)
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards		(H)		0.00
Approved "B" Certified Forwards		(H)		0.00
Approved "FCO" Certified Forwards		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)		(I)		0.00
LESS: BE TNFR from 64200100	167,917.87	(J)		167,917.87
Unreserved Fund Balance, 07/01/14	0.00	(K)	0.00	0.00 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016
Department Title: Department of Health
Trust Fund Title: Tobacco Settlement Trust Fund
LAS/PBS Fund Number: 2122/64100200

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; (167,917.87) (A)
 GLC 539XX for proprietary and fiduciary funds

Subtract Nonspendable Fund Balance (GLC 56XXX) (B)

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description (C)

SWFS Adjustment # and Description (C)

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS (D)

Approved "C" Carry Forward Total (FCO) per LAS/PBS 0.00 (D)

A/P not C/F-Operating Categories (D)

BE TNFR from 2122 64200800 (D)

BE TNFR from 2122 64200100 167,917.87 (D)

(D)

ADJUSTED BEGINNING TRIAL BALANCE: **0.00 (E)**

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I) **0.00 (F)**

DIFFERENCE: **0.00 (G)***

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Federal Grant Trust Fund
LAS/PBS Fund Number:	64100200
	2261

	Balance as of 6/30/2014	SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	(908,177.29) (A)		(908,177.29)
ADD: Other Cash (See Instructions)			0.00
ADD: Investments			0.00
ADD: Outstanding Accounts Receivable			0.00
ADD: BE TNFR from 2261 64200100	908,177.29 (E)		908,177.29
Total Cash plus Accounts Receivable	0.00 (F)	0.00	0.00
LESS Allowances for Uncollectibles			0.00
LESS Approved "A" Certified Forwards			0.00
Approved "B" Certified Forwards			0.00
Approved "FCO" Certified Forwards			0.00
LESS: Other Accounts Payable (Nonoperating)			0.00
LESS: _____			0.00
Unreserved Fund Balance, 07/01/14	0.00 (K)		0.00 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
LAS/PBS Fund Number:	Federal Grant Trust Fund
	2261/64100200

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; **(915,895.58)** (A)
GLC 539XX for proprietary and fiduciary funds

Subtract Nonspendable Fund Balance (GLC 56XXX)

(B)

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment (C)

SWFS Adjustment (C)

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS (D)

Approved "C" Carry Forward Total (FCO) per LAS/PBS (D)

A/P not C/F-Operating Categories **0.00** (D)

Current Compensated Absences Liability (38600) **7,718.29** (D)

BE TRANSFER FROM 2261 64200100 **908,177.29** (D)

(D)

ADJUSTED BEGINNING TRIAL BALANCE:

0.00 (E)

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)

0.00 (F)

DIFFERENCE:

0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS

Budget Period: 2015 - 2016

Department: Health

Chief Internal Auditor: Michael J. Bennett, CIA

Budget Entity: 64100200

Phone Number: 850-245-4141

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
2015-002	July 2, 2014	General Counsel	<p><i>State agencies did not always document that employees involved in the contractor evaluation and selection process attested in writing, or timely attested, that they were independent of, and had no conflict of interest in, the entities evaluated and selected.</i></p> <p>We recommend that State agency management take steps to ensure that conflict of interest attestations required by State law are timely completed by all individuals taking part in the contractor evaluation and selection process and that the attestation documents are appropriately maintained.</p>	<p>Members of the Department's executive and senior management teams have been made aware of the finding and recommendation. The Department is currently assessing the systemic reasons for the finding and will institute corrective action to effectuate the recommendation once better understood.</p>	
2015-002	July 2, 2014	General Counsel	<p><i>Some State agencies did not always document that cost analyses were completed prior to executing contracts.</i></p> <p>We recommend that Department of Health (DOH) management ensure that, for contracts awarded on a noncompetitive basis, documented cost analyses are completed prior to contract execution and in accordance with State law.</p>	<p>Members of the Department's executive and senior management teams have been made aware of the finding and recommendation. The Department's contract management training will include specific instructions to facilitate the recommendation.</p>	
2015-002	July 2, 2014	General Counsel	<p><i>State agencies did not always document that contracts were properly reviewed, approved, and executed in accordance with State law.</i></p> <p>We recommend that State agency management ensure that contracts are properly reviewed, approved, and executed in accordance with State law and that agency head delegations of authority are appropriately documented.</p>	<p>Members of the Department's executive and senior management teams have been made aware of the finding and recommendation. The Department's contract management training will include specific instructions to facilitate the recommendation.</p>	
2015-002	July 2, 2014	General Counsel	<p><i>State agencies did not always document that contract managers received, or timely received, required training for accountability in contracts management.</i></p> <p>We recommend that State agency management ensure that all contract managers attend the required Department of Financial Services (DFS) training for accountability in contracts management in accordance with State law and DFS guidelines.</p>	<p>Members of the Department's executive and senior management teams have been made aware of the finding and recommendation. The Department's expectation that all contract managers attend DFS training has been made clear to Department leadership.</p>	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
2015-002	July 2, 2014	General Counsel	<p><i>State agencies did not always appropriately document that contract managers were independent of, and had no conflict of interest in, the entities whose contracts they were assigned to manage.</i></p> <p>We recommend that State agency management ensure that documentation is maintained to demonstrate that contract managers are independent of, and have no conflict of interest in, the entities whose contracts they are assigned to manage.</p>	Members of the Department's executive and senior management teams have been made aware of the finding and recommendation. The Department is currently assessing the systemic reasons for the finding and will institute corrective action to effectuate the recommendation once better understood.	
2015-002	July 2, 2014	General Counsel	<p><i>State agencies did not always document that sufficient contract monitoring had been performed in accordance with DFS and applicable State agency guidelines.</i></p> <p>We recommend that State agency management ensure that contract monitoring activities are appropriately performed and documented in accordance with DFS guidance and applicable State agency policies and procedures.</p>	The Contract Accountability Unit will ensure that contract monitoring activities are appropriately performed and documented in accordance with the Department of Financial Services guidance and the Department of Health's monitoring policies and procedures.	
2015-002	July 2, 2014	General Counsel	<p><i>State agencies could not always demonstrate that contract payments were properly approved, supported by adequate documentation, or made in accordance with applicable contract terms and Chief Financial Officer (CFO) memoranda.</i></p> <p>We recommend that State agency management ensure that contract payments are properly approved, adequately supported, and made in accordance with applicable contract terms and CFO memoranda.</p>	The Contract Accountability Unit will ensure that contract payments are properly approved, adequately supported, and made in accordance with applicable contract terms and Chief Financial Officer memoranda.	
2015-002	July 2, 2014	General Counsel	<p><i>State agencies did not always document that sufficient grant monitoring had been performed in accordance with DFS and applicable State agency procedures.</i></p> <p>We recommend that State agency management ensure that grant monitoring activities and grant manager independence are appropriately documented and that the monitoring results are timely communicated to the grantee.</p>	Members of the Department's executive and senior management teams have been made aware of the finding and recommendation. The Departments grant management training will include specific instructions to facilitate the recommendation.	
2015-002	July 2, 2014	General Counsel	<p><i>DOH could not always demonstrate that grant payments were properly approved, supported by adequate documentation, or made in accordance with applicable grant terms.</i></p> <p>We recommend that DOH management ensure that all grant payments are properly approved, adequately supported, and made in accordance with applicable grant terms.</p>	Members of the Department's executive and senior management teams have been made aware of the finding and recommendation. The Department is currently assessing the systemic reasons for the finding and will institute corrective action to effectuate the recommendation once better understood.	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
2014-184	April 10, 2014	Personnel and Human Resource Management	<p><i>Some State agencies had not established adequate policies and procedures related to dual employment that effectively promoted compliance with State law. Additionally, State agencies did not always document that dual employment was properly approved in accordance with the requirements of State law, Department of Management Services (DMS) rules, and other guidelines.</i></p> <p>We recommend that State agency management establish appropriate procedures that provide for the proper submittal and approval of dual employment requests. Additionally, we recommend that State agencies utilize available dual employment reports to ensure that the dual employment activities of all applicable personnel have received appropriate consideration in accordance with State law, DMS rules, and other guidelines.</p>	The Bureau of Personnel and Human Resource Management (HR) currently requests dual employment reports from DMS twice per year, and notifies impacted offices which have not submitted their required forms. Additionally, the Division of Administration has been looking into the possibility of developing a system which will identify employees paid from more than one position or funding source.	
2014-184	April 10, 2014	Personnel and Human Resource Management	<p><i>State agency and Department of Financial Services processes and procedures for salary reissuances should be enhanced to avoid overpayments to third parties for miscellaneous post-tax deductions. Additionally, State agencies did not always timely initiate efforts to collect from third parties overpayments made as a result of canceled salary payments.</i></p> <p>We recommend that State agencies take appropriate steps to ensure the timely recovery of overpayments of State funds.</p>	At the close of each month, beginning in April 2014, cancelled checks will be randomly sampled to determine if proper procedure was followed. Timely recovery of state funds will be added as an expectation has been added to the performance expectations for payroll staff members.	
2014-184	April 10, 2014	Personnel and Human Resource Management	<p><i>State agencies did not always document, upon the employees separation from State employment, the return of State-owned property items assigned to the employees.</i></p> <p>We recommend that State agency management take steps to ensure that forms designed to document the return of all State-owned property by separating employees are utilized during the out processing of employees.</p>	A new policy will be developed which will require supervisors to utilize the Exit Checklist.	
2014-014	September 26, 2013	Budget & Revenue Management	<p><i>The Department did not timely remove Florida Accounting Information Resource (FLAIR) access privileges of former employees.</i></p> <p>We recommend the Department strengthen controls to ensure that FLAIR access privileges are timely removed when no longer needed.</p>	<ol style="list-style-type: none"> 1. A distribution list has been developed that enables the personnel office to send out a notice to the Flair Administrator and his staff at the time employees leave the agency. This will enable a timely deactivation of FLAIR access. 2. In addition, the FLAIR Administrator will complete a monthly manual reconciliation of FLAIR access to active People First employees. 	
2014-014	September 26, 2013	Finance & Accounting	<p><i>The Department did not always timely cancel purchasing cards upon the cardholder's separation from Department employment.</i></p> <p>We recommend that the Department continue its efforts to enhance procedures for identification of terminated employees to ensure the timely cancellation or deactivation of purchasing cards upon a cardholder's separation from the Department.</p>	<ol style="list-style-type: none"> 1. A distribution list has been developed that enables the personnel office to send out a notice to the Purchasing Card Administrator at the time employees leave the agency. This will enable a timely cancellation of purchasing cards. 2. In addition, the Purchasing Card Administrator will perform monthly manual audits to ensure all departed employees purchasing cards have been cancelled. 	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
2014-014	September 26, 2013	Personnel and Human Resource Management	<p><i>Approved Dual Employment Compensation Requests were not available for Department employees who had a vendor relationship with the Department.</i></p> <p>We recommend that the Department obtain and process properly completed Requests for the ten employees identified by our audit tests. We also recommend that the Department continue to communicate the need to adhere to established policies regarding additional employment. Further, we recommend that the Department review and make appropriate changes to its computer matching process to better identify any employees who may also have a vendor relationship with the Department. For any employees identified, the Department should ensure that the additional employment resulting from the vendor relationship has been reported to and appropriately reviewed by the employees' supervisors and that such additional employment does not constitute a prohibited conflict of interest.</p>	The originally developed application was not able to be used by HR. Therefore, it is in the process of being readdressed, redesigned, and reprogrammed to provide the needed information.	
2014-014	September 26, 2013	Personnel and Human Resource Management	<p><i>CHD staff did not always conduct appropriate leave balance audits for employees separating from Department employment.</i></p> <p>We recommend that the Department more closely monitor the performance of leave balance audits of the records of terminating employees.</p>	HR will randomly select a percentage of separation transactions for all CHDs on a bi-annual basis for completed leave audits. On March 13, 2014, 11 random samplings were completed and requests for leave audits were emailed to the personnel liaisons in the county health departments. This process will be repeated on a bi-annual basis.	
2014-014	September 26, 2013	Information Technology	<p><i>Information technology access to Department applications was sometimes not timely revoked upon employee termination or transfer.</i></p> <p>We recommend that the Department strengthen controls to better ensure the timely removal of access privileges of former employees and employees no longer requiring access. We also recommend that a record be maintained to demonstrate timely deactivation of access privileges for terminated employees.</p>	Each day, payroll/leave and attendance staff send out an email to the office and copy the Office of Information Technology Help Desk to notify them of separation <i>Personnel Action Request</i> forms that have been completed.	
R-1213DOH-017	July 31, 2013	General Services	<p><i>Department of Health's (DOH) policy did not address the issue of DOH employees using personal vehicles to transport DOH clients.</i></p> <p>We recommend DOH's Bureau of General Services, in consultation with Office of General Counsel, revise DOHP 250-12-10, <i>Management and Operation of Vehicles</i>, to include provisions on when it is appropriate to use personal vehicles to transport DOH clients, the risks and liabilities they assume and require employee affirmation of their understanding of these risks and liabilities when transporting DOH clients in a personal vehicle.</p>	DOHP 250-12-13 was updated to reflect the recommended changes.	
R-1213DOH-017	July 31, 2013	General Services	<p><i>DOH's policy did not address the issue of DOH employees using personal vehicles to transport DOH clients.</i></p> <p>We recommend the Bureau of General Services review the feasibility of purchasing supplemental insurance to better protect DOH's employees.</p>	The agency determined that amending the policy to inform DOH employees of the potential liability was the most cost-effective method to curb liability.	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
R-1011DOH-029	November 12, 2013	Information Technology	CONFIDENTIAL - An issue related to the lack of policy. Office of Information Technology (OIT) management should collaborate with other program management to draft a mobile device policy.	OIT will create a workgroup to address the recommendation.	
R-1011DOH-029	November 12, 2013	Information Technology	CONFIDENTIAL - An issue related to insufficient controls. OIT management should implement additional controls.	OIT management will implement additional controls.	
R-1011DOH-029	November 12, 2013	Information Technology	CONFIDENTIAL - An additional issue related to insufficient controls. OIT management should implement additional controls.	OIT management will implement additional controls.	
R-1011DOH-029	November 12, 2013	Information Technology	CONFIDENTIAL - An another issue related to insufficient controls. OIT management should implement additional controls.	Additional procedures have been implemented.	
R-1011DOH-029	November 12, 2013	Information Technology	CONFIDENTIAL - Insufficient controls related confidential and/or exempt information. OIT management should implement controls to address the finding.	A policy will be revised.	
R-1011DOH-029	November 12, 2013	Information Technology	CONFIDENTIAL - An issue regarding handheld device configuration procedures. OIT management should ensure procedures are formally documented and approved.	OIT will verify the agency Information Security Manager (ISM) has approved such documents.	
R-1011DOH-029	November 12, 2013	Information Technology	CONFIDENTIAL - An issues regarding handheld device configuration procedures. OIT management should ensure all relevant persons are fully trained.	OIT management is finalizing documentation.	
R-1011DOH-029	November 12, 2013	Information Technology	CONFIDENTIAL - An issue related to tracking of handheld mobile devices. OIT management should address the finding.	The policy is being strengthened and clarified.	
R-1011DOH-029	November 12, 2013	Information Technology	CONFIDENTIAL - An issue related to select device connectivity controls. OIT management should establish and document what methods of remote access are acceptable when accessing the Department's internal network.	OIT will better document the approved methods of remote access.	
R-1011DOH-029	November 12, 2013	Information Technology	CONFIDENTIAL - An issue related to network device connectivity controls. OIT management should implement a solution.	OIT is currently researching solutions.	
R-1011DOH-029	November 12, 2013	Information Technology	CONFIDENTIAL- An issue related to mobile storage device controls. OIT management should work with program management to address the finding.	OIT will develop a control.	
R-1011DOH-029	November 12, 2013	Information Technology	CONFIDENTIAL- An issue related to mobile storage device controls. OIT management should determine how to best manage the identified risks.	OIT will determine how to manage the identified risks.	
R-1011DOH-029	November 12, 2013	Information Technology	CONFIDENTIAL- An issue related to mobile storage device controls. OIT management should obtain written risk acceptance.	OIT will obtain written acceptance for all mobile storage device risks that cannot be mitigated.	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
R-1112DOH-010	September 30, 2013	Information Technology	CONFIDENTIAL - Current backup notification processes. We recommend that Department of Health (DOH) OIT management re-institute the receipt of the daily backup email reports in an automated process	OIT has re-instituted the receipt of the daily backup email reports.	
R-1112DOH-010	September 30, 2013	Information Technology	CONFIDENTIAL - Storage of off-site backup tapes. We recommend OIT management conduct an analysis.	OIT will complete the review of the backup tapes.	
R-1112DOH-010	September 30, 2013	Information Technology	CONFIDENTIAL - The Continuity of Operations Plan for Information Technology (COOP-IT) needs revision. We recommend that OIT management continue to revise and update the COOP-IT Plan.	OIT will revise the COOP-IT Plan.	
R-1112DOH-010	September 30, 2013	Information Technology	CONFIDENTIAL - <i>Testing of Disaster Recovery Plan</i> . We recommend OIT management address issues with the disaster recover plan. Also, we recommend OIT management develop a written schedule of planned tests.	OIT management will create a multi-year plan.	
R-1112DOH-010	September 30, 2013	Information Technology	CONFIDENTIAL - Maintaining documentation. We recommend that OIT management address maintaining documentation. Also, we recommend OIT management address issues with the COOP-IT Plan.	OIT will address maintaining documentation. OIT will address issues with the COOP-IT Plan.	

Office of Policy and Budget - July 2014



COMMUNITY HEALTH PROMOTION EXHIBITS AND SCHEDULES



COMMUNITY HEALTH PROMOTION SCHEDULE I SERIES

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 64 Health **Budget Period:** 2015 - 16
Program: 64200100 Community Health Promotion
Fund: 2089 Rape Crisis Program Trust Fund

Specific Authority: s. 794.055 & s. 794.056, F.S.
Purpose of Fees Collected: Funds are allocated to rape crisis centers to provide sexual battery recovery services to victims of sexual battery and their families

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input checked="" type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2013 - 2014	FY 2014 - 2015	FY 2015 - 2016
<u>Receipts:</u>			
Surcharges assessed to offenders	1,497,170	1,497,170	1,497,170
Total Fee Collection to Line (A) - Section III	1,497,170	1,497,170	1,497,170

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
Salaries and Benefits	34,165	91,696	91,696
Other Personal Services			
Expenses	11,379	11,379	11,379
Operating Capital Outlay			
Contractual Services	1,278,189	1,260,706	1,260,706
Trust Fund Surcharge paid in FY 13-14	118,209	118,209	118,209
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	1,441,942	1,481,990	1,481,990

Basis Used: _____

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I	(A)	1,497,170	1,497,170
TOTAL SECTION II	(B)	1,441,942	1,481,990
TOTAL - Surplus/Deficit	(C)	55,228	15,180

EXPLANATION of LINE C:
Revenues have been estimated based on a history of previous deposits.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 64 Health **Budget Period:** 2015 - 16
Program: 64200100 Community Health Promotion
Fund: 2197 Epilepsy Services Program

Specific Authority: 318.21(6)
Purpose of Fees Collected: Epilepsy Services Program - Prevention and Education

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input checked="" type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2013 - 2014	FY 2014 - 2015	FY 2015 - 2016
<u>Receipts:</u>			
Deposit total	1,094,753	1,116,000	1,117,000

Total Fee Collection to Line (A) - Section III	1,094,753	1,116,000	1,117,000

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
Salaries and Benefits	34,165	52,200	52,200
Other Personal Services			
Expenses	828	1,350	1,350
Operating Capital Outlay			
<u>Other - G/A Epilepsy Services</u>	970,437	973,170	973,170
<u>Other - HR & Service Charge to GR</u>	89,323	89,280	89,360
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	1,094,753	1,116,000	1,116,080

Basis Used: _____

<u>SECTION III - SUMMARY</u>				
TOTAL SECTION I	(A)	1,094,753	1,116,000	1,117,000
TOTAL SECTION II	(B)	1,094,753	1,116,000	1,116,080
TOTAL - Surplus/Deficit	(C)	0	0	920

EXPLANATION of LINE C:

Revenues have been estimated based on a history of previous deposits.

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Administrative Trust Fund
LAS/PBS Fund Number:	64200100
	2021

	Balance as of 6/30/2014		SWFS* Adjustments		Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	(153,654.21)	(A)			(153,654.21)
ADD: Other Cash (See Instructions)		(B)			0.00
ADD: Investments		(C)			0.00
ADD: Outstanding Accounts Receivable		(D)			0.00
ADD: BE TNFR from 64100200	183,297.36	(E)			183,297.36
Total Cash plus Accounts Receivable	29,643.15	(F)	0.00		29,643.15
LESS Allowances for Uncollectibles		(G)			0.00
LESS Approved "A" Certified Forwards	(8,059.80)	(H)			(8,059.80)
Approved "B" Certified Forwards	(21,583.35)	(H)			(21,583.35)
Approved "FCO" Certified Forwards		(H)			0.00
LESS: Other Accounts Payable (Nonoperating)		(I)			0.00
LESS:		(J)			0.00
LESS:		(J)			0.00
Unreserved Fund Balance, 07/01/14	0.00	(K)	0.00		0.00 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Administrative Trust Fund
LAS/PBS Fund Number:	2021/64200100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	(161,721.20)	(A)
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Subtract Nonspendable Fund Balance (GLC 56XXX)

		(B)
--	--	-----

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description		(C)
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SWFS Adjustment # and Description		(C)
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Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(21,583.35)	(D)
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Approved "C" Carry Forward Total (FCO) per LAS/PBS		(D)
--	--	-----

A/P not C/F-Operating Categories	7.19	(D)
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BE TNFR from 64100200	183,297.36	(D)
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		(D)
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		(D)
--	--	-----

ADJUSTED BEGINNING TRIAL BALANCE:

	0.00	(E)
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UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)

	0.00	(F)
--	-------------	-----

DIFFERENCE:

	0.00	(G)*
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***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Rape Crisis Trust Fund
LAS/PBS Fund Number:	64200100
	2089

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	396,925	(A)		396,925
ADD: Other Cash (See Instructions)	0	(B)		0
ADD: Investments	0	(C)		0
ADD: Outstanding Accounts Receivable	1,725	(D)		1,725
ADD:	0	(E)		0
Total Cash plus Accounts Receivable	398,650	(F)	0	398,650
LESS: Allowances for Uncollectibles	0	(G)		0
LESS: Approved "A" Certified Forwards	(107,382)	(H)		(107,382)
Approved "B" Certified Forwards	0	(H)		0
Approved "FCO" Certified Forwards	0	(H)		0
LESS: Other Accounts Payable (Nonoperating)	(34,095)	(I)		(34,095)
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/14	257,174	(K)	0	257,174 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Rape Crisis Trust Fund
LAS/PBS Fund Number:	2089/64200100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14	
Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	257,171 (A)
Subtract Nonspendable Fund Balance (GLC 56XXX)	0 (B)
Add/Subtract Statewide Financial Statement (SWFS)Adjustments :	
SWFS Adjustment # and Description	0 (C)
SWFS Adjustment # and Description	0 (C)
Add/Subtract Other Adjustment(s):	
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS	(D)
A/P not C/F-Operating Categories	3 (D)
	(D)
	(D)
	(D)
	(D)
ADJUSTED BEGINNING TRIAL BALANCE:	257,174 (E)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	257,174 (F)
DIFFERENCE:	0 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Tobacco Settlement Trust Fund
LAS/PBS Fund Number:	64200100
	2122

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	15,717,134.18	(A)		15,717,134.18
ADD: Other Cash (See Instructions)		(B)		0.00
ADD: Investments		(C)		0.00
ADD: Outstanding Accounts Receivable	624,666.40	(D)		624,666.40
ADD: BE TNFR from 64100200	0.00	(E)		0.00
Total Cash plus Accounts Receivable	16,341,800.58	(F)	0.00	16,341,800.58
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards	(14,227,849.45)	(H)		(14,227,849.45)
Approved "B" Certified Forwards	(246,675.95)	(H)		(246,675.95)
Approved "FCO" Certified Forwards		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)		(I)		0.00
LESS: BE TNFR to 64300100/200700/100200	(1,839,628.57)	(J)		(1,839,628.57)
Unreserved Fund Balance, 07/01/14	27,646.61	(K)	0.00	27,646.61 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period:	2015 - 2016
Department Title:	Department of Health
Trust Fund Title:	Tobacco Settlement Trust Fund
LAS/PBS Fund Number:	2122/64200100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	2,111,702.23 (A)
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Subtract Nonspendable Fund Balance (GLC 56XXX)	(B)
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Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description	(C)
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SWFS Adjustment # and Description	(C)
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Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(246,675.95) (D)
---	------------------

Approved "C" Carry Forward Total (FCO) per LAS/PBS	0.00 (D)
--	----------

A/P not C/F-Operating Categories	2,248.90 (D)
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BE TNFR TO 2122 64100200	(167,917.87) (D)
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BE TNFR TO 2122 64200700	(11,154.55) (D)
--------------------------	-----------------

BE TNFR to 2122 64300100	(1,660,556.15) (D)
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ADJUSTED BEGINNING TRIAL BALANCE:	27,646.61 (E)
--	----------------------

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	27,646.61 (F)
--	----------------------

DIFFERENCE:	0.00 (G)*
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***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Tobacco Settlement Trust Fund
LAS/PBS Fund Number:	64200300
	2122

	Balance as of 6/30/2014		SWFS* Adjustments		Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	[]	(A)	[]		0.00
ADD: Other Cash (See Instructions)	[]	(B)	[]		0.00
ADD: Investments	[]	(C)	[]		0.00
ADD: Outstanding Accounts Receivable	[]	(D)	[]		0.00
ADD: BE TNFR from 2122 64200700	[]	(E)	[]		0.00
Total Cash plus Accounts Receivable	0.00	(F)	0.00		0.00
LESS Allowances for Uncollectibles	[]	(G)	[]		0.00
LESS Approved "A" Certified Forwards	[]	(H)	[]		0.00
Approved "B" Certified Forwards	[]	(H)	[]		0.00
Approved "FCO" Certified Forwards	[]	(H)	[]		0.00
LESS: Other Accounts Payable (Nonoperating)	[]	(I)	[]		0.00
LESS: BE TNFR to 64200700	[]	(J)	[]		0.00
Unreserved Fund Balance, 07/01/14	0.00	(K)	0.00		0.00 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016

Department Title: Department of Health
Trust Fund Title: Tobacco Settlement Trust Fund
LAS/PBS Fund Number: 2122/64200300

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; 128,638.49 (A)
 GLC 539XX for proprietary and fiduciary funds

Subtract Nonspendable Fund Balance (GLC 56XXX) (B)

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description (C)

SWFS Adjustment # and Description (C)

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS (D)

Approved "C" Carry Forward Total (FCO) per LAS/PBS (D)

A/P not C/F-Operating Categories (D)

BE TNFR to 2122 64200200 (128,638.49) (D)

(D)

ADJUSTED BEGINNING TRIAL BALANCE: 0.00 (E)

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I) 0.00 (F)

DIFFERENCE: 0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Epilepsy Trust Fund
LAS/PBS Fund Number:	64200100
	2197/64200100

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	312,124.02	(A)		312,124.02
ADD: Other Cash (See Instructions)	0.00	(B)		0.00
ADD: Investments	0.00	(C)		0.00
ADD: Outstanding Accounts Receivable	0.00	(D)		0.00
ADD: CASH IN TREASURY UNVERIFIED	1,477.07	(E)		1,477.07
Total Cash plus Accounts Receivable	313,601.09	(F)	0.00	313,601.09
LESS Allowances for Uncollectibles	0.00	(G)		0.00
LESS Approved "A" Certified Forwards	(28,104.13)	(H)		(28,104.13)
Approved "B" Certified Forwards	0.00	(H)		0.00
Approved "FCO" Certified Forwards	0.00	(H)		0.00
LESS: Other Accounts Payable (Nonoperating)	(25,040.42)	(I)		(25,040.42)
LESS: _____		(J)		0.00
Unreserved Fund Balance, 07/01/14	260,456.75	(K)	0.00	260,456.75 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

Office of Policy and Budget - July 2014

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016
Department Title: Department of Health
Trust Fund Title: Epilepsy Trust Fund
LAS/PBS Fund Number: 2197/64200100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; 260,453.54 (A)
GLC 539XX for proprietary and fiduciary funds

Subtract Nonspendable Fund Balance (GLC 56XXX) (B)

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description (C)

SWFS Adjustment # and Description (C)

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS (D)

Approved "C" Carry Forward Total (FCO) per LAS/PBS (D)

A/P not C/F-Operating Categories 3.21 (D)

 (D)

 (D)

 (D)

ADJUSTED BEGINNING TRIAL BALANCE: 260,456.75 (E)

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I) 260,456.75 (F)

DIFFERENCE: 0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Biomedical Research Trust Fund
LAS/PBS Fund Number:	64200100
	2245

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	9,656,118.23	(A)		9,656,118.23
ADD: Other Cash (See Instructions)		(B)		0.00
ADD: Investments		(C)		0.00
ADD: Outstanding Accounts Receivable	170,187.32	(D)		170,187.32
ADD: BE TNFR from 64200800	4,647,896.10	(E)		4,647,896.10
Total Cash plus Accounts Receivable	14,474,201.65	(F)	0.00	14,474,201.65
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards	(3,018,084.03)	(H)		(3,018,084.03)
Approved "B" Certified Forwards	(11,456,117.62)	(H)		(11,456,117.62)
Approved Carry Forward		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)		(I)		0.00
LESS: _____		(J)		0.00
Unreserved Fund Balance, 07/01/14	0.00	(K)	0.00	0.00 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

Office of Policy and Budget - July 2014

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Biomedical Research Trust Fund
LAS/PBS Fund Number:	2245/64200100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14	
Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	6,808,157.55 (A)
Subtract Nonspendable Fund Balance (GLC 56XXX)	
Add/Subtract Statewide Financial Statement (SWFS) Adjustments :	
SWFS Adjustment # and Description	
SWFS Adjustment # and Description	
Add/Subtract Other Adjustment(s):	
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(11,456,117.62) (D)
Approved Carry Forward	
A/P not C/F-Operating Categories	63.97 (D)
BE TNFR from 64200800	4,647,896.10 (D)
ADJUSTED BEGINNING TRIAL BALANCE:	0.00 (E)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	0.00 (F)
DIFFERENCE:	0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Federal Grant Trust Fund
LAS/PBS Fund Number:	64200100
	2261

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	6,716,442.14	(A)		6,716,442.14
ADD: Other Cash (See Instructions)		(B)		0.00
ADD: Investments	(0.21)	(C)		(0.21)
ADD: Outstanding Accounts Receivable	32,246,497.00	(D)		32,246,497.00
ADD: _____		(E)		0.00
Total Cash plus Accounts Receivable	38,962,938.93	(F)	0.00	38,962,938.93
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards	(10,010,228.64)	(H)		(10,010,228.64)
Approved "B" Certified Forwards	(505,136.42)	(H)		(505,136.42)
Approved "FCO" Certified Forwards		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)		(I)		0.00
LESS: BE TNFR to 2261 64100200	(908,177.29)	(J)		(908,177.29)
Unreserved Fund Balance, 07/01/14	27,539,396.58	(K)	0.00	27,539,396.58 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

Office of Policy and Budget - July 2014

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Federal Grant Trust Fund
LAS/PBS Fund Number:	2261/64200100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	7,497,412.96	(A)
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Subtract Nonspendable Fund Balance (GLC 56XXX)

		(B)
--	--	-----

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # B64000		(C)
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SWFS Adjustment		(C)
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Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(505,136.42)	(D)
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Approved "C" Carry Forward Total (FCO) per LAS/PBS		(D)
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A/P not C/F-Operating Categories	21,456,198.59	(D)
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Fund Total Adjustment - see 64200200	(901.26)	(D)
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BE TNFR to 2261 64100200	(908,177.29)	(D)
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		(D)
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ADJUSTED BEGINNING TRIAL BALANCE:

	27,539,396.58	(E)
--	----------------------	-----

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)

	27,539,396.58	(F)
--	----------------------	-----

DIFFERENCE:

	0.00	(G)*
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***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Grants & Donations Trust Fund
LAS/PBS Fund Number:	64200100
	2339

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	(837.09)	(A)		(837.09)
ADD: Other Cash (See Instructions)	7,500.00	(B)		7,500.00
ADD: Investments		(C)		0.00
ADD: Outstanding Accounts Receivable		(D)		0.00
ADD: _____	0.00	(E)		0.00
Total Cash plus Accounts Receivable	6,662.91	(F)	0.00	6,662.91
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards		(H)		0.00
Approved "B" Certified Forwards		(H)		0.00
Approved "FCO" Certified Forwards		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)		(I)		0.00
LESS:	0.00	(J)		0.00
Unreserved Fund Balance, 07/01/14	6,662.91	(K)	0.00	6,662.91 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016

Department Title: Department of Health
Trust Fund Title: Grants & Donations Trust Fund
LAS/PBS Fund Number: 2339/64200100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; 2,137.84 (A)
 GLC 539XX for proprietary and fiduciary funds

Subtract Nonspendable Fund Balance (GLC 56XXX) (B)

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment (C)

SWFS Adjustment # and Description (C)

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS (D)

Approved "C" Carry Forward Total (FCO) per LAS/PBS (D)

A/P not C/F-Operating Categories 4,525.07 (D)

0.00 (D)

(D)

(D)

ADJUSTED BEGINNING TRIAL BALANCE: 6,662.91 (E)

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I) 6,662.91 (F)

DIFFERENCE: 0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Welfare Transition Trust Fund
LAS/PBS Fund Number:	64200100
	2401

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	475,000.00	(A)		475,000.00
ADD: Other Cash (See Instructions)		(B)		0.00
ADD: Investments		(C)		0.00
ADD: Outstanding Accounts Receivable		(D)		0.00
ADD: _____		(E)		0.00
Total Cash plus Accounts Receivable	475,000.00	(F)	0.00	475,000.00
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards		(H)		0.00
Approved "B" Certified Forwards		(H)		0.00
Approved "FCO" Certified Forwards		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)		(I)		0.00
LESS: _____		(J)		0.00
Unreserved Fund Balance, 07/01/14	475,000.00	(K)	0.00	475,000.00 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Welfare Transition Trust Fund
LAS/PBS Fund Number:	2401/64200100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14	
Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	475,000.00 (A)
Subtract Nonspendable Fund Balance (GLC 56XXX)	
Add/Subtract Statewide Financial Statement (SWFS)Adjustments :	
SWFS Adjustment # and Description	
SWFS Adjustment # and Description	
Add/Subtract Other Adjustment(s):	
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	
Approved "C" Carry Forward Total (FCO) per LAS/PBS	
A/P not C/F-Operating Categories	
ADJUSTED BEGINNING TRIAL BALANCE:	475,000.00 (E)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	475,000.00 (F)
DIFFERENCE:	0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Maternal & Children Health Block Grant Trust Fund
LAS/PBS Fund Number:	64200100
	2475

	Balance as of 6/30/2014		SWFS* Adjustments		Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	812,985.20	(A)			812,985.20
ADD: Other Cash (See Instructions)		(B)			0.00
ADD: Investments		(C)			0.00
ADD: Outstanding Accounts Receivable	610,116.55	(D)			610,116.55
ADD: <u>UNVERIFIED CASH</u>	45,385.94	(E)			45,385.94
Total Cash plus Accounts Receivable	1,468,487.69	(F)	0.00		1,468,487.69
LESS Allowances for Uncollectibles		(G)			0.00
LESS Approved "A" Certified Forwards	(564,688.57)	(H)			(564,688.57)
Approved "B" Certified Forwards	(80,825.52)	(H)			(80,825.52)
Approved "FCO" Certified Forwards		(H)			0.00
LESS: Other Accounts Payable (Nonoperating)		(I)			0.00
LESS: BE TNFR to 64200300 & 64300100		(J)			0.00
Unreserved Fund Balance, 07/01/14	822,973.60	(K)	0.00		822,973.60 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Maternal & Children Health Block Grant Trust Fund
LAS/PBS Fund Number:	2475 / 64200100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14	
Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	902,941.08 (A)
Subtract Nonspendable Fund Balance (GLC 56XXX)	
Add/Subtract Statewide Financial Statement (SWFS) Adjustments :	
SWFS Adjustment # and Description	
SWFS Adjustment # and Description	
Add/Subtract Other Adjustment(s):	
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(80,825.52) (D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS	
A/P not C/F-Operating Categories	858.04 (D)
ADJUSTED BEGINNING TRIAL BALANCE:	822,973.60 (E)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	822,973.60 (F)
DIFFERENCE:	0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
	Department of Health
Trust Fund Title:	Preventative Health Services Block Grant Trust Fund
Budget Entity:	64200100
LAS/PBS Fund Number:	2539

	Balance as of 6/30/2014	SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	311,219.71 (A)		311,219.71
ADD: Other Cash (See Instructions)			0.00
ADD: Investments			0.00
ADD: Outstanding Accounts Receivable			0.00
ADD:			0.00
Total Cash plus Accounts Receivable	311,219.71 (F)	0.00	311,219.71
LESS Allowances for Uncollectibles			0.00
LESS Approved "A" Certified Forwards	(43,103.96) (H)		(43,103.96)
Approved "B" Certified Forwards	(13,405.00) (H)		(13,405.00)
Approved "FCO" Certified Forwards			0.00
LESS: Other Accounts Payable (Nonoperating)			0.00
LESS: _____			0.00
Unreserved Fund Balance, 07/01/14	254,710.75 (K)	0.00	254,710.75 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016

Department Title: Department of Health
Trust Fund Title: Preventative Health Services Block Grant Trust Fund
LAS/PBS Fund Number: 2539/64200100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; 245,055.55 (A)
 GLC 539XX for proprietary and fiduciary funds

Subtract Nonspendable Fund Balance (GLC 56XXX) _____ (B)

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description _____ (C)

SWFS Adjustment # and Description _____ (C)

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS (13,405.00) (D)

Approved "C" Carry Forward Total (FCO) per LAS/PBS _____ (D)

A/P not C/F-Operating Categories 23,060.20 (D)

BE TNFR From 2539 64200300 _____ (D)

_____ (D)

_____ (D)

ADJUSTED BEGINNING TRIAL BALANCE: 254,710.75 (E)

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I) 254,710.75 (F)

DIFFERENCE: 0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS

Budget Period: 2015 - 2016

Department: Health

Chief Internal Auditor: Michael J. Bennett, CIA

Budget Entity: 64200100

Phone Number: 850-245-4141

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
2014-173	March 31, 2014	Refugee Health	<p><i>The Florida Department of Health (FDOH) did not always correctly allocate salary and benefit expenditures charged to Refugee and Entrant Assistance - State-Administered Programs (REAP).</i></p> <p>We recommend that the FDOH ensure that the salary and benefits costs charged to REAP are appropriate and properly supported.</p>	<p>1) The Refugee Health Program will be provided a unique program component in the <i>Employee Activity Reports (EARs)</i>. This program component will be recognized in the FDOH <i>Time Coding Manual</i>. The unique program component in EARs will also facilitate the proper allocation of salary costs for staff working in the Refugee Health Program through the <i>County Health Department Contract Management System (CONMAN)</i>.</p> <p>2) EARs coding requirements and allowable expenditure criteria (including staff salary) will be placed in the revised <i>Refugee Health Program Guidelines</i> and Program Attachment I. The Refugee Health Program Administrator will send trimester reminders to all Refugee Health Program managers and administrators at county health departments to ensure staff are properly coding their time in EARs and all expenditures charged to the REAP are related to the provision of Refugee Health services.</p> <p>3) County program expenditures will be reviewed on a trimester basis to evaluate allowable and appropriate expenditures. Staff salary charges will be cross-referenced with EARs coding to ensure proper allocations have been made.</p> <p>4) Correction of salary allocation errors in Sarasota & Miami-Dade counties.</p>	
2014-173	March 31, 2014	Women, Infants & Children Program Services	<p><i>The FDOH did not always maintain appropriate records to support the salary and benefits costs charged to the Women, Infants & Children (WIC) Program.</i></p> <p>We recommend that the FDOH follow its established procedures to ensure that the salary and benefit costs charged to the WIC Program are supported by periodic certifications.</p>	<p>The Bureau of WIC Program Services continues to follow its reinstated former office procedure to collect semi-annually the <i>Single Federal Award Certification</i> form for all Bureau staff working 100% on WIC program activities. In addition to the previous status report indicating that forms were completed for the July 2013 – December 2013 period, the Bureau has just completed certifications for the January 2014 – June 2014 time period.</p>	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
2014-025	October 14, 2013	Florida Biomedical Research Program	<p><i>The Program experienced significant staff turnover and the Department had not established sufficient written policies and procedures to provide for the continuity of efficient and effective Program operations when Program staff have limited Program knowledge and experience.</i></p> <p>We recommend that Department management continue to evaluate the appropriate level and types of Program staffing needed to best ensure the efficient and effective administration of the Program. Additionally, we recommend that the Department enhance its written policies and procedures to provide Program staff with the information, instructions, and guidelines necessary to ensure compliance with applicable laws and rules and promote efficient and effective Program administration.</p>	<p>A Unit Manager was hired to oversee all aspects of the Public Health Research Unit which includes the James and Ester King and Bankhead Coley Biomedical Research Programs, the Cancer Centers of Excellence and the general oversight of any contracts concerned with direct appropriations and administrative service providers. The Unit Manager and the department leaders evaluated the staffing level for the Unit to three Full-Time Equivalent (FTEs) employees and one Other Personal Services (OPS) employee with additional oversights from the Division's Budget Manager on cross-training. Unit procedures will be developed concerning contract management in coordination with the Division of Administration to ensure adherence to Department policies.</p>	
2014-025	October 14, 2013	Florida Biomedical Research Program	<p><i>Program staff did not document the reasonableness of the administrative services provider's contract amount, nor did Program staff adequately monitor the administrative services provider's activities. Additionally, contrary to State law and Department policies and procedures, Department management did not ensure that the individuals assigned as contract managers for the administrative services provider's contract were Department employees, were supervised by a Department employee, and had attended statutorily required training.</i></p> <p>We recommend that Department management:</p> <ol style="list-style-type: none"> 1) Ensure that contract pricing decisions are appropriately documented and, when significant changes to Program appropriations and activities occur, that contract amounts are timely and appropriately amended. 2) Ensure that the administrative services provider's performance is timely monitored and that the monitoring efforts and results are appropriately documented. 3) Require that the administrative services provider obtain and submit to the Department independent service auditor's reports that address the provider's controls relevant to the program. The Department should review the reports upon receipt and take timely follow-up actions for any noted deficiencies. 4) Ensure that, as required by State law and Department policies and procedures, a Department employee who is supervised by a Department employee and has received the required training is assigned as the contract manager for the administrative services provider contract. 	<p>Changes to the Administrative Service Provider (ASP) contract will be made to improve greater accountability for the administrative services funds. The ASP contract expired September 30, 2013. The Department plans to limit the new contract to peer-review services. An Invitation to Negotiate (ITN) for biomedical research peer review services is to be advertised (beginning in October 2013) and documented in accordance with standard Department procurement procedures.</p>	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
2014-025	October 14, 2013	Florida Biomedical Research Program	<p><i>Program staff did not monitor Program grant recipients. Also, the Department did not always ensure that Program grant agreements were properly executed, reviewed, or contained all the provisions required by State law and Department policies and procedures. In addition, the Department paid amounts to certain recipients that exceeded the amounts expended by the recipients.</i></p> <p>We recommend that Department management provide the appropriate oversight of Program activities, including grant management and monitoring, to ensure Program compliance with the requirements of Department policies and procedures and State law.</p>	New processes were implemented to obtain greater accountability and oversight of grant payments and reconciliations with providers. The program developed a plan to monitor all grant contracts beginning July 1, 2013 and will include all grants executed thereafter.	
2014-025	October 14, 2013	Florida Biomedical Research Program	<p><i>Department policies and procedures did not ensure the appropriate identification and coding of Program administrative expenditures. Additionally, the Department did not adequately support its allocation of Program administrative expenditures or demonstrate that administrative expenditures did not exceed statutory limits.</i></p> <p>We recommend that Department management establish unique accounting codes for the James and Esther King Biomedical Research Program and the Bankhead-Coley Cancer Research Program to differentiate between payments for administrative costs and direct grant payments when appropriations carried forward from prior fiscal years are used. We also recommend that the Department analyze work activity and other relevant factors to establish and document the basis for allocating administrative costs to two research programs.</p>	The Department established unique accounting codes to differentiate administrative and programmatic costs effective July 1, 2013. The new codes differentiate the Lawton Chiles Endowment funds, the Bankhead-Coley Cancer Research Program funds and the James and Esther King Biomedical Research Program funds. A detailed reconciliation of all grants was completed on September 23, 2013.	
2014-025	October 14, 2013	Florida Biomedical Research Program	<p><i>Department controls did not always prevent improper Program expenditures or ensure the accurate recording and reporting of Program expenditures and grant information.</i></p> <p>We recommend that Department management:</p> <ol style="list-style-type: none"> 1) Ensure that staff duties are properly separated and that an explanation or justification is documented when electing to contract for employment services. 2) Enhance the invoice review process to ensure that, prior to payment, amounts are accurate and adequately supported. 3) Enhance Department procedures to better ensure the accurate coding of Florida Accounting Information Resource (FLAIR) transactions and accurate reporting of The Florida Accountability Contract Tracking System (FACTS) information. 	All position descriptions have been reviewed to assure that staff duties are properly separated. The Unit procedures now follow the Division procedures for processing invoices and securing data integrity in FLAIR and FACTS.	



DISEASE CONTROL AND HEALTH PROTECTION EXHIBITS AND SCHEDULES



DISEASE CONTROL AND HEALTH PROTECTION SCHEDULE I SERIES

S AND RELATED PROGRAM COSTS

Department: Health **Budget Period: 2015-2016**
Program: Bureau of Environmental Health
Fund: Administrative TF- 021033

Specific Authority: 381.01
Purpose of Fees Collected: Surcharge assessed on fees collected by CHDs to provide training, technical support and program monitoring. K3000 Pool Permits.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

X	Regulatory services or oversight to businesses or
	Non-regulatory fees authorized to cover full cost of

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2013-2014	FY 2014-2015	FY 2015-2016
Receipts:			
Swimming Pool Permits	1,200	1,200	1,200
(OCA = K3000)			
Total Fee Collection to Line (A) - Section III	1,200	1,200	1,200

<u>SECTION II - FULL COSTS</u>			
Direct Costs:			
Salaries and Benefits	-	-	-
Other Personal Services	-	-	-
Expenses	11,345	1,345	1,345
Operating Capital Outlay	-	-	-
Refunds	-	-	-
General Revenue Surcharge-8%	-	-	-
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	11,345	1,345	1,345

Basis Used: Prior year expenditures plus 5%

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I	(A)	1,200	1,200
TOTAL SECTION II	(B)	11,345	1,345

TOTAL - Surplus/Deficit

(C)

(10,145)

(145)

(145)

EXPLANATION of LINE C:

Distributing cash balance from previous years - \$10,000 on Schedule C

Office of Policy and Budget - July 2013

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Health **Budget Period:** **2015-2016**
Program: Bureau of Environmental Health
Fund: Grants and Donations - 000319

Specific Authority: 381.01
Purpose of Fees Collected: Certification and renewal of environmental health professionals.
EHCET Certification

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input checked="" type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2013-2014	FY 2014-2015	FY 2015-2016
<u>Receipts:</u>			
<u>EH Professional Certification</u>	18,263	2,366	22,166
<u>(OCA-EHCET)</u>			
Total Fee Collection to Line (A) - Section III	18,263	2,366	22,166

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
<u>Salaries and Benefits</u>	-	-	-
<u>Other Personal Services</u>	5,914	15,731	15,731
<u>Expenses</u>	(50)	37,100	4,000
<u>Operating Capital Outlay</u>	-	-	-
<u>Refunds</u>	-	-	-
<u>General Revenue Surcharge-8%</u>	2,664	189	1,773
<u>Indirect Costs Charged to Trust Fund</u>			
Total Full Costs to Line (B) - Section III	8,527	53,020	21,504

Basis Used: Spending Plan projections using cash balance in OCA.

<u>SECTION III - SUMMARY</u>				
TOTAL SECTION I	(A)	18,263	2,366	22,166
TOTAL SECTION II	(B)	8,527	53,020	21,504
TOTAL - Surplus/Deficit	(C)	9,736	(50,654)	662

EXPLANATION of LINE C:
FY14/15 estimate using cash balance in OCA.

S AND RELATED PROGRAM COSTS

Department: Health **Budget Period: 2015-2016**
Program: Bureau of Environmental Health
Fund: Grants and Donations TF-339060
Specific Authority: 489.557
Purpose of Fees Collected: Septic Tank Contractor License fees-to ensure that contractors are licensed to perform septic work in Florida

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

X	Regulatory services or oversight to businesses or
	Non-regulatory fees authorized to cover full cost of

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2013-2014	FY 2014-2015	FY 2015-2016
Receipts:			
<u>Contractor Registration</u>	81,600	185,000	81,600
<u>(OCA = EHCRG)</u>			
Total Fee Collection to Line (A) - Section III	81,600	185,000	81,600

<u>SECTION II - FULL COSTS</u>			
Direct Costs:			
Salaries and Benefits	96,280	101,094	106,149
Other Personal Services	-	-	-
Expenses	9,659	10,142	10,649
Operating Capital Outlay	-	-	-
Refunds	-	-	-
<u>General Revenue Surcharge-8%</u>	10,257	10,500	11,025
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	116,196	121,736	127,823

Basis Used: Prior year expenditures plus 5%

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I	(A)	81,600	185,000
TOTAL SECTION II	(B)	116,196	121,736
		81,600	127,823

TOTAL - Surplus/Deficit

(C)

(34,596)

63,264

(46,223)

EXPLANATION of LINE C:

Company registration is a bi-ennial program. The surplus revenue in the trust fund will offset the cash deficit in FY 14-15

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SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Administrative Trust Fund
LAS/PBS Fund Number:	64200200
	2021

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	2,152,700.82	(A)		2,152,700.82
ADD: Other Cash (See Instructions)		(B)		0.00
ADD: Investments		(C)		0.00
ADD: Outstanding Accounts Receivable		(D)		0.00
ADD: _____		(E)		0.00
Total Cash plus Accounts Receivable	2,152,700.82	(F)	0.00	2,152,700.82
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards	(88,799.87)	(H)		(88,799.87)
Approved "B" Certified Forwards	(59,769.07)	(H)		(59,769.07)
Approved "FCO" Certified Forwards		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)		(I)		0.00
LESS: _____		(J)		0.00
Unreserved Fund Balance, 07/01/14	2,004,131.88	(K)	0.00	2,004,131.88 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Administrative Trust Fund
LAS/PBS Fund Number:	2021/64200200

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14	
Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	2,063,264.96 (A)
Subtract Nonspendable Fund Balance (GLC 56XXX)	
Add/Subtract Statewide Financial Statement (SWFS)Adjustments :	
SWFS Adjustment # and Description	
SWFS Adjustment # and Description	
Add/Subtract Other Adjustment(s):	
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(59,769.07) (D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS	
A/P not C/F-Operating Categories	635.99 (D)
ADJUSTED BEGINNING TRIAL BALANCE:	2,004,131.88 (E)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	2,004,131.88 (F)
DIFFERENCE:	0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Tobacco Settlement Trust Fund
LAS/PBS Fund Number:	64200200
	2122

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	0.00	(A)		0.00
ADD: Other Cash (See Instructions)		(B)		0.00
ADD: Investments		(C)		0.00
ADD: Outstanding Accounts Receivable	0.00	(D)		0.00
ADD:	0.00	(E)		0.00
Total Cash plus Accounts Receivable	0.00	(F)	0.00	0.00
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards	0.00	(H)		0.00
Approved "B" Certified Forwards	0.00	(H)		0.00
Approved "FCO" Certified Forwards	0.00	(H)		0.00
LESS: Other Accounts Payable (Nonoperating)	0.00	(I)		0.00
LESS:	0.00	(J)		0.00
Unreserved Fund Balance, 07/01/14	0.00	(K)	0.00	0.00 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016

Department Title: Department of Health
Trust Fund Title: Tobacco Settlement Trust Fund
LAS/PBS Fund Number: 2122/64200200

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; (128,638.49) (A)
 GLC 539XX for proprietary and fiduciary funds

Subtract Nonspendable Fund Balance (GLC 56XXX) (B)

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description (C)

SWFS Adjustment # and Description (C)

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS (D)

Approved "C" Carry Forward Total (FCO) per LAS/PBS (D)

A/P not C/F-Operating Categories (D)

BE TNFR from 2122 64200300 128,638.49 (D)

(D)

ADJUSTED BEGINNING TRIAL BALANCE: **0.00** (E)

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I) **0.00** (F)

DIFFERENCE: **0.00** (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Federal Grant Trust Fund
LAS/PBS Fund Number:	64200200
	2261

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	4,604,290.77	(A)		4,604,290.77
ADD: Other Cash (See Instructions)	130.85	(B)		130.85
ADD: Investments	0.21	(C)		0.21
ADD: Outstanding Accounts Receivable	5,862,786.81	(D)		5,862,786.81
ADD: _____		(E)		0.00
Total Cash plus Accounts Receivable	10,467,208.64	(F)	0.00	10,467,208.64
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards	(5,281,962.93)	(H)		(5,281,962.93)
Approved "B" Certified Forwards	(703,809.78)	(H)		(703,809.78)
Approved "FCO" Certified Forwards		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)		(I)		0.00
LESS:		(J)		0.00
LESS:		(J)		0.00
Unreserved Fund Balance, 07/01/14	4,481,435.93	(K)		4,481,435.93 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Federal Grant Trust Fund
LAS/PBS Fund Number:	2261/64200200

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14	
Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	5,175,708.06 (A)
Subtract Nonspendable Fund Balance (GLC 56XXX)	
Add/Subtract Statewide Financial Statement (SWFS) Adjustments :	
SWFS Adjustment	
SWFS Adjustment	
Add/Subtract Other Adjustment(s):	
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(703,809.78) (D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS	
A/P not C/F-Operating Categories	8,636.39 (D)
Fund Total Adjustment - see 64200100	901.26 (D)
ADJUSTED BEGINNING TRIAL BALANCE:	4,481,435.93 (E)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	4,481,435.93 (F)
DIFFERENCE:	0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Grants & Donations Trust Fund
LAS/PBS Fund Number:	64200200
	2339

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	1,910,127.90	(A)		1,910,127.90
ADD: Other Cash (See Instructions)		(B)		0.00
ADD: Investments		(C)		0.00
ADD: Outstanding Accounts Receivable	388,610.67	(D)		388,610.67
ADD:		(E)		0.00
Total Cash plus Accounts Receivable	2,298,738.57	(F)	0.00	2,298,738.57
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards	(497,126.35)	(H)		(497,126.35)
Approved "B" Certified Forwards	(12,579.71)	(H)		(12,579.71)
Approved "FCO" Certified Forwards		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)	(1,799.04)	(I)		(1,799.04)
LESS:	0.00	(J)		0.00
Unreserved Fund Balance, 07/01/14	1,787,233.47	(K)	0.00	1,787,233.47 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

Office of Policy and Budget - July 2014

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016

Department Title: Department of Health
Trust Fund Title: Grants & Donations Trust Fund
LAS/PBS Fund Number: 2339/64200200

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; 1,799,149.06 (A)
 GLC 539XX for proprietary and fiduciary funds

Subtract Nonspendable Fund Balance (GLC 56XXX) (B)

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment (C)

SWFS Adjustment # and Description (C)

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS (12,579.71) (D)

Approved "C" Carry Forward Total (FCO) per LAS/PBS (D)

A/P not C/F-Operating Categories 664.12 (D)

(D)

(D)

(D)

ADJUSTED BEGINNING TRIAL BALANCE: 1,787,233.47 (E)

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I) 1,787,233.47 (F)

DIFFERENCE: 0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Operations & Maintenance Trust Fund
LAS/PBS Fund Number:	Disease Control and Health Protection
	2516

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	5,476,609	(A)		5,476,609
ADD: Other Cash (See Instructions)	0	(B)		0
ADD: Investments	0	(C)		0
ADD: Outstanding Accounts Receivable	0	(D)		0
ADD: _____	0	(E)		0
Total Cash plus Accounts Receivable	5,476,609	(F)	0	5,476,609
LESS Allowances for Uncollectibles	0	(G)		0
LESS Approved "A" Certified Forwards	(1,221,273)	(H)		(1,221,273)
Approved "B" Certified Forwards	(69,125)	(H)		(69,125)
Approved "FCO" Certified Forwards	0	(H)		0
LESS: Other Accounts Payable (Nonoperating)	0	(I)		0
LESS: _____	0	(J)		0
Unreserved Fund Balance, 07/01/14	4,186,211	(K)	0	4,186,211 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Operations & Maintenance Trust Fund
LAS/PBS Fund Number:	2516/64200200

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14	
Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	4,255,336 (A)
Subtract Nonspendable Fund Balance (GLC 56XXX)	0 (B)
Add/Subtract Statewide Financial Statement (SWFS) Adjustments :	
SWFS Adjustment	(C)
SWFS Adjustment # and Description	(C)
Add/Subtract Other Adjustment(s):	
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(69,125) (D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS	0 (D)
A/P not C/F-Operating Categories	(D)
	(D)
	(D)
	(D)
ADJUSTED BEGINNING TRIAL BALANCE:	4,186,211 (E)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	4,186,211 (F)
DIFFERENCE:	0 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016 Department of Health
Trust Fund Title:	Radiation Protection Trust Fund
Budget Entity:	64200200
LAS/PBS Fund Number:	2569

	Balance as of 6/30/2014		SWFS* Adjustments		Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	340,402.87	(A)			340,402.87
ADD: Other Cash (See Instructions)		(B)			0.00
ADD: Investments		(C)			0.00
ADD: Outstanding Accounts Receivable		(D)			0.00
ADD: _____		(E)			0.00
Total Cash plus Accounts Receivable	340,402.87	(F)	0.00		340,402.87
LESS Allowances for Uncollectibles		(G)			0.00
LESS Approved "A" Certified Forwards	(9,716.25)	(H)			(9,716.25)
Approved "B" Certified Forwards		(H)			0.00
Approved "FCO" Certified Forwards		(H)			0.00
LESS: Other Accounts Payable (Nonoperating)	(2,762.00)	(I)			(2,762.00)
LESS: _____		(J)			0.00
Unreserved Fund Balance, 07/01/14	327,924.62	(K)	0.00		327,924.62 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016

Department Title: Department of Health
Trust Fund Title: Radiation Protection Trust Fund
LAS/PBS Fund Number: 2569/64200200

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; 338,230.82 (A)
 GLC 539XX for proprietary and fiduciary funds

Subtract Nonspendable Fund Balance (GLC 56XXX) (B)

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description (C)

SWFS Adjustment # and Description (C)

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS (D)

Approved "C" Carry Forward Total (FCO) per LAS/PBS (D)

A/P not C/F-Operating Categories (10,306.20) (D)

(D)

(D)

(D)

ADJUSTED BEGINNING TRIAL BALANCE: 327,924.62 (E)

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I) 327,924.62 (F)

DIFFERENCE: 0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Department of Health
Trust Fund Title:	Radiation Protection Trust Fund
Budget Entity:	64200600
LAS/PBS Fund Number:	2569

Budget Period: 2015 - 2016

	Balance as of 6/30/2014	SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	17.09 (A)		17.09
ADD: Other Cash (See Instructions)			0.00
ADD: Investments			0.00
ADD: Outstanding Accounts Receivable			0.00
ADD: _____			0.00
Total Cash plus Accounts Receivable	17.09 (F)	0.00	17.09
LESS Allowances for Uncollectibles			0.00
LESS Approved "A" Certified Forwards			0.00
Approved "B" Certified Forwards			0.00
Approved "FCO" Certified Forwards			0.00
LESS: Other Accounts Payable (Nonoperating)			0.00
LESS: BE TNFR to 64200800			0.00
Unreserved Fund Balance, 07/01/14	17.09 (K)	0.00	17.09 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016

Department Title: Department of Health
Trust Fund Title: Radiation Protection Trust Fund
LAS/PBS Fund Number: 2569/64200600

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; 17.09 (A)
 GLC 539XX for proprietary and fiduciary funds

Subtract Nonspendable Fund Balance (GLC 56XXX) (B)

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description (C)

SWFS Adjustment # and Description (C)

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS (D)

Approved "C" Carry Forward Total (FCO) per LAS/PBS (D)

A/P not C/F-Operating Categories (D)

BE TNFR to 64200800 (D)

(D)

(D)

ADJUSTED BEGINNING TRIAL BALANCE: 17.09 (E)

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I) 17.09 (F)

DIFFERENCE: 0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS

Budget Period: 2015 - 2016

Department: Health

Chief Internal Auditor: Michael J. Bennett, CIA

Budget Entity: 64200200

Phone Number: 850-245-4141

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
2014-173	March 31, 2014	HIV/AIDS	<p><i>Eligibility determination procedures were not sufficient to ensure that only eligible individuals received AIDS Drug Assistance Program (ADAP) benefits.</i></p> <p>We recommend that the FDOH conduct periodic matches of client records in the ADAP database to those in the Medicaid system to better ensure that Medicaid eligible clients are not provided ADAP benefits.</p>	<p>The ADAP Program coordinates with the Section's Reporting unit on Medicaid matches. All ADAP clients are in the CAREWare database that is matched with the Agency for Health Care Administration on a weekly basis. The ADAP Program office has determined that running a match daily or weekly is an undue burden on local county health department (CHD) staff members, and that monthly Medicaid matches yield adequate results for identifying clients who have become Medicaid eligible. Once a monthly match is complete, the ADAP office submits the information to the local CHDs for review and reconciliation. The corrective action has been fully implemented by the program; ongoing review and assessment will continue.</p>	



COUNTY HEALTH DEPARTMENT LOCAL HEALTH NEEDS EXHIBITS AND SCHEDULES



COUNTY HEALTH DEPARTMENT LOCAL HEALTH NEEDS SCHEDULE I SERIES

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Tobacco Settlement Trust Fund
LAS/PBS Fund Number:	64200700
	2122

	Balance as of 6/30/2014		SWFS* Adjustments		Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	(11,154.55)	(A)			(11,154.55)
ADD: Other Cash (See Instructions)		(B)			0.00
ADD: Investments		(C)			0.00
ADD: Outstanding Accounts Receivable		(D)			0.00
ADD: BE TNFR from 64200300/64200100		(E)			0.00
Total Cash plus Accounts Receivable	(11,154.55)	(F)	0.00		(11,154.55)
LESS Allowances for Uncollectibles		(G)			0.00
LESS Approved "A" Certified Forwards		(H)			0.00
Approved "B" Certified Forwards		(H)			0.00
Approved "FCO" Certified Forwards		(H)			0.00
LESS: Other Accounts Payable (Nonoperating)		(I)			0.00
LESS: BE TNFR from 64200100	11,154.55	(J)			11,154.55
LESS:		(J)			0.00
Unreserved Fund Balance, 07/01/14	0.00	(K)	0.00		0.00 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016

Department Title: Department of Health
Trust Fund Title: Tobacco Settlement Trust Fund
LAS/PBS Fund Number: 2122/64200700

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; 11,154.55 (A)
GLC 539XX for proprietary and fiduciary funds

Subtract Nonspendable Fund Balance (GLC 56XXX) (B)

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description (C)

SWFS Adjustment # and Description (C)

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS (D)

Approved "C" Carry Forward Total (FCO) per LAS/PBS (D)

A/P not C/F-Operating Categories (D)

BE TNFR to 2122 64200300 (D)

BE TNFR from 2122 64200100 11,154.55 (D)

ADJUSTED BEGINNING TRIAL BALANCE: 0.00 (E)

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I) 0.00 (F)

DIFFERENCE: 0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	County Health Department Trust Fund
LAS/PBS Fund Number:	2141/64200700

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	75,548,567.98	(A)		75,548,567.98
ADD: Other Cash (See Instructions)	1,764,300.82	(B)		1,764,300.82
ADD: Investments	58,973,655.21	(C)	(82,359.03)	58,891,296.18
ADD: Outstanding Accounts Receivable	45,246,870.94	(D)		45,246,870.94
ADD: <u>CASH UNVERIFIED</u>	512,028.30	(E)		512,028.30
Total Cash plus Accounts Receivable	182,045,423.25	(F)	(82,359.03)	181,963,064.22
LESS Allowances for Uncollectibles	(12,633,027.51)	(G)		(12,633,027.51)
LESS Approved "A" Certified Forwards	(39,243,119.34)	(H)		(39,243,119.34)
Approved "B" Certified Forwards	(9,241,151.09)	(H)		(9,241,151.09)
Approved "FCO" Certified Forwards	(29,989,970.31)	(H)		(29,989,970.31)
LESS: Other Accounts Payable (Nonoperating)	(10,190.99)	(I)		(10,190.99)
LESS: LASPBS CF Less GLC 3XXXX CF (LASPBS does not equal trial balance)	1,515.46	(J)		1,515.46
Unreserved Fund Balance, 07/01/14	90,929,479.47	(K)	(82,359.03)	90,847,120.44 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

Office of Policy and Budget - July 2014

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	County Health Department Trust Fund
LAS/PBS Fund Number:	2141/64200700

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14	
Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	138,944,735.05 (A)
Subtract Nonspendable Fund Balance (GLC 56XXX)	(9,786,075.58) (B)
Add/Subtract Statewide Financial Statement (SWFS) Adjustments :	
SWFS Adjustment #B64000XX Reduce accounts receivable to DEP	(29,587.10) (C)
SWFS Adjustment #B64000XX Reduce accounts receivable to DEP	(52,771.93) (C)
SWFS Adjustment #B	
Add/Subtract Other Adjustment(s):	
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(9,241,151.09) (D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS	(29,989,970.31) (D)
A/P not C/F-Operating Categories	1,001,841.40 (D)
A/P not C/F-FCO Categories	
Difference between LASPBS and DOH Trial Balance	
ADJUSTED BEGINNING TRIAL BALANCE:	90,847,020.44 (E)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	90,847,020.44 (F)
DIFFERENCE:	0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS

Budget Period: 2015 - 2016

Department: Health

Chief Internal Auditor: Michael J. Bennett, CIA

Budget Entity: 64200700

Phone Number: 850-245-4141

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
R-1213DOH-014	April 9, 2014	County Health Departments	<p><i>There were areas that should be addressed by Central Office management to assist county health departments (CHDs) and Children's Medical Services (CMS) area offices improve controls and achieve more uniform compliance.</i></p> <p>Executive Management at Central Office should review issues identified during this review with all their CHDs so that all local offices are encouraged to ensure such controls are in place.</p>	The Office of the Deputy Secretary for Statewide Services will review the findings and recommendations with all CHDs.	
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p><i>A refrigerator that stored vaccines was not secured.</i></p> <p>We recommend Department of Health (DOH)-Duval management ensure drugs/vaccines refrigerators are appropriately secured at the Beaches Family Health Center (FHC) location.</p>	An internal operating procedure for ensuring the refrigerator is locked during and after business hours has been approved and disseminated.	
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p><i>Some buildings where DOH employees were assigned to work were in poor physical condition and subjected the employees to unacceptable risks.</i></p> <p>We recommend DOH-Duval management consider consolidating its facilities to fewer, more centrally-located buildings within its designated service regions. The buildings should promote a pleasant, professional working space where DOH's employees and clients feel safe. The buildings should present a positive image of DOH, which furthers DOH's mission, vision, and values.</p> <p>We also recommend DOH-Duval management work with its lessors to improve outdoor lighting at the above-referenced facilities, providing a safer work environment for its employees and clients.</p>	<p>Management and Facilities meet regularly with staff from City of Jacksonville to review and address concerns and solutions. Trees were trimmed at 900 University Blvd. The AIDS Program Office parking area located on 105th street now has lights and all deficiencies have been corrected. Lighting was added to the Beaches FHC parking lot. Lighting was added to the Emerald Tiger Women, Infants and Children (WIC) clinic. The landlord from South Jax FHC improved all issues related to external lighting on University Boulevard.</p>	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p><i>Information Technology (IT) security-related issues were noted within some DOH-Duval facilities.</i></p> <p>We recommend DOH-Duval management ensure all IT server rooms and network closets are secured. The IT server rooms and network closets should be separated from external risks such as those we identified, including sharing a hot water heater closet, and sharing space with general storage that requires unauthorized personnel to enter the space. Additionally, computer monitors, especially those that may display client-privacy data, should be positioned in such a manner that they are not viewable by unauthorized individuals.</p>	All IT closets have been secured using cipher locks. Closets with external risks have been moved. Monitors have been positioned or provided filters so screens cannot be viewed by unauthorized individuals.	
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p><i>DOH-Duval is split up into many locations and facilities, with many buildings being acquired without the benefit of a needs assessment.</i></p> <p>We recommend DOH-Duval management conduct a needs assessment for all of Duval County. The needs assessment should consider the different "Health Zones" it has identified within the county. The needs assessment team should include representatives from each of the program areas, as well as management from the administrative and financial offices. The result should be a number of consolidated service sites that address the logistical needs of its clients, the safety of its employees and clients, and represents DOH in its mission, vision, and values, balanced with fiscal responsibility and operational efficiency.</p> <p>We also recommend DOH-Duval management hold all lessors accountable for adhering to the responsibilities laid out in lease agreements.</p>	<p>A comprehensive needs assessment evaluating three years of <i>Health Management System (HMS)</i> data with services offered and service locations that best meet community needs was completed. Decisions are ongoing regarding services and service locations based on the assessment.</p> <p>We are tracking lessors responsibilities and allow DOH-Duval management to hold all lessors accountable for adhering to the responsibilities laid out in lease agreements.</p>	
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p><i>DOH employees working in the two DOH-Duval pharmacies were supervised and evaluated by the contracted Pharmacy Director.</i></p> <p>We recommend DOH-Duval management move the responsibility of supervising and evaluating DOH employees in its pharmacy operations from contracted personnel to DOH personnel.</p>	DOH-Duval assigned responsibility of supervision and evaluation of DOH pharmacy staff to a DOH pharmacist.	
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p><i>Prescriptions were not being filled and provided to CHD clients timely, frustrating clients and sometimes placing them in dangerous situations.</i></p> <p>We recommend DOH-Duval management work with the contracted Pharmacy Director to find ways to streamline the prescription-filling process so that clients' prescriptions are filled quickly, improving customer service.</p>	<p>This was corrected with the addition of pharmacy staff.</p> <p>Prescriptions are now filled within the accepted timeframe of three days for refills and one day or same day for new medications.</p>	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p><i>Pharmacy staff meetings were irregular and unattended by Pharmacy Director.</i></p> <p>We recommend Pharmacy staff hold regularly scheduled meetings and that the contracted Pharmacy Director be involved in attending these meetings. Having the Pharmacy Director participate in meetings with pharmacy staff promotes open communication.</p>	The pharmacy director who was in place at the time of this assessment is no longer a contracted employee. The Interim Director of Pharmacy has a staff meeting scheduled every other week and both she and the lead DOH-Duval pharmacist attend.	
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p><i>The pharmacy placed the burden on all of its clients to obtain Face Sheets.</i></p> <p>We recommend DOH-Duval management find ways to shorten the process of verifying financial payor source before a prescription can be filled, to include placing fewer burdens on DOH-Duval's clients.</p>	Pharmacy employees have had access to the Electronic Health Record since November 20, 2013, eliminating the need from clients to bring over <i>Face Sheets</i> .	
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p><i>Pharmacy staff did not sufficiently coordinate policy changes with clinical staff.</i></p> <p>We recommend that Pharmacy management improve communication with clinical staff whenever changes are made to internal processes that have an impact on clinical operations. This will allow clinical staff to better assist delivery of services to clients, and thus improve clients' satisfaction.</p>	The pharmacy director participates in weekly Tuberculosis (TB) conference calls and communicates changes in internal processes that impact clinical operations.	
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p><i>Volunteers did not have a Position Description and report their donated time.</i></p> <p>We recommend DOH-Duval Office of Human Resources/Personnel (HR) identify all volunteers at DOH-Duval. The office should ensure a <i>Volunteer Position Description</i> is developed for all volunteers and that timesheets are timely received and reported.</p>	Volunteer supervisors provide <i>Position Descriptions</i> for all volunteers to HR. There is a state policy in place to support compliance. HR provided training to volunteers on filling out timesheets during orientation.	
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p>A nearly \$200,000 mobile medical unit has remained parked and unused since purchased in 2011.</p> <p>We recommend DOH-Duval management find a viable use for its mobile medical unit. An alternative is to offer the unit to another CHD looking to make use of a mobile medical unit or sell the vehicle and appropriately use the funds.</p>	The mobile medical unit was put into service on August 13, 2013. The mobile medical unit is staffed by an Advanced Registered Nurse Practitioner and a medical assistant. The mobile medical unit serves patients three days a week.	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p><i>HR did not have a process to ensure all performance evaluations are completed and that such evaluations are timely.</i></p> <p>We recommend HR implement a control to identify and follow-up to ensure that all performance evaluations are completed timely and forwarded to its office for inclusion in the employee's official personnel file and People First be updated accordingly.</p> <p>We also recommend DOH-Duval management ensure its Continuity of Operations Plan (COOP) plans are timely revised and are kept up-to-date.</p>	DOH-Duval monitors performance expectations completed on time in People First; the new electronic involvement eliminates HR involvement.	
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p><i>An internal operating procedure related to the Workplace Safety and Loss Prevention Program and the DOH-Duval COOP plan were not timely revised.</i></p> <p>We recommend DOH-Duval management ensure all policies and procedures addressing Physical Security and Fire/Bomb Threat are updated to be in compliance with DOHP 250-16-12, <i>Workplace Safety and Loss Prevention Program</i> requirements.</p>	A <i>Fire/Bomb Threat</i> policy and <i>Physical Security</i> policy are now current.	
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p><i>Medium-priority TB contact information was not entered into HMS.</i></p> <p>We recommend DOH-Duval management ensure that all remaining medium priority TB contacts are entered into HMS.</p>	All medium priority TB contacts have been identified and entered into the HMS database for management or closeout.	
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p><i>TB clients must pass through waiting areas used by other DOH clients with compromised and fragile immune systems to enter the Center for Pulmonary Services.</i></p> <p>We recommend DOH-Duval management consider designating a new entrance for the Center for Pulmonary Services or consider relocation to better conform to DOH Technical Assistance Guidelines and minimize the potential contact with the general client population at the 515 West 6th Street location.</p>	DOH-Duval management evaluated the cost of construction on a rear entrance into the Tuberculosis clinic along with other improvements to the Heating and Air system. Security was trained to provide a mask and direct the coughing client to an alternative entrance. A sign informing clients that are coughing to go to security and get a mask was created by the graphic department. The sign was posted at the front desk of the building in which the TB clinic resides.	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p><i>DOH-Duval maintained numerous old storage buildings in various states of disrepair that housed very little of value.</i></p> <p>We recommend DOH-Duval management consider consolidating salvageable and useful surplus materials into any one or two locations (as needed) with acceptable controls. Any other surplus materials should be removed and scraped or transferred to the county under the county's surplus policy. All leasing agreements for unused buildings after this consolidation should be terminated or left to expire.</p>	<p>Two sites have been returned to the City of Jacksonville (COJ). Awaiting construction completion in order to move Agape and dental equipment. This will allow one additional property to be returned to the COJ. The three remaining buildings will be used for storage.</p>	
R-1213DOH-017	July 31, 2013	Duval County Health Department	<p><i>Improvements are needed to the Tangible Personal Property process to ensure property records are accurately maintained.</i></p> <p>We recommend DOH-Duval management:</p> <ul style="list-style-type: none"> • Establish a policy that requires purchase, movement or relocation, or surplus of tangible personal property \$1,000 or greater in value, and all IT equipment be reported to the Property Specialist. • Develop written procedures to be used by those responsible for tracking and maintaining tangible personal property. • Re-evaluate the need for the Property Specialist to conduct Pharmacy Audits. • Implement a regular physical count of all DOH-Duval tangible personal property inventory, including IT equipment. 	<p>A property specialist was hired to manage and inventory tangible personal property valued greater than \$1,000 and IT equipment. A Tangible Property Management policy was written that requires purchase, movement or relocation, or surplus of tangible personal property \$1,000 or greater in value, and all IT equipment be reported to the Property Specialist within a set time period from when the action takes place.</p> <p>DOH-Duval has assigned staff to inventory all tangible personal property and equipment including IT equipment. A physical inventory is completed each year per the City of Jacksonville.</p>	
R-1213DOH-019	October 31, 2013	Duval County Health Department	<p><i>DOH-Duval's Institute for Public Health and Informatics Research does not appear to directly support DOH's core mission, costing significant amounts of General Revenue to complete the requirements of grants received from federal, local, and private sources.</i></p> <p>We recommend DOH-Duval management re-examine the purpose and continued operation of the research department known as the Institute for Public Health and Informatics Research, in light of revenue streams that have consistently been insufficient to fully fund the program. Should management conclude to continue the Institute, there should be a defined purpose for the Institute that aligns with the mission of the Department and revenues should be sufficient to operate the program.</p>	<p>The Institute for Public Health and Informatics Research no longer exists in its previous capacity. A new division, the Office of Performance Improvement (OPI), has been created to provide internal support throughout the entire organization.</p>	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
R-1213DOH-019	October 31, 2013	Duval County Health Department	<p><i>Some salaries related to the Institute for Public Health and Informatics Research were not appropriately charged to a federal grant.</i></p> <p>We recommend DOH-Duval financial managers ensure accurate accounting for all grants. Each grant should be individually tracked for reporting purposes in keeping with the terms and conditions of most grants.</p>	The Budget Office (BO) works with grant funded programs on a monthly basis to identify salaries and other expenditures with outside funding. The BO then associates those salaries and other expenditures with the appropriate Other Cost Accumulator (OCA). The BO reconciles and monitors all OCAs on a quarterly basis using the OCA <i>Cash Balance Report</i> to make sure that salaries are moved to the appropriate OCA within the fiscal year.	
R-1213DOH-019	October 31, 2013	Duval County Health Department	<p><i>Grant expenditures not reported for inclusion in Schedule of Expenditures of Federal Awards (SEFA).</i></p> <p>We recommend DOH-Duval financial managers verify the population of all federal awards and sub-awards received. Expenditures related to each award should be reported to Central Office for inclusion in the State of Florida's SEFA.</p>	The BO developed two processes related to SEFA funds: Place Information on SEFA Form for Submittal and Reporting SEFA Funds to Central Office. Any funding that comes into the agency (DOH-Duval) is screened by the BO. The BO contacts the funding source to determine if the funding is federal or non-federal. The funding source provides the documentation. DOH-Duval's grant routing sheet, <i>Routing Form 9-2013</i> , was updated to identify whether funds are from a federal source.	
R-1213DOH-019	October 31, 2013	Duval County Health Department	<p><i>The actual documentation process for DOH-Duval's contracted physicians differed from contract requirements.</i></p> <p>We recommend DOH-Duval contract management amend contract language to accurately reflect and explain DOH-Duval's requirements and expectations for its contracted physicians. The Provider's performance measures should be amended to include only those outcomes and outputs that are expected to be performed.</p>	The contract was amended to reflect the current process and forwarded to all parties involved.	
R-1213DOH-019	October 31, 2013	Duval County Health Department	<p><i>Administrative Hours exceeded the number of hours allowed by the contract.</i></p> <p>We recommend DOH-Duval contract management receive from the respective clinic director prior written notification of approval of administrative time worked in excess of limits set by the contract.</p>	<p>A memorandum, <i>UF Attendance and Leave</i>, will be sent to all providers regarding leave requests and unexpected absences. The contract now states that the clinician will complete a FDOH timesheet which they currently submit through the Productivity System. This timesheet is approved by the business manager in each center.</p> <p>DOH-Duval developed a process for contracted physicians to request approval prior to working more than the [current] 10% administrative hours.</p>	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
R-1213DOH-019	October 31, 2013	Duval County Health Department	<p><i>DOH-Duval did not receive documentation of in-kind contributions stipulated in two Memorandums of Agreement (MOAs) with University of Florida (UF) for placement of AmeriCorps Program members. A third MOA with UF for placement of AmeriCorps Program members did not stipulate that in-kind contributions must be reported to DOH-Duval.</i></p> <p>We recommend DOH-Duval program staff responsible for the AmeriCorps Program obtain and maintain documentation of all contributions, including third party in-kind contributions. AmeriCorps Program MOAs should each specify the requirement to obtain such documentation.</p>	The AmeriCorps Program is no longer housed with DOH-Duval. DOH-Duval will write a letter and request the required documents that itemize the value of in-kind contributions for the previous MOAs.	
R-1213DOH-019	October 31, 2013	Duval County Health Department	<p><i>DOH-Duval paid UF for physicians' hours that were not worked.</i></p> <p>We recommend DOH-Duval contract management adjust a future contract payment to account for the time reporting and payment errors in Contract DV351 between October 3, 2012 and February 13, 2013.</p>	The contract DV351 expired June 30, 2013 and the reconciliation period of 45 days passed. DOH-Duval requested an adjustment on a future invoice. UF reimbursed DOH-Duval for the overpayment.	
R-1213DOH-021	December 30, 2013	Duval County Health Department	<p><i>Discrepancies were found between DOH-Duval time keeping systems for sampled employees charging 100% of their time to federal grants.</i></p> <p>We recommend DOH-Duval management strengthen controls to ensure all DOH-Duval employee time keeping systems reconcile each reporting period for employees charging time to federal grants.</p>	DOH-Duval developed a process to systematically review time keeping systems; Identified all staff that charge 100% of their time to federal grants; Conducted an internal review to establish baseline data and to identify/address time keeping issues; Developed trainings on how to correctly complete time keeping systems and how to review/reconcile time keeping systems; Scheduled and trained identified staff and their supervisors with the above training; Conducted ongoing monthly audits to determine performance gaps and identify time keeping issues.	



STATEWIDE PUBLIC HEALTH SUPPORT SERVICES EXHIBITS AND SCHEDULES



STATEWIDE PUBLIC HEALTH SUPPORT SERVICES SCHEDULE I SERIES

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 64 Health **Budget Period: 2015-2016**
Program: 64200800 Statewide Public Health Support
Fund: 192002 Emergency Medical Services

Specific Authority: F.S. 320.0801, 318.14(5), 318.18(15)(a)1, 318.18(3)(h), 318.18(5)(c), 318.18(20), 938.07, 318.21, 316.061, 316.0083(1)(b)3.b

Purpose of Fees Collected: To improve and expand prehospital emergency medical services in the state.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input checked="" type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION

	ACTUAL	ESTIMATED	REQUEST
	FY 2013-2014	FY 2014-2015	FY 2015-2016
<u>Receipts:</u>			
HD000-Motor Vehicle Registration Surtax	2,045,302	2,065,755	2,086,413
HD001-Civil Penalty	180,836	182,644	184,471
HD002-Red Light Running Fine	1,821,227	1,839,439	1,857,834
HD004-Traffic Violation Fine	26,805	27,073	27,344
HD005-Traffic Violation Fine	157,622	159,198	160,790
HD006-Traffic Violation Fine	553,681	559,218	564,810
N2000-Traffic Violation Fines	5,967,729	6,146,761	6,331,164
N2000-Interest Income	388	400	400
RLCTK-Red Light Ticket Revenue	7,981,781	8,301,052	8,633,094
Total Fee Collection to Line (A) - Section I	18,735,371	19,281,541	19,846,319

SECTION II - FULL COSTS

Direct Costs:

Salaries and Benefits	1,765,212	1,544,489	1,545,000
Other Personal Services	119,540	382,225	380,000
Expenses	172,532	174,646	172,000
Operating Capital Outlay	3,749	4,000	3,000
Contractual	721,914	881,123	750,000
County Grants	2,693,054	2,696,675	2,696,675
Matching Grants	1,925,782	2,200,000	2,300,000
Payout to Trauma Centers	10,314,241	10,499,564	10,709,555
Trauma Special Category	22,488	93,647	93,000
Leasing	15,321	25,215	25,000
8% Service Charge	1,033,998	1,542,523	1,587,706
Total Full Costs to Line (B) - Section III	18,772,510	20,044,107	20,261,936

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	18,735,371	19,281,541	19,846,319
TOTAL SECTION II	(B)	18,772,510	20,044,107	20,261,936
TOTAL - Surplus/Deficit	(C)	(37,139)	(762,566)	(415,617)

EXPLANATION of LINE C:

Payments to trauma centers from revenue collected from red light cameras will continue to increase as counties add new cameras each year. Expenditures for the Trauma office and EMS data unit will increase due to the upgrade of the Trauma data registry and the EMSTARS project.

Office of Policy and Budget - July 2015

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 64 Health **Budget Period: 2015 - 16**
Program: Brain and Spinal Cord Injury Program
Fund: 390001

Specific Authority: 316.0083(1)(b)3.b, 320.131, 938.07, 381,785, 320.080868(4)(a), 381.21(2)
Purpose of Fees Collected: Fees collected support the Brain and Spinal Cord Injury Program and clients

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input checked="" type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	ACTUAL	ESTIMATED	REQUEST
	FY 2013 - 2014	FY 2014 - 2015	FY 2015 - 2016
Receipts:			
Traffic-Related Civil Penalties (021015)	6,015,357	6,075,511	6,136,266
Temporary Licenses Tags (015023)	1,387,234	1,401,106	1,415,117
Driving Under the Influence Fines (01201)	1,384,596	1,398,442	1,412,426
Boating Under the Influence Fines (01200)	16,846	17,115	17,287
Subrogation (018093)	112,221	113,343	114,477
Motorcycle Specialty Tags (002002)	17,032	17,202	17,374
Miscellaneous	50,571	51,077	51,587
AHCA Reimbursement (015075)	302,085	332,294	342,262
Cash Donation	1,091	1,000	1,000
Red Light Camera Tickets Fines	2,559,321	2,661,694	2,768,162
Total Fee Collection to Line (A) - Section III	11,846,354	12,068,784	12,275,958

SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits	2,454,131	2,478,672	2,503,459
Other Personal Services	480,223	485,025	489,876
Expenses	521,257	526,469	531,734
Operating Capital Outlay	3,630	3,000	3,000
Contractual (100777 and 100778)	597,885	603,864	609,902
Purchased Client Services	1,376,054	1,616,352	1,616,352
Brain and Spinal Cord Waiver	1,774,306	1,774,306	-
Payout to Miami Project to Cure Paralysis	3,068,852	2,448,758	2,546,709

UF and UM Payouts	553,413	607,551	613,627
Leasing/Human Resources/Other	41,948	41,948	41,948
8% Service Charge	695,332	925,686	941,331
Indirect Costs Charged to Trust Fund	-	-	-
Total Full Costs to Line (B) - Section III	11,567,031	11,511,631	9,897,938

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	11,846,354	12,068,784	12,275,958
TOTAL SECTION II	(B)	11,567,031	11,511,631	9,897,938
TOTAL - Surplus/Deficit	(C)	279,323	557,153	2,378,020

EXPLANATION of LINE C:

Payouts to Miami Project to Cure Paralysis from revenue collected from red light cameras will continue to increase as counties add new cameras each year. The Department is in the process of collaborating with AHCA to move the Home and Community Based Services Waiver Program over to AHCA. FY 15-16, anticipate minimal costs for sta

Office of Policy and Budget - July 2015

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 64 Health **Budget Period:** 2015 - 16
Program: 64200800 Statewide Health Support Services
Fund: 2531 Planning & Eval TF

Specific Authority: FS 381.0202 (3)
Purpose of Fees Collected: Support laboratory services provided
 J5A00

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input checked="" type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	<u>ACTUAL</u> FY 2013 - 2014	<u>ESTIMATED</u> FY 2014 - 2015	<u>REQUEST</u> FY 2015 - 2016
<u>Receipts:</u>			
<u>Contract, CHDs, & Lab billings</u>	3,786,675	3,945,750	4,000,000
<u>Medicaid, Medicare & 3rd Party</u>	2,645,951	2,385,000	2,500,000
<u>Other Grants</u>	150,000	90,000	150,000
<u>Miscellaneous</u>	3,074	65,000	75,000
Total Fee Collection to Line (A) - Section III	6,585,700	6,485,750	6,725,000

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
<u>Salaries and Benefits</u>	2,756,378	3,146,986	3,178,455
<u>Other Personal Services</u>	56,716	59,083	60,000
<u>Expenses</u>	4,938,545	4,790,350	4,700,000
<u>Operating Capital Outlay</u>	47,608	95,000	100,000
<u>Contractual Services</u>	831,487	727,764	750,000
<u>Lease</u>	28,498	35,000	37,500
<u>HR Outsource</u>	14,085	21,672	21,672
<u>Other - includes Risk Mgt</u>	97,885	100,576	105,000
<u>FCO Transfer</u>	1,721,929	395,000	
<u>Indirect Costs Charged to Trust Fund</u>	(239,271)	(250,000)	(255,000)
Total Full Costs to Line (B) - Section III	10,253,860	9,121,431	8,697,627

Basis Used: Indirect costs transferred to Q1000 and LJWCP; administrative salaries based on FTE and operating costs based on square footage

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I	(A)	6,585,700	6,485,750
TOTAL SECTION II	(B)	10,253,860	9,121,431
TOTAL - Surplus/Deficit	(C)	(3,668,160)	(1,972,627)

EXPLANATION of LINE C:

deficit will be offset by surplus in other accounts and existing cash reserves

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SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Health 64 **Budget Period:** 2015-2016
Program: Statewide Health Support Services 64200800
Fund: _____

Specific Authority: Chapter 382, Florida Statutes
Purpose of Fees Collected: _____

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach
<input type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete

<u>SECTION I - FEE COLLECTION</u>	ACTUAL FY 2013-14	ESTIMATED FY 2014-15	REQUEST FY 2015-16
<u>Receipts:</u>			
_____	6,329,495	6,260,447	6,304,873
_____	910,245	969,314	983,601
_____	415,237	420,427	425,682
_____	1,684,398	1,710,912	1,737,889
Total Fee Collection to Line (A) - Section III	9,339,375	9,361,100	9,452,045

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
Salaries and Benefits	4,782,310	5,195,399	5,253,404
Other Personal Services	527,784	533,061	540,160
Expenses	1,303,297	1,336,083	1,369,474
Operating Capital Outlay	3,241	20,000	20,000
Service Charge to General Revenue	575,137	582,010	588,973
Lease/Purchase/Trans Chil Wel	846,787	825,891	834,150
Refund State Revenues	773	-	-
Indirect Costs Charged to Trust Fund	-	-	-
Total Full Costs to Line (B) - Section III	8,039,329	8,492,444	8,606,161

Basis Used: Revenue Object Code Report and Schedule of Allotment Balances
as of June 30, 2014

<u>SECTION III - SUMMARY</u>				
TOTAL SECTION I	(A)	9,339,375	9,361,100	9,452,045
TOTAL SECTION II	(B)	8,039,329	8,492,444	8,606,161
TOTAL - Surplus/Deficit	(C)	1,300,046	868,656	845,884

EXPLANATION of LINE C:

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 64 Health **Budget Period:** 2015 - 16
Program: 64200800 Statewide Health Support Services
Fund: 2531 Planning & Eval TF

Specific Authority: FS 403.0625, FS 403.863 & FS 403.8635
Purpose of Fees Collected: Certification of Labs that perform either analyses of environmental samples or water samples (Florida Safe Drinking Water Act) LJWCF

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input checked="" type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION

	ACTUAL	ESTIMATED	REQUEST
	FY 2013 - 2014	FY 2014 - 2015	FY 2015 - 2016
<u>Receipts:</u>			
License renewals, applications, and certifications	961,189	625,065	630,000
Other			
Total Fee Collection to Line (A) - Section III	961,189	625,065	630,000

SECTION II - FULL COSTS

<u>Direct Costs:</u>			
Salaries and Benefits	478,626	487,790	495,107
Other Personal Services			
Expenses	36,205	47,600	50,000
Operating Capital Outlay			
Contractual Services	4,554	4,654	4,750
Lease	1,761	2,400	2,500
HR	3,065	2,752	2,752
Indirect Costs Charged to Trust Fund	83,102	71,500	72,573
Total Full Costs to Line (B) - Section III	607,313	616,696	627,681

Basis Used: Administrative overhead allocated by FTE
Operating costs allocated by square footage

SECTION III - SUMMARY

TOTAL SECTION I	(A)	961,189	625,065	630,000
TOTAL SECTION II	(B)	607,313	616,696	627,681
TOTAL - Surplus/Deficit	(C)	353,876	8,369	2,319

EXPLANATION of LINE C:

Office of Policy and Budget - July 2015

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 64 Health **Budget Period:** 2015 - 16
Program: 64200800 Emergency Preparedness & Community Support
Fund: 2569 Radiation Protection TF

Specific Authority: Chapter 404, F.S.
Purpose of Fees Collected: Radioactive Materials Licensing & Inspection
 KN000

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input checked="" type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2013 - 2014	FY 2014 - 2015	FY 2015 - 2016
<u>Receipts:</u>			
Licensing Fees	3,217,787	3,314,320	3,413,750
Total Fee Collection to Line (A) - Section III	3,217,787	3,314,320	3,413,750

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
Salaries and Benefits	1,791,901	1,845,658	1,901,028
Other Personal Services			
Expenses	295,405	293,277	278,174
Operating Capital Outlay	40,320	56,997	56,997
Contracted Services	10,285	10,594	10,912
Service Charge to GR	254,895	265,146	273,100
Vehicles	73,261	130,000	130,000
Lease/Purchase/Equipment	80	82	85
Transfer for CHD	172,741	177,923	183,261
Transfer to DMS/HR	12,101	12,101	12,101
State Refunds	5,838	6,000	6,000
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	2,656,828	2,797,778	2,851,658

Basis Used: _____

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I (A)	3,217,787	3,314,320	3,413,750
TOTAL SECTION II (B)	2,656,828	2,797,778	2,851,658

TOTAL - Surplus/Deficit	(C)	560,959	516,542	562,092
<u>EXPLANATION of LINE C:</u>				
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Office of Policy and Budget - July 2015

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 64 Health **Budget Period:** 2015 - 16
Program: 64200800 Emergency Preparedness & Community Support
Fund: 2569 Radiation Protection TF

Specific Authority: Chapter 404, F.S.
Purpose of Fees Collected: Prevention of, or collection and disposal of abandoned radioactive material
 JH000

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input checked="" type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	ACTUAL	ESTIMATED	REQUEST
	FY 2013 - 2014	FY 2014 - 2015	FY 2015 - 2016
<u>Receipts:</u>			
5% Surcharge	141,569	145,816	150,191

Total Fee Collection to Line (A) - Section III	141,569	145,816	150,191

SECTION II - FULL COSTS			
<u>Direct Costs:</u>			
Salaries and Benefits		-	-
Other Personal Services			
Expenses	-	25,000	25,000
Operating Capital Outlay			
Contracted Services		-	-
Service Charge to GR	12,315	11,665	12,015
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	12,315	36,665	37,015

Basis Used: _____

SECTION III - SUMMARY			
TOTAL SECTION I	(A)	141,569	150,191
TOTAL SECTION II	(B)	12,315	37,015
TOTAL - Surplus/Deficit	(C)	129,255	113,176

EXPLANATION of LINE C:
 Surplus is intended to be available in the event of a radiological emergency or for collection of abandoned radioactive material.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 64 Health **Budget Period:** 2015 - 16
Program: 64200800 Emergency Preparedness & Community Support
Fund: 2569 Radiation Protection TF

Specific Authority: Chapter 404, F.S.
Purpose of Fees Collected: Transportation of Low-Level Radioactive Waste
 Ki000

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input checked="" type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2013 - 2014	FY 2014 - 2015	FY 2015 - 2016
<u>Receipts:</u>			
Inspection Fees	193,940	199,758	205,751
Total Fee Collection to Line (A) - Section III	193,940	199,758	205,751

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
Salaries and Benefits	73,978	76,198	78,484
Other Personal Services			
Expenses	9,175	9,451	9,734
Operating Capital Outlay			
Contracted Services	874	900	927
Service Charge to GR	25,079	15,981	16,460
Lease/Purchase/Equipment	13	13	14
Transfer to DMS/HR	574	574	574
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	109,693	103,116	106,193

Basis Used: _____

<u>SECTION III - SUMMARY</u>				
TOTAL SECTION I	(A)	193,940	199,758	205,751
TOTAL SECTION II	(B)	109,693	103,116	106,193
TOTAL - Surplus/Deficit	(C)	84,247	96,642	99,558

EXPLANATION of LINE C:

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 64 Health **Budget Period:** 2015 - 16
Program: 64200800 Emergency Preparedness & Community Support
Fund: 2569 Radiation Protection TF

Specific Authority: Chapter 404, F.S.
Purpose of Fees Collected: Radiological Environmental Monitoring
V4000

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input checked="" type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2013 - 2014	FY 2014 - 2015	FY 2015 - 2016
<u>Receipts:</u>			
Pre and Post Mining Fees	209,942	216,241	222,728

Total Fee Collection to Line (A) - Section III	209,942	216,241	222,728

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
Salaries and Benefits	292,122	300,886	309,913
Other Personal Services			
Expenses	57,464	59,187	60,963
Operating Capital Outlay			86,000
Vehicles		35,000	
Contracted Services	6,212	6,399	6,591
Service Charge to GR	36,863	17,299	17,818
Transfer to DMS/HR	2,650	2,650	2,650
Lease/Purchase	76	78	81
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	395,388	421,500	484,015

Basis Used: _____

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I	(A)	209,942	222,728
TOTAL SECTION II	(B)	395,388	484,015
TOTAL - Surplus/Deficit	(C)	(185,445)	(261,288)

EXPLANATION of LINE C:

Revenue fluctuates each year based on the underage/overage paid initially by the phosphate companies and the work performed during the year.

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SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 64 Health **Budget Period:** 2015 - 16
Program: 64200800 Emergency Preparedness & Community Support
Fund: 2569 Radiation Protection TF

Specific Authority: Chapter 404, F.S.
Purpose of Fees Collected: X-Ray Machine Registration
 JPA00

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input checked="" type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2013 - 2014	FY 2014 - 2015	FY 2015 - 2016
<u>Receipts:</u>			
Registration Fees	2,640,574	2,719,791	2,801,385

Total Fee Collection to Line (A) - Section III	2,640,574	2,719,791	2,801,385

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
Salaries and Benefits	1,653,426	1,703,029	1,754,120
Other Personal Services	30,412	15,000	15,000
Expenses	433,687	427,698	398,529
Operating Capital Outlay			
Contracted Services	17,749	18,282	18,830
Service Charge to GR	208,973	217,583.30	224,110.80
Casualty Insurance	14,575	14,575	14,575
Lease/Purchase/Equipment	1,632	2,800	2,400
Transfer for CHD	256,096	263,779	271,692
Transfer to DMS/HR	9,158	9,158	9,158
State Refunds	95	98	101
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	2,625,804	2,672,002	2,708,516

Basis Used: _____

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I (A)	2,640,574	2,719,791	2,801,385
TOTAL SECTION II (B)	2,625,804	2,672,002	2,708,516

TOTAL - Surplus/Deficit

(C)

14,770

47,789

92,869

EXPLANATION of LINE C:

Office of Policy and Budget - July 2015

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 64 Health **Budget Period:** 2015 - 16
Program: 64200800 Emergency Preparedness & Community Support
Fund: 2569 Radiation Protection TF

Specific Authority: Chapter 468, Part IV, F.S.
Purpose of Fees Collected: X-Ray Technologist Certification
 JT000

Type of Fee or Program: (Check ONE Box and answer questions as indicated.)

<input checked="" type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2013 - 2014	FY 2014 - 2015	FY 2015 - 2016
<u>Receipts:</u>			
Certification Fees	931,556	959,502	988,288

Total Fee Collection to Line (A) - Section III	931,556	959,502	988,288

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
Salaries and Benefits	473,257	487,454	502,078
Other Personal Services	420	2,400	
Expenses	72,625	72,530	69,760
Operating Capital Outlay			
Contracted Services	4,311	4,441	4,574
Service Charge to GR	72,397	76,760	79,063
Transfer to Medical Quality Assurance	669,928	683,327	703,826
Lease/Purchase/Equipment	33	34	35
Transfer to DMS/HR	2,407	2,407	2,407
State Refunds	895	913	931
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	1,296,272	1,330,265	1,362,675

Basis Used: _____

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I	(A)	931,556	988,288
TOTAL SECTION II	(B)	1,296,272	1,362,675
TOTAL - Surplus/Deficit	(C)	(364,716)	(374,387)

EXPLANATION of LINE C:
 Previous rule revision to increase fees was not approved within the department.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 64 Health **Budget Period:** 2015 - 16
Program: 64200800 Emergency Preparedness & Community Support
Fund: 2569 Radiation Protection TF

Specific Authority: Chapter 404, F.S.
Purpose of Fees Collected: Radiological Analysis of Drinking Water
JS000

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input checked="" type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2013 - 2014	FY 2014 - 2015	FY 2015 - 2016
<u>Receipts:</u>			
<u>Testing Fees</u>	-	-	-
Total Fee Collection to Line (A) - Section III	-	-	-

<u>SECTION II - FULL COSTS</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2013 - 2014	FY 2014 - 2015	FY 2015 - 2016
<u>Direct Costs:</u>			
Salaries and Benefits		-	-
Other Personal Services			
Expenses	24	4,000	4,000
Operating Capital Outlay			
Contracted Services		-	-
Service Charge to GR		0	0
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	24	4,000	4,000

Basis Used: _____

<u>SECTION III - SUMMARY</u>				
TOTAL SECTION I	(A)	-	-	-
TOTAL SECTION II	(B)	24	4,000	4,000
TOTAL - Surplus/Deficit	(C)	(24)	(4,000)	(4,000)

EXPLANATION of LINE C:
EPA drinking water certification of the laboratory is no longer maintained, so the laboratory is not engaged in fee analysis of any drinking water samples. On site certification of SDWA laboratories is also no longer performed by this program. Both of these factors have resulted in decreased revenue. However, the laboratory must be maintained in a minimal state in order to be able to appropriately respond to a radiological incident. The prior year cash balance in the Radiation Protection Trust Fund will be used to cover the expenses of maintaining the laboratory.

Office of Policy and Budget - July 2015

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Administrative Trust Fund
LAS/PBS Fund Number:	64200800
	2021

	Balance as of 6/30/2014		SWFS* Adjustments		Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	(294,709.10)	(A)			(294,709.10)
ADD: Other Cash (See Instructions)		(B)			0.00
ADD: Investments		(C)			0.00
ADD: Outstanding Accounts Receivable	6,945.71	(D)			6,945.71
ADD: BE TNFR from 64100200	301,134.19	(E)			301,134.19
Total Cash plus Accounts Receivable	13,370.80	(F)	0.00		13,370.80
LESS Allowances for Uncollectibles		(G)			0.00
LESS Approved "A" Certified Forwards	(12,314.91)	(H)			(12,314.91)
Approved "B" Certified Forwards	(1,055.89)	(H)			(1,055.89)
Approved "FCO" Certified Forwards		(H)			0.00
LESS: Other Accounts Payable (Nonoperating)		(I)			0.00
LESS: _____		(J)			0.00
Unreserved Fund Balance, 07/01/14	0.00	(K)	0.00		0.00 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Administrative Trust Fund
LAS/PBS Fund Number:	2021/64200800

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	(302,447.28) (A)
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Subtract Nonspendable Fund Balance (GLC 56XXX)

	_____ (B)
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Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description	_____ (C)
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SWFS Adjustment # and Description	_____ (C)
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Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(1,055.89) (D)
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Approved "C" Carry Forward Total (FCO) per LAS/PBS	_____ (D)
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A/P not C/F-Operating Categories	2,368.98 (D)
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BE TNFR from 64100200	301,134.19 (D)
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	_____ (D)
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	_____ (D)
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ADJUSTED BEGINNING TRIAL BALANCE:

	0.00 (E)
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UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)

	0.00 (F)
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DIFFERENCE:

	0.00 (G)*
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***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Emergency Medical Services Trust Fund
LAS/PBS Fund Number:	2192/64200800

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	11,178,880	(A)		11,178,880
ADD: Other Cash (See Instructions)	9,431	(B)		9,431
ADD: Investments	0	(C)		0
ADD: Outstanding Accounts Receivable	61,787	(D)		61,787
ADD: CASH IN TREASURY UNVERIFIED	32,304	(E)		32,304
Total Cash plus Accounts Receivable	11,282,402	(F)	0	11,282,402
LESS Allowances for Uncollectibles	0	(G)		0
LESS Approved "A" Certified Forwards	(293,833)	(H)		(293,833)
Approved "B" Certified Forwards	(60,429)	(H)		(60,429)
Approved "FCO" Certified Forwards	0	(H)		0
LESS: Other Accounts Payable (Nonoperating)	(601,970)	(I)		(601,970)
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/14	10,326,170	(K)	0	10,326,170 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

Office of Policy and Budget - July 2014

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Emergency Medical Services Trust Funds
LAS/PBS Fund Number:	2192/64200800

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	10,343,381	(A)
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Subtract Nonspendable Fund Balance (GLC 56XXX)

0	(B)
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Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description		(C)
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SWFS Adjustment # and Description		(C)
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Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(60,429)	(D)
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Approved "C" Carry Forward Total (FCO) per LAS/PBS	0	(D)
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A/P not C/F-Operating Categories	43,218	(D)
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		(D)
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		(D)
--	--	-----

		(D)
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ADJUSTED BEGINNING TRIAL BALANCE:

10,326,170	(E)
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UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)

10,326,170	(F)
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DIFFERENCE:

0	(G)*
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***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Biomedical Research Trust Fund
LAS/PBS Fund Number:	64200800
	2245

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	1,206,758.01	(A)		1,206,758.01
ADD: Other Cash (See Instructions)		(B)		0.00
ADD: Investments	21,081,710.04	(C)		21,081,710.04
ADD: Outstanding Accounts Receivable	25,518.21	(D)		25,518.21
ADD: _____		(E)		0.00
Total Cash plus Accounts Receivable	22,313,986.26	(F)	0.00	22,313,986.26
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards		(H)		0.00
Approved "B" Certified Forwards		(H)		0.00
Approved Carry Forward	(16,575,491.02)	(H)		(16,575,491.02)
LESS: Other Accounts Payable (Nonoperating)		(I)		0.00
LESS: BE TNFR to 64200100	(4,647,896.10)	(J)		(4,647,896.10)
Unreserved Fund Balance, 07/01/14	1,090,599.14	(K)	0.00	1,090,599.14 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Biomedical Research Trust Fund
LAS/PBS Fund Number:	2245/64200800

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	22,311,878.09	(A)
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Subtract Nonspendable Fund Balance (GLC 56XXX)

		(B)
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Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description		(C)
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SWFS Adjustment # and Description		(C)
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Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS		(D)
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Approved Carry Forward	(16,575,491.02)	(D)
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A/P not C/F-Operating Categories	2,108.17	(D)
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Adjusted CF LASBPS Balance		(D)
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BE TNFR to 64200100	(4,647,896.10)	(D)
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		(D)
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ADJUSTED BEGINNING TRIAL BALANCE:

	1,090,599.14	(E)
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UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)

	1,090,599.14	(F)
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DIFFERENCE:

	0.00	(G)*
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***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Federal Grant Trust Fund
LAS/PBS Fund Number:	64200800
	2261

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	7,665,497.14	(A)		7,665,497.14
ADD: Other Cash (See Instructions)	89.99	(B)		89.99
ADD: Investments		(C)		0.00
ADD: Outstanding Accounts Receivable	4,853,172.94	(D)	(74.00)	4,853,098.94
ADD: <u>Transfer from 2261 64200400</u>		(E)		0.00
ADD: <u>Transfer from 2261 64400200</u>		(E)		0.00
Total Cash plus Accounts Receivable	12,518,760.07	(F)	(74.00)	12,518,686.07
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards	(3,742,562.27)	(H)		(3,742,562.27)
Approved "B" Certified Forwards	(1,035,908.83)	(H)		(1,035,908.83)
Approved "FCO" Certified Forwards		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)		(I)		0.00
LESS:		(J)		0.00
LESS:		(J)		0.00
LESS:		(J)		0.00
Unreserved Fund Balance, 07/01/14	7,740,288.97	(K)	(74.00)	7,740,214.97 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Federal Grant Trust Fund
LAS/PBS Fund Number:	2261/64200800

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14	
Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	37,890,041.97 (A)
Subtract Nonspendable Fund Balance (GLC 56XXX)	(29,144,535.46) (B)
Add/Subtract Statewide Financial Statement (SWFS) Adjustments :	
SWFS Adjustment #B64000xx - reduce accounts receivable	(74.00) (C)
SWFS Adjustment	
Add/Subtract Other Adjustment(s):	
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(1,035,908.83) (D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS	
A/P not C/F-Operating Categories	30,691.29 (D)
ADJUSTED BEGINNING TRIAL BALANCE:	7,740,214.97 (E)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	7,740,214.97 (F)
DIFFERENCE:	0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Grants & Donations Trust Fund
LAS/PBS Fund Number:	64200800
	2339

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	7,819,002.39	(A)		7,819,002.39
ADD: Other Cash (See Instructions)	275.60	(B)		275.60
ADD: Investments		(C)		0.00
ADD: Outstanding Accounts Receivable	1,687,195.95	(D)		1,687,195.95
ADD: BE TNFR from 2339 64300100/64400100	(824,093.72)	(E)		(824,093.72)
Total Cash plus Accounts Receivable	8,682,380.22	(F)	0.00	8,682,380.22
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards	(212,636.82)	(H)		(212,636.82)
Approved "B" Certified Forwards	(143,883.58)	(H)		(143,883.58)
Approved "FCO" Certified Forwards		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)		(I)		0.00
LESS: _____		(J)		0.00
Unreserved Fund Balance, 07/01/14	8,325,859.82	(K)	0.00	8,325,859.82 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period:	2015 - 2016
Department Title:	Department of Health
Trust Fund Title:	Grants & Donations Trust Fund
LAS/PBS Fund Number:	2339/64200800

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	9,291,564.34	(A)
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Subtract Nonspendable Fund Balance (GLC 56XXX)		(B)
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Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment #B64000002 delete receivable (61300)		(C)
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SWFS Adjustment # and Description		(C)
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Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(143,883.58)	(D)
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Approved "C" Carry Forward Total (FCO) per LAS/PBS		(D)
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A/P not C/F-Operating Categories	2,272.78	(D)
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BE TNFR to 2339 64400100	(6,867.00)	(D)
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BE TNFR to 2339 64300100	(817,226.72)	(D)
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	0.00	(D)
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ADJUSTED BEGINNING TRIAL BALANCE:	8,325,859.82	(E)
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UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	8,325,859.82	(F)
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DIFFERENCE:	0.00	(G)*
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***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Planning & Evaluation Trust Fund
LAS/PBS Fund Number:	64200800
	2531

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	4,173,321.40	(A)		4,173,321.40
ADD: Other Cash (See Instructions)	94,120.57	(B)		94,120.57
ADD: Investments	0.00	(C)		0.00
ADD: Outstanding Accounts Receivable	634,790.06	(D)	(2,745.05)	632,045.01
ADD: UNVERIFIED CASH	5,477.46	(E)		5,477.46
ADD: Anticipated Receivable from FCA	425,698.59	(E)		425,698.59
Total Cash plus Accounts Receivable	5,333,408.08	(F)	(2,745.05)	5,330,663.03
LESS Allowances for Uncollectibles	0.00	(G)		0.00
LESS Approved "A" Certified Forwards	(586,849.56)	(H)		(586,849.56)
Approved "B" Certified Forwards	(285,247.35)	(H)		(285,247.35)
Approved "FCO" Certified Forwards	(3,199,247.99)	(H)		(3,199,247.99)
LESS: Other Accounts Payable (Nonoperating)	(1,259,318.13)	(I)		(1,259,318.13)
LESS: _____		(J)		0.00
Unreserved Fund Balance, 07/01/14	2,745.05	(K)	(2,745.05)	(0.00)**

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016

Department Title: Department of Health
Trust Fund Title: Planning & Evaluation Trust Fund
LAS/PBS Fund Number: 2531/64200800

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; 2,537,229.09 (A)
 GLC 539XX for proprietary and fiduciary funds

Subtract Nonspendable Fund Balance (GLC 56XXX)

(95,989.67) (B)

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment #B64000010 Record Accounts Payable (C)

SWFS Adjustment #B640000?? Reverse Accounts Receivable (2,745.05) (C)

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS (285,247.35) (D)

Approved "C" Carry Forward Total (FCO) per LAS/PBS (3,199,247.99) (D)

A/P not C/F-Operating Categories 620,302.38 (D)

Anticipated Receivable from FCO 425,698.59 (D)

(D)

(D)

ADJUSTED BEGINNING TRIAL BALANCE: 0.00 (E)

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I) 0.00 (F)

DIFFERENCE: 0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Radiation Protection Trust Fund
LAS/PBS Fund Number:	64200800
	2569

	Balance as of 6/30/2014	SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	3,995,363.76 (A)		3,995,363.76
ADD: Other Cash (See Instructions)	4,729.84 (B)		4,729.84
ADD: Investments			0.00
ADD: Outstanding Accounts Receivable	369,833.87 (D)		369,833.87
ADD: Cash in Treasury Unverified	30,907.70 (E)		30,907.70
Total Cash plus Accounts Receivable	4,400,835.17 (F)	0.00	4,400,835.17
LESS Allowances for Uncollectibles			0.00
LESS Approved "A" Certified Forwards	(90,204.47) (H)		(90,204.47)
Approved "B" Certified Forwards	(18,463.92) (H)		(18,463.92)
Approved "FCO" Certified Forwards			0.00
LESS: Other Accounts Payable (Nonoperating)	(90,615.14) (I)		(90,615.14)
LESS: _____			0.00
Unreserved Fund Balance, 07/01/14	4,201,551.64 (K)	0.00	4,201,551.64 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016

Department Title: Department of Health
Trust Fund Title: Radiation Protection Trust Fund
LAS/PBS Fund Number: 2569/64200800

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; 4,205,836.61 (A)
 GLC 539XX for proprietary and fiduciary funds

Subtract Nonspendable Fund Balance (GLC 56XXX) _____ (B)

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description _____ (C)

SWFS Adjustment # and Description _____ (C)

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS (18,463.92) (D)

Approved "C" Carry Forward Total (FCO) per LAS/PBS _____ (D)

A/P not C/F-Operating Categories 14,178.95 (D)

BE TNFR from 64200600 _____ (D)

_____ (D)

_____ (D)

ADJUSTED BEGINNING TRIAL BALANCE: 4,201,551.64 (E)

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I) 4,201,551.64 (F)

DIFFERENCE: 0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS

Budget Period: 2015 - 2016

Department: Health

Chief Internal Auditor: Michael J. Bennett, CIA

Budget Entity: 64200800

Phone Number: 850-245-4141

(1)	(2)	(3)	(4)	(5)	(6)
REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
2014-014	September 26, 2013	Public Health Pharmacy	<p><i>The Central Pharmacy did not ensure that all drug formularies were reviewed, certified, or approved.</i></p> <p>We recommend that the drug formularies be reviewed no less than once each year and that the reviews and approvals are made a matter of record.</p>	<p>Bureau of Public Health Pharmacy (BPHP) performed the following actions to address this finding:</p> <ol style="list-style-type: none"> 1. Developed a new Charter containing the responsibilities for formulary review under the Scope of Work paragraph, and included a paragraph explaining the procedure for Formulary Consideration; 2. Quarterly meetings have been established by the approved charter. First meeting date is to be determined; 3. Amendment to the Charter will be developed to include "Formulary Review" in the master agenda as stated in the Charter. 	
2014-014	September 26, 2013	Public Health Pharmacy	<p><i>Opportunities for improvement of the Department's pharmaceutical inventory management controls were identified.</i></p> <p>We recommend that the Department enhance its pharmaceutical inventory management controls to better ensure accountability for pharmaceutical inventories. Additionally, the Department should enforce its physical inventory procedures and clearly document the physical inventory count performed, the comparison of the physical inventory counts and the related inventory records, and the investigation and resolution of differences.</p>	<ol style="list-style-type: none"> 1. Internal Operating Procedure (IOP) 22-13, <i>Central Pharmacy Ordering Inventory</i>, was revised to reflect the actual inventory processes to address adequate segregation of duties between ordering, receiving, stocking, and inventory reconciliation. 2. A <i>Pharmaceutical Forms System</i> (PFS) reorder/restock form was implemented to establish appropriate stocking reorder points based upon need/usage. 3. Staff has been and continues to be trained. Each new employee to BPHP must sign an Attestation to document the employee has read and understands IOP 22-13, <i>Central Pharmacy Ordering Inventory</i>. Then management conducts practical application training to validate that the employee can perform the function in accordance with written procedure. Existing employees were also required to sign the Attestation and be observed. 	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
2014-014	September 26, 2013	Public Health Pharmacy	<p><i>The county health departments (CHDs) did not consistently use the Department's Pharmaceutical Forms System (PFS) when returning damaged and expired drugs to the Central Pharmacy.</i></p> <p>We recommend that the Bureau of Public Health Pharmacy (as Bureau of Statewide Pharmaceutical Services successor) continue to encourage the CHDs to use the PFS to properly document the shipment of all returned prescription drugs to the Central Pharmacy. We also recommend that the Department consider incorporating provisions in its contracts with the CHDs requiring the utilization of the PFS.</p>	<ol style="list-style-type: none"> 1. The return of quarantined/expired pharmaceuticals is discussed on the Statewide Pharmaceutical conference call when needed. 2. DOHP 395-1-12 was reviewed to determine if a revision was necessary. Management determined a revision was not necessary, but having staff adhere to the policy was necessary to ensure drugs are properly returned. 3. We reviewed and revised IOP-44-13, <i>Quarantine and Disposition of Pharmaceuticals</i>. Each new employee to the Bureau must sign an Attestation to document the employee has read and understands IOP-44-13. 4. A bulletin was completed in lieu of a memorandum and placed on the PFS Bulletin page. 5. A bulletin was completed in lieu of a memorandum and placed on the PFS Bulletin page. 6. A draft Action Report was submitted through the Division to the Deputy Secretary level. The Action Report has not been signed. Bureau management has subsequently concluded the Action Report is not necessary to correct issues identified by the Office of the Auditor General. CHD pharmacy staff will be encouraged to use the PFS. 	
2014-014	September 26, 2013	Public Health Pharmacy	<p><i>Additional analyses of overstocked and expired drug supplies may assist the Department in reducing losses incurred upon disposition.</i></p> <p>We recommend that the Department establish procedures to estimate the costs of drugs returned and calculate the related losses incurred. Analyses of the types and quantities of returned drugs should also be made to assist the Department in minimizing future losses. The Department should also implement procedures to verify that the amounts received are reasonable in relation to the types and quantities of the drugs returned and that the fees paid are consistent with contract requirements.</p>	<ol style="list-style-type: none"> 1. BPHP management subsequently concluded the "true-cost" method of analysis was not an appropriate corrective action. We now review total sales against the Guaranteed Returns credits to determine a ratio. Our goal is to reduce the dollar amount of Guaranteed Returns credits. This minimizes obsolete, expired, and unusable inventory. 2. BPHP management has implemented a compensating control by using an Excel spreadsheet to track and reconcile returned products. The compensating control works well. 3. BPHP staff verified the contract requirements and Guaranteed Returns is applying proper credits to the Department. Available credits are applied to future purchases. 	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
2014-014	September 26, 2013	Public Health Pharmacy	<p><i>The Central Pharmacy did not maintain documents to evidence the Department's determination of insurable values for pharmaceuticals.</i></p> <p>We recommend that the Central Pharmacy periodically determine the value of its pharmaceuticals on hand and maintain documentation to evidence the Department's determination of the amount of insurance coverage needed for pharmaceuticals in the Central Pharmacy and its warehouse.</p>	<p>1. BPHP reviewed Certificates of Insurance and performs monthly inventory on-hand value of all pharmaceuticals in store to monitor and ensure there is sufficient insurance coverage. If inventory ever exceeded insurance coverage, Bureau management would apply for more coverage.</p> <p>2. An internal written procedure, <i>Reporting On-Hand Inventory</i>, was completed to provide guidance to BPHP staff for the appropriate process of reporting on-hand inventory.</p>	
2014-014	September 26, 2013	Public Health Pharmacy	<p><i>Medicaid billing procedures did not ensure that all eligible claims were submitted and reimbursed.</i></p> <p>We recommend that the Central Pharmacy work with CHDs to enhance the Department's Medicaid billing procedures for prescribed drugs to improve the effectiveness and efficiency of the procedures and to ensure all eligible claims are submitted for reimbursement. Consideration should be given to clarifying in the Department's financial procedures, the responsibilities of the Department and the CHDs for submitting claims for Medicaid reimbursements.</p>	<p>1. DOHP 395-1-12 was reviewed to determine if a revision was necessary. Management determined a revision was not necessary.</p> <p>2. The number of BPHP staff able to process Medicaid reimbursement claims has been expanded to five persons. Another key improvement has been to add all Medicaid-eligible drugs (both 340B and non-340B program drugs) to PFS so that CHD staff can select any eligible drug. These improvements have increased DOH's number of submitted claims for Medicaid reimbursement. Further, a bulletin has been added to the PFS Bulletin page. This page is the first page CHD pharmacy staff see when logging on to the PFS. This informs CHD pharmacy staff that many more drugs are available for Medicaid reimbursement.</p> <p>3. A internal written procedure, <i>Procedure for Processing Denials</i>, has been published. Once an error in originally submitted and denied claims is identified and corrected, eligible claims are resubmitted to Medicaid. Reimbursement is ultimately realized.</p> <p>4. E-mail verifying purchase of CE2000 Software for Medicaid Licenses. Five staff have been added to this initiative.</p>	
2014-014	September 26, 2013	Public Health Pharmacy	<p><i>To lower the State's pharmaceutical costs, the Department should study the feasibility of the expanded use of the Section 340B Pricing Program.</i></p> <p>To take advantage of potential cost savings through the Section 340B Drug Pricing Program, the Department and the Department of Corrections (DOC) should consider expanding, to the extent practical, the Sexually Transmitted Disease (STD) Specialty Care Project to serve all of the DOC's HIV-infected inmate population. The Department should also determine the feasibility and potential cost savings to the State of entering into similar agreements with other State agencies and seek Legislative authority as needed.</p>	<p>BPHP analyzed and concluded that DOC has no more correctional facilities that can be added to the contract. Furthermore, we have determined there are no other state agencies that would benefit from this program.</p>	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
2014-014	September 26, 2013	Public Health Pharmacy	<p><i>The Department's pharmaceutical budget and expenditure allocation procedures for the CHDs did not ensure that CHD pharmaceutical budgets and expenditures were reasonably allocated and properly monitored.</i></p> <p>We recommend the Bureau of Public Health Pharmacy (as BSPS successor) implement procedures, such as independent review, to ensure that budget allocation formulas are accurate and contain all relevant data and that a consistent methodology is used. Documentation should also be maintained to explain reasons for any changes in allocation formulas and methodologies. Additionally, we recommend the Bureau consider enhancements to existing systems and procedures to streamline the CHD budget and expenditure allocation process and to provide for reconciliation of expenditures charged to the CHDs to expenditures recorded in Florida Accounting Information Resource Subsystem (FLAIR).</p>	<p>No corrective action required. We concurred with the findings. However, budgetary procedures relative to pharmaceutical procurement centralizing the budget management from the CHD allocation level to the Drug Budget Committee level were implemented after the audit period. The budget relative to the procurement of pharmaceutical product is no longer allocated to the CHDs. All budgets are allocated by the Drug Budget Review Committee by program office and managed at the BPHP level by the Business Operations Office.</p>	
A-1314-DOH-005	March 25, 2014	Statewide Services Administration	<p><i>Monitoring results regarding county health department (CHD) performance are not utilized by Central Office in a manner that provides maximum effectiveness and efficiency.</i></p> <p>We recommend management develop a structured process to funnel CHD monitoring results already available throughout the Department to Central Office management in order to better align and compare the results from the various monitoring efforts such that key management has a better overall awareness of CHD operational performance.</p>	<p>We will review monitoring results with the Deputies and the Office of Performance and Quality Improvement; Establish a representative workgroup from the Divisions and CHDs; Review the current electronic performance measurement system (System, Florida Performs); Recommend improvements or enhancements to the System; Complete an interim online reporting system; establish a work plan for system improvements; determine necessary resources to implement; implement the work plan; and complete system improvements.</p>	
A-1314-DOH-005	March 25, 2014	Statewide Services Administration	<p><i>Monitoring results regarding CHD performance are not utilized by Central Office in a manner that provides maximum effectiveness and efficiency.</i></p> <p>We recommend that the Department's Executive Management determine whether:</p> <ul style="list-style-type: none"> • Program offices that request CHDs to perform self-evaluations should provide an analysis of the responses made by the CHDs. Such an analysis, to be meaningful, should be more than simply tallying the number of "yes/no" responses. • Program offices that only rely on self-evaluations by CHDs should perform onsite monitoring. • Program offices that perform no onsite monitoring should perform some form of monitoring. 	<p>We will establish a representative workgroup from the Divisions and CHDs; Review the current monitoring practices by program; Review the Inspector General's recommendations; Develop a comprehensive integrated plan for CHD and Central Office program monitoring; Determine the necessary resources for implementation of a plan, review and approve the plan, and implement the plan.</p>	

REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
A-1314-DOH-005	March 25, 2014	Public Health Pharmacy	<i>The Bureau of Public Health Pharmacy has not performed periodic inspections of CHDs as required by Florida law. We recommend the Bureau of Public Health Pharmacy reactivate periodic inspections of CHDs by a consultant pharmacist, in compliance with Section 154.04(1)(c)5, Florida Statutes .</i>	Central Pharmacy will develop a quality assurance site visit schedule; Notify the CHDs of the tentative schedule prior to the visit; Perform quality assurance site visits with all 67 CHDs by the anticipated completion date of September 2014.	
R-1213DOH-010	June 6, 2014	Clinic Management and Informatics	CONFIDENTIAL - An issue with the <i>Health Management System</i> (HMS) user permissions. We recommend that Bureau of Clinic Management and Informatics (HSPI) develop and implement a control.	The issue will be reviewed.	
R-1213DOH-010	June 6, 2014	Clinic Management and Informatics	CONFIDENTIAL - HMS access control issues. We recommend that HSPI fully utilize the HMS access control lists. Alternatively, a control may be delegated.	The alternate approach is the only feasible option.	
R-1213DOH-010	June 6, 2014	Clinic Management and Informatics	CONFIDENTIAL - Enhancements could be made. We recommend that HSPI continue with planned additional HMS enhancements.	We have identified enhancements to implement.	

Office of Policy and Budget - July 2014



CHILDREN'S MEDICAL SERVICES EXHIBITS AND SCHEDULES



CHILDREN'S MEDICAL SERVICES SCHEDULE I SERIES

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Tobacco Settlement Trust Fund
LAS/PBS Fund Number:	64300100
	2122

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	399,853.79	(A)		399,853.79
ADD: Other Cash (See Instructions)	0.00	(B)		0.00
ADD: Investments	0.00	(C)		0.00
ADD: Outstanding Accounts Receivable	0.00	(D)		0.00
ADD: BE TNFR from 64200100	1,660,556.15	(E)		1,660,556.15
Total Cash plus Accounts Receivable	2,060,409.94	(F)	0.00	2,060,409.94
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards	(2,001,979.64)	(H)		(2,001,979.64)
Approved "B" Certified Forwards	(58,430.30)	(H)		(58,430.30)
Approved "FCO" Certified Forwards	0.00	(H)		0.00
LESS: Other Accounts Payable (Nonoperating)	0.00	(I)		0.00
LESS:		(J)		0.00
Unreserved Fund Balance, 07/01/14	0.00	(K)	0.00	0.00 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period:	2015 - 2016
Department Title:	Department of Health
Trust Fund Title:	Tobacco Settlement Trust Fund
LAS/PBS Fund Number:	2122/64300100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds;	<input type="text" value="(1,602,125.85)"/>	(A)
GLC 539XX for proprietary and fiduciary funds		

Subtract Nonspendable Fund Balance (GLC 56XXX)	<input type="text"/>	(B)
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Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description	<input type="text"/>	(C)
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SWFS Adjustment # and Description	<input type="text"/>	(C)
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Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS	<input type="text" value="(58,430.30)"/>	(D)
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Approved "C" Carry Forward Total (FCO) per LAS/PBS	<input type="text"/>	(D)
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A/P not C/F-Operating Categories	<input type="text"/>	(D)
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BE TNFR from 2122 64400200	<input type="text"/>	(D)
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BE TNFR from 2122 64200100	<input type="text" value="1,660,556.15"/>	(D)
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	<input type="text"/>	(D)
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ADJUSTED BEGINNING TRIAL BALANCE:	<input type="text" value="0.00"/>	(E)
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UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	<input type="text" value="0.00"/>	(F)
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DIFFERENCE:	<input type="text" value="0.00"/>	(G)*
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***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Donations Trust Fund
LAS/PBS Fund Number:	64300100
	2168

	Balance as of 6/30/2014		SWFS* Adjustments		Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	6,832,837.99	(A)			6,832,837.99
ADD: Other Cash (See Instructions)	0.00	(B)			0.00
ADD: Investments	2,114,093.14	(C)			2,114,093.14
ADD: Outstanding Accounts Receivable	12,210,621.46	(D)			12,210,621.46
ADD: UNVERIFIED CASH	28.92	(E)			28.92
Total Cash plus Accounts Receivable	21,157,581.51	(F)	0.00		21,157,581.51
LESS Allowances for Uncollectibles		(G)			0.00
LESS Approved "A" Certified Forwards	(18,864,781.60)	(H)			(18,864,781.60)
Approved "B" Certified Forwards	(516,931.82)	(H)			(516,931.82)
Approved "FCO" Certified Forwards	0.00	(H)			0.00
LESS: Other Accounts Payable (Nonoperating)	(123.24)	(I)			(123.24)
LESS: Post A/P CF LASPBS Adjustment		(J)			0.00
Unreserved Fund Balance, 07/01/14	1,775,744.85	(K)	0.00		1,775,744.85 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

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RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Donations Trust Fund
LAS/PBS Fund Number:	2168/64300100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14	
Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	2,239,924.80 (A)
Subtract Nonspendable Fund Balance (GLC 56XXX)	
Add/Subtract Statewide Financial Statement (SWFS) Adjustments :	
SWFS Adjustment #B6400025 Special Investments	
SWFS Adjustment #B6400025 Receivables	
Add/Subtract Other Adjustment(s):	
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(516,931.82) (D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS	0.00 (D)
A/P not C/F-Operating Categories	52,751.87 (D)
Anticipated Receivable Title XXI	
ADJUSTED BEGINNING TRIAL BALANCE:	1,775,744.85 (E)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	1,775,744.85 (F)
DIFFERENCE:	0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Federal Grant Trust Fund
LAS/PBS Fund Number:	64300100
	2261

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	1,698,042.78	(A)		1,698,042.78
ADD: Other Cash (See Instructions)	61,929.00	(B)		61,929.00
ADD: Investments		(C)		0.00
ADD: Outstanding Accounts Receivable	7,383,686.47	(D)		7,383,686.47
ADD: _____		(E)		0.00
Total Cash plus Accounts Receivable	9,143,658.25	(F)	0.00	9,143,658.25
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards	(5,549,969.53)	(H)		(5,549,969.53)
Approved "B" Certified Forwards	(45,046.26)	(H)		(45,046.26)
Approved "FCO" Certified Forwards		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)		(I)		0.00
LESS: _____		(J)		0.00
Unreserved Fund Balance, 07/01/14	3,548,642.46	(K)		3,548,642.46 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Federal Grant Trust Fund
LAS/PBS Fund Number:	2261/64300100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14	
Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	3,552,643.70 (A)
Subtract Nonspendable Fund Balance (GLC 56XXX)	
Add/Subtract Statewide Financial Statement (SWFS) Adjustments :	
SWFS Adjustment	
SWFS Adjustment	
Add/Subtract Other Adjustment(s):	
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(45,046.26) (D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS	
A/P not C/F-Operating Categories	41,045.02 (D)
A/P Encumbrance/Payable Adjustment	
ADJUSTED BEGINNING TRIAL BALANCE:	3,548,642.46 (E)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	3,548,642.46 (F)
DIFFERENCE:	0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Grants & Donations Trust Fund
LAS/PBS Fund Number:	64300100
	2339

	Balance as of 6/30/2014	SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	(767,973.86) (A)		(767,973.86)
ADD: Other Cash (See Instructions)			0.00
ADD: Investments			0.00
ADD: Outstanding Accounts Receivable			0.00
ADD: _____			0.00
Total Cash plus Accounts Receivable	(767,973.86) (F)	0.00	(767,973.86)
LESS Allowances for Uncollectibles			0.00
LESS Approved "A" Certified Forwards	(47,701.86) (H)		(47,701.86)
Approved "B" Certified Forwards	(1,551.00) (H)		(1,551.00)
Approved "FCO" Certified Forwards			0.00
LESS: Other Accounts Payable (Nonoperating)			0.00
LESS: BE TNFR from 2339 64200800	817,226.72 (J)		817,226.72
Unreserved Fund Balance, 07/01/14	0.00 (K)	0.00	0.00 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

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RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016

Department Title: Department of Health
Trust Fund Title: Grants & Donations Trust Fund
LAS/PBS Fund Number: 2339/64300100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; 815,675.72 (A)
 GLC 539XX for proprietary and fiduciary funds

Subtract Nonspendable Fund Balance (GLC 56XXX) (B)

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment (C)

SWFS Adjustment # and Description (C)

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS (1,551.00) (D)

Approved "C" Carry Forward Total (FCO) per LAS/PBS (D)

A/P not C/F-Operating Categories (D)

BE TNFR from 2339 64200800 817,226.72 (D)

(D)

(D)

ADJUSTED BEGINNING TRIAL BALANCE: 0.00 (E)

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I) 0.00 (F)

DIFFERENCE: 0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Department of Health
Trust Fund Title:	Maternal & Children Health Block Grant Trust Fund
Budget Entity:	64300100
LAS/PBS Fund Number:	2475

Budget Period: 2015 - 2016

	Balance as of 6/30/2014	SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	(25,091.19) (A)		(25,091.19)
ADD: Other Cash (See Instructions)			0.00
ADD: Investments			0.00
ADD: Outstanding Accounts Receivable	2,134,973.71 (D)		2,134,973.71
ADD:			0.00
Total Cash plus Accounts Receivable	2,109,882.52 (F)	0.00	2,109,882.52
LESS Allowances for Uncollectibles			0.00
LESS Approved "A" Certified Forwards	(2,080,883.59) (H)		(2,080,883.59)
Approved "B" Certified Forwards	(18,692.58) (H)		(18,692.58)
Approved "FCO" Certified Forwards			0.00
LESS: Other Accounts Payable (Nonoperating)			0.00
LESS:			0.00
Unreserved Fund Balance, 07/01/14	10,306.35 (K)	0.00	10,306.35 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016

Department Title: Department of Health
Trust Fund Title: Maternal & Children Health Block Grant Trust Fund
LAS/PBS Fund Number: 2475/64300100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; 28,832.40 (A)
 GLC 539XX for proprietary and fiduciary funds

Subtract Nonspendable Fund Balance (GLC 56XXX) (B)

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description (C)

SWFS Adjustment # and Description (C)

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS (18,692.58) (D)

Approved "C" Carry Forward Total (FCO) per LAS/PBS (D)

A/P not C/F-Operating Categories 166.53 (D)

(D)

(D)

(D)

ADJUSTED BEGINNING TRIAL BALANCE: 10,306.35 (E)

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I) 10,306.35 (F)

DIFFERENCE: 0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Department of Health
Trust Fund Title:	Social Services Block Grant Trust Fund
Budget Entity:	64300100
LAS/PBS Fund Number:	2639

Budget Period: 2015 - 2016

	Balance as of 6/30/2014	SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	1,626,303.39 (A)		1,626,303.39
ADD: Other Cash (See Instructions)			0.00
ADD: Investments			0.00
ADD: Outstanding Accounts Receivable			0.00
ADD: _____			0.00
Total Cash plus Accounts Receivable	1,626,303.39 (F)	0.00	1,626,303.39
LESS Allowances for Uncollectibles			0.00
LESS Approved "A" Certified Forwards	(986,979.92) (H)		(986,979.92)
Approved "B" Certified Forwards	(465.00) (H)		(465.00)
Approved "FCO" Certified Forwards			0.00
LESS: Other Accounts Payable (Nonoperating)			0.00
LESS: _____			0.00
Unreserved Fund Balance, 07/01/14	638,858.47 (K)	0.00	638,858.47 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016

Department Title: Department of Health
Trust Fund Title: Social Services Block Grant Trust Fund
LAS/PBS Fund Number: 2639/64300100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; 637,418.74 (A)
 GLC 539XX for proprietary and fiduciary funds

Subtract Nonspendable Fund Balance (GLC 56XXX) (B)

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # and Description (C)

SWFS Adjustment # and Description (C)

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS (465.00) (D)

Approved "C" Carry Forward Total (FCO) per LAS/PBS (D)

A/P not C/F-Operating Categories 1,904.73 (D)

 (D)

 (D)

 (D)

ADJUSTED BEGINNING TRIAL BALANCE: 638,858.47 (E)

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I) 638,858.47 (F)

DIFFERENCE: 0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS

Budget Period: 2015 - 2016

Department: Health

Chief Internal Auditor: Michael J. Bennett, CIA

Budget Entity: 64300100

Phone Number: 850-245-4141

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
2014-014	September 26, 2013	Children's Medical Services	<p><i>The Department procedures for noncompetitive contract procurement required the use of three forms to document contracting decisions: a Memorandum of Negotiation, Documentation for Noncompetitive Procurement, and a Cost/Price Analysis. While we noted that completed forms were generally present in the contract files tested, the explanations and information contained therein were not reflective of concerted staff efforts to procure the necessary services at an appropriate price.</i></p> <p>The Department should improve its contracting procurement process to ensure that contracting decisions are based on concerted efforts to procure services at an appropriate price. The Department should also ensure that contracting documentation contains evidence of concerted staff efforts to comply with the intent of the Department procurement policy and procedures.</p>	<p>The Children's Medical Services (CMS) program will work with legal and DOH contract administration unit to ensure better review of contract memorandum of negotiation, documentation for non-competitive procurement, and cost/price analysis is correctly adhered to in each contract. CMS has provided direction to its contract managers on how to better document non-competitive procurement. CMS also expects to identify a lead worker for contracts, so that all contract manager staff have a point person within the program to ask questions and ensure improved performance. CMS has identified a lead worker for contracts to provide technical assistance for other contract managers.</p>	
2014-173	March 31, 2014	Children's Medical Services	<p><i>Florida Department of Health (FDOH) procedures were not sufficient to prevent the accumulation of a significant cash balance in the Children's Health Insurance Program (CHIP) capitation account.</i></p> <p>We continue to recommend that the FDOH monitor capitation rates to determine whether reductions are needed to prevent the accumulation of excess CHIP funds.</p>	<p>FDOH continues to:</p> <ol style="list-style-type: none"> 1. Reconcile cash monthly. 2. Request capitation rate adjustments at the Social Services Estimating Conference as reflected in the expenditure analysis; and/or; 3. Adjust claims made to the Agency for Health Care Administration to maintain an appropriate cash balance. 4. Schedule a meeting with the auditors to discuss the appropriate cash balance necessary to cover 10% reserve and one month's claims. 	
R-1213DOH-014	April 9, 2014	Children's Medical Services	<p><i>There were areas that should be addressed by Central Office management to assist county health departments (CHDs) and Children's Medical Services (CMS) area offices improve controls and achieve more uniform compliance.</i></p> <p>Executive Management at Central Office should review issues identified during this review with all their CMS area offices so that all local offices (CMS area offices) are encouraged to ensure such controls are in place.</p>	<p>Division of Children's Medical Services will review Department of Health policy, CMS policies and procedures, and address control issues your office identified with CMS Medical Directors, Nursing Directors, Program Administrators, and the CMS Central Office Management Team during a conference call.</p>	



MEDICAL QUALITY ASSURANCE EXHIBITS AND SCHEDULES



MEDICAL QUALITY ASSURANCE SCHEDULE I SERIES

**PROFESSION-BY-PROFESSION REVENUE AND EXPENDITURE PROJECTIONS
(NOT INCLUDING UNLICENSED ACTIVITY)**

	ENDING CASH BAL 6/30/2014	ALLOCATION OF CASH WITHDRAWAL	ESTIMATED REVENUES FY 14-15	ESTIMATED EXPEND FY 14-15	ENDING CASH BAL 06/30/15	ESTIMATED REVENUES FY 15-16	ESTIMATED EXPEND FY 15-16	ENDING CASH BAL 06/30/16	ESTIMATED REVENUES FY 16-17	ESTIMATED EXPEND FY 16-17	ENDING CASH BAL 06/30/17	ESTIMATED REVENUES FY 17-18	ESTIMATED EXPEND FY 17-18	ENDING CASH BAL 06/30/18	ESTIMATED REVENUES FY 18-19	ESTIMATED EXPEND FY 18-19	ENDING CASH BAL 06/30/19	ESTIMATED REVENUES FY 19-20	ESTIMATED EXPEND FY 19-20	ENDING CASH BAL 06/30/20
MQA TRUST FUND																				
Acupuncture	\$ 721,929	\$ 146,493	\$ 76,969	\$ 284,139	\$ 368,266	\$ 687,379	\$ 311,736	\$ 743,908	\$ 76,969	\$ 273,119	\$ 547,758	\$ 687,379	\$ 317,159	\$ 917,978	\$ 76,969	\$ 282,286	\$ 712,661	\$ 687,379	\$ 327,709	\$ 1,072,331
Anesthesiologist Asst	\$ 19,647	\$ 41,520	\$ 123,175	\$ 23,699	\$ 77,603	\$ 29,175	\$ 19,953	\$ 86,825	\$ 123,175	\$ 22,779	\$ 187,221	\$ 29,175	\$ 20,300	\$ 196,096	\$ 123,175	\$ 23,544	\$ 295,727	\$ 29,175	\$ 20,975	\$ 303,927
Athletic Trainers	\$ 73,754	\$ 68,000	\$ 326,735	\$ 128,859	\$ 203,630	\$ 75,460	\$ 108,791	\$ 170,299	\$ 326,735	\$ 123,861	\$ 373,173	\$ 75,460	\$ 110,683	\$ 337,950	\$ 326,735	\$ 128,019	\$ 536,667	\$ 75,460	\$ 114,365	\$ 497,762
Chiropractic	\$ 1,886,435	\$ -	\$ 468,768	\$ 1,543,478	\$ 811,725	\$ 2,452,356	\$ 2,052,664	\$ 1,211,417	\$ 468,768	\$ 1,483,615	\$ 196,570	\$ 2,452,356	\$ 2,088,371	\$ 560,555	\$ 468,768	\$ 1,533,411	\$ (504,087)	\$ 2,452,356	\$ 2,157,837	\$ (209,568)
Clinical Lab	\$ 44,025	\$ 108,506	\$ 1,300,212	\$ 841,261	\$ 394,470	\$ 567,222	\$ 735,796	\$ 225,896	\$ 1,300,212	\$ 808,633	\$ 717,475	\$ 567,222	\$ 748,595	\$ 536,101	\$ 1,300,212	\$ 835,774	\$ 1,000,539	\$ 567,222	\$ 773,496	\$ 794,265
Cert Nurs Asst	\$ (814,471)	\$ -	\$ 4,796,611	\$ 4,376,320	\$ (394,180)	\$ 4,796,611	\$ 4,671,622	\$ (269,191)	\$ 4,796,611	\$ 4,206,588	\$ 320,831	\$ 4,796,611	\$ 4,752,886	\$ 364,556	\$ 4,796,611	\$ 4,347,777	\$ 813,390	\$ 4,796,611	\$ 4,910,982	\$ 699,019
Cert Social Worker	\$ (129,473)	\$ -	\$ 525	\$ 118	\$ (129,066)	\$ 75	\$ 835	\$ (129,826)	\$ 525	\$ 114	\$ (129,414)	\$ 75	\$ 850	\$ (130,188)	\$ 525	\$ 117	\$ 878	\$ 75	\$ 878	\$ (130,583)
CSW, MF&MHC	\$ 920,593	\$ 186,736	\$ 3,851,923	\$ 2,250,710	\$ 2,335,069	\$ 684,236	\$ 2,061,266	\$ 958,040	\$ 3,851,923	\$ 2,163,419	\$ 2,646,544	\$ 684,236	\$ 2,097,122	\$ 1,233,568	\$ 3,851,923	\$ 2,236,031	\$ 2,849,550	\$ 684,236	\$ 2,166,879	\$ 1,366,907
Dentistry	\$ 254,414	\$ -	\$ 755,953	\$ 3,324,274	\$ (2,313,907)	\$ 4,628,273	\$ 3,669,853	\$ (1,355,487)	\$ 755,953	\$ 3,195,345	\$ (3,794,878)	\$ 4,628,273	\$ 3,733,691	\$ (2,900,296)	\$ 755,953	\$ 3,302,592	\$ (5,446,935)	\$ 4,628,273	\$ 3,857,885	\$ (4,676,548)
Dental Hygienist	\$ 1,063,509	\$ 270,659	\$ 97,861	\$ 411,149	\$ 479,562	\$ 1,343,301	\$ 625,782	\$ 1,197,081	\$ 97,861	\$ 395,203	\$ 899,739	\$ 1,343,301	\$ 636,668	\$ 1,606,372	\$ 97,861	\$ 408,467	\$ 1,295,766	\$ 1,343,301	\$ 657,845	\$ 1,981,222
Dental Labs	\$ 316,483	\$ 86,833	\$ 14,361	\$ 39,817	\$ 204,194	\$ 228,961	\$ 67,246	\$ 365,909	\$ 14,361	\$ 38,273	\$ 341,996	\$ 228,961	\$ 68,415	\$ 502,542	\$ 14,361	\$ 39,558	\$ 477,344	\$ 228,961	\$ 70,691	\$ 635,614
Dietetics & Nutrition	\$ 124,716	\$ 42,240	\$ 457,037	\$ 235,041	\$ 304,472	\$ 91,393	\$ 236,511	\$ 159,354	\$ 457,873	\$ 225,925	\$ 391,302	\$ 91,393	\$ 240,625	\$ 242,070	\$ 457,873	\$ 233,508	\$ 466,435	\$ 91,393	\$ 248,629	\$ 309,198
Electrolysis	\$ (527,535)	\$ -	\$ 87,655	\$ 276,400	\$ (716,280)	\$ 222,105	\$ 239,408	\$ (733,582)	\$ 87,655	\$ 265,680	\$ (911,607)	\$ 222,105	\$ 243,572	\$ (933,074)	\$ 87,655	\$ 274,597	\$ (1,120,016)	\$ 222,105	\$ 251,674	\$ (1,149,585)
EMS (EMT & PMT)	\$ (4,442,867)	\$ -	\$ 2,407,850	\$ 1,601,072	\$ (3,636,089)	\$ 361,185	\$ 1,339,072	\$ (4,613,975)	\$ 2,407,850	\$ 1,538,976	\$ (3,745,101)	\$ 361,185	\$ 1,362,365	\$ (4,746,281)	\$ 2,407,850	\$ 1,590,629	\$ (3,929,060)	\$ 361,185	\$ 1,407,682	\$ (4,975,557)
Hearing Aid Specialist	\$ (81,637)	\$ -	\$ 532,254	\$ 254,590	\$ 196,027	\$ 70,154	\$ 195,571	\$ 70,610	\$ 532,254	\$ 244,716	\$ 358,148	\$ 70,154	\$ 198,973	\$ 229,329	\$ 532,254	\$ 252,930	\$ 508,654	\$ 70,154	\$ 205,591	\$ 373,216
Massage Therapy	\$ (595,212)	\$ -	\$ 1,831,556	\$ 4,365,393	\$ (3,129,049)	\$ 5,085,196	\$ 4,431,495	\$ (2,475,348)	\$ 1,831,556	\$ 4,196,085	\$ (4,839,876)	\$ 5,085,196	\$ 4,508,582	\$ (4,263,262)	\$ 1,831,556	\$ 4,336,921	\$ (6,768,627)	\$ 5,085,196	\$ 4,658,552	\$ (6,341,983)
Medical Physicists	\$ 95,828	\$ 22,022	\$ 109,146	\$ 67,407	\$ 115,545	\$ 29,696	\$ 42,353	\$ 102,888	\$ 109,146	\$ 64,793	\$ 147,241	\$ 29,696	\$ 43,090	\$ 133,847	\$ 109,146	\$ 66,968	\$ 176,026	\$ 29,696	\$ 44,524	\$ 161,199
Medicine	\$ 9,111,009	\$ 440,730	\$ 15,130,784	\$ 18,283,153	\$ 5,517,909	\$ 15,130,784	\$ 18,253,820	\$ 2,394,873	\$ 18,582,419	\$ 17,574,056	\$ 3,403,236	\$ 18,582,419	\$ 18,571,350	\$ 3,414,305	\$ 18,582,419	\$ 18,163,906	\$ 3,832,818	\$ 18,582,419	\$ 19,189,093	\$ 3,226,143
Midwifery	\$ (860,708)	\$ -	\$ 11,213	\$ 62,770	\$ (912,265)	\$ 86,963	\$ 92,732	\$ (918,033)	\$ 11,213	\$ 60,336	\$ (967,155)	\$ 86,963	\$ 94,345	\$ (974,537)	\$ 11,213	\$ 62,361	\$ (1,025,684)	\$ 86,963	\$ 97,483	\$ (1,036,203)
Naturopathic	\$ (305,321)	\$ -	\$ 2	\$ 1,178	\$ (306,497)	\$ 2	\$ 1,448	\$ (307,944)	\$ 2	\$ 1,133	\$ (309,075)	\$ 2	\$ 1,474	\$ (310,546)	\$ 2	\$ 1,171	\$ (311,715)	\$ 2	\$ 1,523	\$ (313,236)
Nursing	\$ 5,264,746	\$ 1,595,857	\$ 17,940,476	\$ 17,199,466	\$ 4,409,898	\$ 17,940,476	\$ 15,906,409	\$ 6,443,964	\$ 17,940,476	\$ 16,532,399	\$ 7,852,041	\$ 17,940,476	\$ 16,183,106	\$ 9,609,410	\$ 17,940,476	\$ 17,087,287	\$ 10,462,599	\$ 17,940,476	\$ 16,721,408	\$ 11,681,666
Nursing Home Admin	\$ (59,636)	\$ -	\$ 662,793	\$ 442,236	\$ 160,921	\$ 169,718	\$ 300,946	\$ 29,693	\$ 662,793	\$ 425,084	\$ 267,401	\$ 169,718	\$ 306,181	\$ 130,938	\$ 662,793	\$ 439,352	\$ 354,379	\$ 169,718	\$ 316,366	\$ 207,732
Occupational Therapy	\$ 223,670	\$ 93,763	\$ 992,427	\$ 592,132	\$ 530,202	\$ 270,412	\$ 483,118	\$ 317,496	\$ 992,427	\$ 569,167	\$ 740,756	\$ 270,412	\$ 491,522	\$ 519,646	\$ 992,427	\$ 588,270	\$ 923,803	\$ 270,412	\$ 507,872	\$ 686,344
Opticianry	\$ 380,172	\$ -	\$ 525,197	\$ 563,502	\$ 341,867	\$ 58,697	\$ 483,667	\$ (83,103)	\$ 525,197	\$ 541,647	\$ (99,553)	\$ 58,697	\$ 492,081	\$ (532,937)	\$ 525,197	\$ 559,827	\$ (567,566)	\$ 58,697	\$ 508,449	\$ (1,017,318)
Optometry	\$ 522,207	\$ 16,134	\$ 1,104,908	\$ 897,449	\$ 713,532	\$ 147,333	\$ 486,539	\$ 374,326	\$ 1,104,908	\$ 862,642	\$ 616,592	\$ 147,333	\$ 495,002	\$ 268,922	\$ 1,104,908	\$ 891,596	\$ 482,235	\$ 147,333	\$ 511,468	\$ 118,100
Ortho & Proth	\$ 223,071	\$ 100,242	\$ 142,235	\$ 226,429	\$ 38,634	\$ 483,235	\$ 194,365	\$ 327,504	\$ 142,235	\$ 217,647	\$ 252,091	\$ 483,235	\$ 197,746	\$ 537,579	\$ 142,235	\$ 224,952	\$ 454,861	\$ 483,235	\$ 204,324	\$ 733,772
Osteopathic	\$ 1,924,956	\$ 125,666	\$ 685,126	\$ 1,924,876	\$ 559,540	\$ 3,123,392	\$ 2,156,516	\$ 1,526,417	\$ 685,126	\$ 1,850,221	\$ 361,321	\$ 3,123,392	\$ 2,194,029	\$ 1,290,684	\$ 685,126	\$ 1,912,322	\$ 63,489	\$ 3,123,392	\$ 2,267,009	\$ 919,871
Pharmacy	\$ 145,497	\$ 108,714	\$ 6,385,480	\$ 7,124,580	\$ (702,318)	\$ 7,481,530	\$ 6,449,476	\$ 329,736	\$ 6,385,480	\$ 6,848,259	\$ (133,043)	\$ 7,481,530	\$ 6,561,667	\$ 786,820	\$ 6,385,480	\$ 7,078,112	\$ 94,188	\$ 7,481,530	\$ 6,779,929	\$ 795,789
Physical Therapy	\$ 901,373	\$ 153,579	\$ 458,921	\$ 1,090,248	\$ 116,467	\$ 2,109,831	\$ 1,338,871	\$ 887,427	\$ 458,921	\$ 1,047,963	\$ 298,384	\$ 2,109,831	\$ 1,362,161	\$ 1,046,054	\$ 458,921	\$ 1,083,137	\$ 421,838	\$ 2,109,831	\$ 1,407,471	\$ 1,124,198
Physician Assistant	\$ 1,402,833	\$ 496,879	\$ 243,913	\$ 1,044,548	\$ 105,319	\$ 2,972,188	\$ 1,248,369	\$ 1,829,138	\$ 243,913	\$ 1,004,036	\$ 1,069,015	\$ 2,972,188	\$ 1,270,085	\$ 2,771,119	\$ 243,913	\$ 1,037,735	\$ 1,977,296	\$ 2,972,188	\$ 1,312,332	\$ 3,637,153
Podiatry	\$ 431,365	\$ 8,393	\$ 80,424	\$ 450,681	\$ 52,714	\$ 687,789	\$ 434,899	\$ 305,604	\$ 80,424	\$ 433,202	\$ (47,174)	\$ 687,789	\$ 442,464	\$ 198,151	\$ 80,424	\$ 447,742	\$ (169,167)	\$ 687,789	\$ 457,182	\$ 61,440
Psychology	\$ 1,665,879	\$ 391,986	\$ 232,164	\$ 796,724	\$ 709,333	\$ 1,832,124	\$ 731,056	\$ 1,810,401	\$ 232,164	\$ 765,823	\$ 1,276,741	\$ 1,832,124	\$ 743,773	\$ 2,365,092	\$ 232,164	\$ 791,527	\$ 1,805,729	\$ 1,832,124	\$ 768,514	\$ 2,869,339
Radiological Tech	\$ (2,162,881)	\$ -	\$ 400,598	\$ 821,393	\$ (2,583,676)	\$ 400,598	\$ 848,577	\$ (3,031,655)	\$ 400,598	\$ 789,536	\$ (3,420,593)	\$ 400,598	\$ 863,338	\$ (3,883,333)	\$ 400,598	\$ 816,035	\$ (4,298,771)	\$ 400,598	\$ 892,055	\$ (4,790,228)
Respiratory Therapy	\$ 359,427	\$ 171,247	\$ 1,589,262	\$ 793,204	\$ 984,238	\$ 230,384	\$ 668,023	\$ 546,599	\$ 1,589,262	\$ 762,440	\$ 1,373,420	\$ 230,384	\$ 679,644	\$ 924,161	\$ 1,589,262	\$ 788,031	\$ 1,725,392	\$ 230,384	\$ 702,251	\$ 1,253,525
School Psychology	\$ 116,196	\$ 36,475	\$ 17,173	\$ 47,074	\$ 49,820	\$ 155,963	\$ 62,909	\$ 142,874	\$ 17,173	\$ 45,248	\$ 114,799	\$ 155,963	\$ 64,003	\$ 206,758	\$ 17,173	\$ 46,767	\$ 177,165	\$ 155,963	\$ 66,132	\$ 266,995
Speech-Language	\$ 1,261,312	\$ 287,325	\$ 315,165	\$ 546,549	\$ 742,603	\$ 1,272,185	\$ 657,602	\$ 1,357,187	\$ 315,165	\$ 525,352	\$ 1,147,000	\$ 1,272,185	\$ 669,041	\$ 1,750,144	\$ 315,165	\$ 542,984	\$ 1,522,325	\$ 1,272,185	\$ 691,295	\$ 2,103,215
Total	\$ 19,475,305	\$ 5,000,000	\$ 64,156,852	\$ 72,931,920	\$ 5,700,237	\$ 75,906,382	\$ 71,609,296	\$ 9,997,322	\$ 67,609,323	\$ 70,103,316	\$ 7,503,329	\$ 79,358,017	\$ 72,854,960	\$ 14,006,386	\$ 67,609,323	\$ 72,456,239	\$ 9,159,470	\$ 79,358,017	\$ 75,278,351	\$ 13,239,135

Unlicensed Activity is not included in the above projections.

Allocation of cash withdrawal is based on original 6 year projections

Adjustments to SC to GR based on adjusted revenues are not captured in this analysis

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 64 Department of Health **Budget Period: 2015-16**
Program: 64400100 Regulation and Licensing
Fund: 2352 Medical Quality Assurance Trust Fund

Specific Authority: Chapter 456, F.S./ Chapter 401, F.S.
Purpose of Fees Collected: Regulate and enforce Health Care Practitioners.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input checked="" type="checkbox"/>	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION

	ACTUAL	ESTIMATED	REQUEST
	FY 2013-2014	FY 2014-2015	FY 2015-2016

Receipts:

Fees and licenses	74,997,309	60,703,302	72,451,996
Fines, forfeitures, judgments	2,907,085	2,761,964	2,761,964
Unlicensed activity	2,422,575	2,107,899	2,164,652
Miscellaneous	76,367	70,036	70,872
Total Fee Collection to Line (A) - Section III	80,403,336	65,643,201	77,449,484

SECTION II - FULL COSTS

Direct Costs:

Salaries and Benefits	28,623,301	30,298,559	30,872,549
Other Personal Services	4,008,441	5,020,429	5,117,794
Expenses	6,021,251	6,785,437	6,841,141
Operating Capital Outlay	48,176	56,955	46,524
Special categories	36,993,628	34,044,709	26,967,772
	-	-	-
Indirect Costs Charged to Trust Fund	3,109,722	2,555,790	2,592,585
Total Full Costs to Line (B) - Section III	78,804,519	78,761,878	72,438,365

Basis Used: _____

SECTION III - SUMMARY

TOTAL SECTION I	(A)	80,403,336	65,643,201	77,449,484
TOTAL SECTION II	(B)	78,804,519	78,761,878	72,438,365
TOTAL - Surplus/Deficit	(C)	1,598,818	(13,118,676)	5,011,119

EXPLANATION of LINE C:

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Federal Grant Trust Fund
LAS/PBS Fund Number:	64400100
	2261

	Balance as of 6/30/2014		SWFS* Adjustments		Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	(A)		(A)		0.00
ADD: Other Cash (See Instructions)	(B)		(B)		0.00
ADD: Investments	(C)		(C)		0.00
ADD: Outstanding Accounts Receivable	(D)		(D)		0.00
ADD: _____	(E)		(E)		0.00
Total Cash plus Accounts Receivable	0.00 (F)		0.00 (F)		0.00 (F)
LESS Allowances for Uncollectibles	(G)		(G)		0.00
LESS Approved "A" Certified Forwards	(H)		(H)		0.00
Approved "B" Certified Forwards	(H)		(H)		0.00
Approved "FCO" Certified Forwards	(H)		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)	(I)		(I)		0.00
LESS: _____	(J)		(J)		0.00
Unreserved Fund Balance, 07/01/14	0.00 (K)		(K)		0.00 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Federal Grant Trust Fund
LAS/PBS Fund Number:	2261/64400100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14	
Total all GLC's 5XXXX for governmental funds;	<input type="text"/>
GLC 539XX for proprietary and fiduciary funds	(A)
Subtract Nonspendable Fund Balance (GLC 56XXX)	<input type="text"/>
	(B)
Add/Subtract Statewide Financial Statement (SWFS)Adjustments :	
SWFS Adjustment	<input type="text"/>
	(C)
SWFS Adjustment	<input type="text"/>
	(C)
Add/Subtract Other Adjustment(s):	
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	<input type="text"/>
	(D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS	<input type="text"/>
	(D)
A/P not C/F-Operating Categories	<input type="text"/>
	(D)
	<input type="text"/>
	(D)
	<input type="text"/>
	(D)
ADJUSTED BEGINNING TRIAL BALANCE:	<input type="text" value="0.00"/>
	(E)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	<input type="text" value="0.00"/>
	(F)
DIFFERENCE:	<input type="text" value="0.00"/>
	(G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Grants & Donations Trust Fund
LAS/PBS Fund Number:	64400100
	2339

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	1,249.00	(A)		1,249.00
ADD: Other Cash (See Instructions)		(B)		0.00
ADD: Investments		(C)		0.00
ADD: Outstanding Accounts Receivable		(D)		0.00
ADD: BE TNFR from 64200800	6,867.00	(E)		6,867.00
Total Cash plus Accounts Receivable	8,116.00	(F)	0.00	8,116.00
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards	(8,116.00)	(H)		(8,116.00)
Approved "B" Certified Forwards		(H)		0.00
Approved "FCO" Certified Forwards		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)		(I)		0.00
LESS: _____		(J)		0.00
Unreserved Fund Balance, 07/01/14	0.00	(K)	0.00	0.00 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Grants & Donations Trust Fund
LAS/PBS Fund Number:	2339/64400100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	<input type="text" value="(6,898.67)"/> (A)
--	---

Subtract Nonspendable Fund Balance (GLC 56XXX)

<input type="text"/>	(B)
----------------------	-----

Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment	<input type="text"/> (C)
-----------------	--------------------------

SWFS Adjustment # and Description	<input type="text"/> (C)
-----------------------------------	--------------------------

Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS	<input type="text"/> (D)
---	--------------------------

Approved "C" Carry Forward Total (FCO) per LAS/PBS	<input type="text"/> (D)
--	--------------------------

A/P not C/F-Operating Categories	<input type="text" value="31.67"/> (D)
----------------------------------	--

BE TNFR from 64200800	<input type="text" value="6,867.00"/> (D)
-----------------------	---

<input type="text"/>	(D)
----------------------	-----

<input type="text"/>	(D)
----------------------	-----

ADJUSTED BEGINNING TRIAL BALANCE:	<input type="text" value="0.00"/> (E)
--	---------------------------------------

UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	<input type="text" value="0.00"/> (F)
--	---------------------------------------

DIFFERENCE:	<input type="text" value="0.00"/> (G)*
--------------------	--

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Medical Quality Assurance Trust Fund
LAS/PBS Fund Number:	64400100
	2352

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	32,623,908.28	(A)		32,623,908.28
ADD: Other Cash (See Instructions)	248,220.52	(B)		248,220.52
ADD: Investments		(C)		0.00
ADD: Outstanding Accounts Receivable	112,718.16	(D)		112,718.16
ADD: Cash in State Treasury Unverified	813,664.00	(E)		813,664.00
Total Cash plus Accounts Receivable	33,798,510.96	(F)	0.00	33,798,510.96
LESS Allowances for Uncollectibles	(487,327.20)	(G)		(487,327.20)
LESS Approved "A" Certified Forwards	(2,950,460.68)	(H)	675.35	(2,949,785.33)
Approved "B" Certified Forwards	(1,127,405.06)	(H)		(1,127,405.06)
Approved "FCO" Certified Forwards		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)	(1,707,845.75)	(I)		(1,707,845.75)
LESS: _____		(J)		0.00
Unreserved Fund Balance, 07/01/14	27,525,472.27	(K)	675.35	27,526,147.62 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

Office of Policy and Budget - July 2014

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Medical Quality Assurance Trust Fund
LAS/PBS Fund Number:	2352/64400100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14	
Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	27,133,735.05 (A)
Subtract Nonspendable Fund Balance (GLC 56XXX)	
Add/Subtract Statewide Financial Statement (SWFS) Adjustments :	
SWFS Adjustment #B640000?? Reduce Accounts Payable	675.35 (C)
SWFS Adjustment # and Description	
Add/Subtract Other Adjustment(s):	
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(1,127,405.06) (D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS	
A/P not C/F-Operating Categories	93,937.13 (D)
G/L 486XX - Long Term Compensated Absences Liability	1,425,205.15 (D)
ADJUSTED BEGINNING TRIAL BALANCE:	27,526,147.62 (E)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	27,526,147.62 (F)
DIFFERENCE:	0.00 (G)*

***SHOULD EQUAL ZERO.**

MQA Transformation Project – Updated Schedule IV-B for FY2015-16

This document is the Schedule IV-B for the MQA Transformation Project. The original schedule IV-B was completed in October 2013. As documented in ‘Schedule IV-B Instructions FY15-16.pdf’, pages 2 and 3, this document contains the Schedule IV-B for FY2014-15 with changes required for FY2015-16.

The first section is a clean version of the document with all attachments.

The second section is the original Microsoft Word version with all of the changes tracked. Because the attachments are same for both documents, they have not been reprinted

DEPARTMENT OF HEALTH

SCHEDULE IV-B

FOR

MQA TRANSFORMATION PROJECT

FOR

UPDATED FOR FISCAL YEAR 2015-16



State of Florida

*The Florida Legislature
Governor's Office of Policy and Budget*

**Updated October 15, 2013
Amended February 20, 2014
Updated October 15, 2014**

DOCUMENT CONTROL

Change Record

Date	Author	Version	Change Reference
10/6/12	Lola Pouncey	1.0	Initial Version
3/12/13	Lola Pouncey	1.1	Amended project costs
10/1/2013	Lola Pouncey	2.0	Update Schedule IV-B
12/2/2013	Lola Pouncey	2.1	Amended project costs and technology solution and changed the project sponsor on the signature page
2/20/2014	Lola Pouncey	2.2	Amended project costs and project schedule
9/30/2014	Lola Pouncey	3.0	Update Schedule IV-B for FY2015-16

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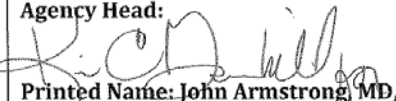
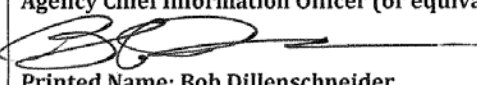

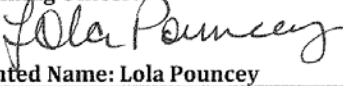
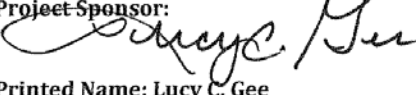
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1. Cover Sheet and Executive Summary
1.1. Cover Sheet

UPDATED FOR FY 2014-15 SCHEDULE IV-B FOR
 MQA TRANSFORMATION PROJECT

1. Cover Sheet and Executive Summary

1.1. CoverSheet

Schedule IV-B Cover Sheet and Agency Project Approval	
Agency: Department of Health	Original Schedule IV-B Submission Date: 10/15/2012 Amended IV-B Submission Date: 03/12/2013 <u>Updated Version for Fiscal Year 2014-15 Submission</u> <u>Date: 10/15/2013</u>
Project Name: MQA Transformation Project	Is this project included in the Agency's LRPP? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
FY 2013-14 LBR Issue Code:	FY 2013-14 LBR Issue Title: Versa Regulation Upgrade
Agency Contact for Schedule IV-B (Name, Phone #, and E-mail address): Lola Pouncey, 850-245-4064, Lola_Pouncey@doh.state.fl.us	
AGENCY APPROVAL SIGNATURES	
I am submitting the attached Schedule IV-B in support of our legislative budget request. I have reviewed the estimated costs and benefits documented in the Schedule IV-B and believe the proposed solution can be delivered within the estimated time for the estimated costs to achieve the described benefits. I agree with the information in the attached Schedule IV-B.	
Agency Head:  Printed Name: John Armstrong, MD, FACS	Date: 10/14/13
Agency Chief Information Officer (or equivalent):  Printed Name: Bob Dillenschneider	Date: 14 October 2013
Budget Officer:  Printed Name: Terry Walters	Date: 10/14/13
Planning Officer:  Printed Name: Lola Pouncey	Date: 10/14/13
Project Sponsor:  Printed Name: Lucy C. Gee	Date: 10/14/13
Schedule IV-B Preparers (Name, Phone #, and E-mail address):	
Business Need:	Lola Pouncey
Cost Benefit Analysis:	Daniela Lee, Allison Stachnik, Candy Tyre, Scott Adkins
Risk Analysis:	Lola Pouncey
Technology Planning:	Bob Dillenschneider, Angela Harrison
Project Planning:	Daniela Lee, Allison Stachnik, Candy Tyre, Scott Adkins

Schedule IV-B Cover Sheet and Agency Project Approval


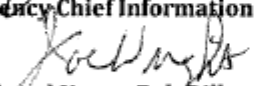

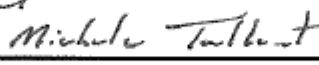


Agency: Department of Health	<ul style="list-style-type: none"> • Original Schedule IV-B Submission Date: 10/15/2012 Amended IV-B Submission Date: 03/12/2013 Updated Version for Fiscal Year 2014-15 Submission Date: 10/15/2013 Amended Updated Version for Fiscal Year 2014-15 Submission Date: 2/20/2014
Project Name: MQA Transformation Project	Is this project included in the Agency's LRPP? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
FY 2013-14 LBR Issue Code:	FY 2013-14 LBR Issue Title: Versa Regulation Upgrade

Agency Contact for Schedule IV-B (Name, Phone #, and E-mail address):

Lola Pouncey, 850-245-4064, Lola_Pouncey@flhealth.gov

AGENCY APPROVAL SIGNATURES

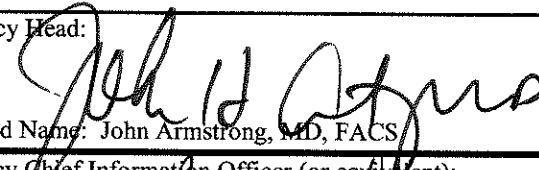
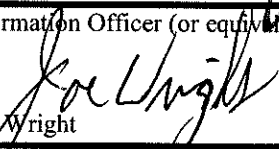


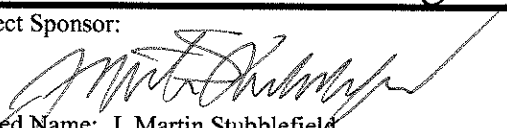
I am submitting the attached Schedule IV-B in support of our legislative budget request. I have reviewed the estimated costs and benefits documented in the Schedule IV-B and believe the proposed solution can be delivered within the estimated time for the estimated costs to achieve the described benefits. I agree with the information in the attached Schedule IV-B.

Agency Head:  Printed Name: John Armstrong, MD, FACS	Date: 3/3/14
Agency Chief Information Officer (or equivalent):  Printed Name: Bob Dillenschneider	Date: 2/27/2014
Budget Officer:  Printed Name: Terry Walters 	Date: 2/27/14
Planning Officer:  Printed Name: Lola Pouncey	Date: 2/26/14
Project Sponsor:  Printed Name: J. Martin Stubblefield	Date: 2/27/14

Schedule IV-B Preparers (Name, Phone #, and E-mail address):

Business Need:	Lola Pouncey
Cost Benefit Analysis:	Daniela Lee, Allison Stachnik, Candy Tyre
Risk Analysis:	Lola Pouncey
Technology Planning:	Bob Dillenschneider, Angela Harrison
Project Planning:	Daniela Lee, Allison Stachnik, Candy Tyre

UPDATED FOR FY 2015-16 SCHEDULE IV-B FOR
MQA TRANSFORMATION PROJECT

Schedule IV-B Cover Sheet and Agency Project Approval	
Agency: Department of Health	Schedule IV-B Submission Date: October 15, 2014
Project Name: MQA Transformation Project	Is this project included in the Agency's LRPP? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
FY 2015-16 LBR Issue Code:	FY 2013-14 LBR Issue Title: Versa Regulation Upgrade
Agency Contact for Schedule IV-B (Name, Phone #, and E-mail address): Lola Pouncey, 850-246-4064, Lola.Pouncey@flhealth.gov	
AGENCY APPROVAL SIGNATURES	
I am submitting the attached Schedule IV-B in support of our legislative budget request. I have reviewed the estimated costs and benefits documented in the Schedule IV-B and believe the proposed solution can be delivered within the estimated time for the estimated costs to achieve the described benefits. I agree with the information in the attached Schedule IV-B.	
Agency Head:  Printed Name: John Armstrong, MD, FACS	Date: 10-14-14
Agency Chief Information Officer (or equivalent):  Printed Name: Joe Wright	Date: 10/13/14
Budget Officer:  Printed Name: Michelle Tallent	Date: 10/14/14
Planning Officer:  Printed Name: Lola Pouncey	Date: 10/13/14
Project Sponsor:  Printed Name: J. Martin Stubblefield	Date: 10/14/14
Schedule IV-B Preparers (Name, Phone #, and E-mail address):	
Business Need:	Lola Pouncey
Cost Benefit Analysis:	Daniela Lee, Candy Tyre, Allison Stachnik
Risk Analysis:	Lola Pouncey
Technology Planning:	Joe Wright
Project Planning:	Allison Stachnik, Candy Tyre, Melinda Simmons

1.2. Executive Summary

1.2.1. Introduction and Proposed Project

The Florida Department of Health, through its Division of Medical Quality Assurance (MQA), determines if health care practitioners meet minimum licensure requirements. At the end of FY 2011-12, MQA licensed, registered, or certified 1,083,767 health care practitioners, 23,809 facilities and establishments, and 48,330 continuing education providers. 100,958 initial license applications were received and 94,761 new licenses were issued.

At the end of last fiscal year, MQA licensed, registered, or certified 1,126,122 healthcare practitioners and 24,294 facilities and establishments. 102,860 initial license applications were received and 87,554 new licenses were issued. 92.32% of the 410,369 licenses renewed were renewed using the online renewal system.

MQA, in conjunction with 22 boards and 6 councils, is responsible for regulatory activities of 200-plus license types in more than 41 health care professions and 8 types of facilities. MQA's three key business processes are licensure, enforcement and information.

The division performs its licensure and enforcement business functions using a system called the Customer Oriented Medical Practitioner Administration System (COMPAS). This system is based on a 2003 upgrade of PRAES system that was originally purchased in 1998 when the division was formed.

The Department has performed an analysis of best practices from within the division and other state agencies with similar functions, a consultation with its regulatory boards, an exploration of technology and other business solutions that have resulted in an efficiency improvement plan. From this analysis the division has determined a transformational effort is required to increase productivity and provide stability including the following:

- Implement a licensing system, like Versa:Regulation, that will provide the functionality, flexibility and sustainability needed by the MQA program.
- Update current processes to attain efficiencies through the use of workflow and other enabling technologies.
- Establish an infrastructure that is completely supported and stable.

The primary drivers for this effort are:

- The need for timelier licensure of practitioners, facilities and providers.
- The need to increase automation in order to meet increasing demand with current staff levels.
- Mission critical system reaching the end of renewable licensing and support.
- Supports the following Governor's priorities:
 - Improve the efficiency and effectiveness of government agencies at all levels.
 - Ensure state, regional and local agencies provide collaborative, seamless, consistent and timely customer service to businesses and workers.

In today's economy, States around the nation are looking to gain a competitive edge by attracting the

most skilled members of the workforce. If Florida is to remain competitive it must focus on making the State one that is easy to conduct business in and reducing if not eliminating barriers to entry for professionals, this includes reducing delays in the time it takes to get licensed as a healthcare practitioner, facility or provider. If the division is to be able to reduce the average length of time for a qualified applicant to receive initial and renewal licensure certification or registration, it must modernize the MQA licensing system (COMPAS) implemented in 2003.

The current system limits the business and technical improvements the Department can make due to the lack of workflow and real-time processing. Unlike the system currently employed by the Department of Business and Professional Regulation (DBPR), which allows for same day issuance of licenses, the COMPAS system requires the use of batch processing to complete the licensing process. These limitations result in multi-day delays in the time it takes to renew a license and issue a new license, resulting in significant foregone wages and increasing the time it takes for the applicants to gain employment. The shortcomings of the current processes and system ultimately results in a negative impact on Florida's economic engine estimated at \$16,009,349 annually. In the summer of 2013, MQA revamped the process for applying credit card payments to the licensing system, which has reduced the number of days to renew a license. Batch processes are still used for other parts of the licensing process.

Even if the COMPAS system provided the functionality needed to meet the demands of the current environment, which it does not, much of the software and backend infrastructure is reaching (or has already reached) the end of its life. Most significantly, the LicenseEase software that COMPAS is based on is rapidly approaching the end of its software life as it will no longer be supported after December 31, 2013. In addition, the Sun servers used to run the software will not be supported after June 2013 and the Dell tablets being used by inspectors for mobile inspections are already unsupported. Moreover, much of the backend software (J-Initiator, Windows XP, Oracle DB and Oracle Application Server) is either unsupported or will be within the next year or two.

Within the next 12 months the system's risk of failure will grow exponentially as it is compounded by the lack of options to handle any system failures. Due to the critical licensure business supported by the COMPAS system, it is simply not a viable option to allow the system to age into such an unsupported state.

The technology maximization effort allows for several other benefits to be realized as well:

- Functionality and support for staff to conduct remote inspections via mobile devices like tablets, increasing the efficiency, speed and effectiveness of inspections and reducing the amount of time it takes to complete paperwork.
- Consistency and alignment with other state agencies who have either implemented or upgraded to Versa:Regulation (this also opens the possibility of a common back-office across state agencies for these systems).
- Increasing competition by removing the reliance on a single database vendor.

1.2.2. Costs and Benefits

The MQA Transformation Project is estimated to deliver annually recurring tangible benefits of \$ 15.7 million.

The enhancements included with the transformation project will include self-service functionality allowing users to obtain answers to many questions online that currently require interaction with the MQA call center. It also provides workflow functionality that represents the single biggest functional improvement offered in the upgrade and has the potential of dramatically improving operational efficiencies at MQA. It will assign applications or cases to MQA staff and allow managers

to set assignment rules, create and manage work queues, monitor deadlines, set work alerts and more. Functionality will also be implemented to modernize inspections, allowing all inspections to be completed utilizing electronic forms and routing. These enhanced features will be supported by a new high availability IT infrastructure that will provide the foundation for real time processing of applicant and licensee financial transactions.

Improved automation and efficiencies throughout these areas will deliver positive, measureable impacts to the Florida economy by allowing qualified applicants to be licensed faster – getting Floridians to work, a critical initiative to rebuild Florida’s economy. The MQA transformation is estimated to deliver the following annual recurring tangible benefits:

Estimated Annual Benefit	Description of Benefit
\$15,956,706	Reducing time to process an initial application by five days – conservatively estimated at accelerating revenue into the State of Florida economy at \$15,956,706 annually.
\$15,956,706	Total Estimated Annual Benefit

Table 1-1 - Annual Recurring Tangible Benefits

The estimated total cost of implementing the MQA Transformation Project is \$ \$12,869,386 over a three year period as follows:

FY 13-14	FY 14-15	FY 15-16
\$5,052,287	\$4,941,550	\$2,875,549

1.2.3. Recommendation

The Feasibility Study process has concluded that it is in the best interest of MQA to proceed with the upgrade of LicenseEase (COMPAS) version 4 to Versa:Regulation 2.5. This option addresses the mandate for reducing time to license healthcare professionals, addresses the aging and largely unsupported software and infrastructure, and leverages existing data structure and business processes and from a cost perspective, makes the most sense. Other alternatives were considered including:

1. Status Quo with Windows 7 Workaround
2. Upgrade Backend Infrastructure Only
3. Procure New Licensing Software and Upgrade Infrastructure
4. Upgrade LicenseEase (COMPAS) to Versa:Regulation and Upgrade Infrastructure

Alternatives 1-4 are discussed in more detail in the Alternatives Analysis section of this document. The Department also considered the addition of staff as an alternative to meet its objectives. The analysis indicated that Alternative 4 was the clear choice and that all other alternatives should be ruled out as they either do not sufficiently address the critical issues MQA is facing or would significantly increase the cost and risk. This alternative will allow MQA to achieve its goal of reducing the time for a qualified applicant to receive initial and renewal licensure certification or registration. In fact without this transformational effort the current system’s performance will continue to degrade further elongating the time it takes to license healthcare professionals. In addition, the estimated recurring tangible benefits of implementing the solution outweigh the estimated costs to implement the upgrade.

Additional advantages of upgrading from LicenseEase (COMPAS) to Versa:Regulation include:

- Real-time system. Includes real-time connection to online payments through interface for Florida ePay interface (payment service provider.) Issue with licenses not being approved until funds have physically been deposited would be corrected
- Automated workflow. Includes auto-assignment and dashboard management, integration with the existing MQA Imaging system, and improved correspondence functionality and ability to email. It is believed this could be the single biggest improvement associated with the upgrade and will be a key contributor to reaching MQA's goals to improve the time it takes to license healthcare professionals
- Ability to pull images from database as system integrates the imaging solution into one where images are available real-time
- Database schema is 90% the same as LicenseEase (COMPAS) which will greatly reduce any data conversion effort required
- Technology alignment with other state licensing agencies including the potential for a common back-office for these agencies

This study recommends that the MQA Transformation project be conducted according to best practices in a phased plan to transition to a solution that meets the business process requirements and user needs. A preliminary, high-level project timeline is shown in the following figure.

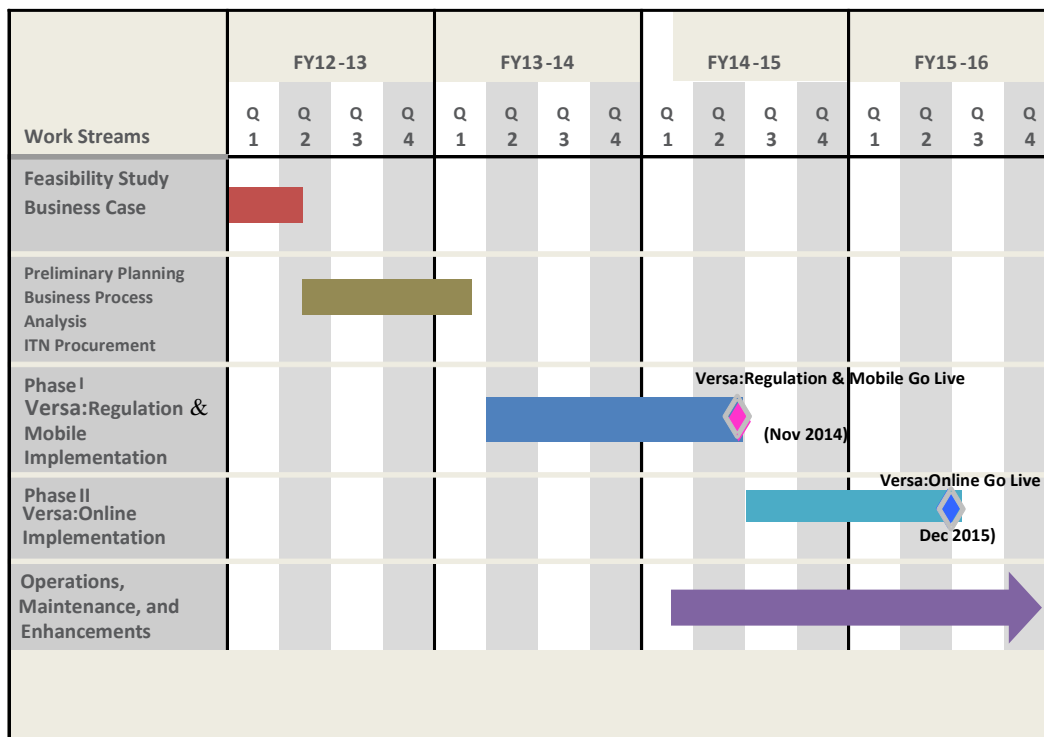


Figure 1 - MQA High-Level Project Timeline

1.2.4. Project Risks

As with any project, there are a number of project risks that need to be recognized and appropriately mitigated. The Project Management section of this document details the risks associated with the project, but most probable risks associated with this project include the following:

- Internal technical staff will not have sufficient experience with the proposed technology in the production environment
- Moderate changes to business processes impacting 650+ MQA employees directly, a new online component will be required as part of the move toward greater self-sufficiency and away from manual processes; some productivity may initially be impacted as users are trained in and become adept in the new system's business processes
- The Division does not have the necessary knowledge, skills and abilities to staff the project team with in-house resources
- Delays in contracting with appropriate vendors

Several strategies to mitigate these risks have been identified and include the following:

- Include architectural consulting services in the scope of work for the project to assess the current environment against the proposed production environment(s) to identify gaps in technology infrastructure.
- Internal technical staff will work closely with the vendor technical resources to provide knowledge transfer and increase understanding of production environment(s).
 - Internal technical staff will take part in technical systems training to be included within the scope of work for the awarded vendor.
- A clear vision of project objectives will be defined and maintained by executive leadership throughout the life of the project in order to minimize the real or perceived impact of process changes on key stakeholders
- The Organizational Change Management Plan will address mitigation strategies associated with expected changes as they are identified
- Organizational Change Management activities must be given top priority throughout the project in order to facilitate the transition of the Department from its current mode of operation toward the efficiencies of a modern business system
 - Plan for and provide adequate training for user community
 - The Division will use the state's competitive procurement process to engage qualified and reputable vendors who are able to provide the necessary knowledge, skills and abilities

1.2.5. Conclusion

The functions performed by MQA are critical to Florida and the current software and infrastructure will not allow for efficient issuance and enforcement of licenses. The division is currently functioning in an environment of older technology using batch processing systems with software and infrastructure that is either currently unsupported or will be unsupported in the near future. Without the technology modernization project, the time to issue licenses will be much longer than MQA, the Legislature, and the public would desire and MQA will continue to operate in an environment filled with the risk of an unrecoverable catastrophic failure. The project has experienced contractual delays pushing the project start date into the second quarter of fiscal year 2013-14. The delays may require possible re-appropriation of funds.

2. Schedule IV-B Business Case

Business Case Section	\$1-1.99M	\$2 - 10 M		> \$10 M
		Routine upgrades & infrastructure	Business or organizational change	
Background and Strategic Needs Assessment			X	X
Baseline Analysis			X	X
Proposed Business Process Requirements			X	X
Cost Benefit Analysis		X	X	X

2.1. Background and Strategic Needs Assessment

2.1.1. Agency Background

The Division of Medical Quality Assurance (MQA) was established under section 20.43(3)(g), Florida Statutes, to regulate health care practitioners for the preservation of the health, safety, and welfare of the public through licensing health care professionals as well as enforcement of state laws and guidelines that pertain to licensed health care professionals. The following boards, councils and department-regulated professions are established to carry out this charge.

BOARDS

Acupuncture	Medicine	Pharmacy
Athletic Training	Nursing	Physical Therapy Practice
Chiropractic Medicine	Nursing Home Administrators	Podiatric Medicine
Clinical Laboratory Personnel	Occupational Therapy	Psychology
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	Opticianry	Respiratory Care
Dentistry	Optometry	Speech-Language Pathology and Audiology
Hearing Aid Specialists	Orthotists and Prosthetists	
Massage Therapy	Osteopathic Medicine	

COUNCILS

Certified Nursing Assistants	Electrolysis	Medical Physicists
Dietetics and Nutrition Practice	Licensed Midwifery	Physician Assistants

DEPARTMENT REGULATED PROFESSIONS

Emergency Medical Technicians	Radiologic Technicians
Paramedics	School Psychologists

At the end of FY 2011-12, MQA licensed, registered, or certified 1,083,767 healthcare practitioners, 23,809 facilities and establishments, and 48,330 continuing education providers. 100,958 initial license applications were received and 94,761 new licenses were issued. 91.42% of the 400,393 licenses renewed were renewed using the online renewal system.

At the end of last fiscal year, MQA licensed, registered, or certified 1,126,122 healthcare practitioners and 24,294 facilities and establishments. 102,860 initial license applications were received and 87,554 new licenses were issued. 92.32% of the 410,369 licenses renewed were renewed using the online renewal system.

To support the regulation of health care practitioners, MQA performs the following functions:

- **Examinations** – Monitoring all national examination and vendor contracts, as well as planning, coordinating and directing the development, scheduling, scoring, score reporting, post-examination reviews, defense, and security of all examinations administered by the department
- **Inspections** – Conducting on-site inspections of pharmacies, dispensing practitioners, dental laboratories, electrolysis and massage establishments with field staff located in twelve offices throughout the state
- **Application & Licensure:** Evaluating credentials of applicants for initial licensure to determine if statutorily-established minimum standards are met
- **Renewals:** Evaluating credentials of practitioners and establishments for license renewal to determine if statutorily-established minimum standards are met
- **Enforcement & Compliance** – Analyzing and investigating complaints, inspecting facilities, assisting in prosecuting violations of Florida’s regulatory statues and administrative rules, monitoring compliance of licensees with disciplinary final orders, and combating unlicensed activity

2.1.2. Statement of Need

A conservative study was performed by MQA and found the estimated statewide daily salary impact to medical professionals not being able to obtain a license is more than \$5 million. MQA needs to modernize the software and infrastructure supporting the licensure and related processes to ensure licenses are issues as quickly and efficiently as possible.

In addition, modernization of MQA would allow for all related software and infrastructure to be supported with an effective disaster recovery strategy and process. Without the modernization effort, the division runs the risk of an unrecoverable catastrophic failure costing the healthcare industry millions of dollars on a daily basis.

MQA currently uses a system called the Customer Oriented Medical Practitioner Administration System (COMPAS) that supports the licensing of healthcare professions regulated under MQA. COMPAS is a software product entitled LicenseEase (version 4) COMPAS was implemented over a 22-month period from July 2003 to May 2005 and replaced the Department’s legacy system known as PRAES, operating in an Informix environment.

The purpose of the project would be to modernize MQA to timely collect, store, track, and deliver accurate licensure information to MQA, healthcare professionals, and the public through the

following activities:

- Replacing the current COMPAS system via a migration of an end-of-life product to Versa: Regulation 2.5
- Implementing Versa: Online and Versa: Mobile (using existing equipment)
- Implementing workflow functionality to improve automation and reduce licensing time (available as part of Versa: Regulation) for each licensed profession
- Replacing database and other backend infrastructure

The enhancements associated with the upgrade will utilize new database and application system technologies. Automated workflow is also one of the primary enhancements associated with this upgrade and will dramatically change the way people do their jobs at MQA. To ensure full realization of this enhancement, extensive analysis of current process flows, work queues, and work assignment will be reviewed to ensure maximum efficiency is realized relating to automated workflow. Moreover, the solution will also provide for greater self-service as enhancements to the upgraded system would be through end-user configuration instead of custom IT development.

2.1.3. Mission Critical Application at End of Life

The LicenseEase software that COMPAS is based on will no longer be supported as of December 31, 2013. In addition, multiple components of the hardware and backend infrastructure of COMPAS are either unsupported or quickly aging to the point where they will soon be unsupported as well. (More information on the technological issues can be found in the Technology Planning section of this document.)

The following components of the system are either currently or nearly unsupported:

Technology	Description	Support Status
LicenseEase (COMPAS)	Software providing the functionality needed for MQA to perform its business functions and meet its statutory obligations	Expired December 2013, but is still supported
Sun Servers	Servers used to run LicenseEase (COMPAS), Oracle DB, Oracle App Server, and J-Initiator	Server has reached its End of Service Life (EOSL), but currently under extended maintenance contract
Dell XT Tablets	Tablets used for inspections	Expired, being replaced by iPads as part of Phase I of the project
Oracle Database (10.2.0.5 10gR2)	Database platform used for LicenseEase (COMPAS)	EOSL in July 2010 (no patches after this date), Under extended support that expired July 2013
Oracle App Server (10.1.2)	Backend application server used for LicenseEase (COMPAS)	Expired Dec 2011
J-Initiator	Backend application used render the UI	Expired
Windows XP	Desktop operating system used by users of LicenseEase (COMPAS)	Expired April 2014 minimal support still available, (no patches)
Windows 2003 R2		Expires 7/14/2015

Table 2-2 – Mission Critical Infrastructure and Software at End of Life

The organization has reached a critical point where the system must be updated to new technology platforms or face the real risk of having a mission critical application that will not be supported in the event of any system failure. Failure would result in significant delays in licenses being issued, renewed, and monitored. As previously mentioned, a very conservative study was performed by MQA and found the estimated daily salary impact to medical professionals not being able to obtain a license is more than \$5 million.

2.1.4. Stakeholders

The Project Management Institute defines a stakeholder as “anyone who may be positively or negatively impacted by the project.” The below table lists the project’s stakeholders identified-to-date and how each will be affected by, or will participate in, the system transformation project.

Stakeholder	How affected and/or how they participate
MQA Board Office Staff	Key internal users of target system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and functional design specifications
MQA Enforcement Unit (including Consumer Services, Investigation Services, Prosecution Services, and Compliance Monitoring)	Key internal users of target system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and functional design specifications
MQA Call Center	Key internal users of target system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and functional design specifications
MQA Clerk’s Office	Key internal users of target system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and functional design specifications
MQA Practitioner Reporting and Exam Services	Key internal users of target system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and functional design specifications
MQA License Services Unit	Key internal users of target system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and functional design specifications

MQA Systems Support Services	Key internal users and system administrators of target system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and functional design specifications
Department of Health/Division of Information Technology	Target system must ultimately integrate with DIT technical architecture. Project must follow PMO standards. Selected DIT staff will provide information pertaining to current systems, participate in JAD sessions and approve technical requirements
Consumers	Key external users of the target system. External users will be required to register in the new system to create an online account to conduct business electronically with MQA. Examples include: online applications for licensure, online renewals, and checking status of application online
Image API	Vendor that provides application and hosting services for the MQA Imaging System, which interfaces with the existing LicenseEase (COMPAS) system

Table 2-3 - Transformation Project Stakeholders

2.1.5. Program Objectives

The Department of Health (DOH) has documented its goals and strategic objectives in a Long-Range Program Plan (LRPP). Specific business objectives and outcomes were defined and aligned with the goals for public assistance services. The Goals are depicted below:

1. Prevent and Treat Diseases of Public Health Interest
2. Provide Access to Care for Children with Special Health Care Needs
3. Ensure Florida's Health and Medical System Achieves and Maintains National Preparedness Capabilities
4. Improve Access to Basic Family Health Care Services
5. Prevent Diseases of Environmental Origin
6. Prevent and Reduce Tobacco Use
7. Ensure Health Care Practitioners meet Relevant Standards of Knowledge and Care
8. Enhance and Improve Emergency Medical Systems
9. Process Medical Disability Determinations

As part of this plan, the division of Medical Quality Assurance has identified 5 operational goals to assist with goal #7 from above (Ensure Health Care Practitioners meet Relevant Standards of Knowledge and Care). The following identifies those goals and how MQA transformation will help achieve these goals:

#	Operational Goals from LRPP	Key Elements of MQA Transformation to assist with Goal
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#	Operational Goals from LRPP	Key Elements of MQA Transformation to assist with Goal
1	License expeditiously all health care practitioners who meet statutorily mandated minimum standards of competency	<ul style="list-style-type: none"> • Move from batch to real-time processing will reduce the length of time for a qualified applicant to receive initial and renewal licensure certification or registration. • Automated workflow (includes auto-assignment and dashboard management) • Integration with existing MQA imaging system • Improved correspondence methods
2	Enforce health care standards through education, remediation, and timely discipline of health care practitioners found in violation of the law	<p>Reduction in time to process cases resulting from:</p> <ul style="list-style-type: none"> • Integration with imaging system for case related information • Workflow functionality to assist with management of workload, case assignments, elevation and notification of high priority cases, and e-mail notifications to enforcement staff <p>As a result of all inspectors and investigators having a mobile solution, modernization will allow for real-time updates in the licensing system, reduced data entry errors (thus greater data integrity), and the ability to sort workload on-demand</p>
3	Inform stakeholders by providing accessible, timely, and accurate information to assist them in making health care, business, and policy decisions	Solution is browser based providing for easier access by remote field offices or field workers
4	Motivate the workforce to achieve excellence	Ability to attract and retain talented employees due to exposure to newer, more efficient applications and systems
5	Minimize licensure costs, while maintaining a sufficient cash balance, through cost effective operations to ensure that all fees are reasonable, fair, and do not serve as a barrier to licensure	Many of the benefits identified have resulted in cost avoidance contributing to the effort to minimize licensure costs. Examples of these benefits include reduced time for incoming calls to the call center (not having to increase staff to reduce response times), reduced postage and handling costs, etc.

Table 2-4 – Alignment of LRPP and Transformation Project

2.2. Baseline Analysis

Purpose: To establish a basis for understanding the business processes, stakeholder groups, and current technologies that will be affected by the project and the level of business transformation that will be required for the project to be successful.

2.2.1. Current Business Process Requirements

Currently, business process requirements for MQA are primarily met through LicenseEase (COMPAS) along with other custom developed solutions. The project team worked to identify and elaborate requirements for the new system. During this stage the project team members worked to analyze current business processes and systems, identify requirements for the new system, specify the technical architecture considering architectural and security standards and constraints, analyze requirements for interfaces and reports to elicit requirements for the system.

The benefits delivered to MQA during this stage

- Business process improvement recommendations
- Identification of key requirements and early resolution of issues
- Change control established before design and development
- Detailed and stable information for user interface, system interface, and report requirements
- Business process requirements that are tightly integrated with the system requirements
- Project activities that are clearly defined and maintained through design activities

Key outcomes

- Business processes identification and mapping
- Requirements identification, documentation, and approval
- Change readiness assessment

Discovery Process

The team started by reviewing the existing environment. This process included compiling the background information needed to develop the process and technology requirements. Key activities in this step included:

1. Review of existing organization structure
2. Compiling documents and data for relevant background information
3. Review of existing technology systems
4. Review of existing legal and regulatory policies (e.g., records retention)
5. Identification and review of existing business metrics (volumes, staffing, performance measures, etc.)
6. Development of the system context diagram

2.2.2. Issues with Current Process and Technology

- Not able to meet mandate and goal to improve time it takes to license health care professionals with the current processes, hardware and infrastructure.
- Risk of unrecoverable catastrophic system failure due to various components of the software and hardware infrastructure either not being supported or near end of support. Technical and manual process alternatives are being utilized in some cases to keep systems functioning in an unsupported environment
- Current disaster recovery process would likely yield extended business outage and inability for licenses to be issued during the outage period
- Not all inspectors have tablets resulting in a lag between inspections performed and updates made in the system
- Current environment requires regular downtime due to the current software/hardware infrastructure

More detail can be found in the technology section of this document

2.2.3. Business Process Improvement Recommendations

During the course of the MQA Transformation feasibility project, process improvement opportunities were identified. A couple of the key improvement opportunities identified as part of the MQA Transformation included:

- Move from batch to real-time processing environment
- Update software and infrastructure to current and supported technology

Inherent to the technologies proposed as part of the MQA Transformation are numerous efficiencies gained by implementing this system. For example, by leveraging workflow and document management technologies in the proposed system, current manual processes and tracking of paper documents becomes streamlined. While these efficiencies are fairly significant, there are other opportunities for process improvement that have not been identified. Through a structured Business Process Reengineering (BPR) exercise these efficiencies could be identified and incorporated into the new system.

2.2.4. Business Process Descriptions and Benefits

The following section describes the various functions of MQA and the perceived benefit of modernizing MQA.

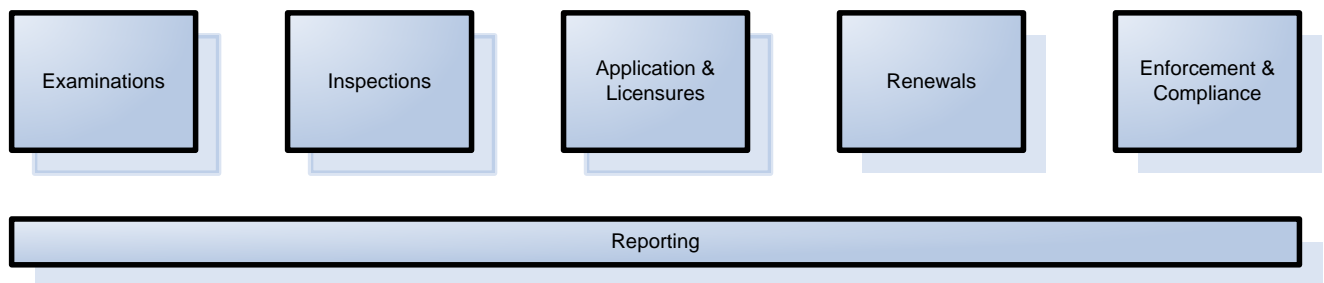


Figure 2-1 - High-Level MQA Functions

2.2.4.1. Examinations

Practitioner Reporting & Examination Services (PRES)

- Monitors all national examination and vendor contracts
- Plans, coordinates and directs the development, scheduling, scoring, score reporting, post-examination reviews, defense, and security of all examinations administered by the department
- Conducts background screenings of profiled professions at renewal, interfacing with data from FDLE and NPDB and entering this data into the licensing system
- Reports disciplinary adverse actions taken against all licensees by the licensing Boards to the Healthcare Integrity & Protection Data Bank (HIPDB)
- interfaces with the MQA Imaging system

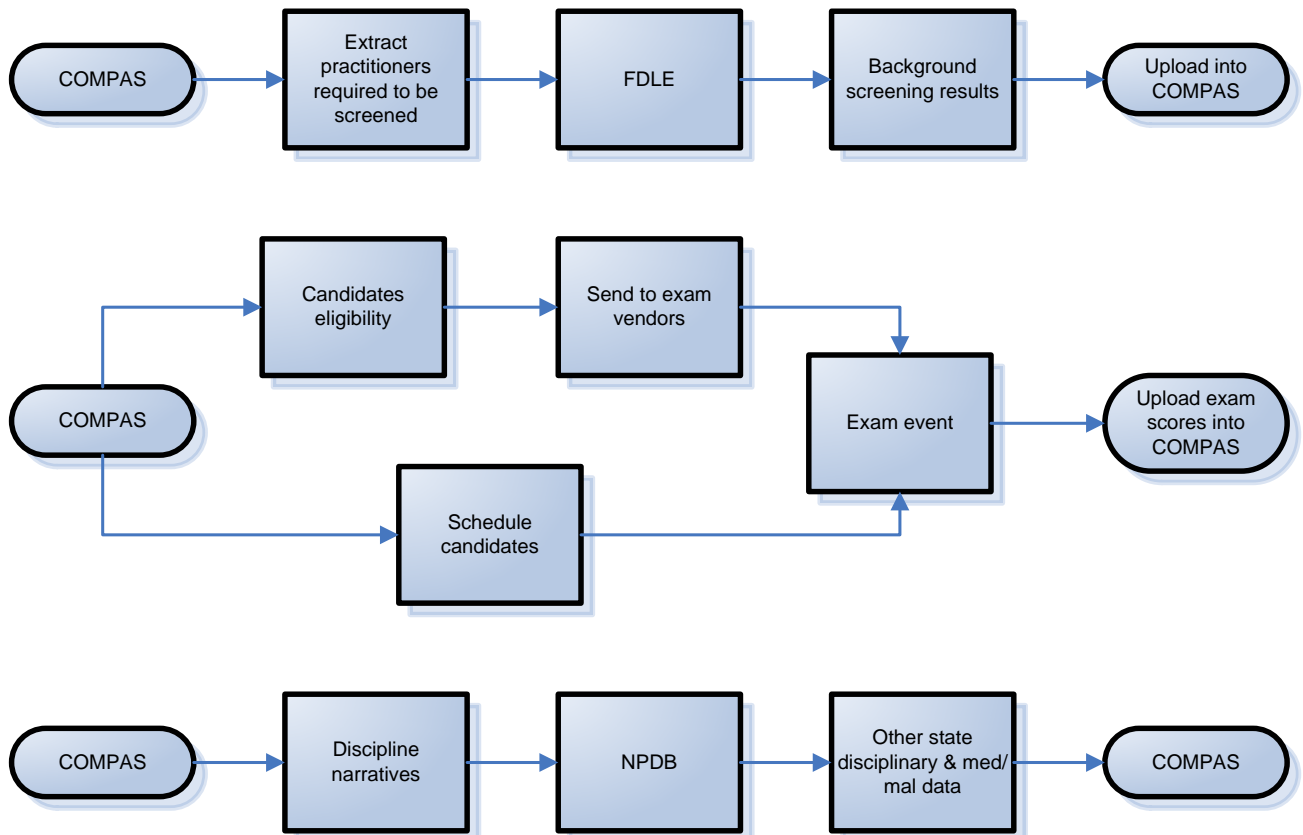


Figure 2-2 - Current Process for Examinations

As a result of the analysis of this process, the following anticipated benefits of the MQA Transformation project include:

- Reduced processing time by providing additional functionality such as workflow, which includes auto-assignment and dashboard management, integration with the existing MQA Imaging system, and improved correspondence functionality and ability to email
- Streamlined menu navigation with fewer clicks to perform current tasks, breadcrumb navigation, and improved notes functionality

2.2.4.2. Inspections

MQA conducts on-site inspections of pharmacies, dispensing practitioners, dental laboratories, electrolysis and massage establishments with field staff located in twelve offices throughout the state. The staff completed 24,169 inspections in FY11-12. Inspections enter the licensing system through manual entry of inspection forms or upload of electronic inspections through the LicenseEase (COMPAS) Mobile Inspection Partner (CMIP) which utilizes tablet technology. Inspections are assigned through the licensing system and managed through reporting. Inspectors also interface with the MQA imaging system.

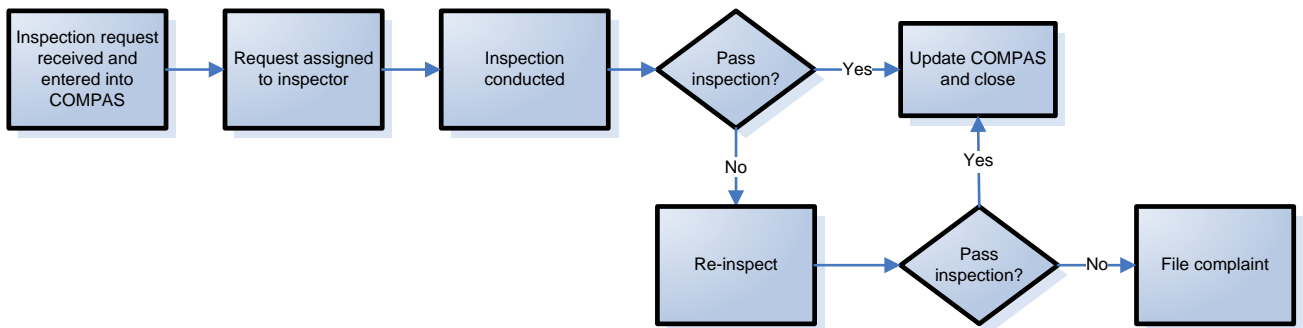


Figure 2-3 – Current Process for Inspections

As a result of the analysis of this process, the following anticipated benefits of the MQA Transformation project include:

- Streamlined inspection process through the workflow functionality
- More inspections to be done electronically by both investigative and inspection staff using Versa: Mobile and tablets. This also provides for a lower cost alternative to the current tablet
- Real-time data in the licensing system and to inspectors in the field (via the mobile solution)
- Reduced data entry errors and greater data integrity (due to all inspectors and investigators having mobile devices)
- Ability to sort the inspection workload on demand due to mobile devices and real-time processing

2.2.4.3. Application & Licensures

MQA evaluates the credentials of applicants for initial licensure to determine if statutorily-established minimum standards are met. More than 100,000 initial applications are processed annually, and over 94,700 initial licenses were issued in FY11-12. Applications are received both on paper via mail and electronically through MQA's Initial Application website. Upon receipt of an application, money is receipted into the system and an initial file is created for the applicant. Application processors review the file information and primary source verify credentials prior to issuing a license. Processing staff interface with both the LicenseEase (COMPAS) system and MQA Imaging system to process the files. For professions that require background screening,

the staff accesses the FDLE system to verify screening results. Primary source verification may require interfaces with other national systems such as Nursys, NPDB, Certification/Exam Providers, and other state license verifications.

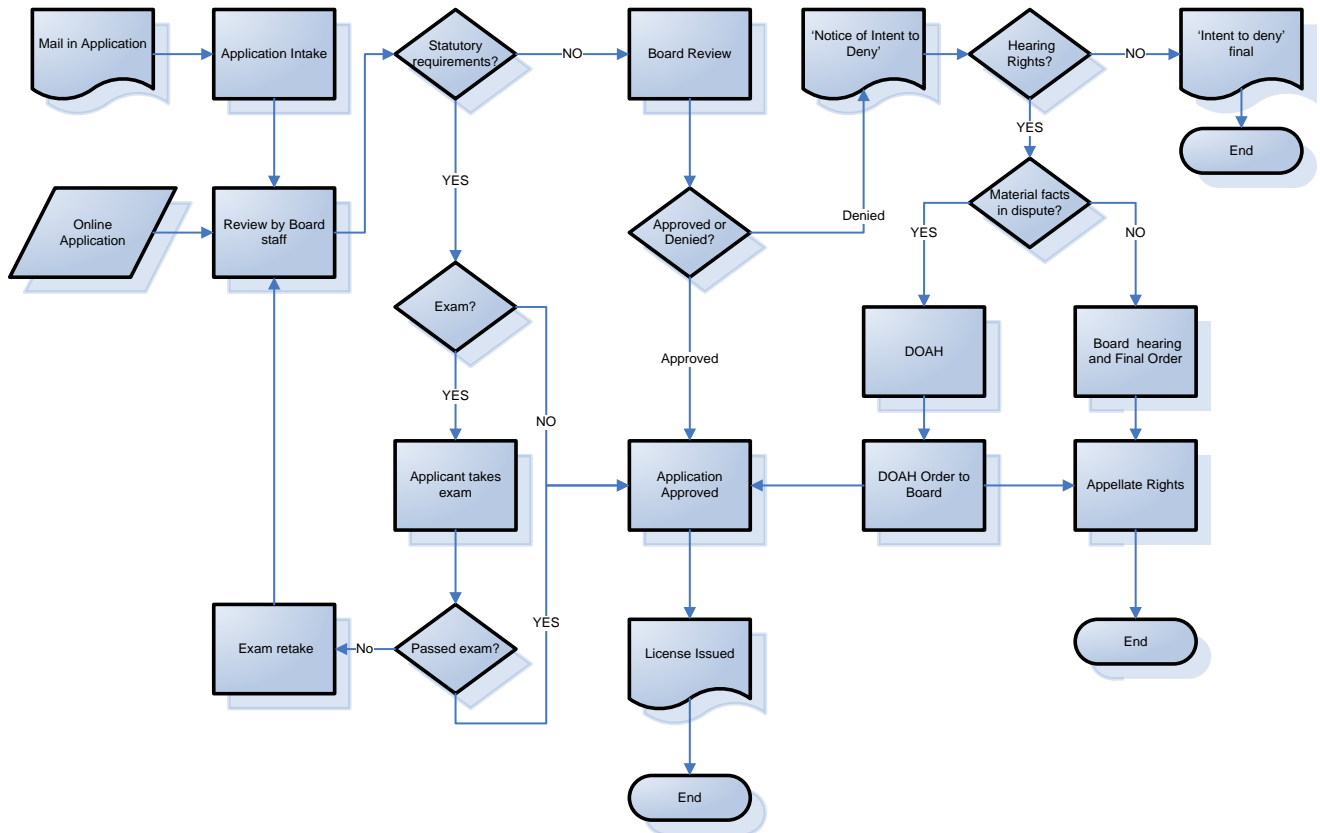


Figure 2-4 - Current Process for Applications and Licensures

As a result of the analysis of this process, the following anticipated benefits of the MQA Transformation project include:

- Reduced processing time through additional functionality such as workflow, which includes auto-assignment and dashboard management
- Integration with the existing MQA Imaging system
- Improved correspondence functionality and ability to email directly from the solution
- Streamlined menu navigation with fewer clicks to perform current tasks, breadcrumb navigation, and improved notes functionality

2.2.4.4. Renewals

MQA evaluates the credentials of practitioners and establishments for license renewal to determine if statutorily-established minimum standards are met. More than 400,000 renewal applications are processed annually. In FY11-12, 91.42% of these renewals were completed online.

Currently, 120 days prior to renewal, practitioners receive a postcard in the mail with renewal instructions - 78% of licensed practitioners renew this way. Practitioners log onto MQA Systems and either renews online or prints and mails the renewal form with payment. All practitioners have the opportunity to update their address, answer mandatory questions about convictions and Medicare fraud, and affirm their continuing education requirements have been met. Some professions have additional renewal requirements including updating their practitioner profile, statutorily required workforce surveys, and emergency treatment plans. For renewals completed

online, practitioners print out a credit card receipt and a confirmation of license that indicates they have renewed their license. Once credit card fees are deposited in FLAIR and in the licensing system, the renewal is approved and the practitioner receives an official license in the mail. Renewals received through the mail are processed by a vendor and the money is receipted into LicenseEase (COMPAS). Any renewals that require further processing are sent to MQA. Once the money for the renewal is deposited, a nightly process is run to approve the renewal and the practitioner receives an official license in the mail. Renewing establishments and some practitioners (22%) are sent their renewal form in the mail but have the option to renew online.

The MQA Services renewal system, back-end programs and processing staff interface with the following systems: LicenseEase (COMPAS), MQA Datamart, MQA Imaging system, FLAIR, Bank of America, SERVFL (the State of Florida's online system for managing public health and medical disaster responders), and MQA's continuing education electronic tracking system. Post renewal, the processing staff interfaces with other systems, depending on the profession including: the FDLE review system, the National Practitioner Data Bank (NPDB) and the HHS List of Excluded Individuals and Entities (LEIE).

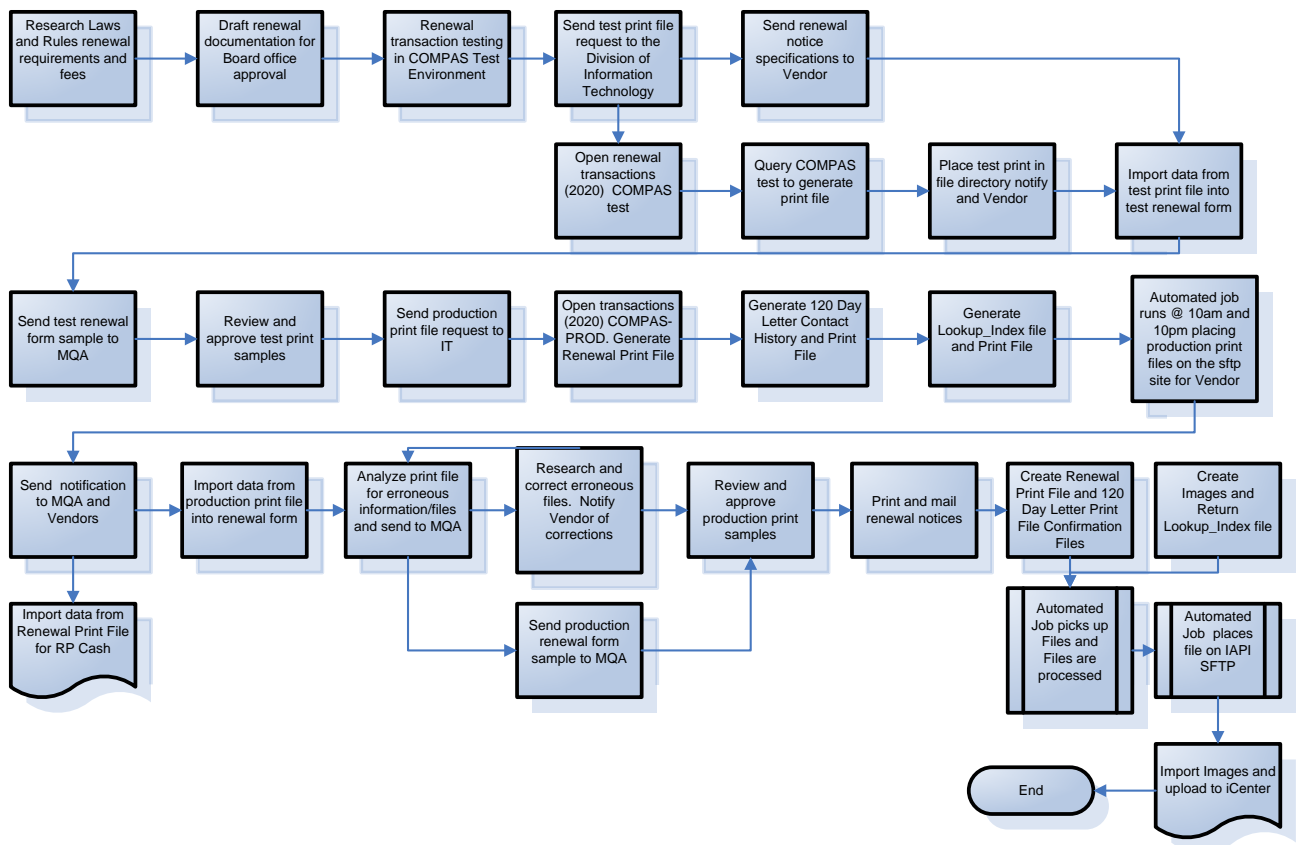


Figure 2-5 – Current Process for Renewals

As a result of the analysis of this process, the following anticipated benefits of the MQA Transformation project include:

- Reduced processing time by completing the online transaction in real time
- Other benefits including multi-language capability, forgotten password retrieval, E-mail transaction confirmation and configurable expert rules-based design

2.2.4.5. Enforcement & Compliance

MQA analyzes and investigates complaints, inspects facilities, assists in prosecuting violations of Florida regulatory statutes and administrative rules, monitors compliance of licensees with disciplinary final orders, and combats unlicensed activity. In FY 2011-12, MQA received 21,035 complaints, completed 28,167 inspections, issued 1,542 citations, and resolved 2,325 cases through final orders. Eight hundred and seventy-one unlicensed activity cases were investigated, and 395 were referred to law enforcement for criminal prosecution. Last fiscal year, MQA received 15,019 complaints, completed 5,407 inspections, issued 106 citations, and resolved 1,978 cases through final orders. Five hundred and forty-two unlicensed activity cases were investigated, and 233 were referred to law enforcement for criminal prosecution.

MQA Consumer Services staff reviews every complaint received by the Department to determine if there is legal sufficiency. Each complaint is entered into the LicenseEase (COMPAS) system. Activities, allegations, violations and findings that occur on the case are tracked in the LicenseEase (COMPAS) system. MQA is moving to an electronic case management system and paper case files will no longer be used. Case related information will be scanned and stored in the MQA Imaging system.

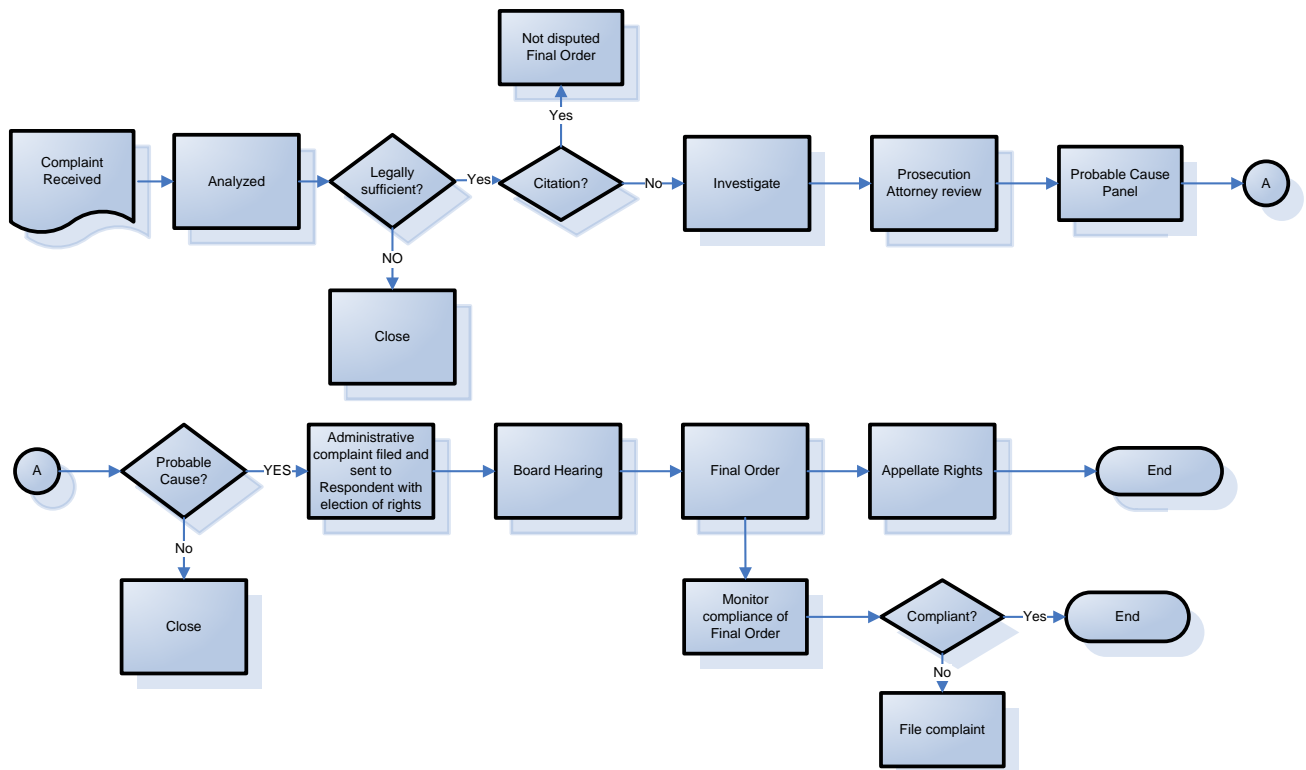


Figure 2-6 – Current Process for Enforcement and Compliance

As a result of the analysis of this process, the following anticipated benefits of the MQA Transformation project include:

- Reduction in time to process case using automated workflow functionality that assists with management of workload, case assignments, elevation and notification of high priority cases, and email notifications to enforcement staff

2.2.4.6. Reporting

To facilitate reporting, data from LicenseEase (COMPAS) is loaded into a reporting database. Users of MQA access this data to view various reports around applications, licenses, renewals, enforcement, and inspections. This data is used to manage workload and measure performance of the division. Crystal Reports (Business Objects) is primarily used for reporting today and would continue to be used in the upgraded environment. The Division of Information Technology has created a workgroup to explore alternative reporting solutions. At this time no recommendations have been made and MQA is continuing to use Crystal Reports (Business Objects).

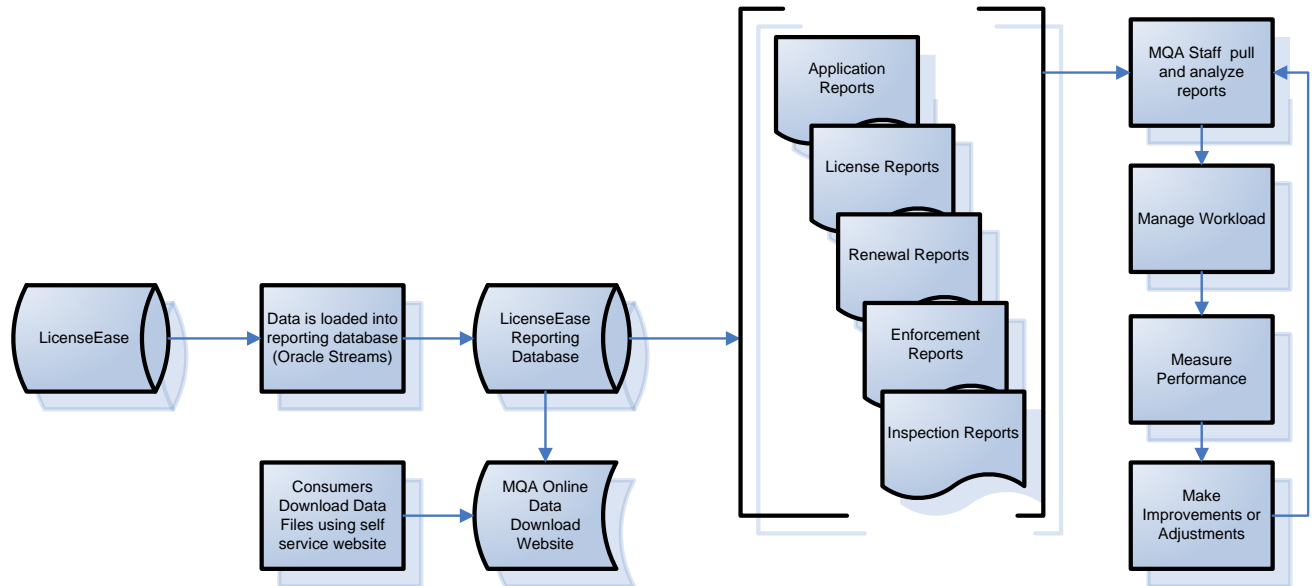


Figure 2-7 – Current Process for Reporting

2.2.5. Assumptions and Constraints

2.2.5.1. Assumptions

- Timely availability of project funding
- Multi-year, multi-phase project
- Roles, responsibilities, and level of effort defined in project charter with commitment from participants
- The upgraded system must be able to interface with state, local, and federal systems using industry standard technology (web services, XML, secure FTP, etc.)
- Enhancements to existing systems will be managed through a rigid change control process
- Data mart migration must be performed
- Versa:Regulation upgrade project (including mobile inspection upgrade) completed in 12 month period and will start in FY 2013-14 and end in the second quarter of FY 2014-15
- Versa:Online will be implemented in year two of the project
- Additional resources identified and included in this proposal will be engaged to support MQA and DOH IT who have limited capacity

2.2.5.2. Constraints

- Availability of funds
- General system development and implementation risk
- Time for source selection and contracting impacts benefit realization
- The software tools supporting desired capabilities will be determined based on the solution proposed by the selected implementation vendor.

- Cost-benefit tradeoffs for gaps between requirements and component-based features/functions

2.3. Proposed Business Process Requirements

Purpose: To establish a basis for understanding the business processes requirements the proposed solution must meet and outline criteria the project will use in selecting an appropriate solution.

In order to meet the ever increasing needs of medical professionals, the MQA program requires a modern and integrated licensure system that provides more efficient transaction processing, greater consistency and improved data integrity with supported and stable platforms. During the project, detailed “To-Be” business process flows incorporating many proposed process and automated workflow improvements will be designed. These improved process flows, as well as the high-level requirements documented in this section, will be used as a starting point for the more detailed requirements gathering process.

The following high-level business requirements were gathered from a preliminary business analysis. These high-level requirements will certainly be updated as the project approaches initiation. The business solution alternatives and recommended business solution can be found in Section 5.5.

2.3.1.Overall

The following high-level business requirements should be met by all modules of the proposed system:

- System should utilize automated workflow to reduce processing time through auto-assignment, dashboard management, and integration with the existing MQA imaging system
- System should provide for improved correspondence functionality and ability to e-mail
- System should provide for breadcrumb navigation and improved notes functionality
- System should have ability to cashier funds
- System should have the ability to send information to an IVR (to support possible future need)
- System should maintain cash deposit history
- System should provide for online password retrieval and resets
- System should provide accurate performance reporting to stakeholders
- System should allow legislative changes to be quickly implemented
- System should have detailed timekeeping functionality to record internal and external effort applied to specific licensing and enforcement activity
- System should not require additional work-around for functionality and stability
- System should have advanced business process configuration functionality and not require core programming
- System should provide ability to store and retrieve historical transaction detail for all MQA elements
- System should be able to calculate all relevant fees
- System should protect data and information to MQA and DOH standards
- System should have built-in audit ability

2.3.2.Examinations

The existing processes for this function supports the planning, coordinating, scheduling, scoring, reporting, reviews, and security of all examinations administered by the department. The following high-level business requirements necessary to support these functions in the new system are:

- System should have ability to track all examination activities
- System should have the ability to set up and schedule an examination

- System should track should be able to update examination results
- System should provide functionality to support the planning, coordinating, scheduling, scoring, and reporting around examinations administered by the department

2.3.3. Inspections

The existing processes for this function include conducting on-site inspections of pharmacies, dispensing practitioners, dental laboratories, electrolysis facilities, and massage establishments. The following high-level business requirements necessary to support these functions in the new system are:

- System should provide the ability for all inspections to be performed electronically through a mobile device
- System should update real-time from the mobile devices from the field
- System should provide basic data validation input filters on the mobile device to provide for greater data integrity and reduced data entry errors
- System should provide the ability to sort the inspection workload on demand through mobile devices and real-time processing
- System should have the ability to track all inspection activities and record inspection findings
- System should provide automated “ticklers” to follow-up on inspections and other outstanding items

2.3.4. Applications & Licensure

The existing processes for this function include evaluating the credentials of applicants for initial licensure to determine if statutorily-established minimum standards are met. The following high-level business requirements necessary to support these functions in the new system are:

- System should be directly integrated with the existing MQA imaging system
- System should track all application and licensure activities
- System should centrally locate and protect licensee personal data
- System should provide ability for licensees to be able to submit an information update and have it automatically applied to all related licenses
- System should provide the ability for a licensee to pay an application fee online and update the system in real time (thus eliminating the current delay between online payments, funds receipt, and posting in the system)
- System should provide the ability for online users to sign under penalty of perjury
- System should provide the ability to process applications and assist with the qualification of applicants
- System should be able to issue license documents
- System should maintain history of license information
- System should have the ability to produce data in response to requests for public information
- System should allow users to submit applications
- System should provide ability to track requirements met/not met for licensees
- System should provide ability for users to view license information
- System should be able to maintain history of pending applications
- System should have the ability to send renewal notices and delinquency notices via e-mail or regular mail

2.3.5. Renewals

The existing processes for this function include evaluating the credentials of applicants for license renewal to determine if statutorily-established minimum standards are met. The following high-level business requirements necessary to support these functions in the new system are:

- System should be directly integrated with the existing MQA imaging system
- System should track all renewal activities
- System should centrally locate and protect licensee personal data
- System should provide ability for licensees to be able to submit an information update and have it automatically applied to all related licenses
- System should provide the ability for a licensee to pay an application fee online and update the system in real time (thus eliminating the current delay between online payments, funds receipt, and posting in the system)
- System should provide the ability for online users to sign under penalty of perjury
- System should be able to issue license documents
- System should maintain history of license information
- System should have the ability to produce data in response to requests for public information
- System should allow users to apply for renewal
- System should provide ability to track requirements met/not met for licensees
- System should provide ability for users to view license information
- System should be able to maintain history of pending renewals
- System should have the ability to provide to users the required continuing education programs completed
- System should have the ability to send renewal notices and delinquency notices via e-mail or regular mail
- System should have the ability to generate renewed license

2.3.6. Enforcement & Compliance

The existing processes for this function include analyzing and investigating complaints, inspecting facilities, assisting in prosecuting violations of Florida regulatory statutes and administrative rules, monitoring compliance of licensees, and combating unlicensed activity. The following high-level business requirements necessary to support these functions in the new system are:

- System should provide reports identifying costs associated with enforcement
- System should allow consumers to access a licensee's professional standards violations
- System should have ability to record complaints and assist with conducting investigations
- System should monitor compliance and voluntary/disciplinary actions
- System should have ability to provide the ability to trend complaints
- System should provide ability to record compliant information, monitor enforcement and disciplinary cases, and initiate disciplinary action
- System should provide the ability to process petitions and appeals
- System should provide ability to enforce citation and penalty / probations
- System should maintain investigation information
- System should provide enforcement reports
- System should provide the ability to create enforcement letters
- System should provide ability to review enforcement information

3. Schedule IV-B Cost Benefit Analysis

Purpose: To calculate and document the expected return on investment for the proposed IT project.

The MQA Transformation Project is the foundation for enhancing the applications and IT infrastructure supporting DOH’s licensing and inspection operations. These enhancements include self-service functionality that will allow users to obtain answers to many questions online that currently require interaction with the MQA call center. It also provides workflow functionality that represents the single biggest functional improvement offered in the upgrade and has the potential of dramatically improving operational efficiencies at MQA. It is a rules-based software product that is integrated with Versa:Regulation. It will assign applications or cases to MQA staff and allow managers to set assignment rules, create and manage work queues, monitor deadlines, set work alerts and more. Functionality will also be implemented to modernize inspections, allowing all inspections to be completed utilizing electronic forms and routing. These enhanced features will be supported by a new high availability IT infrastructure that will provide the foundation for real time processing of applicant and licensee financial transactions.

Improved automation and efficiencies throughout these areas will deliver positive, measureable impacts to the Florida economy by allowing qualified applicants to be licensed faster – getting Floridians to work, a critical initiative to rebuild Florida’s economy.

3.1. Benefits Realization Table

The following table provides a breakdown and explanation of the benefits expected to be realized through the MQA Transformation Project:

Benefits Realization Table						
#	Description of Benefit	Tangible or Intangible	Who receives benefit?	How is benefit realized?	How will the realization of the benefit be assessed / measured?	Realization Date (MM/YY)
1	Reducing time to process an initial application by five days – conservatively estimated at accelerating revenue into the State of Florida economy at \$15,956,706 annually.		Applicants Employers Florida Economy	Accelerate business revenue	Reducing the average number of days to process an initial application	10/15
2	Reducing call center volume by providing online password reset – allowing for reduction in call wait times and improved customer service	Intangible	Applicants Licensees Citizens	Upgrading online services	Reducing call wait times and dropped calls	07/15

Table 3-1 – Benefit Realization Table

3.1.1. Reducing time to process an initial application by five days

This benefit is calculated by targeting the highest profile professions regulated by MQA:

1. Medical Doctor
2. Registered Nurse

3. Dentist
4. Pharmacist
5. Physical Therapist, and
6. Massage Therapist

These practitioners have an average starting salary of \$69,850 – with an average daily earning potential of \$269. If the MQA processing time is reduced by five days and assuming that 50% of the new initial licensees from these professions (representing a portion of the 200 license types administered by MQA) could start earning salary when licensed, results in a \$ 15,956,706 acceleration of input to the Florida economy. Recent studies support a much higher percentage of health professionals that have awaiting jobs. The research also shows a multiplier effect of economic impact resulting from other positions and expenses that support the primary licensed professional. These studies would support a more aggressive and larger economic impact; however, a more conservative estimate is included for purposes of establishing this MQA Transformation Project benefit. The data used for establishing this benefit can be found at www.floridawages.com as of 8/20/2013 (Florida Department of Economic Opportunity website)

3.1.2.Reducing call center volume

Currently, 40% of incoming calls are related to user login and password reset requests. These calls contribute significantly to an unacceptable level of dropped calls. By implementing enhanced self-service features anticipated in the MQA Transformation Project, current staffing levels can support the current call volume and eliminate dropped calls, thus improving overall customer satisfaction.

3.2. MQA Transformation Benefits Realization Strategy

MQA has developed a strategy for realizing the estimated benefits expected from modernizing its licensing system to improve business processes and their outcomes. The following figure summarizes how DOH will track and manage the MQA Transformation Project benefits realization:

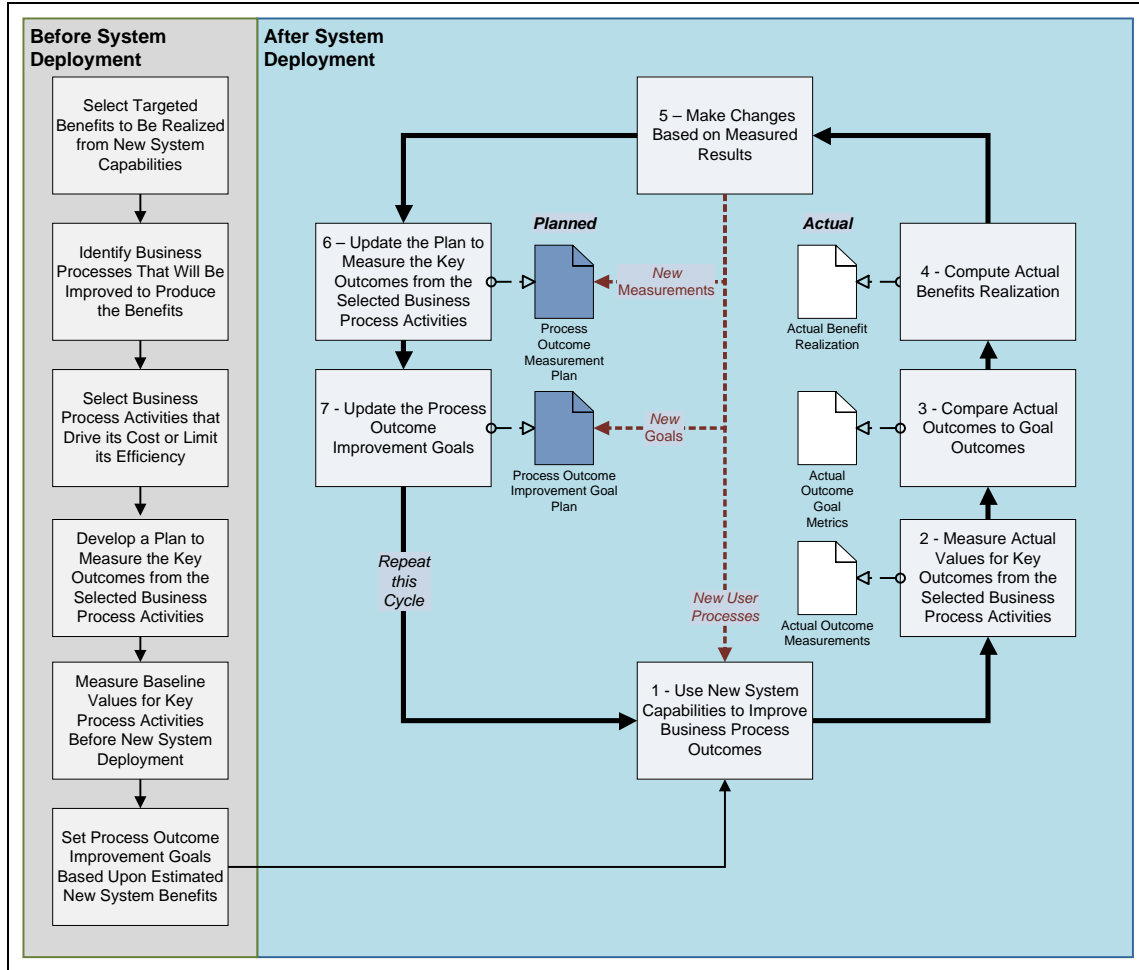


Figure 3-1 - Benefits Realization Process

The thoughtful and intentional realization of benefits cannot begin until a process is in place – with strong leadership, broad understanding and support from all stakeholders – to regularly obtain meaningful measurements of business process outcomes. The following paragraphs explain the benefits realization management activities. The management of MQA Transformation benefits realization begins by taking a number of preparatory steps before the new system deploys.

These steps will only be performed once and include:

Select the targeted benefits to be realized from the new system capabilities. This step has been started with the benefits identified in this feasibility study.

Identify the processes that will be improved to produce the benefits. The business processes related to the target benefits will be analyzed and validated in conjunction with key MQA program staff.

Select key activities from each business process that may serve as indicators of process improvement. The relevant business processes will be broken into smaller sub-processes and activities in

order to facilitate discussions and analysis of current costs and opportunities for improvement using the new system’s capabilities. Estimated cost elements for each sub-process will be assembled into an MQA Transformation Project Benefits Realization Workbook. This will produce a large number of cost elements, which will be impractical to routinely track. Therefore, the values for a few key activities will be chosen as meaningful measurements of process improvement and cost reduction.

These values will include the following measures:

Measure	Benefit
M4. Average # of days to process an initial licensure application	Reducing time to process an initial application by five days
M32. Average time (in seconds) customers are waiting in the queue	Reducing call center volume by providing online password reset – allowing for reduction in call wait times and improved customer service
M129. # of calls received	Reducing call center volume by providing online password reset – allowing for reduction in call wait times and improved customer service

Develop a plan to measure these key activities (e.g. labor, duration, resources, quantity, quality, etc.). MQA’s strategic plan and balanced score card have outlined what is to be measured, and by whom and fully describes the method for taking the measurements so that different individuals would obtain the same results.

Measure baseline values for key process activities before the MQA Transformation Project is deployed. The measurement plan should be carried out until it is understood by all participants. Then baseline measurements should be taken before system deployment occurs so that before-and-after comparisons may be made.

MQA has established the following baseline measurements for realizing the benefits of this project:

Measure	Baseline (from FY2013-14)
M4. Average # of days to process an initial licensure application	12.02 days for all professions <ul style="list-style-type: none"> • 1501 Medical Doctors – 19.58 days • 1701 Registered Nurses – 16.08 days • 701 Dentists – 5.74 days • 2201 Pharmacists – 9.38 days • 5501 Physical Therapists – 13.51 days • 1401 Massage Therapists – 6.87 days
M32. Average time (in seconds) customers are waiting in the queue	397 seconds
M129. # of calls received	517,053 calls <ul style="list-style-type: none"> • 128,101 of the 517,053 calls where help service calls for assistance with UserIDs and passwords

Set process outcome improvement goals based upon the estimated system benefits. The cost reduction benefits from using the new system have been conservatively estimated. Once the estimated benefits are being realized, outcome improvement goals may be revised to obtain even greater benefits. The benefits realization management cycle can be employed as part of on-going continuous process improvement activities.

After implementation of the MQA Transformation Project, benefits realization management will consist of

recurring cycles of the following actions:

1. Use the new system's capabilities to improve business process outcomes (e.g. lower cost, higher output, improved quality, etc.)
2. Measure the actual process outcomes
3. Compare the actual outcomes to the goal outcomes
4. Compute actual benefits realization
5. Make changes to system user processes or procedures, to the measurement plan, or to the process outcome goals – based upon the actual measurement results
6. Review and update the key process outcomes measurement plan, as required
7. Review and update process outcomes improvement goals, as required

3.3. Cost Benefit Analysis (CBA) Forms

This section contains an explanation of the Trust Funds that DOH plans to use for this project and includes the required CBA forms from the Schedule IV-B Feasibility Study Guidelines.

CBAForm 1 - Net Tangible Benefits

Agency Department of Health Project MQA Transformation

Net Tangible Benefits - Operational Cost Changes (Costs of Current Operations versus Proposed Operations as a Result of the Project) and Additional Tangible Benefits -- CBAForm 1A															
Agency (Operations Only -- No Project Costs)	FY 2014-15			FY 2015-16			FY 2016-17			FY 2017-18			FY 2018-19		
	(a)	(b)	(c) = (a)+(b)	(a)	(b)	(c) = (a) + (b)	(a)	(b)	(c) = (a) + (b)	(a)	(b)	(c) = (a) + (b)	(a)	(b)	(c) = (a) + (b)
	Existing Program Costs	Operational Cost Change	New Program Costs resulting from Proposed Project	Existing Program Costs	Operational Cost Change	New Program Costs resulting from Proposed Project	Existing Program Costs	Operational Cost Change	New Program Costs resulting from Proposed Project	Existing Program Costs	Operational Cost Change	New Program Costs resulting from Proposed Project	Existing Program Costs	Operational Cost Change	New Program Costs resulting from Proposed Project
A. Personnel -- Total FTE Costs (Salaries & Benefits)	\$31,711,153	\$0	\$31,711,153	\$31,850,107	\$0	\$31,850,107	\$31,989,756	\$0	\$31,989,756	\$32,130,103	\$0	\$32,130,103	\$32,271,152	\$0	\$32,271,152
A.b Total	880.00	0.00	880.00	880.00	0.00	880.00	880.00	0.00	880.00	880.00	0.00	880.00	880.00	0.00	880.00
A-1.a. State FTEs (Salaries & Benefits)	\$27,790,824	\$0	\$27,790,824	\$27,929,778	\$0	\$27,929,778	\$28,069,427	\$0	\$28,069,427	\$28,209,774	\$0	\$28,209,774	\$28,350,823	\$0	\$28,350,823
A-1.b. State FTEs (# FTEs)	597.00	0.00	597.00	597.00	0.00	597.00	597.00	0.00	597.00	597.00	0.00	597.00	597.00	0.00	597.00
A-2.a. OPS FTEs (Salaries)	\$1,832,653	\$0	\$1,832,653	\$1,832,653	\$0	\$1,832,653	\$1,832,653	\$0	\$1,832,653	\$1,832,653	\$0	\$1,832,653	\$1,832,653	\$0	\$1,832,653
A-2.b. OPS FTEs (# FTEs)	269.00	0.00	269.00	269.00	0.00	269.00	269.00	0.00	269.00	269.00	0.00	269.00	269.00	0.00	269.00
A-3.a. Staff Augmentation (Contract Cost)	\$2,087,676	\$0	\$2,087,676	\$2,087,676	\$0	\$2,087,676	\$2,087,676	\$0	\$2,087,676	\$2,087,676	\$0	\$2,087,676	\$2,087,676	\$0	\$2,087,676
A-3.b. Staff Augmentation (# of Contract FTEs)	14.00	0.00	14.00	14.00	0.00	14.00	14.00	0.00	14.00	14.00	0.00	14.00	14.00	0.00	14.00
B. Data Processing -- Costs	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452
B-1. Hardware	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
B-2. Software	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452
B-3. Other <i>Specify</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C. External Service Provider -- Costs	\$1,030,013	(\$5,394)	\$1,024,619	\$1,030,013	\$227,311	\$1,257,324	\$1,030,013	\$244,186	\$1,274,199	\$1,030,013	\$244,186	\$1,274,199	\$1,030,013	\$244,186	\$1,274,199
C-1. Consultant Services	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-2. Maintenance & Support Services	\$118,000	\$58,956	\$176,956	\$118,000	\$150,946	\$268,946	\$118,000	\$167,821	\$285,821	\$118,000	\$167,821	\$285,821	\$118,000	\$167,821	\$285,821
C-3. Network / Hosting Services	\$473,172	(\$64,350)	\$408,822	\$473,172	\$76,365	\$549,537	\$473,172	\$76,365	\$549,537	\$473,172	\$76,365	\$549,537	\$473,172	\$76,365	\$549,537
C-4. Data Communications Services	\$438,841	\$0	\$438,841	\$438,841	\$0	\$438,841	\$438,841	\$0	\$438,841	\$438,841	\$0	\$438,841	\$438,841	\$0	\$438,841
C-5. Other <i>Specify</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
D. Plant & Facility -- Costs (including PDC services)	\$1,780,982	\$0	\$1,780,982	\$1,780,982	\$0	\$1,780,982	\$1,780,982	\$0	\$1,780,982	\$1,780,982	\$0	\$1,780,982	\$1,780,982	\$0	\$1,780,982
E. Others -- Costs	\$37,159,423	\$0	\$37,159,423	\$37,159,423	\$0	\$37,159,423	\$37,159,423	\$0	\$37,159,423	\$37,159,423	\$0	\$37,159,423	\$37,159,423	\$0	\$37,159,423
E-1. Training	\$136,525	\$0	\$136,525	\$136,525	\$0	\$136,525	\$136,525	\$0	\$136,525	\$136,525	\$0	\$136,525	\$136,525	\$0	\$136,525
E-2. Travel	\$868,403	\$0	\$868,403	\$868,403	\$0	\$868,403	\$868,403	\$0	\$868,403	\$868,403	\$0	\$868,403	\$868,403	\$0	\$868,403
E-3. Other <i>Specify</i>	\$36,154,495	\$0	\$36,154,495	\$36,154,495	\$0	\$36,154,495	\$36,154,495	\$0	\$36,154,495	\$36,154,495	\$0	\$36,154,495	\$36,154,495	\$0	\$36,154,495
Total of Operational Costs (Rows A through E)	\$71,715,023	(\$5,394)	\$71,709,629	\$71,853,977	\$227,311	\$72,081,288	\$71,993,626	\$244,186	\$72,237,812	\$72,133,973	\$244,186	\$72,378,159	\$72,275,022	\$244,186	\$72,519,208
F. Additional Tangible Benefits:		\$0			\$15,956,706			\$15,956,706			\$15,956,706			\$15,956,706	
F-1. <i>Reduced License Time</i>		\$0			\$15,956,706			\$15,956,706			\$15,956,706			\$15,956,706	
F-2. <i>Specify</i>		\$0			\$0			\$0			\$0			\$0	
F-3. <i>Specify</i>		\$0			\$0			\$0			\$0			\$0	
Total Net Tangible Benefits:		\$5,394			\$15,729,395			\$15,712,520			\$15,712,520			\$15,712,520	

CHARACTERIZATION OF PROJECT BENEFIT ESTIMATE -- CBAForm 1B		
Choose Type	Estimate Confidence	Enter % (+/-)
Detailed/Rigorous <input type="checkbox"/>	Confidence Level	
Order of Magnitude <input checked="" type="checkbox"/>	Confidence Level	15%
Placeholder <input type="checkbox"/>	Confidence Level	

Figure 3-2 - Net Tangible Benefits

Department of Health			MQA Transformation			CBA Form 2A Baseline Project Budget													
Costs entered into each row are mutually exclusive. Insert rows for detail and modify appropriation categories as necessary, but do not remove any of the provided project cost elements. Reference vendor quotes in the Item Description where applicable. Include only one-time project costs in this table. Include any recurring costs in CBA Form 1A.			FY2014-15			FY2015-16			FY2016-17			FY2017-18			FY2018-19			TOTAL	
			\$ 4,934,137	\$ 4,355,772	\$ 2,057,068	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 11,346,977		
Item Description (remove guidelines and annotate entries here)	Project Cost Element	Appropriation Category	Current & Previous Years Project-Related Cost	YR 1 #	YR 1 LBR	YR 1 Base Budget	YR 2 #	YR 2 LBR	YR 2 Base Budget	YR 3 #	YR 3 LBR	YR 3 Base Budget	YR 4 #	YR 4 LBR	YR 4 Base Budget	YR 5 #	YR 5 LBR	YR 5 Base Budget	TOTAL
Costs for all state employees working on the project.	FTE	S&B	\$ 182,678	14.00	\$ 243,571	\$ -	14.00	\$ 121,788	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 548,037
Costs for all OPS employees working on the project.	OPS	OPS	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -
Staffing costs for personnel using Time & Expense.	Staff Augmentation - Assists with Datamart migration and UAT	Contracted Services	\$ 1,243,116	7.00	\$ 1,497,808	\$ -	4.00	\$ 600,000	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 3,340,924
Project management personnel and related deliverables.	Project Management	Contracted Services	\$ 159,908	1.00	\$ 213,210	\$ -	1.00	\$ 106,608	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 479,726
Project oversight (IV&V) personnel and related deliverables.	Project Oversight	Contracted Services	\$ 168,032		\$ 271,284	\$ -	0.00	\$ 135,642	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 574,958
Staffing costs for all professional services not included in other categories.	Consultants/Contractors	Contracted Services	\$ 223,755	7.00	\$ 361,723	\$ -	3.00	\$ 25,030	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 610,508
Separate requirements analysis and feasibility study procurements.	Project Planning/Analysis	Contracted Services	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Hardware purchases not included in Primary Data Center services.	Hardware	OCO	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Commercial software purchases and licensing costs.	Commercial Software	Contracted Services	\$ -		\$ 87,500	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 87,500
Professional services with fixed-price costs (i.e. software development, installation, project documentation) ¹	Project Deliverables	Contracted Services	\$ 2,510,883		\$ 1,640,592	\$ -		\$ 1,068,000	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 5,219,475
All first-time training costs associated with the project.	Training	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Include the quote received from the PDC for project equipment and services. Only include one-time project costs in this row. Recurring, project-related PDC costs are included in CBA Form 1A.	Data Center Services - One Time Costs for Oracle & SQL Licenses	PDC Category	\$ 310,080		\$ 40,084	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 350,164
Other project expenses not included in other categories. SSRC costs	Data Center Services - Year 1 Costs	PDC Category	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Other project expenses not included in other categories. Cancelled Cloud hosting contract with Immix	Other Expenses - Cloud hosting services (canceled)	Contracted Services	\$ 135,685	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 135,685
Include costs for non-PDC equipment required by the project and the proposed solution (detail)	Equipment	Expense	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Include costs associated with leasing space for project personnel.	Leased Space	Expense	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Other project expenses not included in other categories.	Other Expenses	Expense	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Total			\$ 4,934,137	29.00	\$ 4,355,772	\$ -	22.00	\$ 2,057,068	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 11,346,977

Figure 3-3 - CBA Form 2A - Baseline project Budget

CBAForm 2 - Project Cost Analysis	Agency	<u>Department of Health</u>	Project	<u>MQA Transformation</u>

PROJECT COST SUMMARY	PROJECT COST SUMMARY (from CBAForm 2A)					TOTAL
	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	
TOTAL PROJECT COSTS (*)	\$4,355,772	\$2,057,068	\$0	\$0	\$0	\$11,346,977
CUMULATIVE PROJECT COSTS <i>(includes Current & Previous Years' Project-Related)</i>	\$9,289,909	\$11,346,977	\$11,346,977	\$11,346,977	\$11,346,977	
Total Costs are carried forward to CBAForm3 Project Investment Summary worksheet.						

PROJECT FUNDING SOURCES	PROJECT FUNDING SOURCES - CBAForm 2B					TOTAL
	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	
General Revenue	\$0	\$0	\$0	\$0	\$0	\$0
Trust Fund	\$4,355,772	\$2,057,068	\$0	\$0	\$0	\$6,412,840
Federal Match <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Grants <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Other <input type="checkbox"/> Specify	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL INVESTMENT	\$4,355,772	\$2,057,068	\$0	\$0	\$0	\$6,412,840
CUMULATIVE INVESTMENT	\$4,355,772	\$6,412,840	\$6,412,840	\$6,412,840	\$6,412,840	

Characterization of Project Cost Estimate - CBAForm 2C			
Choose Type		Estimate Confidence	Enter % (+/-)
Detailed/Rigorous	<input checked="" type="checkbox"/>	Confidence Level	10%
Order of Magnitude	<input type="checkbox"/>	Confidence Level	
Placeholder	<input type="checkbox"/>	Confidence Level	

Figure 3-4 - CBA Form 2B & C Project Cost Analysis

CBAForm 3 - Project Investment Summary

Agency Department of Health Project MQA Transformation

COST BENEFIT ANALYSIS -- CBAForm 3A						
	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	TOTAL FOR ALL YEARS
Project Cost	\$4,355,772	\$2,057,068	\$0	\$0	\$0	\$11,346,977
Net Tangible Benefits	\$5,394	\$15,729,395	\$15,712,520	\$15,712,520	\$15,712,520	\$62,872,349
Return on Investment	(\$9,284,515)	\$13,672,327	\$15,712,520	\$15,712,520	\$15,712,520	\$51,525,372
Year to Year Change in Program Staffing	0	0	0	0	0	

RETURN ON INVESTMENT ANALYSIS -- CBAForm 3B		
Payback Period (years)	1 2/3	Payback Period is the time required to recover the investment costs of the project.
Breakeven Fiscal Year	2015-16	Fiscal Year during which the project's investment costs are recovered.
Net Present Value (NPV)	\$43,986,202	NPV is the present-day value of the project's benefits less costs over the project's lifecycle.
Internal Rate of Return (IRR)	151.78%	IRR is the project's rate of return.

Investment Interest Earning Yield -- CBAForm 3C					
Fiscal Year	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19
Cost of Capital	1.94%	2.07%	3.18%	4.32%	4.85%

Figure 3-5 - Project Investment Summary

3.4. CBA Analysis and Results

The benefits that will be realized by the MQA Transformation Project are sizeable and make an extremely compelling business case to support the investment from the related Trust funds. The MQA Transformation Project is estimated to deliver the following annually recurring tangible benefits of \$15,838,135 when fully implemented.

3.4.1. Project Costs

The estimated **total** cost of implementing the MQA Transformation Project is \$ 12,358,258 over a three year period as follows:

FY 13-14	FY 14-15	FY 15-16
\$5,052,287	\$4,941,550	\$2,875,549

DOH has computed the following summary values for the MQA Transformation Project:

Investment Term	Computed Value
Total Cost	\$12,869,386 distributed over three fiscal years
Net Tangible Benefits	\$ 62.9 M benefits over five years
Return on Investment	\$ 51.53 M over five years
Breakeven Fiscal Year	FY 15-16
Net Present Value	\$ 44.0 M
Internal Rate of Return	151.78%

Table 3-2 – Investment Value Summary

DOH recommends that this proposed MQA Transformation Project be approved and authorized as vital to meeting the required operational requirements of Section 20.43, F. S.

4. Major Project Risk Assessment Component

The Major Project Risk Assessment Component identifies the risks faced by the project so the Department can enact appropriate mitigation strategies for managing those risks. **This Feasibility Study Component is required for all IT projects.**

4.1. Risk Assessment Tool

Purpose: *To provide an initial high-level assessment of overall risk incurred by the project to enable appropriate risk mitigation and oversight to improve the likelihood of project success.*

An in-depth risk assessment of the MQA Transformation project was performed using the risk assessment tool provided by the Technology Review Workgroup. The tool involves answering 86 questions about the project being considered, divided into eight assessment categories. The results of the assessment are summarized below. The actual file for the risk assessment containing the figures below can be found in Appendix D of this document.

4.2. Risk Assessment Summary

Purpose: *To identify the overall level of risk associated with the project and provide an assessment of the project's alignment with business objectives.*

Figure 4-1 is a graphical representation of the results computed by the risk assessment tool. It shows the MQA Transformation project is on its way to achieving solid business strategy alignment with a manageable amount of risk. The results of this risk assessment are discussed in detail in Section 6 along with the Department's plan to continually identify, assess, and mitigate risk throughout the life of the project. In addition, an updated risk assessment tool is located in Appendix D of this document.

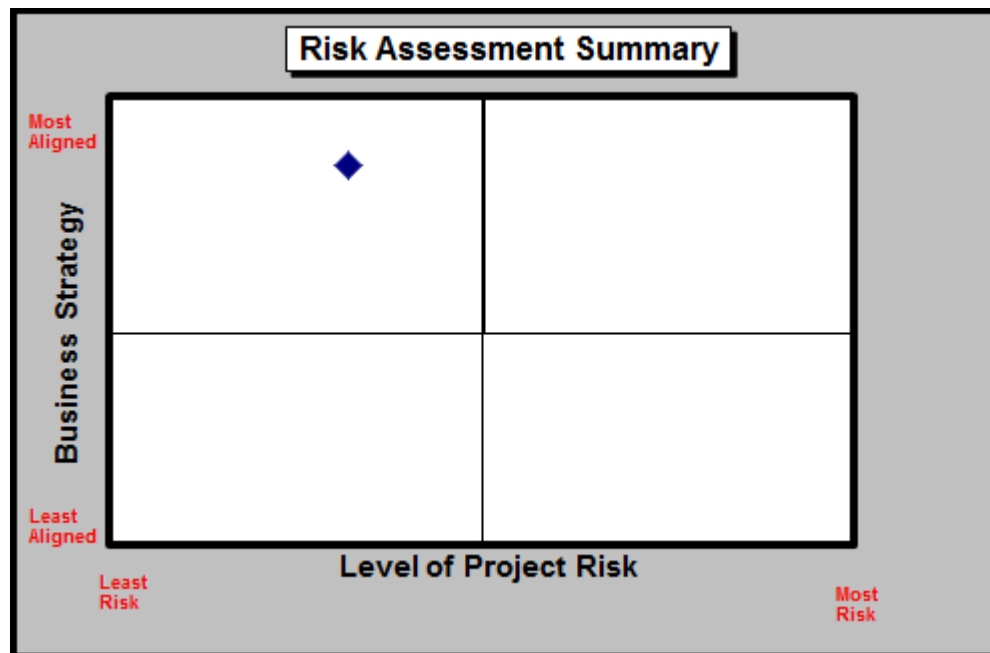


Figure 4-1 – Risk Assessment Summary

Figure 4-2 illustrates the risk assessment areas that were evaluated and the breakdown of the risk exposure assessed in each area. The results of this risk assessment are discussed in detail in Section 6 along with the Department’s plan to continually identify, assess, and mitigate risk throughout the life of the project.

Project Risk Area Breakdown	
Risk Assessment Areas	<i>Risk Exposure</i>
Strategic Assessment	LOW
Technology Exposure Assessment	MEDIUM
Organizational Change Management Assessment	MEDIUM
Communication Assessment	LOW
Fiscal Assessment	MEDIUM
Project Organization Assessment	MEDIUM
Project Management Assessment	LOW
Project Complexity Assessment	MEDIUM
<i>Overall Project Risk</i>	
	MEDIUM

Figure 4-2 – Project Risk Area Breakdown

5. Technology Planning Component

Technology Planning Section	\$1-1.99M	\$2 - 10 M		> \$10 M
		Routine upgrades & infrastructure	Business or organizational change	
Current Information Technology Environment		X	X	X
Proposed Solution Description	X	X	X	X
Capacity Planning	X	X	X	X
Analysis of Alternatives	X	X	X	X

5.1. Current Information Technology Environment

5.1.1. Current System

5.1.1.1. Description of current system

MQA currently uses a system called the Customer Oriented Medical Practitioner Administration System (COMPAS) that supports the licensing of health care professions regulated under MQA. COMPAS is the business name for the product entitled LicenseEase (COMPAS). This system was implemented over a 22-month period from July 2003 to May 2005 and replaced the Department's legacy system known as PRAES, operating in an Informix environment. There are several factors driving the need for the MQA Modernization from a technology perspective.

1. **Hardware Nearing End-of-Life** – The Sun servers which LicenseEase (COMPAS) currently runs on will be out of support on June 30, 2013. After that date the servers may be impossible to repair based upon availability of replacement parts. In addition, the ~30 to 35 Dell XT Tablets running Windows XP, used by some (not all) of the inspectors, will no longer be supported after April 2014; however, Versa:Mobile will enable the use of existing iPads to mitigate this risk.

2. **Front-End Software is or is Nearly Unsupported** – LicenseEase (COMPAS) was implemented in 2003 is built on technology platforms, standards, and development tools used in the 1990s. Much of the software supporting this application is or is nearly unsupported as depicted in the following chart:

Software	Status
LicenseEase (COMPAS) Version 4	Will be unsupported after December 31, 2013. Vendor is no longer making enhancements
J-Initiator	No longer supported. Support expired in December 2011. Backend software used to generate letters in LicenseEase (COMPAS)
Windows XP	Will be out of support in April 2014. The team is exploring “work-arounds” to move towards Windows 7 but it still involves using J-Initiator which, as previously mentioned, is an unsupported platform as well. A work-around was found and MQA moved to Windows 7 in FY2013-14
Oracle Database 10.2.0.5 10gR2	Was originally released in July 2005. Premier support lasted through July 2010 and extended support ends in July 2013. It will not be supported beyond this date
Oracle App Server 10.1.2	Premier support expired December 2011. No extended support was offered for this version.
Windows 2003 R2	Support for this version will expire July 14, 2015.

Table 5-1 – Support Status of Software

4. **Other Process Issues Related to Technology** - There are a several other serious issues related to technology that have been identified as additional reasons the MQA Transformation effort is required including:
- *Current environment requires regular downtime* – When changes are necessary in the current LicenseEase (COMPAS) environment, modifications are performed through custom development of Oracle Forms. Because the current infrastructure is not “high availability” and does not include clustering, the environment has to be brought down when changes are made to Oracle forms. Although not always utilized, downtime is scheduled to take place on Tuesdays from 6:15p – 10p (EST). This maintenance window can have a negative impact to those operating on CST.
 - *Disaster Recovery*– The DOH disaster recovery site in Tampa is not in synch with Tallahassee with respect to MQA business functions and is an incomplete solution. The Oracle database and Oracle application server are the only system components at the disaster site. No datamart or Windows IIS or DB servers exist. All complimentary Windows servers would need to be configured and setup in order to fully restore MQA services. During the restoration period, which could be extensive, LicenseEase (COMPAS) would likely only be available in a “view only” mode until services could be restored. More detail can be found in the Backup and Disaster Recovery section of this document.
 - *“Work-arounds” being utilized to keep systems functioning in Unsupported Environment* – LicenseEase (COMPAS) relies on software from Sun called J-Initiator that allows a web-enabled Oracle Forms client application to be run inside a web browser. Windows 7 desktop clients are certified only with the native Sun Java Runtime Engine (JRE). Oracle

J-Initiator was built on top of Java 1.3. Java 1.3 is no longer supported by Sun and not compatible with Windows 7. Sun has no plans to certify Oracle J-Initiator with Windows 7. The workaround to address this issue involves replacing a file in J-Initiator with an updated version, which will then allow LicenseEase (COMPAS) to work on Windows 7. This workaround is not supported by Sun.

- *MQA Locked into single database platform* – LicenseEase (COMPAS) locks MQA into using Oracle as its database platform. Generally speaking, MS SQL Server is the DB platform standard for the Department. If MQA were to upgrade to Versa:Regulation, MQA would likely stay with Oracle database from an ease of migration standpoint. This said, by migrating to Versa:Regulation, MQA would have the option to migrate to MS SQL Server and eliminate the need for very costly infrastructure to support Oracle.
- *No path for upgraded technology* – MQA currently owns a copy of the code contained within LicenseEase (COMPAS.) As a result, they are responsible for all customization and upgrades. That said, the vendor is no longer providing any upgrades or enhancements to the existing software.
- *System updates require customization* – When enhancements are made to the current environment, the backend code (Oracle forms) is modified if there is not a configurable solution. MQA is able to modify the Oracle forms because they own a copy of the LicenseEase code. If MQA upgraded to Versa:Regulation, these customizations would be addressed as part of the gap between the two systems. In addition, any further modifications after system implementation that cannot be addressed through configuration will utilize Iron Data's PCR (enhancement) process.

5.1.1.2. Current LicenseEase (COMPAS) Software

Customer Oriented Medical Practitioner Administration System (COMPAS) that supports the licensing of health care professions regulated under MQA. COMPAS is the business name for the product entitled LicenseEase. This system was implemented over a 22-month period from July 2003 to May 2005 and replaced the Department's legacy system known as PRAES, operating in an Informix environment. The system supports the following MQA functions:

- Licensing
- Application
- Revenue Receipt
- Enforcement
- Compliance
- Reporting
- Exams

The current system utilizes batch processing and the following technologies:

- Oracle forms and reports based GUI for internal users
- Object oriented platform for custom portal .net framework for web GUI
- Procedural language for batch processing and interfaces

There are 650 licensed LicenseEase (COMPAS) users, about 350 MQA reports, and more than 12,500 web visitors per day (based on current usage pattern.) At its peak (December 2011), there were over 64,000 e-commerce transactions in a month including initial online applications, renewals, license certifications, other payer invoices, and delinquent renewals, and other transaction types. There are 3 types of users including administrative users (system support services who is front line between customers and IT), board office processors and enforcement staff (power users), and data entry IAPI (vendor who handles document storage.)

5.1.1.3. Internal and External Interfaces

There are number of major internal and external interfaces that support the MQA related to the LicenseEase (COMPAS) system.

Internal Interfaces for LicenseEase (COMPAS) extracts and imports

Interface	Description (if needed)
MQA Services Reporting	Web-based intranet application for reporting and managing the e-Renewal and Profiling Updates applications. Pulls data from LicenseEase (COMPAS) and MSSQL, through SQL Server
LicenseEase (COMPAS) Datamart	Summarization, aggregation, and denormalization of data
License Verification(License Lookup)	Extract for web users to provide public-accessible view of all basic license information contained in LicenseEase (COMPAS.) Pulls data from LicenseEase (COMPAS), through SQL Server
Practitioner Profile Application	Extract for web users to provide public-accessible view of physician profiling information contained in LicenseEase (COMPAS.) Pulls data from LicenseEase (COMPAS), through SQL Server
Hospital Discipline Reporting	Extract for web users to provide hospital discipline information (available only to hospitals.) Data maintained through intranet application
Online Exam Test Scores	Extract for web users for license candidates to view exam information. Pulls data from LicenseEase (COMPAS), through SQL Server
Final Order Look-up	Extract for web users to provide public-accessible image of final orders issued by the Dept. of Health against licensees. Pulls data from LicenseEase (COMPAS), through SQL Server
License Certification	Extract for web users to purchase license certification letters from MQA Compliance unit of licensee's practicing status with MQA. Batch processes to feed data into LicenseEase (COMPAS)
COOP	Extract for web users for extracting Continuous Operations information. Pulls data from Datamart
Image API	Exchange of information with Image API to facilitate printing of licenses

Table 5-2 - Internal Interfaces

External Interfaces for LicenseEase (COMPAS) extracts and imports

Interface	Description (if needed)
Datamart Data Download	Web-based intranet application for downloading license data. Pulls data from Datamart
Data Download (DBPR)	Intra-agency application for downloading license data for pharmacy. Pulls data from Datamart
Daily release file for ImageAPI	Internal application for extracting PDFs to load into iCenter. Pulls data from MSSQL. Performed at 6:00a and 4:30p
Daily extract for NURSYS	Internal application for extract for NURSYS. Pulls data from Datamart
CE Broker	Application for downloading and loading continuing education data. Pulls data from ISF
CE Broker License Status extract	Application for extracting license status file loading continuing education data. Pulls data from ISF
Datamart extract	Nightly process to extract and transform LicenseEase (COMPAS) data for reporting schema. Pulls data from LicenseEase (COMPAS)
DOR	Application for downloading child support and enforcement. Creates data file for DOR
DFS – FLAIR	Application for downloading financial data to DOR. Creates data file for DOR
AHCA	Application for extracting Medicaid data for AHCA. Pulls data from datamart
FDLE	Application for importing FDLE results. FDLE files
American Registry of Radiologic Technologists	Application for extracting RADTECH data for AART. Pulls data from LicenseEase (COMPAS)
Veridoc	Application for extracting data for vendor Veridoc. Pulls data from datamart
HCCE	Application for extracting data for Health Care Clinic Establishment. Pulls data from datamart
FCN	Application for extracting survey data for FCN. Pulls data from datamart
FSMB	Application for extract data for FSMB. Pulls data from Datamart
LEIE	Application for importing Medicaid data. Inserts data to Datamart
MLI	Application for renewal vendor. Creates extract file for MLI
Remittance Processing (RP)	Application for applying money to licenses to LicenseEase (COMPAS)
Renewal Generation 1, 2 & 3	Application for applying money to licenses to LicenseEase (COMPAS)
Image API	Exchange of information with Image API to facilitate printing of licenses
National Practitioner Data Bank	Receipt of medical practitioner federal mandated disciplinary and medical malpractice data

Table 5-3 – External Interfaces

5.1.1.4. Current Hardware Infrastructure

The following diagram depicts the high level architecture of the **Production** LicenseEase (COMPAS) system:

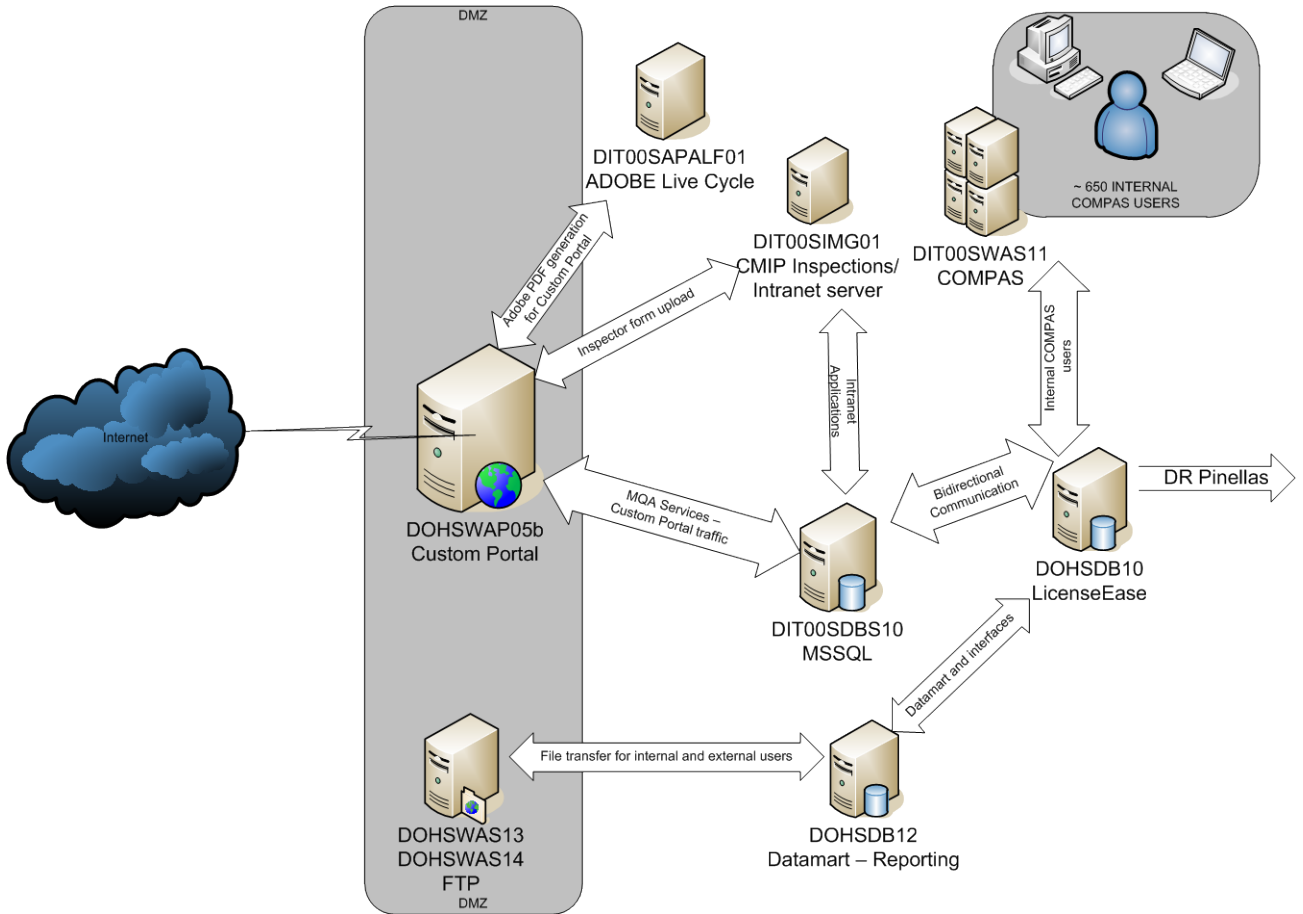


Figure 5-1 - Current Production Infrastructure

The following diagram depicts the high level architecture of the **Test** environment:

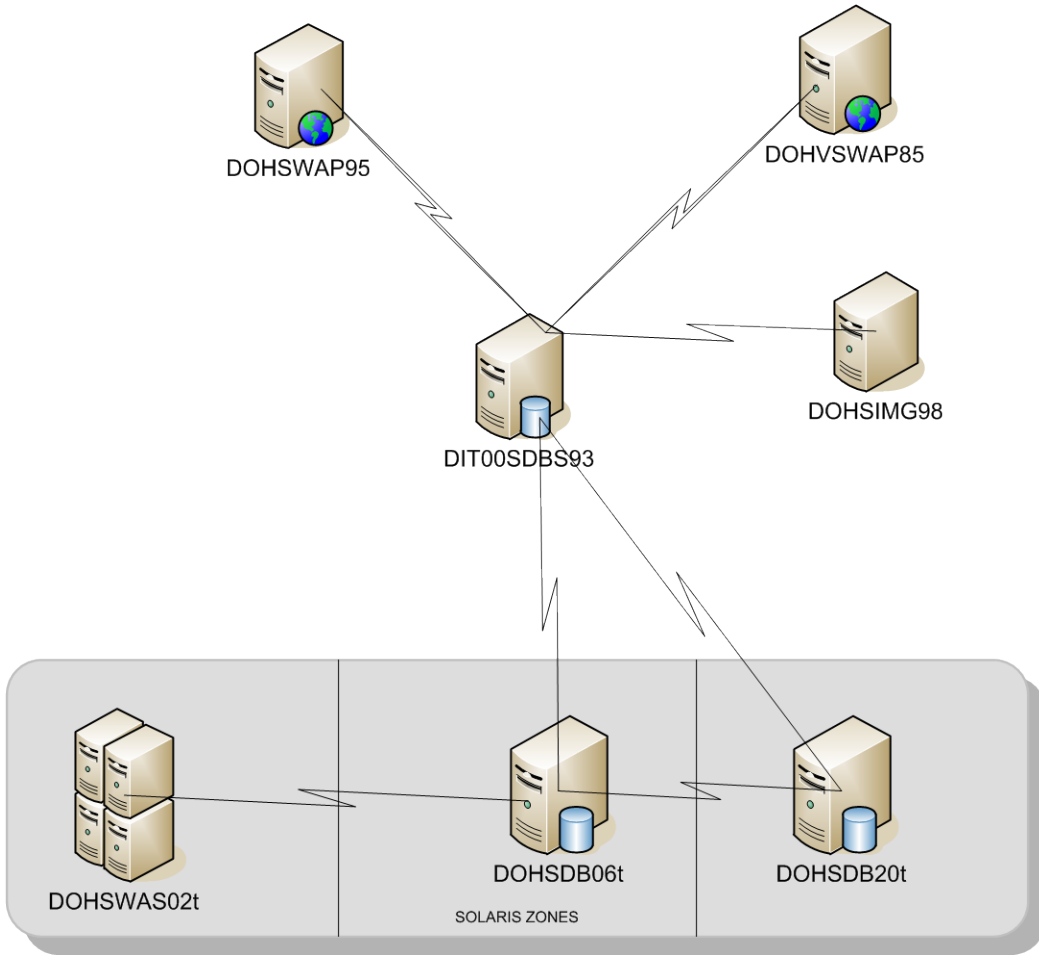


Figure 5-2 - Current Test Infrastructure

The following diagram depicts the high level architecture of the **Development** environment:

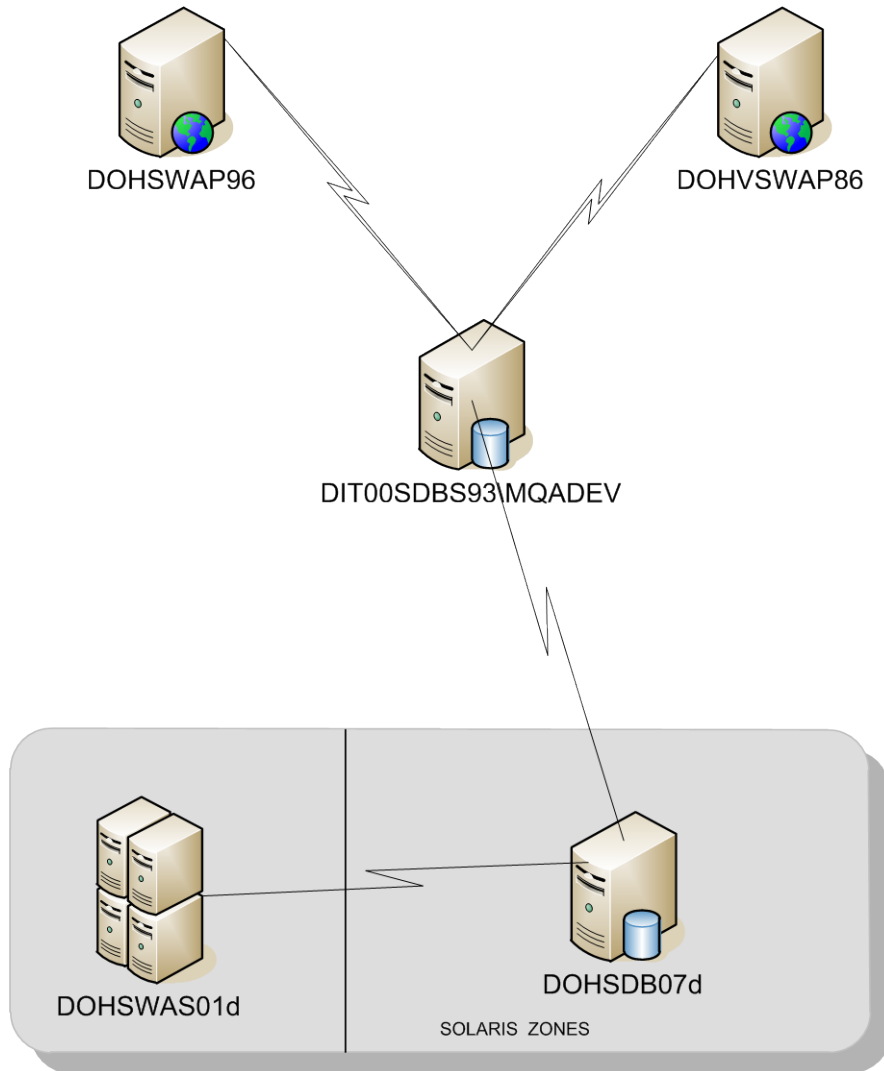


Figure 5-3 – Current Development Infrastructure

The following diagram depicts the high level architecture of the **Disaster Recovery** environment:

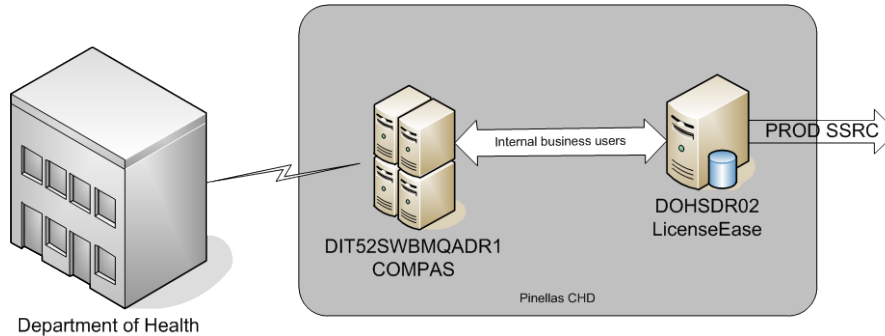


Figure 5-4 – Current Disaster Recovery Infrastructure

Some of the hardware characteristics of the existing infrastructure includes:

- Domain host – DMS,
- Servers – web, application, database
 - Webserver – Windows 2003, Virtual machine, 2 CPU, 4GB ram
 - Database server – Solaris 10, Sun V480, 8 CPU, 32GB ram
 - Application server – Solaris 10, Sun,
 -
- Network – Gig e, fabric VLAN switching, firewalls
- Storage: SAN storage for database server
- Archival – media server

5.1.1.5. Scheduled Software/Hardware Maintenance

Servers have very good availability. In a recent report, all related servers had average 24x7 availability of 99.7%. As previously mentioned, though, a weekly maintenance is scheduled on Tuesdays from 6:15p to 10p (although not always utilized.) This downtime is not included in availability percentages as it is scheduled downtime. When changes are necessary in the current LicenseEase (COMPAS) environment, modifications are performed through custom development of Oracle Forms. Because the current infrastructure is not “high availability” and does not support clustering, the environment has to be brought down when changes are made to Oracle forms. This can negatively impact those operating on Central Standard Time. Activities that may take place during this scheduled downtime may include:

- ASP promotion to the public facing web server - (UI)
- MSSQL db object promotion (stored procedure, triggers, views etc) - backend
- MSSQL data patch script - backend
- Oracle db object promotion (stored procedure, triggers, views, packages, functions etc) - backend
- Oracle forms and report objects (application server pages for LicenseEase (COMPAS) UI) - internal
- Oracle data patch script - backend
- Unix shell script for interfaces - backend
- Crystal Report objects - internal
- Create new scheduled jobs (Window Scheduler/cron)
- Any other Clear Quest activities

In addition to the weekly scheduled downtime, the first Tuesday of the month is reserved for code promotion, followed by OS level patching performed by the SSRC. This window is managed by the

SSRC. The SSRC begins posting maintenance messages on the public facing Initial Application and MQA Services websites @ 6:00 pm and lets the connections drain over 20 - 30 minutes while MQA monitors the database sessions. This allows applicants to complete payments in process. The remaining systems are shut down and the SSRC completes the system maintenance.

- Occasionally maintenance activities require LicenseEase (COMPAS) to be stopped @ 6:15.
- An Oracle form promotion requires a 15 minute outage. An example of a one hour outage is letter temporary table maintenance. This usually occurs every other month or as needed.
- If our vendor Bank of America has maintenance that will impact the public facing ecommerce applications, we partially take down the website to limit the impact on cash receipt process.

5.1.1.6. Backup and Disaster Recovery

The backup responsibility is performed by the SSRC. Following is a schedule provided by IT identifying the schedule of backups by server:

Server	Database	Backup type	Start time	Retention
DOHSBD10	LEPROD	Rman full	3:00	3 years
DHOSDB12	LEDMPROD	export	5:00	full export - 1 year on disk, schema export - 5 days on disk
DOHSDB07D	LEDEV	Rman full	23:30	3 years
DOHSDB06T	LEUA	Rman full	22:00	3 years
DOHSDB20T	DM_DEV	Rman offline backup	00:15 / Sunday	3 years
DIT00SWAS11	Application Server	OS full	19:00	3 years
DOHSWAS01D	Application Server	OS full	18:00	NA
DOHSWAP02T	Application Server	OS full	18:00	NA
DIT00SDBS93	MQADEV	SQLSafe full	Full Saturday Differential daily	NA
	DEFAULT (TEST)	SQLSafe full	Full Saturday Differential daily	NA
DIT00SDBS10	DEFAULT	SQLSafe full	Full daily transaction log 30 minutes	2 weeks on disk one set of tapes each month
DIT00SAPALF01	TBD	TBD	TBD	Information not available at time of study
DIT00SIMG01	TBD	TBD	TBD	Information not available at time of study

Server	Database	Backup type	Start time	Retention
DIT00SWAP05b	TBD	TBD	TBD	Information not available at time of study
DOHSWAS02t	TBD	TBD	TBD	Information not available at time of study

Table 5-4 – Server Data Retention Schedule

The failover process for disaster recovery involves making the physical standby server the master by “breaking” Oracle Data Guard and opening the database as READ/WRITE. The application server will also have to be started and any additional configuration changes to communicate with Tallahassee servers still in production. This approach has never been tested.

The Pinellas County disaster recovery site is not in synch with the production environment at the SSRC located in Tallahassee. The Oracle database and Oracle application server are the only system components at the disaster site. The disaster recovery site contains no Oracle datamart, no Windows IIS server(s), and no MSSQL DB servers. All complimentary Windows servers would need to exist and be stood up in order to restore MQA Services fully. The licensing application, LicenseEase (COMPAS), would be best used for a "view only" environment until services can be restored as the disaster site is not setup to handle batch processing or receipt money. In the event a partial recovery site is acceptable, servers in Tallahassee and those processes would need to be reconfigured to point to the Pinellas CHD site.

5.1.1.7. Batch Processes

The current environment is setup to process in batch mode. Because MQA cannot move to real-time processing in the current environment, this is a contributing factor to the current inability of MQA to reduce processing time and meet some of the specific legislative objectives. The following diagrams depict the necessary batch processes that take place in the current environment.

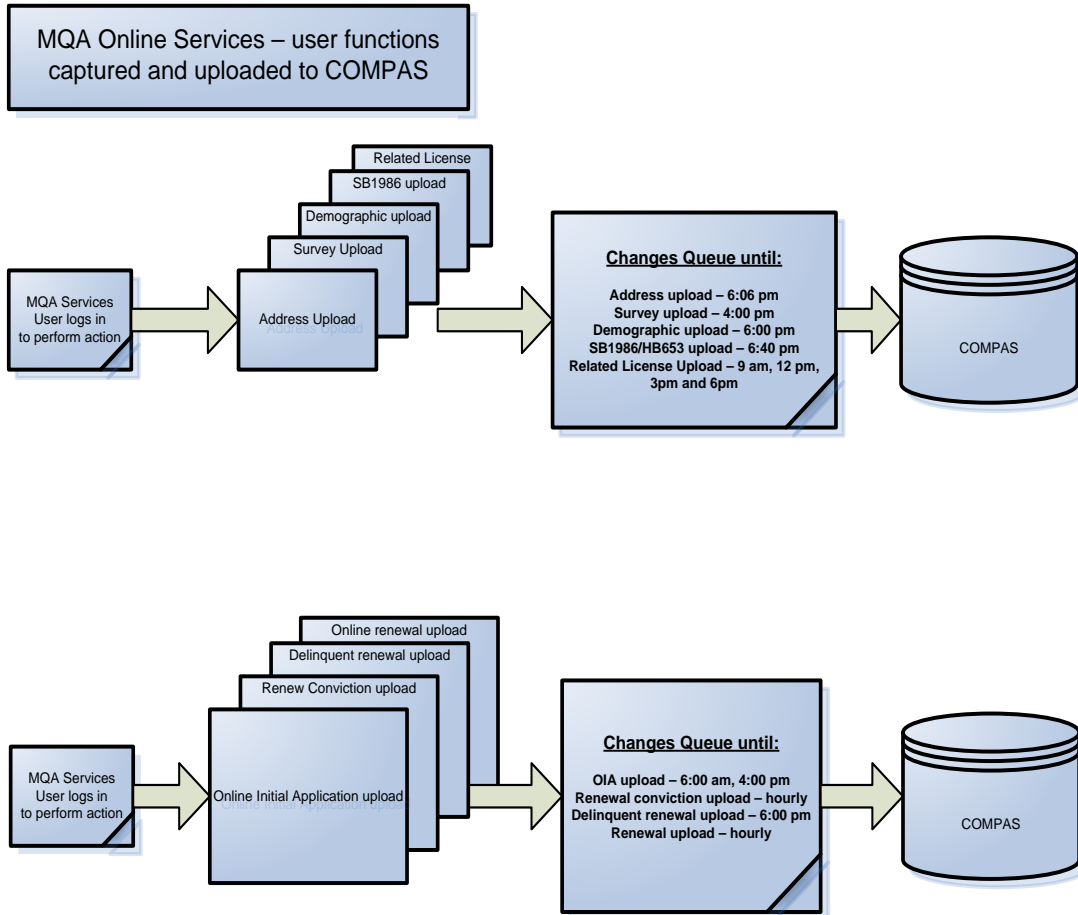


Figure 5-5 – Batch Process Flow

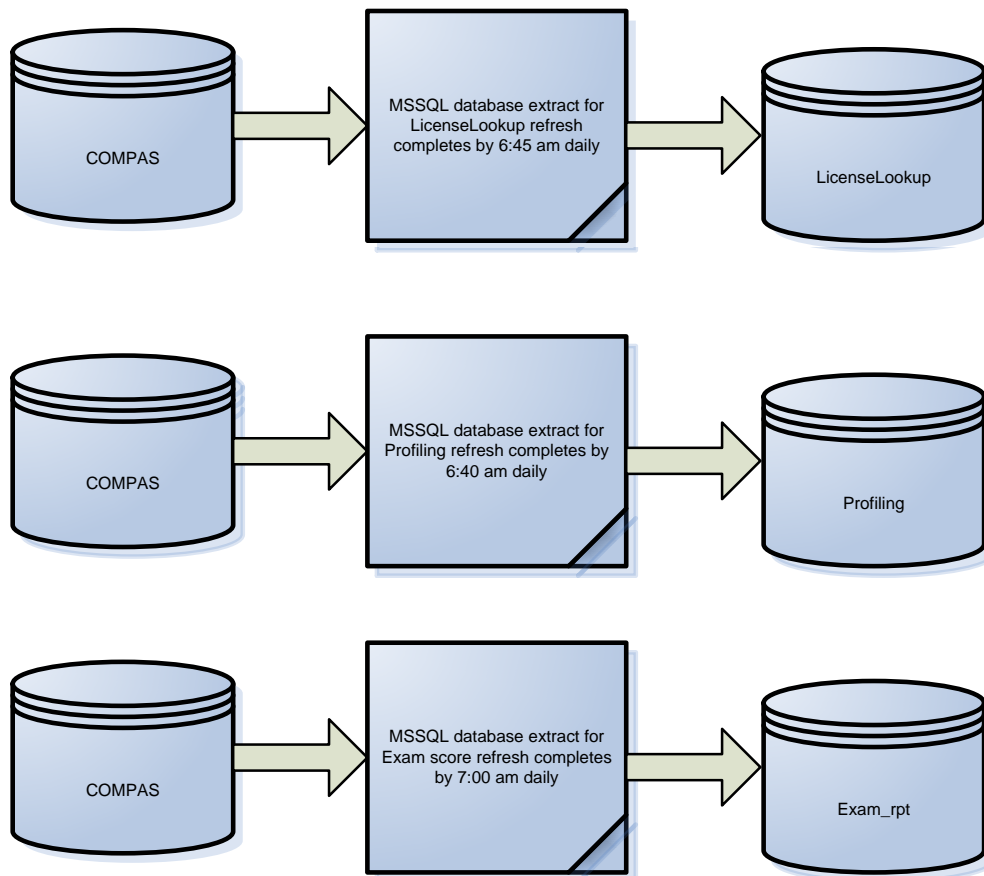


Figure 5-6 - Batch Processing Diagram

5.1.1.8. Current system resource requirements

System Name	# of users / user types	Hardware Platform	Operating System	Database Software	Access	Programming Language / Software Characteristics	Internal / External
Online Renewals	licensed practitioners (over 1.1 million)	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & javascript) e-commerce interface (BoA) real-time payment txn batch processing of practitioner data	External
Online Initial Application	Public	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (.NET & javascript) e-commerce interface (BoA) real-time payment txn batch processing of practitioner data	External
Online Application Status Check	applicants	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & javascript)	External
Online Address Updates	licensed practitioners (over 1.1 million)	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & javascript) batch processing of practitioner data	External

System Name	# of users / user types	Hardware Platform	Operating System	Database Software	Access	Programming Language / Software Characteristics	Internal / External
Online Profiling Updates	licensed profiled practitioners (over 93,000)	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & javascript) batch processing of practitioner data	External
Online Duplicate License	licensed practitioners (over 1.1 million)	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & javascript) e-commerce interface (BoA) real-time payment txn batch processing of practitioner data	External
Online OneTime Fee Assessment	licensed practitioners (over 1.1 million)	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & javascript) e-commerce interface (BoA) real-time payment txn batch processing of practitioner data	External
Other Payer Invoicing	subset of licensed practitioners	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & javascript) e-commerce interface (BoA) real-time payment txn batch processing of practitioner data	External

System Name	# of users / user types	Hardware Platform	Operating System	Database Software	Access	Programming Language / Software Characteristics	Internal / External
Batch Reconciliation	F&A staff (< 5)	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp) batch processing of financial data	Internal
MQA Services Reporting	MQA staff (<50)	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & Crystal Rpts) batch processing of financial data	Internal
Online WorkForce Survey	subset of licensed practitioners	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & javascript) batch processing of practitioner data Survey setups (question text,etc) reside in LicenseEase (COMPAS)	Internal (setups) External
Final Order & Emergency Action	Public	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	public access	GUI interface (.NET)	External
License Verification	Public	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	public access	GUI interface (classic asp & javascript)	External

System Name	# of users / user types	Hardware Platform	Operating System	Database Software	Access	Programming Language / Software Characteristics	Internal / External
Practitioner Profile	Public	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	public access	GUI interface (classic asp & javascript)	External
Data Download	Public	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	public access	GUI interface (.NET)	External
License Certification	Public	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	public access	GUI interface (classic asp & javascript)	External
Time Tracking	MQA staff (approx 600)	DELL PE 2950 - 4 CPU, 4GB RAM, 1.1 TB disk storage - DIT00SIMG01	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp) real time	Internal
Online Exam Test Scores	MQA staff & licensed practitioners	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (.NET) real time	Internal & External
Prescription Pad Vendor Monthly Reporting	licensed practitioners who prescribe controlled substances	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (.NET) batch processing of data	External

System Name	# of users / user types	Hardware Platform	Operating System	Database Software	Access	Programming Language / Software Characteristics	Internal / External
MQA Services - NursingCompare	Public	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	public access	GUI interface (.NET) real time	External

Table 5-5 – Current System Resource Requirements

5.1.1.9. Application Descriptions

LicenseEase 4 (COMPAS - Customer Oriented Medical Practitioner Administration System)

Oracle web based - MQA Division accessible - system for tracking Health Practitioner licensing, regulation, enforcement and profiling information.

MQA Services

Web-based entryway offering access to a wide-range of license services-oriented applications for licensee professions regulated under MQA, health care businesses, citizens and visitors to Florida.

- MQA Services portal is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS) system
- The primary interaction with LicenseEase (COMPAS) is to validate user logins

MQA Services - Online Renewal Application:

Provides the licensee the ability to renew licenses online and pay the appropriate fees.

- Online Renewals is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS). The online renewal application also contains an e-commerce component which has an interface with Bank of America
- Licensee data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can then update their data and either pay for their renewal transaction, or enter an Other Payer Code (coupon code). Any updated licensee data is stored in SQL Server. Those updates are then batched for upload into LicenseEase (COMPAS). The financial transactional data is also stored in SQL Server, and uploaded into LicenseEase (COMPAS) once the settlement process and remittance process has been run. If an Other Payer code was entered, the Third Party Payer will be responsible for logging in to pay for the invoice (see Other Payer Invoicing)

MQA Services - Online Initial Licensure Application:

Provides the public the ability to apply online for initial licensure.

- Online Initial Application is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS). The online initial application also contains an e-commerce component which has an interface with Bank of America
- Applicants create an account, and then provide the data required according to the license requirements for that profession. At completion of data entry, the user can either pay for their initial application transaction or enter an Other Payer Code (coupon code). The applicant data is stored in SQL Server. Those updates are then batched for upload into LicenseEase (COMPAS). The financial transactional data is also stored in SQL Server, and uploaded into LicenseEase (COMPAS) once the

settlement process and remittance process has been run. If an Other Payer code was entered, the Third Party Payer will be responsible for logging in to pay for the invoice (see Other Payer Invoicing). Upon payment, their completed application is stored as a document in iCenter, the third party tool created and housed by Image API. The user has the ability to login to the system at a later time, to print a copy of their completed application, as well as any required supporting documentation. The application documents are retrieved from iCenter. The supporting documents are created at run-time, using an application developed in-house by DOH

MQA Services - Application Status Check:

Provides the applicant the ability to check the status of license applications online.

- Application Status Check is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Application Status data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user has the ability to print a copy of their completed application. The application documents are retrieved from iCenter

MQA Services - Online Address Changes:

Provides the licensee the ability to change their addresses (Mailing & Practice Location), phone numbers and email address.

- Online Address Changes is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Licensee data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can then update their data. Any updated licensee data is stored in SQL Server. The updates are then batched for upload into LicenseEase (COMPAS)

MQA Services - License Confirmation:

Provides the licensee the ability to print a confirmation of license executed after an on-line license renewal or delinquent renewal. This is to be used to confirm a license while the practitioner is waiting on the printed official paper license.

- License Confirmation is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Licensee data is retrieved from LicenseEase (COMPAS) to generate the confirmation of license and displayed to the end user

MQA Services - Profiling Updates:

Provides the licensee the ability to change their Profile data online.

- Profiling Updates is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Licensee data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can then update their data. Any updated licensee data is stored in

SQL Server. Those updates are then batched for upload into LicenseEase (COMPAS). Some of the professions require that Profiling data goes through a Board Approval process. Once the updates have been approved, the updates are uploaded into LicenseEase (COMPAS)

MQA Services - Online Request for Duplicate License:

Provides the licensee the ability to order duplicate licenses online and pay the appropriate fees.

- Online Request for Duplicate License is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS). The online duplicate license request system also contains an e-commerce component which has an interface with Bank of America
- Licensee data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can then pay for their duplicate license transaction. The request for the license and the financial transactional data is stored in SQL Server, and uploaded into LicenseEase (COMPAS) once the settlement process and remittance process has been run

MQA Services - Online One Time Fee Assessment:

Provides the licensee the ability to pay for fees that are assessed by medical boards.

- Online One Time Fee Assessment is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS). The one-time fee assessment system also contains an e-commerce component which has an interface with Bank of America
- Licensee data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can then pay for their one-time fee assessment transaction. The financial transactional data is stored in SQL Server, and uploaded into LicenseEase (COMPAS) once the settlement process and remittance process has been run

MQA Services - Other Payer Invoicing:

Provides a third-party payer the ability to pay for an invoice. The invoice could contain licensees that have renewed online with an Other Payer Code, or applicants that have paid for an initial application with an Other Payer Code.

- Other Payer Invoicing is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS). Also contains an e-commerce component which has an interface with Bank of America
- Invoice data is retrieved from SQL Server and displayed to the end user. The user can then pay for their invoice transaction. The financial transactional data is stored in SQL Server, and uploaded into LicenseEase (COMPAS) once the settlement process and remittance process has been run

MQA Services - Relationship Management:

Provides licensees with the ability the manage their relationships with other professions

online.

- Relationship Management is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Relationship data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can add/update their data. The updates are stored in SQL Server, and uploaded into LicenseEase (COMPAS)

MQA Services – Batch Reconciliation:

Provides DOH Finance & Accounting staff the ability to reconcile MQA e-commerce transactions.

- Batch Reconciliation is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS). It is an Intranet application that is a subsystem of the MQA Services Reporting System
- Financial data is retrieved from SQL Server and displayed to the end user. The user can then reconcile the batches of financial transactions, and assign batches to deposits. The data is stored in SQL Server, and uploaded into LicenseEase (COMPAS)

MQA Services Reporting System:

This Intranet system consists of four categories of functions designed for MQA business staff to control internet activity and report on internet activity from MQA Internet Services. The four functions are as follows:

1. MQA internet activity controls include: Address Change Approval, Licensee Account Look-up, Licensee Activity Look-up, Update Set-Up Flags, Profile Change Approval, iPortal Message/Alert
2. Finance and Accounting internet activity controls include: Batch Reconciliation
3. Activity reporting: a wide range of business and financial reports provided to monitor activity from MQA Internet Services.
4. Renewal Forms Setups

MQA Services Reporting System is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS).

Data is retrieved from either SQL Server or LicenseEase (COMPAS) and displayed to the end user. Updates can be made for Address Change Approval and Profiling Change Approval. These updates are batched and uploaded to LicenseEase (COMPAS). Updates to Profession Setup data are stored in SQL Server. Reports are executed against data in SQL Server

MQA Services – Work Force Survey:

Provides the licensee the ability to respond to the required Physician's Workforce Survey online.

- Online Work Force Survey is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Survey questions are stored in LicenseEase (COMPAS) RSD's. The questions are retrieved from LicenseEase (COMPAS) via SQL Server stored procedures (using linked servers), and presented to the licensee. The licensee responds to the survey questions and that data is stored in SQL Server, and then uploaded into via batch processing

MQA Services – Final Order & Emergency Action Lookup:

Provides the public with the ability to search for disciplinary action taken against practitioners licensed with the Department of Health, Division of Medical Quality Assurance. Final Order and Emergency Action documents have been imaged and stored in a repository for retrieval.

- Final Order Lookup is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Licensee data is retrieved from LicenseEase (COMPAS) and displayed to the end user. In addition, images of the final order and emergency action documents are retrieved from iCenter

MQA Services – License Verification:

Provides the public with the ability to search for basic license information for all health care professions regulated by MQA.

- License Verification is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Key elements of data related to a licensee search are downloaded from LicenseEase (COMPAS) on a daily basis, and stored in a SQL Server database. When a search is performed, the search results are retrieved from the SQL Server database. When the end user drills down to the details of the individual licensee, the data is retrieved from LicenseEase (COMPAS) via SQL Server stored procedures (using linked servers), and presented to the end user

MQA Services – Practitioner Profiling Search:

Provides the public with the ability to search for license information for all profiled health care professions regulated by MQA.

- Practitioner Profiling Search is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Key elements of data related to a profiled licensee search are downloaded from LicenseEase (COMPAS) on a daily basis, and stored in a SQL Server database. When a search is performed, the search results are retrieved from the SQL Server database. When the end user drills down to the details of the individual licensee, the data is retrieved from LicenseEase (COMPAS) via SQL Server stored procedures (using linked servers), and presented to the end user

MQA Services – Data Download:

Provides the public with the ability to download, free of charge, board-profession data files as per Chapter 119 of the Florida Statutes. The data available for downloading are the board-profession licensure data files, profiling data files, and exam list data files.

- Data Download is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)

MQA Services – License Certification:

Provides the public with the ability to request license certification letters from MQA Compliance unit.

- License Certification is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS). Also contains an e-commerce component which has an interface with Bank of America
- The user provides address information (where the certification letter should be mailed), and then the user can pay for their transaction. The data request is stored in SQL Server. Those updates are then batched for upload into LicenseEase (COMPAS). The financial transactional data is also stored in SQL Server, and uploaded into LicenseEase (COMPAS) once the settlement process and remittance process has been run

MQA Services - Prescription Pad Vendor Monthly Reporting:

Provides the licensees that prescribe controlled substances the ability to provide a monthly report of the number of blank, counterfeit-proof prescription blanks that are purchased from DOH approved vendors.

- Prescription Pad Monthly Reporting is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Prescription Pad data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can add/update their data. The updates are stored in SQL Server, and uploaded into LicenseEase (COMPAS)

MQA Services – Pain Management Clinic Quarterly Reporting:

Provides pain clinics the ability to report their data on a quarterly basis. Designated physicians log into a secure website to submit the reports for their associated pain clinics. The information submitted is available on the MQA data download. Compliance reports have been developed to support the office in administrative functions in determining which clinics have not reported.

- Pain Management Clinic Reporting is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Pain Management Clinic data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can add/update their data. The updates are stored in SQL Server, and uploaded into LicenseEase (COMPAS)

Time Tracking:

This Intranet system provides DOH staff with an automated means of tracking time and expenses. Primary users include Department of Health Enforcement staff, employees in the Bureau of Health Care Practitioner Regulation, Bureau of Management Services, and Bureau of Operations.

- Time Tracking is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Users charge the time spent on different activities to the appropriate board offices, professions/occupations, cases/complaints, or administrative duties. Users can also charge expenses to a particular case/complaint. This system is also used to maintain the staff information and activity codes. The data is stored in SQL Server. This system only interacts with LicenseEase (COMPAS) for validation purposes (validation of Board Codes, Profession Codes, Staff Codes, and Case/Complaint numbers). This system does not upload data to LicenseEase (COMPAS)

Online Exam Test Scores:

This 2-part application system consists of a web-based public-accessible Examination Grade Report Search Page and an intranet administration application. The public search page is used by applicants, who have taken various board exams, to search online by professional board, exam title, exam date, and their candidate identification number in order to retrieve their exam scores. The Intranet Administration application allows for selection of professions for online exam services and selection of which exams to display.

- Online Exam Test Scores is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Exam data is retrieved from LicenseEase (COMPAS) via SQL Server stored procedures (using linked servers), and presented to the end user

Hospital Discipline Report System:

This system is a security web-based system at the Department of Health (DOH) that will be used by Hospitals and other medical facilities to report disciplinary actions to the department, and used by DOH to review, retrieve and retain those reports.

- Hospital Discipline System is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Discipline data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can add/update their data. The updates are stored in SQL Server, and uploaded into LicenseEase (COMPAS)

MQA Services – Nursing Compare:

Provides the public with the ability to search and compare Nursing Schools that are registered in the State of Florida.

- Nursing Compare is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- The data is retrieved from LicenseEase (COMPAS) via SQL Server stored procedures (using linked servers), and presented to the end user

iCenter:

Document storage and retrieval application authored and supported by Image API. Provides the public, as well as internal users, with the ability to view practitioner documents.

- iCenter is a web-based, front end GUI interface built and supported by a third party vendor, which interfaces with many of DOH's applications

Inspection Reporting System:

This Intranet system provides DOH staff with the ability to print reports designed for MQA Enforcement, Inspections. Alleviated the need for additional LicenseEase (COMPAS) licenses for users who only needed LicenseEase (COMPAS) reports.

- Inspection Reporting System is a web-based, front end GUI interface built using ASP, which interfaces with the Crystal Reports server, and the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS) datamart. The datamart is a non-transactional database designed for reporting. The data is a replica of LicenseEase (COMPAS) production and is created by way of Oracle's streaming replication technology. In normal operating circumstance, the date stamp on the datamart is only seconds in difference from the production database
- Data is retrieved from the LicenseEase (COMPAS) Datamart, and displayed to the end user in a Crystal Report

NPDB Data Review System:

This Intranet system provides DOH staff a licensure system interface to NPDB (National Practitioner Data Bank) enabling import/export of licensee data required for the NPDB screening process. A review component of the interface enables data comparison between licensure system information and violations information returned from NPDB.

- NPDB Data Review System is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Data is retrieved from the LicenseEase (COMPAS), and displayed to the end user

FDLE Data Review System:

This Intranet system provides DOH staff a licensure system interface to FDLE (FL Dept of Law Enforcement) enabling import/export of licensee data required for the FDLE criminal background screening process. A review component of the interface enables data comparison between licensure system information and information returned from FDLE.

- FDLE Data Review System is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Data is retrieved from the LicenseEase (COMPAS), and displayed to the end user

MQA LicenseEase (COMPAS) – FLAIR Interface:

Manages the daily financial transaction export from LicenseEase (COMPAS) to FLAIR. Interface is manually executed by IT staff.

- LicenseEase (COMPAS) – FLAIR Interface system is a front end GUI interface VB Desktop Application

MQA Customer Functional Directory:

This Intranet system helps MQA serve customers by providing an online index of all MQA units, basic service information, job functions, and employees responsible for each job function.

- Customer Functional Directory is a web-based, front end GUI interface built using ASP which interfaces with the SQL Server database
- Does not have an interface with LicenseEase (COMPAS); however this application provides link to other online MQA Services applications, and there could be changes involved to the links as part of the VR upgrade

Web Services:

For additional information regarding web services, please see spreadsheet of internal/external interfaces.

MQA AHCA Criminal Background Screening Web Services:

HB 943 (2012) created the Care Provider Background Screening Clearinghouse under the Agency for Health Care Administration (AHCA) which provides for specified agencies to share results of criminal history checks. This bill also created s. 456.0135 F.S., which allows DOH to retain fingerprints for professions already required to undergo a criminal history check at initial licensure (medical doctors, osteopathic physicians, chiropractic physicians, podiatrists, advanced registered nurse practitioners and certified nursing assistants). The intent of this bill is to reduce costs to the applicant associated with background screenings and to reduce duplicative background screenings amongst agencies. Data that is received through the web service is uploaded into the Licensing and Enforcement database and available for staff to review and process applications for licensure.

MQA Public Licensure Information Web Service:

The SERVFL system is a new application sponsored by the Office of Public Health Nursing. MQA coordinated with this office, the Project Management Office, and CFI (vendor of the FEHVR application) to develop a web service that allows the SERVFL system to look up licenses in the LicenseEase (COMPAS) database for verification purposes. Practitioners can

register as a volunteer using the SERVFL website and then their license is automatically verified against LicenseEase (COMPAS). The SERVFL system continues to verify each volunteer every 30 days so they can pick up changes in license status. In cases of emergency or disaster, the SERVFL system will organize teams of volunteers and do a final verification against the LicenseEase (COMPAS) database before deployment of practitioners.

Prescription Drug Monitoring Program (PDMP) Web Service:

The web service is established by the DOH for use by the PDMP to automate the license verification process. The PDMP will call the web service, passing identifying criteria for a practitioner, and the web service will return a verification code to indicate if there is a match or not. This will eliminate the manual verification workload that is being performed by staff currently.

5.1.2.Strategic Information Technology Direction

The Department has identified the following as the strategic direction for Information Technology:

- Incorporate real-time renewal processing
- Implement cost effective approach in provisioning a redundant high available solution
- Incorporate cloud services where appropriate and in compliance with HIPAA and security best practices
- Follow Software Development Life Cycle including FIPS publication 199 and FIPS publication 200
- Limit manual processes
- Integrate external customer self-service through public interface
- Incorporate document and workflow change management into the business processes
- Evaluate enterprise information system integration with similar Department solutions
- Implement a flexible platform to accommodate legislative and policy changes

5.2. Proposed Solution Description

The proposed solution is to modernize MQA by upgrading from LicenseEase (COMPAS) Version 4 to Versa:Regulation 2.5 and upgrading the related infrastructure that is or is close to being unsupported. The costs of the project will include not only the upgrade to Versa:Regulation and the infrastructure cost, but will also include system integrator and PMO related costs. Part of the need for the system integrator and PMO is to support MQA who currently does not have the staff capacity to 100% dedicate to the transformation efforts. DBPR performed a similar effort, but had the ability to dedicate some of the staff and did not implement automated workflow, so their cost to upgrade was less than what is being proposed for MQA.

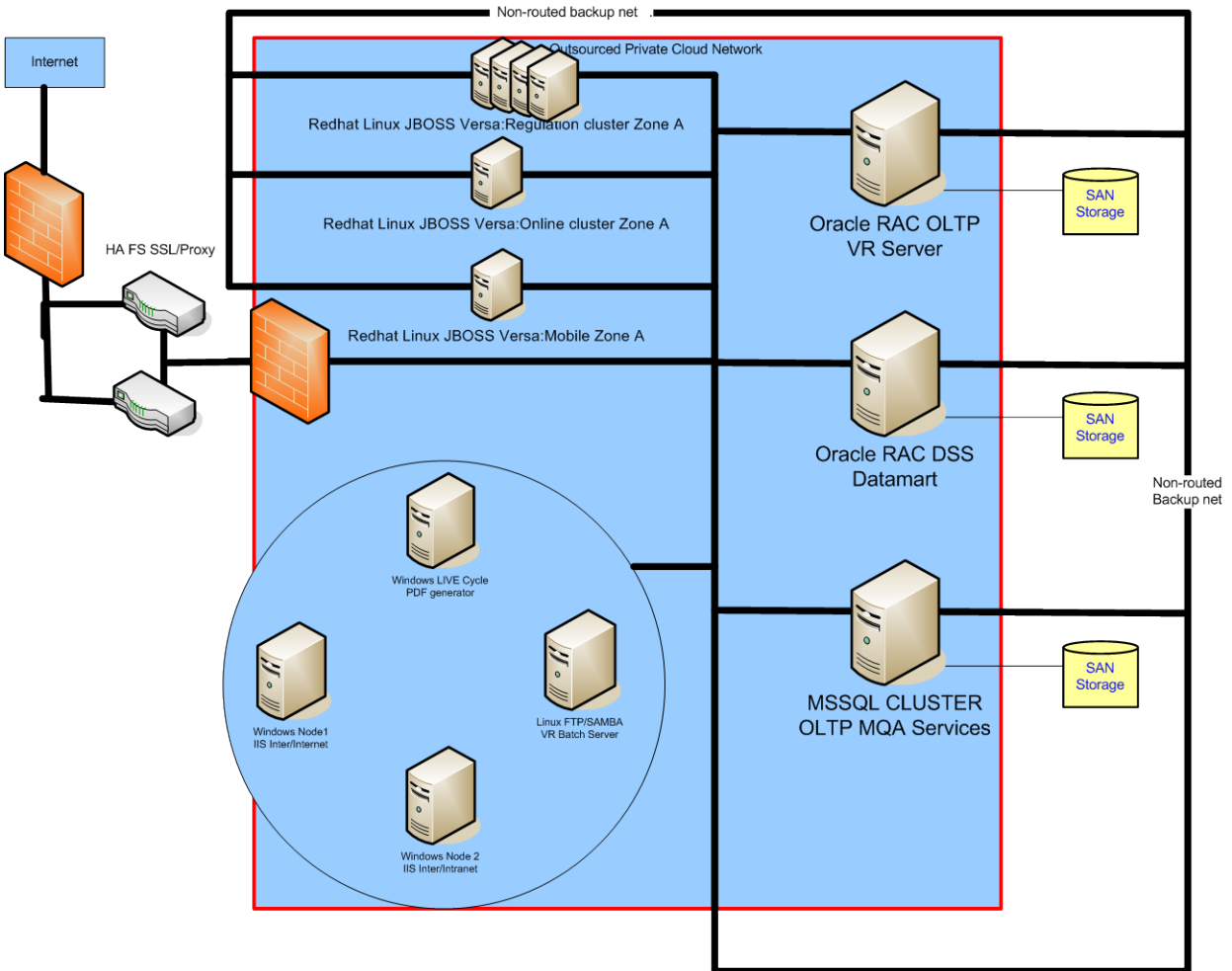


Figure 5-7 – Proposed System Architecture

More information on the proposed solution can be found in the “Analysis of Alternatives” section of this document.

5.3. Capacity Planning

Capacity Planning involves planning, measuring and monitoring of system capacity in support of delivering a service. When implemented correctly, a well-maintained Capacity Plan allows an enterprise to manage system costs tightly by capitalizing on the just-in-time availability of hardware. A focus on capacity planning will ensure an appropriate use of resources and sufficient capability is available in time to meet production workload needs.

For purposes of the MQA Transformation project, the vendor (Iron Data) for the proposed solution (Versa:Regulation) in conjunction with IT and the SSRC have reviewed the current environment, issues associated with the current environment, requirements for the upgraded solution, and the following transaction volumes to extrapolate the necessary infrastructure to effectively support MQA and its needs. A copy of the estimated infrastructure needs can be found in Appendix B of this document.

Online Sales & Logins

Fiscal Year	Logins	Total Online Sales Transactions	Online Renewals	Initial Application	Other Sales transactions	Total Amount of Online Transactions	Online Renewals	Initial Application	Other Sales Transactions
FY 2007 - 2008	424,551	280,039	257,163	7,390	15,486	\$42,268,141	\$38,644,014	\$1,537,653	\$2,086,474
FY 2008 - 2009	690,992	270,913	247,244	14,617	9,052	\$35,928,232	\$32,643,635	\$3,008,620	\$275,977
FY 2009 - 2010	1,353,519	370,463	324,380	36,849	9,234	\$58,341,023	\$51,245,418	\$6,856,995	\$238,610
FY 2010 - 2011	1,363,178	374,351	326,586	37,373	10,392	\$45,332,553	\$45,332,553	\$5,965,822	\$491,233
FY 2011 - 2012	1,531,101	422,703	366,432	44,322	11,949	\$63,600,010	\$55,552,489	\$7,699,183	\$348,338
FY 2012 - 2013	1,864,871	426,990	364,817	49,418	12,755	\$49,905,798	\$39,735,626	\$9,862,952	\$307,220
Notes:									
Source - MQA Services									
Online Renewals includes regular renewals and delinquent renewals									
Other Sales transactions include duplicate licenses, license certification, CD orders of license data and one time fee assessments.									
License Certification and CD orders of license data do not require a login to MQA services									

Figure 5-8 - Historical Transaction Volumes

Historical Licensees per FTE									
	FY04-05	FY05-06	FY06-07	FY07-08	FY08-09	FY09-10	FY10-11	FY11-12	FY12-13
Practitioner	889,326	1,017,772	831,131	863,975	905,237	971,265	1,016,028	1,059,958	1,091,306
Establishment	18,849	18,543	20,116	19,813	21,371	22,031	24,359	23,809	25,286
Total Licensees	908,175	1,036,315	851,247	883,788	926,608	993,296	1,040,387	1,083,767	1,116,592
FTE	561.5	575.5	575.5	596.5	600.5	609.5	609.5	608.5	600
Licensees per FTE	1,617	1,801	1,479	1,482	1,543	1,630	1,707	1,781	1,861

Figure 5-9 - Historical Licensees per FTE

5.4. Analysis of Alternatives

This section describes the analysis of alternative approaches considered for modernizing the MQA environment. Four options are presented: Status Quo with Windows 7 Workaround, Upgrade Backend Infrastructure Only, Procure New Licensing Software and Upgrade Infrastructure, and Upgrade LicenseEase (COMPAS) to Versa:Regulation and Upgrade Infrastructure.

To conduct the alternatives analysis the following steps were performed:
Identified and defined a list of potential alternative system implementation methods.

- Developed high-level business and technical requirements that the new system must be capable of addressing
- Established a set of uniform evaluation criteria against which each alternative was measured
- Evaluated each of the alternatives through the application of the evaluation criteria
- Determined the best alternative for the Department

5.4.1. Alternative 1 – Status Quo with Windows 7 Workaround (Not Recommended)

For this alternative, the current processes would be utilized, using the existing LicenseEase (COMPAS) system and infrastructure and a work-around would be utilized to overcome to allow for LicenseEase (COMPAS) to be used with Windows 7. This option is essentially the option to simply “live” in the current environment.

The following depicts the changes made/not made to the software and infrastructure for this alternative:

Hardware / Software Element	Current Issue	Change Made or Not Made
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Hardware / Software Element	Current Issue	Change Made or Not Made
LicenseEase (COMPAS) Version 4	Will be unsupported after December 31, 2013. Vendor is no longer making enhancements	Not Upgraded
Sun Servers	Will be out of support on June 30, 2013	Not Upgraded
Oracle Database 10.2.0.5 10gR2	Was originally released in July 2005. Premier support lasted through July 2010 and extended support ends in July 2013. It will not be supported beyond this date	Not Upgraded
Oracle App Server 10.1.2	Premier support expired December 2011. It is believed support for this will end in the next year or so	Not Upgraded
J-Initiator	No longer supported. Backend software used to generate letters in LicenseEase (COMPAS)	Not Upgraded
Windows XP Workstation	Will be out of support in April 2014	Upgraded to Windows 7 and configured with work around involving installation of in-house developed specific .dll allowing desktop to work with unsupported J-Initiator

Table 5-6 – Alternative 1 Hardware / Software Impacts

LicenseEase (COMPAS) relies on software from Sun called J-Initiator allowing a web-enabled Oracle Forms client application to be run inside a web browser. Windows 7 desktop clients are certified only with the native Sun Java Runtime Engine (JRE). Oracle J-Initiator was built on top of Java 1.3. Java 1.3 is no longer supported by Sun and is not compatible with Windows 7. Sun has no plans to certify Oracle J-Initiator with Windows 7. The workaround is to replace a file in J-Initiator with an updated version, which will then allow LicenseEase (COMPAS) to work on Windows 7. This workaround is not supported by Sun.

The advantages and disadvantages for this option include:

Advantages	Disadvantages
------------	---------------

Advantages	Disadvantages
<ul style="list-style-type: none"> • Will allow use of LicenseEase (COMPAS) to continue • Lowest cost and level of effort alternative 	<ul style="list-style-type: none"> • LicenseEase (COMPAS) will no longer be supported after December 31, 2013 • Does not address other unsupported elements of the software / hardware infrastructure • Uses “work-arounds” which the business would like to avoid as much as possible • Work-around itself would not be a supported feature either • Risk of an unrecoverable catastrophic failure remains with this option due to the unsupported hardware and software that would still be in place • MQA would be out of alignment with other state agencies who have installed or upgraded to Versa:Regulation

Table 5-7 – Alternative 1 Advantages & Disadvantages

5.4.2. Alternative 2 – Upgrade Backend Infrastructure Only (Not Recommended)

For this alternative, the current processes would be utilized; using the existing LicenseEase (COMPAS) system and the backend architecture would be upgraded.

The following depicts the changes made/not made to the software and infrastructure for this alternative:

Hardware / Software Element	Current Issue	Change Made or Not Made
LicenseEase (COMPAS) Version 4	Will be unsupported after December 31, 2013. Vendor is no longer making enhancements	Not Upgraded
Sun Servers	Will be out of support on June 30, 2013	Upgraded
Oracle Database 10.2.0.5 10gR2	Was originally released in July 2005. Premier support lasted through July 2010 and extended support ends in July 2013. It will not be supported beyond this date	Upgraded
Oracle App Server 10.1.2	Premier support expired December 2011. It is believed support for this will end in the next year or so	Upgraded
J-Initiator	No longer supported. Backend software used to generate letters in LicenseEase (COMPAS)	Upgraded to JRE
Windows XP Workstation	Will be out of support in April 2014	Upgraded to Windows 7 and JRE to match server

Table 5-8 – Alternative 2 Hardware / Software Impacts

The advantages and disadvantages for this option include:

Advantages	Disadvantages
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Advantages	Disadvantages
<ul style="list-style-type: none"> Addresses other unsupported elements of the software / hardware infrastructure 	<ul style="list-style-type: none"> LicenseEase (COMPAS) will no longer be supported after December 31, 2013 Iron Data has stated there is an issue with compatibility between JRE and LicenseEase (COMPAS) Requires installing JRE on same server as server used to compile custom development necessary to support LicenseEase (COMPAS). IT has expressed serious concerns around server being shared with JRE and possible impact to integrity and stability of the development environment Risk of an unrecoverable catastrophic failure remains with this option due to LicenseEase (COMPAS) being unsupported and possible issues with JRE and License Issues and JRE and the development server MQA would be out of alignment with other state agencies who have installed or upgraded to Versa:Regulation

Table 5-9 – Alternative 2 Advantages & Disadvantages

5.4.3. Alternative 3 – Procure New Licensing Software and Upgrade Infrastructure (Not Recommended)

This option replaces LicenseEase (COMPAS) with a new Licensing system from a new vendor. Just as with the upgrade to Versa:Regulation, this option would require upgrading the supporting infrastructure as well.

The following depicts the changes made/not made to the software and infrastructure for this alternative:

Hardware / Software Element	Current Issue	Change Made or Not Made
LicenseEase (COMPAS) Version 4	Will be unsupported after December 31, 2013. Vendor is no longer making enhancements	Retired and different and new licensing system implemented
Sun Servers	Will be out of support on June 30, 2013	Upgraded
Oracle Database 10.2.0.5 10gR2	Was originally released in July 2005. Premier support lasted through July 2010 and extended support ends in July 2013. It will not be supported beyond this date	Upgraded
Oracle App Server 10.1.2	Premier support expired December 2011. It is believed support for this will end in the next year or so	Upgraded

Hardware / Software Element	Current Issue	Change Made or Not Made
J-Initiator	No longer supported. Backend software used to generate letters in LicenseEase (COMPAS)	Upgraded to JRE or replaced
Windows XP Workstation	Will be out of support in April 2014	Upgraded to Windows 7

Table 5-10 – Alternative 3 Hardware / Software Impacts

As part of this option, MQA would need to go through an extensive selection process and would be required to redefine all requirements to ensure functionality realized in the LicenseEase (COMPAS) environment in combination with the benefits that would have been expected with an upgrade to Versa:Regulation (Alternative 4.) In addition, the solution selection would not leverage the existing database structure or processes previously developed. The cost for this option is anticipated to be the highest. The cost to upgrade the backend infrastructure is expected to be the same for alternatives 2, 3, and 4 since all of these options upgrade the infrastructure, but this option adds additional cost for the additional elements and complexity required including:

- Data migration between dissimilar structures
- More detailed requirements gathering and design
- Additional change management with transition to completely new system

As part of the analysis of alternative 4, MQA performed a market scan and found several other options that could be available. The following chart best describes the pros and cons of the other available licensing solutions:

PRODUCT	FUNCTIONALITY USED										
	License Application	Enforcement	Renewals	Online Portal	Continuing Education	License Verification	Inspections	Document Imaging	Exams	Coresponse	Related License
License2000	✓	✓	✓	✓		✓	✓			✓	
GL Suite	✓	✓	✓	✓		✓				✓	✓
CAVU	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓
License2000 - My License Suite	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
License2000 and Pearson VUE PULSE			✓	✓	✓	✓	✓				
Versa:Regulation Suite	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CSDC, Inc. AMANDA	✓	✓	✓	✓		✓	✓	✓		✓	✓
ALMS - Maine	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Utah Interactive - NIC Inc.	✓		✓	✓	✓	✓					

Figure 5-10 – Market Scan of Licensure Systems

License 2000 - License 2000 is a rules-based, commercial-off-the-shelf (COTS) application with a proven track record of success. License 2000 provides regulatory agencies with an end-to-end credentialing management solution integrating application processing, licensee administration, enforcement management (complaint, compliance, and rehabilitation), examination tracking and scheduling, reporting, and automated renewal processing.

GL Suite - GL Suite is a browser-based, commercial off-the-shelf (COTS) software system that handles all aspects of government regulation and licensing. GL Suite is easy to use, configurable, and tailored to customer needs.

CAVU - (Purchased by IronData in 2010) - CAVU is a highly-secure, Web-based commercial-off-the-shelf (COTS) solution that is ideally suited for agencies that prefer cost effective Microsoft technology and a SQL Server database. It is designed to meet the diverse needs of regulatory agencies of all sizes, from single autonomous boards to multi-board agencies and large centralized departments.

License2000 - My License Suite - MyLicense Office is the next generation of the License 2000 product family re-architected as a three tier (n-tier) application. MyLicense Office is an end-to-end system for regulation management that combines all of an Department’s licensing and enforcement functions into an integrated solution.

PULSE is Pearson VUE’s Uniform Licensing Solution for E-Government—a multiboard licensing and certification management system that helps agencies streamline their processes, maximize efficiencies, and minimize cost. PULSE provides complete beginning-to-end processing that streamlines your Department’s examination, application, licensing, renewal, enforcement, and compliance operations.

AMANDA is a web-based commercial-off-the-shelf (COTS) product that enables business process automation for local, county, state and provincial government agencies. Its flexible and configurable design provides an ideal platform for configuring powerful licensing, permitting, planning, compliance, and courts justice solutions.

NIC is the nation’s leading provider of official government web sites, online services, and secure payment processing solutions. The NIC family of companies provides eGovernment solutions for more than 3,000 federal, state, and local agencies that serve 97 million people in the United States.

A recent implementation in California for a brand new system installation (as opposed to an upgrade) had a total price tag of over \$53.5 million. Although the scope varies to some degree, the cost alone provides an indicator of how much a new installation would cost compared to an upgrade of the existing solution..

The advantages and disadvantages for this option include:

Advantages	Disadvantages
<ul style="list-style-type: none"> • Addresses other unsupported elements of the software / hardware infrastructure • Risk of unrecoverable catastrophic failure is minimized 	<ul style="list-style-type: none"> • Additional cost (over Alternative 4) would be realized because of data migration, more detailed requirements and design efforts, and additional change management • MQA would be out of alignment with other state agencies who have installed or upgraded to Versa:Regulation • Alternatives with the most project risk

Table 5-11 – Alternative 3 Advantages & Disadvantages

5.4.4. Alternative 4 – Upgrade LicenseEase (COMPAS) to Versa:Regulation and Upgrade Infrastructure (Recommended)

This option upgrades LicenseEase (COMPAS) version 4 to Versa:Regulation. Versa:Regulation is the upgrade to LicenseEase (COMPAS) offered by the vendor. In addition, this option would also include upgrading the supporting infrastructure as well.

The following depicts the changes made/not made to the software and infrastructure for this alternative:

Hardware / Software Element	Current Issue	Change Made or Not Made
LicenseEase (COMPAS) Version 4	Will be unsupported after December 31, 2013. Vendor is no longer making enhancements	<i>Upgraded</i> to Versa:Regulation
Sun Servers	Will be out of support on June 30, 2013	Upgraded
Oracle Database 10.2.0.5 10gR2	Was originally released in July 2005. Premier support lasted through July 2010 and extended support ends in July 2013. It will not be supported beyond this date	Upgraded
Oracle App Server 10.1.2	Premier support expired December 2011. It is believed support for this will end in the next year or so	Upgraded
J-Initiator	No longer supported. Backend software used to generate letters in LicenseEase (COMPAS)	No longer required
Windows XP Workstation	Will be out of support in April 2014	Upgraded to Windows 7

Table 5-12 – Alternative 4 Hardware / Software Impacts

As part of this option, MQA would be able to leverage the requirements and modifications made to LicenseEase (COMPAS) and the data structures are expected to be 90% the same between the current LicenseEase (COMPAS) and the Versa:Regulation systems. In addition, the upgrade offers desired additional functionality around workflow, online, and mobile inspections. The cost for this option would be less than Alternative 3 due to the following:

- Data migration is between structures 90% the same (per the vendor)
- Data migration between dissimilar structures
- More detailed requirements gathering and design
- Additional change management with transition to completely new system

The advantages and disadvantages for this option include:

Advantages	Disadvantages
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<ul style="list-style-type: none"> • Addresses other unsupported elements of the software / hardware infrastructure • Risk of unrecoverable catastrophic failure is minimized • Less cost option than procuring completely new and different licensure system • Data migration and business should be significantly easier than Alternative 3 • MQA would be in alignment with other state agencies who have installed or upgraded to Versa:Regulation 	<ul style="list-style-type: none"> • Still more expensive than alternatives 1 & 2 • More project risk than alternatives 1 & 2
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Table 5-13 - Alternative 4 Advantages & Disadvantages

5.4.5. Assessment Process

Six evaluation criteria were used to evaluate the alternatives, based on key objectives for. The following sections outline the evaluation criteria, criteria weighting, and criteria scoring used to determine the “best business solution alternative” for the development of the MQA Transformation effort.

Evaluation Criteria	
Criteria	Factors
1. Reduction in Time for License Issuance	<ul style="list-style-type: none"> • Meets goal/legislative mandate to reduce time to issue license
2. Addresses Software / Hardware Support / End-of-Life Issues	<ul style="list-style-type: none"> • Addresses issues with front end and back end software and hardware that is or is nearly unsupported • Mitigates risk of unrecoverable catastrophic system failure
3. Ease of Implementation	<ul style="list-style-type: none"> • Difficulty in transition to new system
4. Cost	<ul style="list-style-type: none"> • Project costs • Affordability • Feasibility • Expected changes in operations and maintenance costs • Benefits, ROI and payback period

Evaluation Criteria	
Criteria	Factors
5. Project Risk	<ul style="list-style-type: none"> • Cost – potential that the project will exceed defined budgetary constraints • Schedule – potential that the project timeline will be exceeded • Resources – potential that necessary staff will not be available or may be reassigned after project initiation • Scope – potential that the baseline project requirements will be exceeded • Technology – potential that the chosen technology platform will become obsolete or unsupported prior to the solution achieving its desired results • Organizational – potential that the project will not receive internal/external support to the extent necessary to achieve a successful outcome • Goals – potential that the project will not achieve its stated purposes • Resistance – potential that the solution will be unacceptable to the end users

Table 5-14 – Alternative Evaluation Criteria

5.4.6. Evaluation Weighting Criteria

Each of the five criteria was weighted for overall strategic importance to MQA. The justification and weighting can be found in the table below.

Criteria Weighting Factors		
Criteria	Weighting	Factors
1. Reduction in Time for License Issuance	40	Extent as to how much time is reduced for issuing licenses to medical practitioners
2. Addresses Software / Hardware Support / End-of-Life Issues	20	Extent to how much the issues are addressed with software and infrastructure being at the end of their life
3. Ease of Implementation	10	Level of effort and difficult to implement the identified solution
4. Cost	20	The overall costs associated with procurement, application preparation (whether enhancement, development, or configuration), deployment, operations, and maintenance
5. Project Risk	10	The extent to which the alternative mitigates the perceived risks associated with the MQA transformation effort

Table 5-15 – Alternative Weighting Factors

5.4.7. Evaluation Scoring Criteria

A four-point scale was used to score each of the alternatives. Categorical scores for each alternative were determined by multiplying the evaluation scoring and the weighting factor to derive a total score for each criterion.

Scoring Scale	
Score	Criteria
0	The alternative does not enable or add value to MQA.
1	The alternative will provide some small value to MQA.
2	The alternative will provide significant value to MQA.
3	The alternative will provide maximum value to MQA.

Table 5-16 – Alternative Scoring Criteria

5.4.8. Scoring Results for the Four Alternatives

#	Categories	Weight	Alternative 1 Windows 7 Workaround		Alternative 2 Backend Infrastructure Upgrade		Alternative 3 Implement Different Licensing System		Alternative 4 Upgrade to Versa:Regulation	
			Score	Total	Score	Total	Score	Total	Score	Total
1	Reduction in Time for License Issuance	25	0	0	0	0	3	75	3	75
2	Addresses Software / Hardware Support / End-of-Life Issues	25	0	0	1	25	3	75	3	75
3	Ease of Implementation	20	3	60	1	20	1	20	2	40
4	Cost	20	3	60	2	40	0	0	1	20
5	Project Risk	10	3	30	2	20	1	10	2	20
				150		105		180		230

Figure 5-11 – Alternative Scoring Results

5.4.9. Scoring Results Explained

Rationale for each score is provided for each alternative below.

Alternative 1 – Windows 7 Workaround		
Criteria	Score	Rationale
1. Reduction in Time for License Issuance	0	Because this option continues to use batch processing, does not utilize automated workflow, and does not enhance provide tablets for all inspectors, this option is not anticipated to reduce the time it takes to license a medical professional.
2. Addresses Software / Hardware Support / End-of-Life Issues	0	The only software being updated in this option is Windows. The LicenseEase (COMPAS), backend systems and infrastructure are not upgraded. This alternative does not deal with the risk of a unrecoverable catastrophic failure.

Alternative 1 – Windows 7 Workaround		
Criteria	Score	Rationale
3. Ease of Implementation	3	As the patch has already been developed, implementation for this option should be easy. The option still needs to be tested, but then would just require installing the .dll on the client machines.
4. Cost	3	There is virtually no cost with this option as IT has already developed the solution. There could be some minimal costs associated with the time it takes the staff to fully test and deploy the solution.
5. Project Risk	3	Because the solution is relatively simple and low cost, there is not expected to be any material amount of risk associated with this effort.

Table 5-17 – Alternative 1 Scoring Rationale

Alternative 2 – Backend Infrastructure Upgrade		
Criteria	Score	Rationale
1. Reduction in Time for License Issuance	0	Because this option continues to use batch processing, does not utilize automated workflow, and does not enhance provide tablets for all inspectors, this option is not anticipated to reduce the time it takes to license a medical professional.
2. Addresses Software / Hardware Support / End-of-Life Issues	1	With this alternative, the backend infrastructure is upgraded, but the alternative does not upgrade LicenseEase (COMPAS) which will be out of support after December 31, 2013. This alternative does not fully deal with the risk of an unrecoverable catastrophic failure. It could actually make it worse as there are known compatibility issues with JRE and LicenseEase (COMPAS). In addition, there are concerns with JRE and it running on the development server.
3. Ease of Implementation	1	The actual upgrade of the hardware should not be a difficult undertaking, but it is very possible difficulties would arise due to the incompatibility of JRE and LicenseEase (COMPAS) as well as the possible issues with JRE and the development environment.
4. Cost	2	This cost of this option would be the same cost for the infrastructure upgrade for alternatives 3 & 4. This option is less expensive, however, as it does not require upgrading or replacing the licensing system.
5. Project Risk	2	The reasons for this score are essentially the same as “Ease of Implementation”. The actual upgrade of the hardware should not be a difficult undertaking. There is some level of project risk for this option around timeline as due to the incompatibility of JRE and LicenseEase (COMPAS) as well as the possible issues with JRE and the development environment.

Table 5-18 – Alternative 2 Scoring Rationale

Alternative 3 – Implement Different Licensing System		
Criteria	Score	Rationale
1. Reduction in Time for License Issuance	3	Option should provide for real-time processing, should utilize automated workflow, and should put tablets in the hands of all inspectors. As a result, there should be a reduction in the time for licenses to be issued to medical professionals.
2. Addresses Software / Hardware Support / End-of-Life Issues	3	This option upgrades all necessary software and hardware to a supported state. As a result, it addresses the current risk of an unrecoverable catastrophic system failure.
3. Ease of Implementation	1	This is anticipated to be the most difficult implementation of the identified alternatives. This would require a potentially difficult data mapping and migration exercise. In addition, current requirements and design could not be leveraged resulting in the need to perform full requirements and design sessions. Furthermore, this alternative provides for more difficult change management as the entire face and backend of the system would be different than the current LicenseEase (COMPAS) solution.
4. Cost	0	Because this alternative is essentially a complete replacement, it is the highest cost alternative.
5. Project Risk	1	This alternative brings in a new vendor with potentially new technology. The same project risks with any brand new solution would exist with this alternative. New implementations often bring greater risk of timeline and cost slippage due to project difficulties.

Table 5-19 – Alternative 3 Scoring Rationale

Alternative 4 – Upgrade to Versa:Regulation		
Criteria	Score	Rationale
1. Reduction in Time for License Issuance	3	Option should provide for real-time processing, should utilize automated workflow, and should put tablets in the hands of all inspectors. As a result, there should be a reduction in the time for licenses to be issued to medical professionals.
2. Addresses Software / Hardware Support / End-of-Life Issues	3	This option upgrades all necessary software and hardware to a supported state. As a result, it addresses the current risk of an unrecoverable catastrophic system failure.
3. Ease of Implementation	2	Because this is an upgrade, the backend data structure between LicenseEase (COMPAS) and Versa:Regulation is estimated be 90% the same. This simplifies the transition to the new system dramatically over alternative 3. In addition, existing functionality can be leveraged for requirements and design of the new solution. This said, this alternative is certainly going to be more difficult than alternative 1 and alternative 2 is a component of this option.
4. Cost	1	The costs associated with this option would be less than alternative 3 but would be more than the other two options due to the elements mentioned in “Ease of Implementation”.
5. Project Risk	2	This alternative leverages a known software vendor as it is the same vendor as the current solution. This brings a level of knowledge on how migration should take place that is not available with alternative 3. It does have more complexities and moving parts than alternatives 1 & 2 so there is more project risk associated with this alternative.

Table 5-20 – Alternative 4 Scoring Rationale

5.4.10. Technology Recommendation

The Feasibility Study process has concluded that it is in the best interest of MQA to proceed with the upgrade of LicenseEase (COMPAS) version 4 to Versa:Regulation 2.5. This option addresses the mandate for reducing time to license medical professionals, addresses the aging and largely unsupported software and infrastructure, and leverages existing data structure and business processes and from a cost perspective makes the most sense. The other alternatives considered either do not sufficiently address the critical issues MQA is facing or would significantly increase the cost and risk associated to get to a place where MQA needs to be.

Additional advantages of upgrading from LicenseEase (COMPAS) to Versa:Regulation include:

- Real-time system. Includes real-time connection to online payments through interface for Florida ePay interface (payment service provider.) Issue with licenses not being approved until funds have physically been deposited would be corrected
- Ability to leverage new functionality with Versa:Mobile and Versa:Online (included with Versa:Regulation upgrade)
- Automated workflow. As mentioned before this is probably the single biggest improvement associated with the upgrade and will be a key contributor to reaching the Governor's and MQA's goals for the time it takes to license medical professionals
- Not requiring Java to be installed
- Ability to expand online services through configuration (instead of custom develop as required in today's environment)
- Ability to pull images from database as system integrates who imaging solution into one. Images are available real-time
- Because MQA would no longer "own" the code, regular upgrades would be included as part of the solution
- Database schema is 90% the same as LicenseEase (COMPAS)
- Technology alignment with other state licensing agencies including the potential for a common back-office for these agencies

6. Project Management Planning Component

6.1. Project Charter

Purpose: *To document the agreement between a project’s customers, the project team, and key management stakeholders regarding the scope of the project and to determine when the project has been completed. It is the underlying foundation for all project related decisions.*

****Note:** *The following project charter is a draft. The final version will be completed after a vendor has been selected through procurement. MQA and the selected vendor will negotiate the final scope, deliverables, delivery dates, and milestones required for the MQA Transformation project.*

The signed project charter is included as part of the Operational Work Plan in Appendix E.

6.1.1. Project Executive Summary

The Florida Department of Health, through its Division of Medical Quality Assurance (MQA), determines whether health care practitioners meet minimum licensure requirements. Currently, Florida has over 1,126,122 licensed health care practitioners. The division, in conjunction with 22 boards and 6 councils, is responsible for regulatory activities of 200-plus license types in more than 41 health care professions and 8 types of facilities. MQA's three key business processes are licensure, enforcement and information as depicted in Figure 6-1.

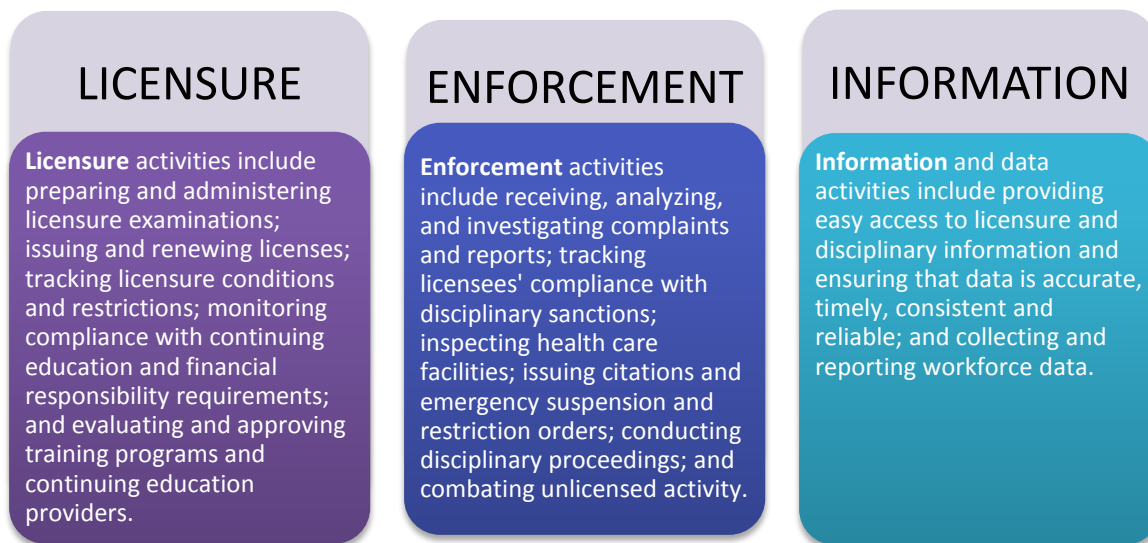


Figure 6-1 – MQA Key Business Processes

The Division of Medical Quality Assurance (MQA) is established under section 20.43(3)(g), F.S., to regulate health care practitioners for the preservation of the health, safety, and welfare of the public. The following boards and professions are established to carry out this charge:

- Board of Acupuncture
- Board of Medicine
- Board of Osteopathic Medicine
- Board of Chiropractic Medicine
- Board of Podiatric Medicine.
- Naturopathy
- Board of Athletic Training
- Board of Orthotists and Prosthetists
- Electrolysis Council
- Board of Massage Therapy
- Board of Clinical Laboratory Personnel

- Board of Optometry
- Board of Nursing
- Council on Certified Nursing Assistants
- Board of Pharmacy
- Board of Dentistry
- Council of Licensed Midwifery
- Board of Speech-Language Pathology and Audiology
- Board of Nursing Home Administrators
- Board of Occupational Therapy
- Board of Respiratory Care
- Advisory Council of Medical Physicists
- Board of Opticianry
- Board of Hearing Aid Specialists
- Board of Physical Therapy Practice
- Board of Psychology
- School Psychologists
- Board of Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling
- Emergency Medical Services Advisory Council
- Dietetics and Nutrition Practice Council

At the end of FY 2011-12, MQA licensed, registered, or certified 1,083,767 health care practitioners, 23,809 facilities and establishments, and 48,330 continuing education providers. 100,958 initial license applications were received and 94,761 new licenses issued.

Last fiscal year, MQA licensed, registered, or certified 1,126,122 healthcare practitioners and 24,294 facilities and establishments. 102,860 initial license applications were received and 87,554 new licenses were issued. 92.32% of the 410,369 licenses renewed were renewed using the online renewal system.

MQA's current licensing system, LicenseEase (COMPAS), is rapidly approaching the end of its software life. MQA is a long time user of LicenseEase, which was implemented in 2003 as an upgrade to the original 1994 PRAES system. The design, build, and implementation of the Versa commercial off-the-shelf (COTS) product, LicenseEase, created an enterprise licensing solution for MQA and replaced 4 legacy licensing systems in use at the time. This comprehensive system supports the Division's application processing, licensing, permitting, enforcement, discipline, and compliance functionalities. MQA has invested heavily in staff training and business processes that have made the system a success.

The current version of the LicenseEase software will soon no longer be supported. As with any software solution, over the past 10 years Versa (which was purchased by Iron Data Solutions, LLC, in January 2010) has dramatically improved the software's capabilities and functionalities. The enhanced licensing and regulation product is known as Versa:Regulation. The Iron Data's Versa product suite also offers Versa:Online to support online services and Versa:Mobile to support mobile inspections on tablets.

Finally, upgrades to the technical infrastructure, which will allow real-time renewal processing and other business efficiencies, will require additional expenditures to MQA. The managed service costs for four environments (Development, Quality Assurance, Production and Disaster Recovery, will be as follows:

-
- One-time Oracle and SQL Server License costs: \$ 331,337
- One-time Disaster Recovery Cloud setup costs \$40,084.00
- Recurring annual Oracle maintenance: \$12,456.11
- FY13-14 maintenance costs \$119,320.08
- Recurring annual maintenance costs \$549,537.00

MQA is now embarking on a major project to modernize the current licensing and regulatory system and enhance the capabilities to better serve the citizens of the State of Florida. To accomplish this major business modernization effort MQA will upgrade the current LicenseEase (COMPAS) system to Versa:Regulation, install Versa:Online and Versa:Mobile. MQA's intent is to upgrade to Versa:Regulation and Versa:Mobile during FY 2013-2014 with full implementation by the second quarter of FY 2014-15. Versa:Online would be fully implemented by the second quarter of FY 2015-16. Although in-house resources will be devoted to this project, a Legislative Budget Request for a special appropriation is necessary to fund the total systems integration costs associated with this much needed licensing/regulation modernization effort.

6.1.2. Project Overview and Purpose

The project outlined in this feasibility study not only sets out to deliver an enhanced licensing and regulatory system by upgrading the current LicenseEase system but also to enrich the capabilities available to the citizens of Florida by installing an enhanced online portal component and utilizing a more cost effective tablet-based mobile solution for conducting field inspections.

6.1.3. Project Objectives

The primary objectives of the MQA Transformation project are to:

- Replace the existing infrastructure that has reached its end of life and expand on the existing architecture. Currently, MQA has one database server, one application server, and one internet server to support the LicenseEase system and web based services. The current architecture is minimal and does not offer redundancy, reaches performance peaks, and requires weekly scheduled downtime in order to perform maintenance and promote system changes
- Implement workflow functionality available on the Versa:Regulation package and configure for each profession
- Implement Versa:Online and configure online applications for licensure for each profession
- Implement Versa:Mobile and configure professions to have the ability to conduct mobile inspections on tablets
- Complete the project in multiple phases reducing the risk of MQA SME resource contention and take advantage of the enhanced licensing and regulatory capabilities early on in the project
- Review backlog of change requests and enhancements pending for the current LicenseEase system and determine which requests are still needed, what functionality exists in the Versa:Regulation product, and any enhancement requests that will need to be incorporated into the Versa:Regulation upgrade
- Leverage existing Oracle database technology investment and knowledge
- Move to a product that is fully web-based and at the early stages of its product life cycle
- Take advantage of new functions and features that have been developed within the Versa licensing and regulation product suite over the past 10 years
- Benefit from future enhancements available only with current levels of Versa products
- Manage the risk of a significant upgrade with current staff resources, knowledge, and skills
- Stay with a trusted partner that knows and supports MQA's business processes
- Preserve the major investment in MQA's existing database structures and efficient

- business processes
- Leverage the existing knowledge of staff resulting in minimal training necessary because the system approach and database design are upwards compatible to LicenseEase
- Provide better customer service to the citizens of Florida

6.1.4. Project Scope

Upon receipt of budget approval, a Request for Quote (RFQ) will be prepared and disseminated to elicit responses from capable providers with relevant experience in Versa licensing systems upgrades and modernizations (workflow) on systems using LicenseEase (COMPAS).

The project will re-engineer existing business processes with a focus on using the licensing COTS functionality out-of-the-box. This means that the conversion will be more of a migration that mitigates the risk and effort encountered in the last major licensing upgrade.

Tasks included in the scope of this project include:

- System architecture design
- Install and configure hardware & software systems to house the next generation of licensing and regulatory systems
- Upgrade Versa LicenseEase to latest version of Versa:Regulation
- Install and configure Versa:Online for access by the user community
- Install and configure Versa:Mobile existing stock of mobile devices
- Migration of both configuration and license data from the existing databases
- Conversion of all letter templates and reports
- Upgrade MQA's Datamart for compatibility with the Versa:Regulation schema
- Configure any new functionality as determined through the gap analysis efforts
- Integration testing to completely test all software components reliability with each other and with any external agencies
- User acceptance testing to include the development of test cases/scripts to validate all business and technical requirements are met
- Conduct performance testing to adhere to system performance requirements
- Provide workflow process re-engineering for specified business processes
- Project Management
 - The project lifecycle will include:
 - Project Initiation
 - Project Planning
 - Project Monitoring and Controlling
 - Project Execution
 - Project Closure
 - Overall Project Management responsibilities reside with the MQA Project Manager with the software and staff augmentation vendors, Iron Data and Accenture, being responsible for their respective resources and deliverables. The vendor Project Managers will communicate project status and other pertinent project information to the MQA Project Manager who in turn will report to the MQA Project Director.
 - Operations and maintenance planning
- Organizational Change Management (OCM)
 - Overall OCM responsibilities reside with MQA's Management Team with assistance from the MQA Project Manager.

- A “Train the Trainer” training approach for each of the functional components of the system The training materials and modules will be incorporated into the MQA training curriculum
 - Provide training for 650 users of the system in their areas of responsibility
- Independent Verification and Validation (IV&V) will be provided by a third party vendor and procured via either a Request for Quote or Statement of Work.

Items considered being Out of Scope:

- Anything not included in the Project Scope section of this document
- Items that need customization that are not part of the legacy system

6.1.5. Project Deliverables

Table 6-1 contains a list of project deliverables. The Deliverables below represent those that are associated with contract payments. These general deliverables will be coordinated and tracked utilizing the master project schedule and will be the overall responsibility of the MQA Project Manager. A complete list of deliverables are identified in the Operational Work Plan.

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Weekly and Monthly Project Status Reports	Weekly status reports provided to the MQA Project Manager from the vendor project managers and monthly status reports to the Executive Steering Committee	Reports must provide detailed information on overall project status, risks, issues, deliverables and milestones since last reporting period and be in the format found in Appendix E of the Operational Work Plan	MQA Project Manager / Iron Data Project Manager / Accenture Project Manager
Project Management	Provide management of all aspects of the project lifecycle	Provide project management skills, tools, and experience to drive the project to success	MQA Project Manager / Iron Data Project Manager / Accenture Project Manager
Project Schedule	Create baselined project schedule to manage tasks, resources, deliverables and payments	Successful and timely delivery of the project's tasks, deliverables and milestones	MQA Project Manager / Iron Data Project Manager / Accenture Project Manager
Technical Architecture Design	Documentation outlining the overall technical design of the project	Design must be documented and provide specifics of the design visually.	A/IT Applications Development Manager
Technical Architecture Design Consulting Quality Assurance Review	Staff augmentation vendor, Accenture, will provide evaluation and any recommendations to the Technical Architecture Design	Technical Architecture reviewed and deemed in line with project's architectural needs Recommendations must be categorized by priority and projected costs	Accenture Project Manager
Construction of Work Plan	Vendor construction of work plan and sub plans for documentation and quality for the Accenture pieces only	Must have detailed tasks and activities with expected completion dates	Accenture Project Manager

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Datamart Migration Plan	Document the process the team will follow when datamart migration occurs	Plan must provide detailed tasks and activities with expected scope of migration activities	Accenture Project Manager
Reports/Letters Migration Plan	Document the process the team will follow when migrating reports and letters	Plan must provide detailed tasks and activities with expected scope of impacted reports and letters	Accenture Project Manager
Master Test Plan	Document outlining the UAT process and methodology. Plan will include the list of modules, test cycles, schedule and identified testers. In addition, the test scripts will be included as an appendix	Plan must provide detailed tasks, schedule, test scripts and activities with expected test scenario count. A checklist for each module and profession will be used in the evaluation process	Accenture Project Manager
Deployment Plan	Document the process the team will follow during deployment activities	Plan must provide detailed, linear tasks and activities required for deployment It should also include go/no go decision points and identified risks in deployment	Iron Data Project Manager
Test Defect Tracking	The repository the team will utilize to track test defects identified when testing	All test defects have to be identified And a plan to categorize and rectify the defects. At a minimum, the following should be tracked for each issue: date entered, date completed, who worked on the issue and who tested the issue and who approved to have it marked complete	Accenture Project Manager
Letters/Reports Closure Report	Report listing the Letter and Reports that have been successfully migrated	Report must provide specific detailed accomplishments and copy of each artifact to accept closure	Accenture Project Manager
User Acceptance Closure Report	Report detailing the UAT process, schedule and sign-off	All User Acceptance items have been tested successfully and each testing module has been signed off. The report must have a signed-off artifact for each module from the testers that have tested	Accenture Project Manager

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Performance Closure Report	Report indicating that Performance Testing has been completed.	Report will provide accomplishments and proof of performance testing to accept closure.	Accenture Project Manager
Datamart Closure	Report indicating Datamart has been successfully migrated	Report will provide accomplishments and proof to accept closure	Accenture Project Manager
Provide Configured and Migrated Licensure Data	Licensure data configured and migrated for new system upgrade	All configured data has been migrated successfully. Data will be compared to existing data for quality checks. The report will also provide the query and results for the number of records expected and what was actually delivered. Any differences will need to have a detailed explanation	Iron Data Project Manager
Deliver Configuration System Set-ups for Testing	Configuration of systems to be utilized in testing	All configuration systems set-ups have been identified and delivered for testing	Iron Data Project Manager
Port Identified LicenseEase Modifications, Project Change Request and Interfaces	Any modification, interface or changes to legacy system	All identified modifications, project change request and interfaces have been successfully ported	Iron Data Project Manager
Develop Modifications and Extension in Versa:Regulation	Modification and extensions made in the Versa:Regulation system	Successful development of modifications and extensions have been approved	Iron Data Project Manager
Integrate existing internal interfaces to Versa:Regulation	Provide integration of internal interfaces from the existing to the new system	Successful transfer and/or receipt of data with no data impacts to business users. Data users will provide sign-off artifact	Iron Data Project Manager
Integrate existing external interfaces and web services to Versa:Regulation	Provide integration of external interfaces and web services from the existing to the new system	Successful transfer and/or receipt of data with no data impacts to business users. Data users will provide sign-off artifact	Iron Data Project Manager
Conduct Quality Assurance Unit and Integration Testing	Perform quality assurance unit and integration testing	All unit and integration items tested satisfactorily using an established list of clients and modules	Iron Data Project Manager

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Conduct Onsite Train-The-Trainer Training for Versa:Regulation and Versa:Mobile	Provide material, services and other items necessary for MQA Trainers to train others	Documentation that training has been received by the trainers. Copies of training modules, to include documentation and any electronic materials	Iron Data Project Manager
Conduct Onsite System Administration Training and Support	Provide material, services and other items necessary for System Administrators to train others	Documentation that training has been received by System Administrators. Copies of training modules, to include documentation and any electronic materials	Iron Data Project Manager
Versa:Regulation - Provide User Acceptance Testing	Successful delivery of the testing environment to include set-ups and data.	Environment meets the specifications for testing as identified.	Iron Data Project Manager
Install Versa:Mobile Application Installation	Installation of the Versa:Mobile Application	Versa:Mobile has been successfully installed	Iron Data Project Manager
Versa:Mobile Application - Provide User Acceptance Testing	Successful delivery of the testing environment to include set-ups and data.	Environment meets the specifications for testing as identified.	Iron Data Project Manager
Deliver Converted Inspection Forms from COMPAS Mobile Inspection to Versa:Mobile	All inspection forms have to be converted from the existing system to the new system	Successful testing and approval of inspection forms	Iron Data Project Manager
Deliver Requirements Identified in the Gap Analysis for Versa:Mobile	Create document providing detailed requirements for items identified in the gap analysis	Approval and acceptance of identified gap requirements provided	Iron Data Project Manager
Provide System Support Onsite First 2 Weeks After Go-Live and Offsite First Month	Vendor system support onsite for the first two weeks after successful Go-Live	System continues to work as indicated	Iron Data Project Manager

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Versa:Mobile - User Acceptance Closure Report	Report detailing the UAT process, schedule and sign-off.	All User Acceptance items have been tested successfully and each testing module has been signed off. The report must have a signed-off artifact for each module from the testers that have tested	Accenture Project Manager
IV&V Project Management Plan for MQA Transformation Project	IV&V Project Management Plan, to include: <ol style="list-style-type: none"> 1. IV&V methodology 2. Communication plan 3. Risk management plan 4. Information security plan 5. Conflict resolution plan 6. Quality management plan 7. Document management plan 	Plan must provide detailed tasks and activities including all sub-parts	IV&V Project Manager
Baseline Project Schedule for MQA Transformation Project	<ol style="list-style-type: none"> 1. IV&V project schedule based on key project deliverables and monitoring activities for all phases of the project. 	Successful and timely delivery of the project's tasks, deliverables and milestones	IV&V Project Manager
Baseline Assessment Report for MQA Transformation Project	<ol style="list-style-type: none"> 1. Identify the scope and objectives of the project 2. Review and document key aspects of the project's procurement documents and contracts 3. Assess the project's initial organization and Steering, including executive sponsorship and participation 	Successful and timely delivery of the assessment in the format described in the Appendix of the OWP	IV&V Project Manager

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
	<ol style="list-style-type: none"> 4. Identify and analyze the initial project constraints. 5. Assess the project's initial project control processes, including: <ol style="list-style-type: none"> a. Project management b. Project budget c. Project schedule d. Performance metrics e. Software development methodology f. Project scope management 6. Use an industry-standard risk management methodology to identify the major project risks and to validate the risks already identified by the project 7. Assess project staffing approach and staffing levels. 		
<p>Monthly Assessment Reports for MQA Transformation Project</p>	<ol style="list-style-type: none"> 1. Assess the overall project status 2. Assess any changes to the project's control processes 3. Meet with MQA's Steering Committee and Executive Management Team and/or designee each month to discuss findings, deficiencies, and recommendations 	<p>Reports must provide detailed information using the specified templates. The report must also include the weekly status reports, meeting minutes and documentation from the weekly status meetings in the appendix</p>	<p>IV&V Project Manager</p>

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Deliverable Review Reports	<ol style="list-style-type: none"> 1. Examine each identified project deliverable for completeness, accuracy, and quality 2. Examine project deliverables for compliance with procurement documents and contract requirements 	Reports must provide detailed information using the specified templates	IV&V Project Manager
Project notebook for each phase of the project	<ol style="list-style-type: none"> 1. Maintain a project log and record and document issues raised and their resolution, if any 2. Maintain the monitoring work documents necessary to substantiate the IV&V findings, factual conclusions, and recommendations. These work papers must be available during the weekly status meetings and supplied to MQA at the conclusion of the project 3. Record all comments and changes to draft IV&V monitoring reports agreed to during comment review meetings 	Shall be reviewed as part of the final Monthly Assessment Report	IV&V Project Manager

Table 6-1 – Preliminary List of Project Deliverables

Note: The project team members will collectively define the specific contents of each deliverable based on discussions conducted through the course of the project.

6.1.6. Affected Stakeholders and Groups

The impact of this project on other organizations or stakeholders needs to be determined to ensure that the right people and functional areas are involved and communication is directed appropriately. Table 6-2 provides a listing of the organizations and various stakeholders that will be impacted by the implementation of the MQA Transformation project.

Organizations / Stakeholders	How Are They Affected, or How Are They Participating?
MQA Board Office Staff which includes the following groups: <ul style="list-style-type: none"> • MQA Enforcement Unit (including Consumer Services, Investigation Services, and Compliance Monitoring) • MQA Call Center • MQA Clerk’s Office • MQA Practitioner Reporting and Exam Services • MQA License Services Unit • MQA Systems Support Services 	Key internal users of target licensing system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and design specifications
Office of the General Counsel / Prosecution Services	Key internal users of target licensing system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and design specifications.
Department of Health Office of Information Technology (OIT)	Target licensing system must ultimately integrate with the OIT technical architecture. Project must follow PMO standards. Selected OIT staff will provide information pertaining to current systems, participate in JAD sessions and approve technical requirements and design
Healthcare Practitioners / Consumers	Key external users of the target system. External users will be required to register in the new system to create an online account so they can conduct business electronically with MQA. Examples include: online applications for licensure, online renewals, and checking status of application online
Image API, Information Systems of Florida	Vendor that provides application and hosting services for the MQA Imaging System and continuing education tracking system, which will interface with the target licensing system

Table 6-2 – Stakeholders Affected by the MQA Transformation Project

6.1.7. Project Milestones

The following major milestones will be managed via the master project schedule, risk and issue management plans, and weekly project status calls with the vendors. These are listed in Table 6-3. Go/no-go checkpoints may be added to the project schedule where appropriate based on the chosen solution. Checkpoints will require Project Sponsor sign-off prior to commencing the next activity. A complete list of milestones can be found in the Operational Work Plan located in Appendix E.

Major Milestone	Milestone Description
Operational Work plan completion	The operational work plan, complete with the project schedule and spending plan is reviewed and approved by the ESC.
Project Kickoff	The initiation of the project to upgrade to Versa:Regulation and implementation of Versa:Mobile
Establish new technical infrastructure	Deploy environment that meets the requirements identified in the technical architecture design.
Define requirements from the GAP analysis	All GAPs have been reviewed, requirements have been defined, understood, and agreed to, and gap development estimates and dates have been added to the project schedule
Establish the Development Environment	Stand up the development environment so that Versa:Regulation and Versa:Mobile can be installed in the development environment and development activities can begin
Establish the Test Environment	Stand up the test environment so that Versa:Regulation and Versa:Mobile can be installed in the test environment and system and user acceptance testing activities can begin
Integration of all existing interfaces and web services	All existing interfaces and web services, both internal and external have been integrated with the migrated database.
Integration with existing MQA Services	All MQA online services have been integrated with migrated database and Datamart. MQA Services has been confirmed as operational in the production environment
User Acceptance Testing Completed	Testing of all requirements as deemed in the User Acceptance Plan
Internal support staff successfully trained on the administration of the new system	Training of System Support Services and MQA IT staff on the system administration modules
Performance Testing Completed	Testing of all requirements as deemed in the Performance Plan
Versa:Regulation Go Live	Versa:Regulation implemented in production environment for all professions
Versa:Mobile Go Live	Versa:Mobile implemented in production for all inspected professions and across all field offices
Integration of MQA Services to Versa:Regulation	MQA Services pointed to Versa:Regulation instead of Compas.
Cutover from legacy system to new system	Successful deployment in new system, all interfaces and existing systems are pointing to new environments, and legacy system can be shut down

Major Milestone	Milestone Description
Internal staff successfully trained on new system	Training of staff to utilize new system
Phase I Closure	Completion of Phase I of the project and archiving of documentation and deliverables

Table 6-3 - Preliminary Project Milestones

6.1.8. Change Control Process

Projects of this magnitude should expect change as the project progresses through the design, development and implementation phases. All change requests will be formally documented and validated by the PMO and the Change Control Board (CCB), which will be comprised of key project stakeholders according to the Change Management Plan. Once validation has occurred, the appropriate stakeholders will assess the change and determine the associated time and cost implications.

Upon acceptance of the change request and its validation by the PMO, the tasks to implement the change will be incorporated into the project plan and a project change order will be initiated. A priority will be assigned and the request will be scheduled accordingly. Figure 6-2 illustrates the proposed change request process.

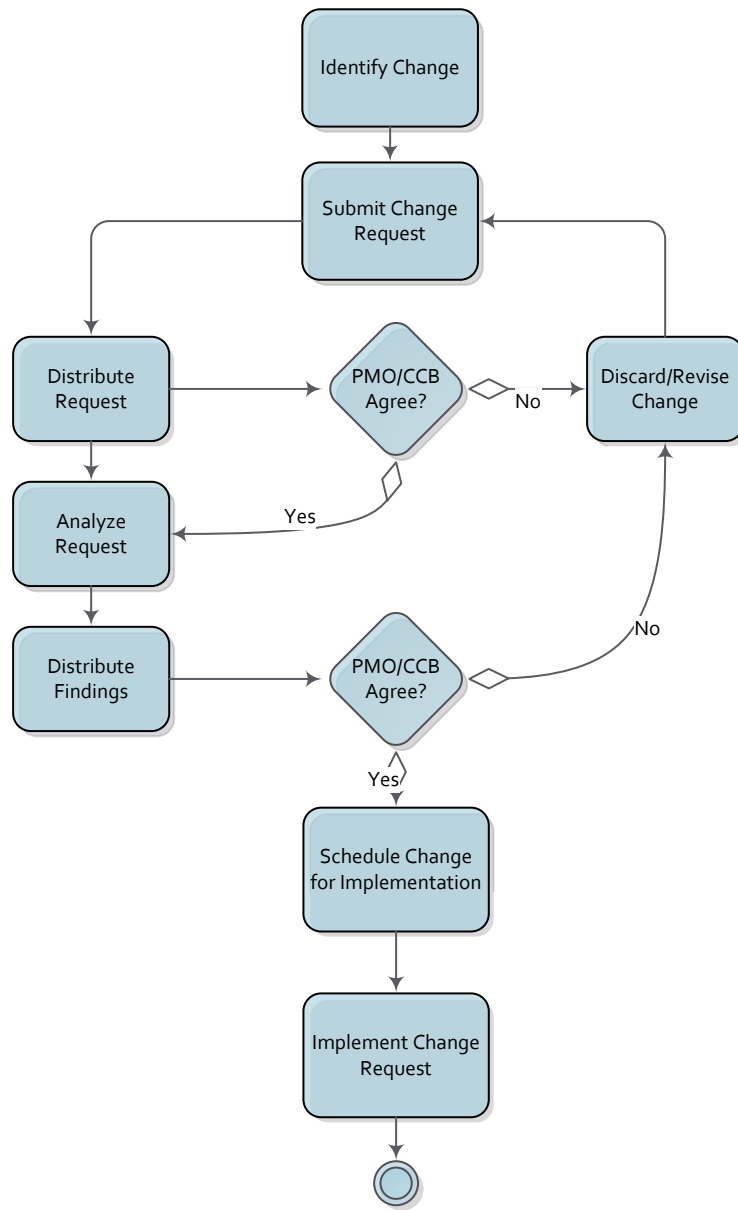


Figure 6-2 - Proposed Change Control Process

Figure 6-2 - Proposed Change Control Process

6.2. Work Breakdown Structure

Purpose: To define at a summary level all work that will take place within the project. It serves as a common framework for planning, scheduling, estimating, budgeting, configuring, monitoring, reporting on, directing, implementing and controlling the entire project.

The Work Breakdown Structure (WBS) is generated to define, at a summary level, all work that will take place within the project. It serves as a common framework for planning, scheduling, estimating, budgeting, configuring, monitoring, reporting on, directing, implementing and controlling the entire project. Additionally, the WBS is the framework for the management structure. The WBS is used to document and form the basis for:

- Project deliverables
- Effort required for creation of deliverables
- Assignment of responsibility for accomplishing and coordinating the work

According to PMI standards, a WBS is structured properly if it:

- Is representative of work as an activity, and this work has a tangible result
- Is arranged in a hierarchical structure
- Has an objective or tangible results referred to as a deliverable

The MQA Transformation Work Breakdown Structure is provided in Appendix A as part of the project schedule.

6.3. Resource Loaded Project Schedule

Purpose: To indicate the planned timetable for all project-related work and estimate the appropriate staffing levels necessary to accomplish each task, produce each deliverable, and achieve each milestone.

Figure 6-3 presents the preliminary project high-level representation of the overall timeline for the MQA Transformation project. The preliminary schedule includes planning activities currently underway and expected to be conducted in preparation for the project start. Preparations include the Schedule IV-B Feasibility Study development, requirements analysis, and business process analysis to develop the current state and future state business processes. After obtaining authorization to move forward with the procurement, the necessary procurement documents will be created in support of the procurement.

A detailed preliminary resourced project schedule is included in Appendix A. The development of the final project schedule will be the responsibility of the MQA Project Manager and selected implementation vendor(s).

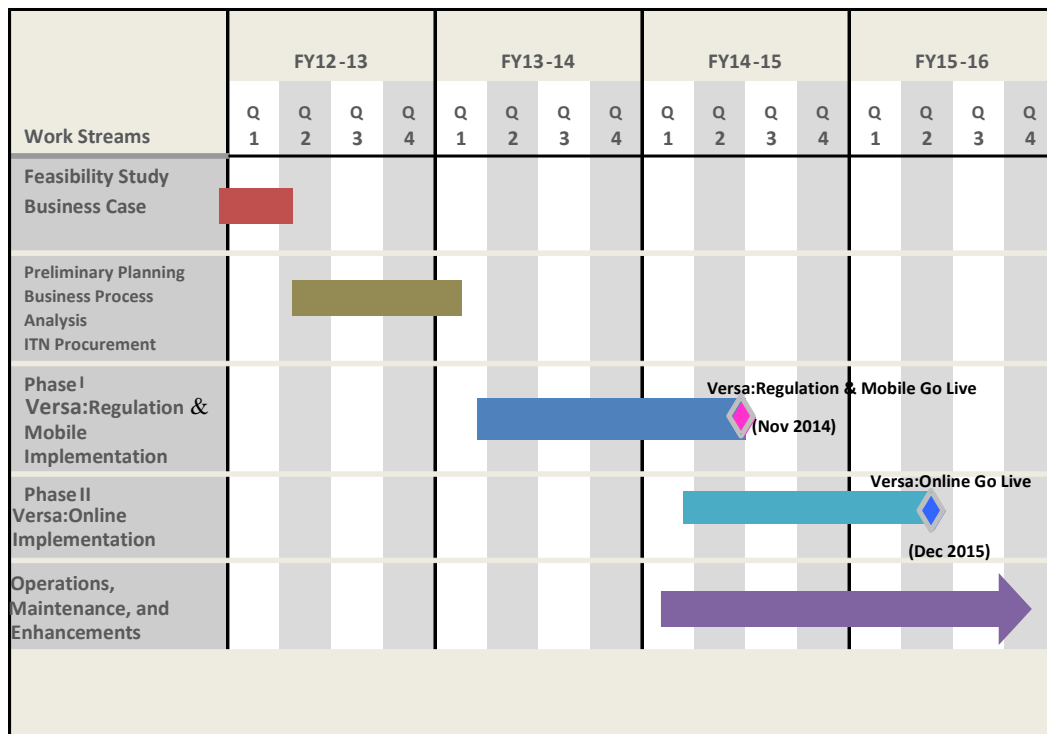


Figure 6-3 – MQA High-Level Project Timeline

6.4. Project Budget

Purpose: To ensure that a realistic project budget has been developed.

The cost information used as the basis for a preliminary project budget is based on the analogous estimating method using costs estimates from multiple Versa Licensing system upgrades including two agencies in Tallahassee – Department of Business and Professional Regulation (DBPR) and the Office of Financial Regulation (OFR). The age of the current licensing system was taken into account when estimating the effort to bring the aging system to current hardware and software technology levels. This significant transformation of the MQA's licensing and regulation system will also require an organizational change management implementation to provide an effective rollout of the new features and capabilities of the licensing system to 650+ users throughout the State of Florida.

These numbers represent an estimate to be used for budgetary planning purposes only, with the acknowledgement that actual project costs could vary by as much as plus or minus 15%. The cost by year is based on tasks described in the Work Breakdown Structure (WBS) but may change based on the final deliverable payment schedule and contract negotiations secured during the procurement process. In addition, a project budget summary is included in Appendix C along with the CBA forms.

Additional cost was added for IV&V services, estimated at 1-2 contracted staff with a rate of \$172 per hour.

Since the project will span multiple State fiscal budget years, the total project cost projects are shown in Figure below.

Department of Health			MQA Transformation			CBA Form 2A Baseline Project Budget													
Costs entered into each row are mutually exclusive. Insert rows for detail and modify appropriation categories as necessary, but do not remove any of the provided project cost elements. Reference vendor quotes in the Item Description where applicable. Include only one-time project costs in this table. Include any recurring costs in CBA Form 1A.			FY2014-15			FY2015-16			FY2016-17			FY2017-18			FY2018-19			TOTAL	
			\$ 4,934,137	\$ 4,355,772	\$ -	\$ 2,057,068	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 11,346,977			
Item Description <i>(remove guidelines and annotate entries here)</i>	Project Cost Element	Appropriation Category	Current & Previous Years Project-Related Cost	YR 1 Base Budget			YR 2 Base Budget			YR 3 Base Budget			YR 4 Base Budget			YR 5 Base Budget			TOTAL
				YR 1 #	YR 1 LBR	YR 1 Base Budget	YR 2 #	YR 2 LBR	YR 2 Base Budget	YR 3 #	YR 3 LBR	YR 3 Base Budget	YR 4 #	YR 4 LBR	YR 4 Base Budget	YR 5 #	YR 5 LBR	YR 5 Base Budget	
Costs for all state employees working on the project.	FTE	S&B	\$ 182,678	14.00	\$ 243,571	\$ -	14.00	\$ 121,788	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 548,037
Costs for all OPS employees working on the project.	OPS	OPS	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -
Staffing costs for personnel using Time & Expense.	Staff Augmentation - Assists with Datamart migration and UAT	Contracted Services	\$ 1,243,116	7.00	\$ 1,497,808	\$ -	4.00	\$ 600,000	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 3,340,924
Project management personnel and related deliverables.	Project Management	Contracted Services	\$ 159,908	1.00	\$ 213,210	\$ -	1.00	\$ 106,608	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 479,726
Project oversight (IV&V) personnel and related deliverables.	Project Oversight	Contracted Services	\$ 168,032		\$ 271,284	\$ -	0.00	\$ 135,642	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 574,958
Staffing costs for all professional services not included in other categories.	Consultants/Contractors	Contracted Services	\$ 223,755	7.00	\$ 361,723	\$ -	3.00	\$ 25,030	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 610,508
Separate requirements analysis and feasibility study procurements.	Project Planning/Analysis	Contracted Services	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Hardware purchases not included in Primary Data Center services.	Hardware	OCO	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Commercial software purchases and licensing costs.	Commercial Software	Contracted Services	\$ -		\$ 87,500	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 87,500
Professional services with fixed-price costs (i.e. software development, installation, project documentation) ¹	Project Deliverables	Contracted Services	\$ 2,510,883		\$ 1,640,592	\$ -		\$ 1,068,000	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 5,219,475
All first-time training costs associated with the project.	Training	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Include the quote received from the PDC for project equipment and services. Only include one-time project costs in this row. Recurring, project-related PDC costs are included in CBA Form 1A.	Data Center Services - One Time Costs for Oracle & SQL Licenses	PDC Category	\$ 310,080		\$ 40,084	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 350,164
Other project expenses not included in other categories. SSRC costs	Data Center Services - Year 1 Costs	PDC Category	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Other project expenses not included in other categories. Cancelled Cloud hosting contract with Immix	Other Expenses - Cloud hosting services (canceled)	Contracted Services	\$ 135,685	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 135,685
Include costs for non-PDC equipment required by the project and the proposed solution (detail)	Equipment	Expense	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Include costs associated with leasing space for project personnel.	Leased Space	Expense	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Other project expenses not included in other categories.	Other Expenses	Expense	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Total			\$ 4,934,137	29.00	\$ 4,355,772	\$ -	22.00	\$ 2,057,068	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 11,346,977

Figure 6-4 – CBA Form 2 – Project Cost Analysis

6.5. Project Organization

Purpose: *To determine whether an appropriate project organizational and governance structure will be in place and operational in time to support the needs of the project.*

Executive Steering Committee (ESC) members will include senior MQA and DOH management demonstrating commitment to the success of the project by their willingness to provide both oversight and advocacy for the licensing transformation effort. The ESC will be chaired by the director of the Division of Medical Quality Assurance and provide guidance and executive support to the team. One of the ESC's most important roles will be to keep the project's charter firmly in view and assist the Project Director in resisting the ever-present forces that will seek to alter the project's objectives. The executive steering committee has the overall responsibility for ensuring that the project meets its primary objectives and is specifically responsible for:

1. Providing management direction and support to the project management team.
2. Assessing the project's alignment with the strategic goals of the department for licensing and regulation of health care practitioners.
3. Reviewing and approving or disapproving any changes to the project's scope, schedule, costs, and major project deliverables.
4. Providing programmatic responsibility for successful development and implementation of the project.
5. Championing the project within the organization.
6. Recommending suspension or termination of the project to the Governor, the President of the Senate, and the Speaker of the House of Representatives if it determines that the primary objectives cannot be achieved.

The project management team shall work under the direction of the executive steering committee and shall be minimally comprised of senior managers and stakeholders from the Division of Medical Quality Assurance and the Office of Information Technology. The project management team is responsible for:

1. Providing daily planning, management, and oversight of the project.
2. Submitting an operational work plan and providing quarterly updates to that plan to the executive steering committee. The plan must specify project milestones, deliverables, and expenditures.
3. Managing project areas including scope, risk, quality and change control
4. Submitting written monthly project status reports to the executive steering committee which include:
 - a. Planned versus actual project costs;
 - b. An assessment of the status of major milestones and deliverables;
 - c. Identification of any issues requiring resolution, the proposed resolution for these issues, and information regarding the status of the resolution;
 - d. Identification of risks that must be managed; and
 - e. Identification of and recommendations regarding necessary changes in the project's scope, schedule, or costs. All recommendations must be reviewed by project stakeholders before submission to the executive steering committee in order to ensure that the recommendations meet required acceptance criteria.
5. Providing project closure documentation that includes post-implementation analysis.

The MQA Project Management Team will be headed by the Project Director and will include the Lead MQA Project Manager, Systems Administration & Configuration Manager, the Iron Data Project Manager, Accenture Project Manager, MQA Project Manager for VersaMobile & Report Conversion, a business analyst and the MQA/IT Application & Development Manager.

For a project of this size and duration, the Department will implement a Project Management Office (PMO) to create project management plans, monitor project issues and risks, and provide general support to the Project Director throughout the project. The PMO will be staffed with at least one

Certified Project Management Professional. In addition, the Department shall engage a third party independent consulting firm to provide Independent Verification and Validation on the project with status reports provided to the executive steering committee and the project sponsor. The consultant shall:

- a. Report directly to the project sponsor.
- b. Provide feedback and suggested improvements to the executive steering committee and other stakeholders to ensure the quality and success of the project.
- c. Conduct continual verification and validation regarding the quality of the work products (deliverables) produced by the selected contractors for the project to ensure they meet the expectations of the Department and its customers, as well as State of Florida requirements.
- d. Conduct baseline and monthly assessments to provide project evaluations and assessments required as part of the ongoing independent verification and validation activities of the project. The project business stakeholders identified in Table 6-4 include seasoned MQA staff from the program's core business areas. These key stakeholders will be instrumental in the implementation and testing of the enhanced licensing system and will assist in the review and approval of all project deliverables.

Figure 6-5 shows the proposed project organization and the relationship between its components. A current project organizational chart can be found in the Operational Work Plan in Appendix E.

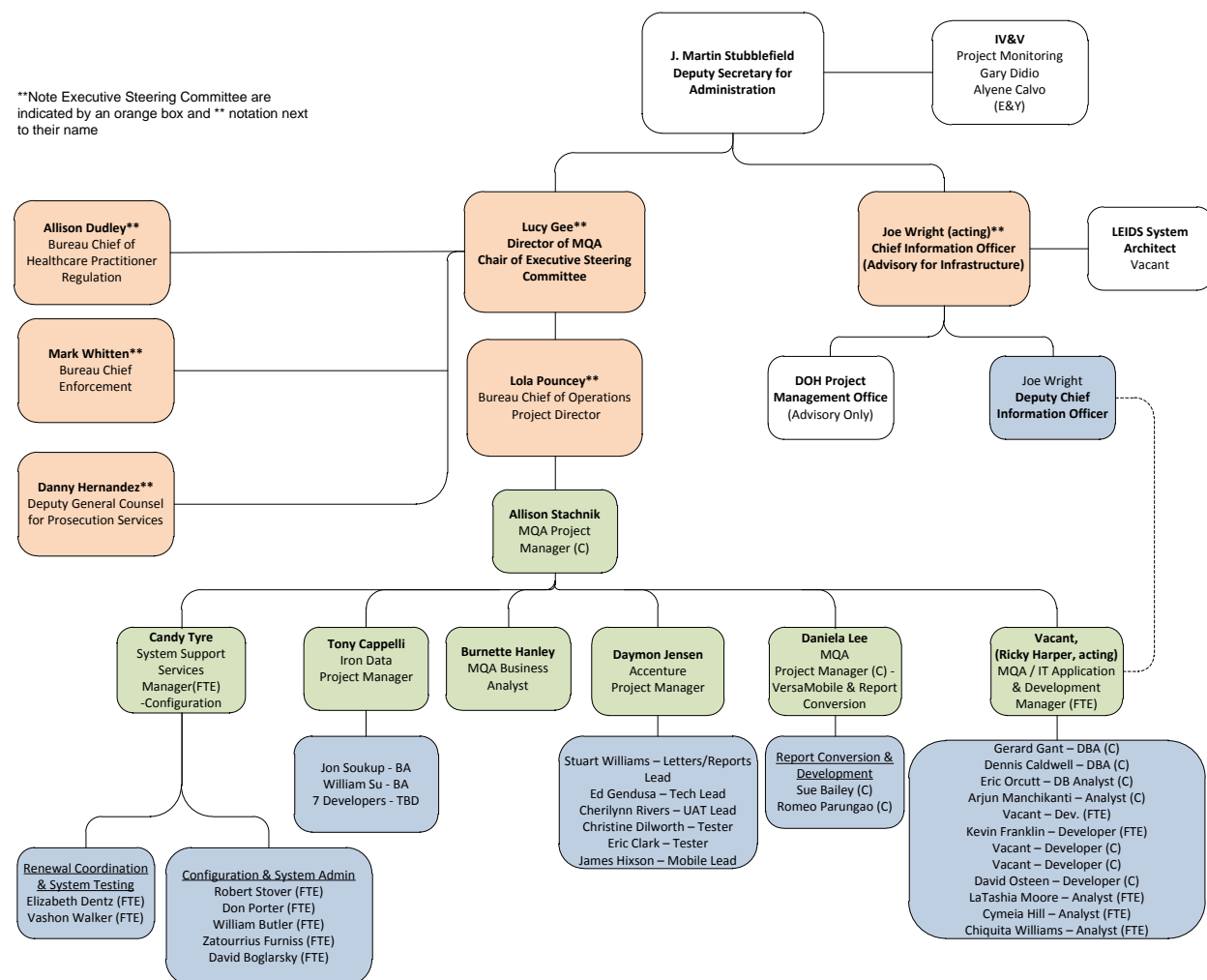


Figure 6-5 – Proposed Project Organization

The following table identifies, where known, the names of the people assigned a role in the project organization and a brief summary of their responsibilities.

Role Name	Description	Assigned To
Executive Sponsor	<ul style="list-style-type: none"> • Primary executive to champion the project • Reviews status reports prepared for the Legislature and Office of Policy and Budget • Meets with and oversees efforts by the Independent Verification and Validation vendor 	J. Martin Stubblefield, Deputy Secretary for Administration
Executive Steering Committee	<ul style="list-style-type: none"> • Provide management direction and support to the project management team. • Assess the project’s alignment with the strategic goals of the department for licensing and regulation of health care practitioners. • Review and approve or disapprove any changes to the project’s scope, schedule, and costs. • Review, approve or disapprove, and determining whether to proceed with any major project deliverables. • Provide programmatic responsibility for successful development and implementation of the project. • Champion the project within the committee member’s organization. • Recommend suspension or termination of the project to the Governor, the President of the Senate, and the Speaker of the House of Representatives if it determines that the primary objectives cannot be achieved. • Establishes policies • Identifies project risks and risk response strategies • Resolves escalated issues • Lucy Gee and Joe Wright report to J. Martin Stubblefield, the Deputy Secretary for Administration. Allison Dudley, Mark Whitten, and Lola Pouncey report to Lucy Gee. Danny Hernandez, Deputy General Counsel for Prosecution Services reports to Jennifer A. Tschetter, General Counsel 	<p>Lucy Gee</p> <p>Allison Dudley</p> <p>Mark Whitten Lola Pouncey Danny Hernandez</p> <p>Joe Wright (acting)</p>

Role Name	Description	Assigned To
Executive Steering Committee Chair	<ul style="list-style-type: none"> • Programmatic decision making authority • Champions the project within the customer's organization • Provides guidance on overall strategic direction • Provides business resources for project success • Has Programmatic responsibility for successful development and implementation of the project • Reports to Deputy Secretary Martin Stubblefield 	Lucy Gee
Project IT Sponsor	<ul style="list-style-type: none"> • Has IT decision making authority • Champions the project within the customer's organization • Provides guidance on overall strategic direction • Provides IT resources for project success • Has responsibility for successful development and implementation of the project • Reports to Deputy Secretary Martin Stubblefield 	Joe Wright (acting)
Project Director	<ul style="list-style-type: none"> • Overall responsibility for the successful development and implementation of the project • Oversees the development and implementation of the project • Oversees the Project Manager Office for the project • Liaison with IT Sponsor for resources • Liaison with Project Sponsor for business resources and day-to-day activities • Reports to Lucy Gee 	Lola Pouncey
Project Management Team	<ul style="list-style-type: none"> • Provide daily planning, management, and oversight of the project. • Submit an operational work plan and provide quarterly updates to that plan to the executive steering committee. • Manage project areas including scope, risk, quality and change control • Submit written monthly project status reports to the executive steering committee. 	Allison Stachnik Tony Cappelli Daymon Jensen Candy Tyre Daniela Lee Ricky Harper (acting) Burnette Hanley

Role Name	Description	Assigned To
Project Manager	<ul style="list-style-type: none"> • Responsible for day-to-day project oversight • Provides overall guidance and direction to the staff augmentation vendor (Accenture) and Iron Data project managers • Coordinates with the Project Director for resources • Works with staff augmentation vendor (Accenture) and Iron Data project managers to ensure stakeholder needs are met • Daily decision making authority • Oversees and manages project plan • Coordinates project resources, budgets and contract management • Reviews and provides feedback on project deliverables • Responsible for project management areas including scope, risk, quality and change control • Coordinates project status communications • Provides reports to the Executive Steering Committee • Liaison with external agencies as needed • Reports to Lola Pouncey 	Allison Stachnik, PMP
Staff Augmentation Project Manager	<ul style="list-style-type: none"> • Responsible for Staff Augmentation project management activities • Maintain staff augmentation project documentation, including detailed project plan • Obtains approval, via the MQA Project manager regarding Director approval of documents including charter, requirements, design, and scope change requests • Ensure adherence to the process and project management standards and guidelines in Staff Augmentation vendor's project management plan • Prepare formal project reports and presentations • Ensure deliverables conform to MQA standards • Facilitate project related workshops as required 	Daymon Jensen

Role Name	Description	Assigned To
Iron Data Project Manager	<ul style="list-style-type: none"> • Responsible for software upgrade project management activities • Maintain all Iron Data project documentation Obtains approval, via the MQA Project Manager, regarding scope change requests • Ensure adherence to the process and project management standards and guidelines in project management plan • Prepare formal project reports Ensure deliverables conform to MQA standards • Facilitate project related workshops as required 	Tony Cappelli
IV&V Vendor	<ul style="list-style-type: none"> • Verifies that the system is developed in accordance with validated requirements and design specifications • Validates that the system performs its functions satisfactorily • Monitors project management processes and provides feedback on any deficiencies noted • Reviews and provides feedback on project deliverables • Presents to Executive Management team on IV&V activities • Reports to the Executive Sponsor, Deputy Secretary Martin Stubblefield 	Ernst & Young – Gary Didio & Alyene Calvo
Systems Support Services Manager	<ul style="list-style-type: none"> • Subject matter expert for legacy system and system gaps • Responsible for maintaining existing systems during the transition to Versa:Regulation. • Contract manager for Iron Data, Accenture • Reports to Lola Pouncey 	Candy Tyre
Business Analyst	<ul style="list-style-type: none"> • Assists project manager in preparing and documenting meetings and presentations • Assists project manager in document control and archiving • Serves as subject matter expert for existing Online Systems • Reports to Candy Tyre 	Burnette Hanley
MQA Project Manager and Crystal Reports Conversion lead	<ul style="list-style-type: none"> • Responsible for reports conversion not included in the GAP analysis. These custom reports were created in Business objects. • Will take lead on the Versa:Mobile effort 	Daniela Lee

Role Name	Description	Assigned To
MQA/IT Application Development Manager	<ul style="list-style-type: none"> Manages the existing legacy systems Provides resources in a subject matter expert capacity Leads efforts by MQA/IT staff as required by the Operational Work Plan Reports to Bob Dillenschneider 	Ricky Harper (acting)

Table 6-4 – Project Organization Members - Roles & Descriptions

6.6. Project Quality Control

Purpose: *To understand project quality requirements and ensure that effective quality control processes and procedures are in place and operational in time to support the needs of the project.*

The project will follow the Project Management Institute’s Project Management Methodology with up-front milestones delineating timeline, budget, and quality specifications for each deliverable. Each deliverable will be assigned detailed acceptance criteria in the project contract. Quality will be monitored and controlled by the Project Management Team and deliverables will be accepted only when the acceptance criteria have been met. The PMO will provide oversight and assistance to the entire Project Team to ensure that standards are followed.

Project Area	Description
Testing Management	The vendor will follow the established standards of the MQA PMO for Testing Management. This includes unit testing, integration testing, system testing, load testing and user acceptance testing
Approval	All deliverables will require individual stakeholder approval and sign-off upon completion of the final draft
Software Configuration Management	The vendor will follow the established standards of the MQA PMO for Software Configuration Management. This includes Stakeholder sign-off, documentation, and version control
Contract Management	The MQA PMO will be involved in contract management. All contracts must pass executive and legal approval. In addition, external project oversight will be required for contract negotiation

Table 6-5 – MQA Quality Standards by Project Area

In addition to these formal areas of quality control, the following practices will be maintained during the life of the project.

- Peer reviews of artifacts
- Project team acceptance and approval
- Periodic project team meetings
- Project status meetings
- Periodic contractor, contract manager, project manager and project team meetings
- Change control management processes
- Contract manager and MQA Project Director acceptance and approval
- Maintain detailed requirements definitions under configuration management
- Defined test plan with standard levels of technical and acceptance testing, and
- Project team acceptance and approval

Additional quality controls will be built into the procurement documents and contract for the execution phase. At a minimum the selected vendor will be required to follow these quality controls:

- Periodic contractor, contract manager, project manager and project team meetings
- Change control management processes
- Risk management and mitigation response planning
- Contract manager and MQA Project Manager acceptance and approval

Quality will be monitored throughout the project by the PMO. Multiple levels of acceptance by all stakeholders will be built into the process to ensure project quality control. The project's Quality Plan is included in Appendix E of this document.

6.7. External Project Oversight

Purpose: To understand any unique oversight requirements or mechanisms required by this project.

An Independent Verification and Validation (IV&V) effort will be in place throughout the life of the project. The purpose of IV&V is to provide an unbiased review and assessment of the project to help ensure it is meeting its desired goals, it adheres to internally documented or recognized industry standards and guidelines, the products or deliverables meet the requirements and are of high quality, appropriate controls are defined and utilized, and that the stakeholders in the process are effectively involved and aligned. Specific objectives of the IV&V effort for this project will include:

- Providing validation that the awarded implementation vendor:
 - Complies with the terms of the contract,
 - Performs and provides deliverables to the satisfaction of MQA,
 - Fulfills the technical and non-technical requirements of the contract,
 - Completes the project within the expected timeframe,
 - Demonstrates value and is committed to achieving the goals outlined by MQA, and,
 - Acts in the best interests of MQA and surfaces issues in a timely and comprehensive manner
- Providing an independent, forward looking perspective on the project by raising key risks, issues and concerns and making actionable recommendations to address them
- Enhancing management's understanding of the progress, risks and concerns relating to the project and providing information to support sound business
- Provide ongoing advice and direction to the Deputy Secretary of Administration throughout each phase of the project.

6.8. Risk Management

Purpose: To ensure that the appropriate processes are in place to identify, assess, and mitigate major project risks that could prevent the successful completion of this project.

The purpose of risk management is to identify the risk factors for the project and establish a risk management plan to minimize the probability or reduce the impact that the identified risks will negatively impact the project thus reducing the risk exposure.

The project management methodology chosen for this project will include processes, templates, and procedures for documenting and mitigating risk. Risk analysis, tracking and mitigation appropriate for the project type and aligned with the framework of Project Management standards will be ongoing throughout all phases of the project. Risks are actively identified, detailed, and prioritized. Risk response strategies are determined and elaborated providing specific actions for appropriately addressing each risk. Risks are monitored, mitigated and closed throughout the lifecycle.

6.8.1. Risk Response Strategies

Risk management involves prioritizing, evaluating and implementing the appropriate risk exposure reducing activities in response to the risk assessment. Assessing each risk will allow the project management team to determine the most appropriate risk response strategy to employ for addressing the project risk.

Risk response strategies include:

- **Risk Assumption.** Accept the potential risk as unavoidable, continue the project, and implement controls to lower the risk to an acceptable level
- **Risk Avoidance.** Avoid the risk by eliminating the cause of the risk, the consequence of the risk, or both (e.g. forego certain aspects of the project that are particularly risky)
- **Risk Mitigation.** Taking steps to lessen risk by lowering the probability of a risk occurrence or reducing its impact should the risk occur
- **Risk Transference.** Transfer or share risk through options that compensate for the adverse impact, such as performance bonding and insurance

6.8.2. Risk Management Plan

All phases of the project will follow the standards defined by the Project Management Office (PMO). PMO standards include processes, templates, and procedures for documenting and mitigating risk.

A Risk Management Plan (RMP) will be developed as a component of the overall Project Management Plan and adhered to throughout all phases of the project. The RMP will include clear risk management procedures including standard checkpoints and mitigation strategies. Execution of a well-defined RMP with clear mitigation strategies for each risk is critical to the success of the MQA Transformation project. Periodic reviews of existing known risks will be conducted according to the RMP as a critical component of the project management processes used throughout the project life cycle.

Purpose of the Risk Management Plan

A risk is an event or condition that, if it occurs, could have a positive or negative effect on a project's objectives. Risk Management is the process of identifying, assessing, responding to, monitoring, and reporting risks. This Risk Management Plan defines how risks associated with the MQA Transformation project will be identified, analyzed, and managed. It outlines how risk management activities will be performed, recorded, and monitored throughout the lifecycle of the project and provides templates and practices for recording and prioritizing risks.

The Risk Management Plan is created by the MQA Project Manager in the Planning and Design Phase and is monitored and updated throughout the project. The intended audience of this document is the project team, project sponsor and management.

Risk Management Process and Procedure

The MQA Project Manager working with the project team and project sponsors will ensure that risks are actively identified, analyzed, and managed throughout the life of the project. Risks will be identified as early as possible in the project so as to minimize their impact. The steps for accomplishing this are outlined in the following sections. The MQA Project Manager will serve as the Risk Manager for this project.

Risk Identification

Risk identification will involve the project team, appropriate stakeholders, and will include an

evaluation of environmental factors, organizational culture and the project management plan including the project scope. Careful attention will be given to the project deliverables, assumptions, constraints, WBS, cost/effort estimates, resource plan, and other key project documents. A Risk Management Register will be generated and updated as needed and will be stored electronically in the project repository and is also attached in Appendix D.

Risk Analysis

All identified risks will be assessed to determine the range of possible project outcomes. Qualification will be used to determine which risks are the top risks to pursue and respond to and which risks can be ignored.

1. Qualitative / Quantitative Risk Analysis

The probability and impact of occurrence for each identified risk will be assessed by the MQA Project Manager, with input from the project team using the following approach:

Probability

- High – Greater than 70% probability of occurrence
- Medium – Between 30% and 70% probability of occurrence
- Low – Below 30% probability of occurrence

Impact

- High – Risk that has the potential to greatly impact project cost, project schedule or performance
- Medium – Risk that has the potential to slightly impact project cost, project schedule or performance
- Low – Risk that has relatively little impact on cost, schedule or performance

Risks that fall with the RED and YELLOW zones will have risk response planning which include both a risk mitigation and a risk contingency plan.

Impact	H			
	M			
	L			
		L	M	H
		Probability		

Risk Response Planning

Each major risk (those falling in the Red & Yellow zones) will be assigned to a project team member for monitoring purposes to ensure that the risk will not “fall through the cracks”. For each major risk, one of the following approaches will be selected to address it:

- Avoid – eliminate the threat by eliminating the cause
- Mitigate – Identify ways to reduce the probability or the impact of the risk
- Accept – Nothing will be done
- Transfer – Make another party responsible for the risk (buy insurance, outsourcing, etc.)

For each risk that will be mitigated, the project team will identify ways to prevent the risk from occurring or reduce its impact or probability of occurring. This may include prototyping, adding tasks to the project schedule, adding resources, etc.

For each major risk that is to be mitigated or that is accepted, a course of action will be outlined for the event that the risk does materialize in order to minimize its impact.

Risk Monitoring, Controlling and Reporting

The level of risk on a project will be tracked, monitored and reported throughout the project lifecycle.

A “Top 10 Risk List” will be maintained by the project team and will be reported as component of the project status reporting process for this project.

All project change requests will be analyzed for their possible impact to project risks. Management will be notified of important changes to risk status as a component of the monthly Executive Steering Committee meetings or sooner, if necessary.

Tools and Practices

A Risk Register will be maintained by the MQA Project Manager and will be reviewed as a standing agenda item for project team meetings.

A view of the risk management process is provided in **Figure 6-6** below.

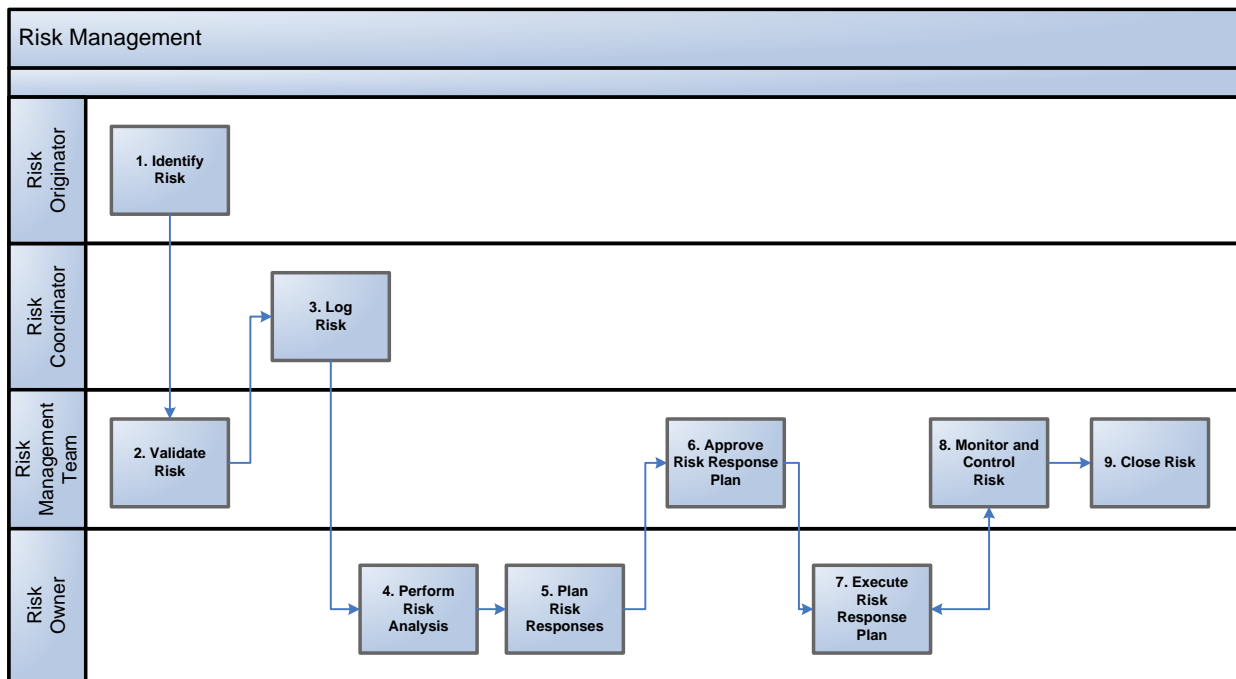


Figure 6-6 – Risk Management Workflow Steps and Descriptions

6.8.3. Project Risks and Mitigation

The risk register provides an overview of the strategies that MQA will employ to mitigate the medium and high level risks identified by the risk assessment tool and documented in Section IV. The risk registry is attached as Appendix D. Any new risks will be added to the risk register when identified following the risk management processes as defined in the Risk Management Plan.

6.9. Organizational Change Management

Purpose: To increase the understanding of the key requirements for managing the changes and transformation that the users and process owners will have to implement for the proposed project to be successful.

Effective Organizational Change Management (OCM) will be integral to the success of this project, and will be a critical success factor for ensuring staff participation in business process workflow improvement, implementation and user acceptance. Significant organizational change is expected as a result of automating workflow for existing business processes. Throughout the MQA Transformation project, OCM will be effectively implemented through communication, awareness, and training.

MQA will adhere to the standards of the PMO for Organizational Change Management. A specific OCM methodology has not been identified at this phase, but will be identified in the Organizational Change Management Plan created in the execution phase of the project.

At a minimum, the following will be included in the Organizational Change Management Plan:

- Description of roles, responsibilities, and communication between vendor and customer
- Skill/Role gap analysis between the existing system and the proposed system
- OCM Communication Plan

The following key roles will have varying degrees of responsibility for executing the change management plan and delivering a consistent, positive message about change throughout the life of the project:

- MQA Project Manager
- Project Sponsor
- MQA Executive Management

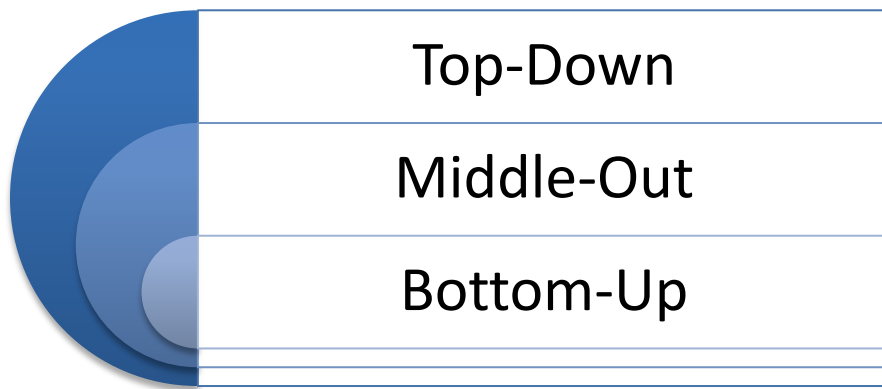
6.10. Project Communication

Purpose: To ensure that effective communication processes are in place to disseminate information and receive feedback from users, participants, and other project stakeholders to facilitate project success.

Communications management is a broad area comprised of the processes necessary to provide effective communications among project stakeholders. It identifies communications processes used to develop and disseminate communications, identify stakeholder information needs, define materials and frequencies of communications, and identify roles and responsibilities of communicators. Communications management is most effective when there is definition of what needs to be communicated, who is responsible for communicating with whom, when the communications need to occur, and how it will be communicated.

Disseminating knowledge among stakeholders is essential to the project's success. Project sponsors, core project team members and key stakeholders must be kept informed of the project status and how changes to the status affect them. The more people are kept informed about the progress of the project and how it will help them in the future, the more they will participate and benefit.

At this phase, the specific communication needs of project stakeholders and the methods and frequency of communication have not been established. This will be done during the project planning activities. Generally speaking, the project communication methodology will espouse the following types of information dissemination:



Each type will be utilized on the ensuing project. A brief description of each type follows.

Top-Down

It is crucial that all participants in this project sense a high degree of executive support and guidance for this effort. The executive leadership of the organization (project sponsor) needs to speak with a unified, enthusiastic voice about the project and what it holds for everyone involved. The project will require dedicated, 'hands-on' organizational change management if it is to be successful. Not only will the executives need to speak directly to all levels of the organization, they will need to listen to all levels as well. The transition from the project management practices of today to the practices envisioned for tomorrow will be driven by a sure and convinced leadership focused on a vision and guided by clearly defined, strategic, measurable goals.

Middle-Out

Full support at all levels of management is important for sustainable improvement. At this level (as with all levels), there must be an effort to find and communicate the specific benefits of the changes. People need a personal stake in the success of the project management practices.

A detailed Communication Plan will be completed. Requirements for effective communication methods will be incorporated into the project for implementing the enhanced system. These will include project kick off, regular status meetings, regular status reports, regular review and evaluation of project issues and risks, milestone reporting, periodic project evaluation, regular product demonstrations and reviews, a web-based discussion board, project website, etc.

Bottom-Up

To solidify the buy-in and confidence of the personnel involved in bringing the proposed changes to reality, it will be important to communicate the way in which the solutions were created. If the perception in the organization is that the core project team created the proposed changes in isolation, resistance is likely to occur. However, if it is understood that all participants were consulted, acceptance will be likely.

6.11. Special Authorization Requirements

Purpose: To understand any project specific authorizations that must be received for the proposed project or solution.

There are no special authorization requirements for the MQA Transformation Project.

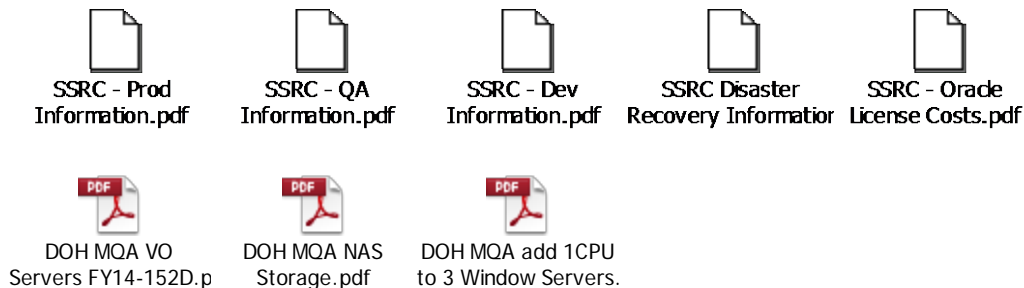
7. Appendices

Number and include all required spreadsheets along with any other tools, diagrams, charts, etc. chosen to accompany and support the narrative data provided by the Department within the Schedule IV-B.

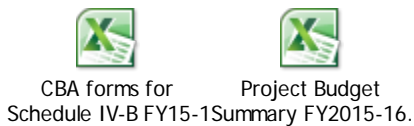
A. Preliminary MQA Transformation Project Schedule and Work breakdown Schedule



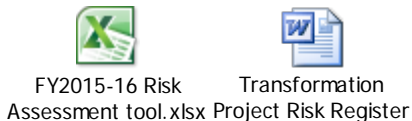
B. Hosting and Oracle License Estimates



C. CBA Forms

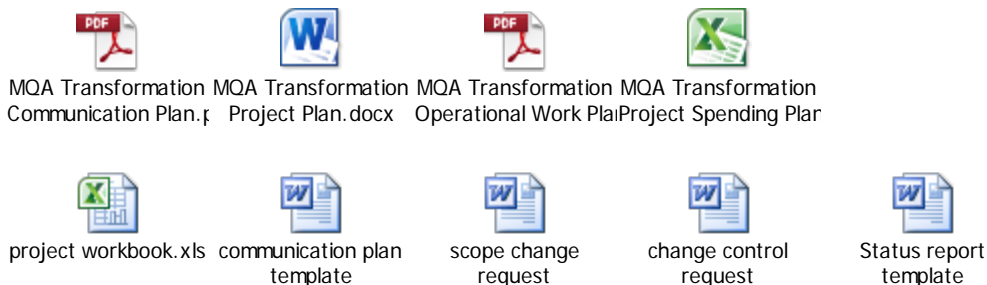


D. Risk Analysis Tool



E. Plans/Templates

This includes the project workbook, project communication plan, scope change request, change control request and status report templates.



Appendix A

Work Breakdown Structure

The MQA Transformation Work Breakdown Structure is shown below. Please see the attached Project Schedule for the WBS listing.

WBS Level	Number	Title	Description
1	1	MQA Transformation project - V:R & IDM	All work associated with Phase I of the project, the deployment of Versa:Regulation and Versa:Mobile
2	1.X	MQA Transformation Project Phases	These project phases have been mapped to DOH's System Development Life Cycle. For this project, because there is very little design work, this phase has been combined with Construction
3	1.1.X	Task groups	Represents major tasks in a particular phase
4	1.1.1.X	Deliverables groups and Sub tasks	Represents deliverables groups that make up a task or sub-tasks and recurring tasks that need to be completed
5	1.1.1.1.X	Deliverables	Identifies specific deliverables that are associated with the deliverable group
6	1.1.1.1.1.X	Activities	Represents activities that must be done to complete a task

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
1		1			80%	MQA Transformation project - V:R & IDM	656 days?	Wed 6/5/13
2		1.1			65%	Project Planning, initiation and management	615 days?	Wed 6/5/13
3		1.1.1			49%	Project Schedule	509 days	Fri 11/1/13
4	✓	1.1.1.1		5	100%	Create project schedule	2.25 days	Fri 11/1/13
5	✓	1.1.1.2	4	6,34,41	100%	Create schedule baseline	4 days	Mon 4/21/14
6		1.1.1.3	5,433SS	90	0%	Project schedule completed	0 days	Tue 7/1/14
7	↻	1.1.1.4			32%	Review and Update Project Schedule	385 days	Fri 5/2/14
8	✓	1.1.1.4.1	437		100%	Review and Update Project Schedule 2	1 day	Fri 5/2/14
9	✓	1.1.1.4.2			100%	Review and Update Project Schedule 3	1 day	Fri 6/6/14
10	✓	1.1.1.4.3	439		100%	Review and Update Project Schedule 4	1 day	Mon 7/7/14
11	✓	1.1.1.4.4	440		100%	Review and Update Project Schedule 5	1 day	Fri 8/1/14
12	✓	1.1.1.4.5	433SS		100%	Review and Update Project Schedule 6	1 day	Fri 9/5/14
13	✓	1.1.1.4.6			100%	Review and Update Project Schedule 7	1 day	Fri 10/3/14
14	📅	1.1.1.4.7	444		0%	Review and Update Project Schedule 8	1 day	Fri 11/7/14
15	📅	1.1.1.4.8	445		0%	Review and Update Project Schedule 9	1 day	Fri 12/5/14
16	📅	1.1.1.4.9	446		0%	Review and Update Project Schedule 10	1 day	Fri 1/2/15
17	📅	1.1.1.4.10	447		0%	Review and Update Project Schedule 11	1 day	Fri 2/6/15
18	📅	1.1.1.4.11	448		0%	Review and Update Project Schedule 12	1 day	Fri 3/6/15
19	📅	1.1.1.4.12	449		0%	Review and Update Project Schedule 13	1 day	Fri 4/3/15
20	📅	1.1.1.4.13	450		0%	Review and Update Project Schedule 14	1 day	Fri 5/1/15
21	📅	1.1.1.4.14	451		0%	Review and Update Project Schedule 15	1 day	Fri 6/5/15
22	📅	1.1.1.4.15	452		0%	Review and Update Project Schedule 16	1 day	Mon 7/6/15
23	📅	1.1.1.4.16	453		0%	Review and Update Project Schedule 17	1 day	Fri 8/7/15
24	📅	1.1.1.4.17			0%	Review and Update Project Schedule 18	1 day	Fri 9/4/15
25	📅	1.1.1.4.18			0%	Review and Update Project Schedule 19	1 day	Fri 10/2/15
26	📅	1.1.1.4.19	1178		0%	Review and Update Project Schedule 20	1 day	Fri 11/6/15
27		1.1.2			72%	Plans	518 days?	Tue 10/1/13
28		1.1.2.1			78%	Operational Work Plan	518 days?	Tue 10/1/13
29	✓	1.1.2.1.1	1177	30,100,108	100%	Create Operational Work Plan	20 days	Tue 10/1/13
30	✓	1.1.2.1.2	29	34,32	100%	Approval of OWP by ESC	14 days	Tue 10/29/13
31	✓	1.1.2.1.3		32	100%	Risk Management Plan	1 day	Mon 11/18/13
32	✓	1.1.2.1.4	30,31		100%	Operational Work Plan Complete	0 days	Mon 11/18/13
33		1.1.2.1.5			72%	Update Scope Time and Cost sections (D2)	13.05 days	Fri 4/25/14
40	✓	1.1.2.1.6			100%	Quality Management Plan	39.5 days	Fri 4/25/14
46		1.1.2.1.7			24%	Human Resource (HR) Management Plan	4.25 days?	Wed 5/7/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
52	!	1.1.2.1.8			84%	Change Management Plan	18.13 days	Fri 5/9/14
58	↻	1.1.2.1.9			38%	Quarterly review of OWP	382 days	Tue 4/15/14
67	↻	1.1.2.1.10			29%	Quarterly Update of OWP	345.88 day	Thu 6/5/14
75	↻	1.1.2.1.11			29%	Communicate Changes to OWP	345.8 days	Mon 6/9/14
83	✓	1.1.2.2			100%	Communications Management Plan	37.5 days	Tue 1/14/14
84	✓	1.1.2.2.1	136	85	100%	Create Communications Plan	25 days	Tue 1/14/14
85	✓	1.1.2.2.2	84	86	100%	Review Communications Plan	3 days	Tue 2/18/14
86	✓	1.1.2.2.3	85	87	100%	Incorporation Communication Plan feed back	8 days	Fri 2/21/14
87	✓	1.1.2.2.4	86	3111,88	100%	Approve Communications Plan	1 day	Wed 3/5/14
88	✓	1.1.2.2.5	87		100%	Communicate plan	0.5 days	Thu 3/6/14
89		1.1.2.3			42%	Organizational Change Management Plan	77.5 days?	Fri 4/25/14
90	📅	1.1.2.3.1	6	91	50%	Meet to discuss OCM Plan - Brainstorm	20 days	Fri 4/25/14
91	📅	1.1.2.3.2	90	92	50%	Gather requirements for OCM Plan	20 days	Wed 6/18/14
92		1.1.2.3.3	91	93	50%	Complete analysis of workforce	5 days	Thu 7/17/14
93	📅	1.1.2.3.4	92	94	0%	Create OCM Plan	5 days	Fri 8/1/14
94	📅	1.1.2.3.5	93	95	0%	Review OCM Plan	0.5 days?	Fri 8/8/14
95	📅	1.1.2.3.6	94	96	0%	Incorporate OCM changes	2 days	Mon 8/11/14
96		1.1.2.3.7	95	97,3206	0%	Approve OCM plan	0.5 days?	Wed 8/13/14
97		1.1.2.3.8	96	98	0%	Communicate OCM Plan	1 day?	Wed 8/13/14
98		1.1.2.3.9	97		0%	OCM Plan Complete	0 days	Thu 8/14/14
99	✓	1.1.3			100%	Project Kick-off	15 days?	Tue 10/29/13
100	✓	1.1.3.1	29	101,102	100%	Determine what needs to be completed to kick-off project	1 day?	Tue 10/29/13
101	✓	1.1.3.2	100	103	100%	Prepare charter	2 days	Wed 10/30/13
102	✓	1.1.3.3	100		100%	Schedule meeting	0.5 days?	Wed 10/30/13
103	✓	1.1.3.4	101	104	100%	Prepare agenda	1 day?	Fri 11/1/13
104	✓	1.1.3.5	103	105,106	100%	Hold meeting	0.25 days?	Mon 11/4/13
105	✓	1.1.3.6	104		100%	Document minutes	1 day?	Tue 11/19/13
106	✓	1.1.3.7	104		100%	Project Kick-off meeting	0 days	Mon 11/18/13
107		1.1.4			38%	Procurement	198.28 day	Tue 10/29/13
108	✓	1.1.4.1	29	398,399	100%	Initiate Integration Services	1 day	Tue 10/29/13
109	✓	1.1.4.2			100%	Procure FY14-15 Integration Services - Phase I	61 days?	Mon 4/7/14
110	✓	1.1.4.2.1		111	100%	Identify Service tasks and Deliverables	1 day	Mon 4/7/14
111	✓	1.1.4.2.2	110	112	100%	Write statement of work	9.03 days	Tue 4/8/14
112	✓	1.1.4.2.3	111	113	100%	Get SOW approved by purchasing and legal	0 days	Mon 5/19/14
113	✓	1.1.4.2.4	112	119,114	100%	Release SOW	0 days	Mon 5/19/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
114	✓	1.1.4.2.5	113	115	100%	Evaluate response	1 day	Wed 6/25/14
115	✓	1.1.4.2.6	114	116	100%	Meet with Accenture	1.09 days	Thu 6/26/14
116	✓	1.1.4.2.7	115	117	100%	Agree to scope	1 day?	Mon 6/30/14
117	✓	1.1.4.2.8	116		100%	Issue Purchase Order	1 day?	Tue 7/1/14
118		1.1.4.3			11%	Procure FY14-15 Integration Services - Phase II	79.28 days	Tue 4/22/14
119	⚡	1.1.4.3.1	113	120	50%	Identify Service tasks and Deliverables	3 days	Tue 4/22/14
120	⚡	1.1.4.3.2	119	121	50%	Write statement of work	5 days	Fri 4/25/14
121		1.1.4.3.3	120	122	0%	Get SOW approved by purchasing and legal	5 days	Thu 7/3/14
122		1.1.4.3.4	121	123	0%	Release SOW	1 day?	Fri 7/11/14
123		1.1.4.3.5	122	124	0%	Waiting period	14 days	Mon 7/14/14
124	⚡	1.1.4.3.6	123	125	0%	Evaluate responses	1 day?	Fri 8/1/14
125	⚡	1.1.4.3.7	124	126	0%	Meet with scored respondents	4 days	Mon 8/4/14
126	⚡	1.1.4.3.8	125	127	0%	Make Selection	1.25 days?	Mon 8/11/14
127	⚡	1.1.4.3.9	126		0%	Issue Purchase Order	1 day?	Tue 8/12/14
128		1.1.5			20%	Plan for Phase II	30 days	Tue 8/5/14
129	⚡	1.1.5.1	169	130	25%	Gather high -level requirements for VO	10 days	Tue 8/5/14
130	⚡	1.1.5.2	129	131	25%	Gather high -level requirements for non-vo applications	10 days	Tue 8/19/14
131	⚡	1.1.5.3	130		10%	Plan schedule	10 days	Wed 9/3/14
132		1.1.6			83%	Monthly Project status reports to ESC	507 days?	Wed 6/5/13
133	✓	1.1.6.1			100%	Project status FY13-14	271.5 days	Wed 6/5/13
134	✓	1.1.6.1.1		135	100%	October 2013 status report	2 days	Wed 11/6/13
135	✓	1.1.6.1.2	134	136	100%	November 2013 status report	2 days	Thu 12/5/13
136	✓	1.1.6.1.3	135	84	100%	December 2013 status report	2 days	Thu 1/9/14
137	✓	1.1.6.1.4			100%	January 2014 status report	6 days	Wed 2/5/14
142	✓	1.1.6.1.5			100%	February 2014 status report	9 days?	Tue 3/4/14
147	✓	1.1.6.1.6			100%	March 2014 status report	10 days?	Tue 4/1/14
152	✓	1.1.6.1.7			100%	April 2014 status report	10 days?	Thu 5/1/14
157	✓	1.1.6.1.8			100%	May 2014 status report	255.5 days	Wed 6/5/13
162	✓	1.1.6.1.9			100%	June 2014 status report	271.5 days	Wed 6/5/13
167	⚡	1.1.6.2			27%	Prepare Project Status Report FY 14-15	232 days	Mon 7/7/14
168	✓	1.1.6.2.1			100%	Prepare Project Status Report 1	1 day	Mon 7/7/14
169	✓	1.1.6.2.2		129	100%	Prepare Project Status Report 2	1 day	Mon 8/4/14
170	✓	1.1.6.2.3			100%	Prepare Project Status Report 3	1 day	Thu 9/4/14
171	⚡	1.1.6.2.4			25%	Prepare Project Status Report 4	1 day	Mon 10/6/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
172		1.1.6.2.5			0%	Prepare Project Status Report 5	1 day	Tue 11/4/14
173		1.1.6.2.6			0%	Prepare Project Status Report 6	1 day	Thu 12/4/14
174		1.1.6.2.7			0%	Prepare Project Status Report 7	1 day	Mon 1/5/15
175		1.1.6.2.8			0%	Prepare Project Status Report 8	1 day	Wed 2/4/15
176		1.1.6.2.9			0%	Prepare Project Status Report 9	1 day	Wed 3/4/15
177		1.1.6.2.10			0%	Prepare Project Status Report 10	1 day	Mon 4/6/15
178		1.1.6.2.11			0%	Prepare Project Status Report 11	1 day	Mon 5/4/15
179		1.1.6.2.12		180	0%	Prepare Project Status Report 12	1 day	Thu 6/4/15
180		1.1.6.3	179		0%	Project status reports for FY15-16	1 day?	Fri 6/5/15
181		1.1.7			40%	Weekly team status report reviews	460 days	Fri 1/10/14
182		1.1.7.1			100%	Weekly status reports 1	1 day	Fri 1/10/14
183		1.1.7.2			100%	Weekly status reports 2	1 day	Fri 1/17/14
184		1.1.7.3			100%	Weekly status reports 3	1 day	Fri 1/24/14
185		1.1.7.4			100%	Weekly status reports 4	1 day	Fri 1/31/14
186		1.1.7.5			100%	Weekly status reports 5	1 day	Fri 2/7/14
187		1.1.7.6			100%	Weekly status reports 6	1 day	Fri 2/14/14
188		1.1.7.7			100%	Weekly status reports 7	1 day	Fri 2/21/14
189		1.1.7.8			100%	Weekly status reports 8	1 day	Fri 2/28/14
190		1.1.7.9			100%	Weekly status reports 9	1 day	Fri 3/7/14
191		1.1.7.10			100%	Weekly status reports 10	1 day	Fri 3/14/14
192		1.1.7.11			100%	Weekly status reports 11	1 day	Fri 3/21/14
193		1.1.7.12			100%	Weekly status reports 12	1 day	Fri 3/28/14
194		1.1.7.13			100%	Weekly status reports 13	1 day	Fri 4/4/14
195		1.1.7.14			100%	Weekly status reports 14	1 day	Fri 4/11/14
196		1.1.7.15			100%	Weekly status reports 15	1 day	Fri 4/18/14
197		1.1.7.16			100%	Weekly status reports 16	1 day	Fri 4/25/14
198		1.1.7.17			100%	Weekly status reports 17	1 day	Fri 5/2/14
199		1.1.7.18			100%	Weekly status reports 18	1 day	Fri 5/9/14
200		1.1.7.19			100%	Weekly status reports 19	1 day	Fri 5/16/14
201		1.1.7.20			100%	Weekly status reports 20	1 day	Fri 5/23/14
202		1.1.7.21			100%	Weekly status reports 21	1 day	Fri 5/30/14
203		1.1.7.22			100%	Weekly status reports 22	1 day	Fri 6/6/14
204		1.1.7.23			100%	Weekly status reports 23	1 day	Fri 6/13/14
205		1.1.7.24			100%	Weekly status reports 24	1 day	Fri 6/20/14
206		1.1.7.25			100%	Weekly status reports 25	1 day	Fri 6/27/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
207	✓	1.1.7.26			100%	Weekly status reports 26	2 days	Fri 7/4/14
208	✓	1.1.7.27			100%	Weekly status reports 27	1 day	Fri 7/11/14
209	✓	1.1.7.28			100%	Weekly status reports 28	1 day	Fri 7/18/14
210	✓	1.1.7.29			100%	Weekly status reports 29	1 day	Fri 7/25/14
211	✓	1.1.7.30			100%	Weekly status reports 30	1 day	Fri 8/1/14
212	✓	1.1.7.31			100%	Weekly status reports 31	1 day	Fri 8/8/14
213	✓	1.1.7.32			100%	Weekly status reports 32	1 day	Fri 8/15/14
214	✓	1.1.7.33			100%	Weekly status reports 33	1 day	Fri 8/22/14
215	✓	1.1.7.34			100%	Weekly status reports 34	1 day	Fri 8/29/14
216	✓	1.1.7.35			100%	Weekly status reports 35	1 day	Fri 9/5/14
217	✓	1.1.7.36			100%	Weekly status reports 36	1 day	Fri 9/12/14
218	✓	1.1.7.37			100%	Weekly status reports 37	1 day	Fri 9/19/14
219	✓	1.1.7.38			100%	Weekly status reports 38	1 day	Fri 9/26/14
220	✓	1.1.7.39			100%	Weekly status reports 39	1 day	Fri 10/3/14
221	☐	1.1.7.40			0%	Weekly status reports 40	1 day	Fri 10/10/14
222	☐	1.1.7.41			0%	Weekly status reports 41	1 day	Fri 10/17/14
223	☐	1.1.7.42			0%	Weekly status reports 42	1 day	Fri 10/24/14
224	☐	1.1.7.43			0%	Weekly status reports 43	1 day	Fri 10/31/14
225	☐	1.1.7.44			0%	Weekly status reports 44	1 day	Fri 11/7/14
226	☐	1.1.7.45			0%	Weekly status reports 45	1 day	Fri 11/14/14
227	☐	1.1.7.46			0%	Weekly status reports 46	1 day	Fri 11/21/14
228	☐	1.1.7.47			0%	Weekly status reports 47	2 days	Fri 11/28/14
229	☐	1.1.7.48			0%	Weekly status reports 48	1 day	Fri 12/5/14
230	☐	1.1.7.49			0%	Weekly status reports 49	1 day	Fri 12/12/14
231	☐	1.1.7.50			0%	Weekly status reports 50	1 day	Fri 12/19/14
232	☐	1.1.7.51			0%	Weekly status reports 51	2 days	Fri 12/26/14
233	☐	1.1.7.52		2405	0%	Weekly status reports 52	1 day	Fri 1/2/15
234	☐	1.1.7.53			0%	Weekly status reports 53	1 day	Fri 1/9/15
235	☐	1.1.7.54			0%	Weekly status reports 54	1 day	Fri 1/16/15
236	☐	1.1.7.55			0%	Weekly status reports 55	1 day	Fri 1/23/15
237	☐	1.1.7.56			0%	Weekly status reports 56	1 day	Fri 1/30/15
238	☐	1.1.7.57			0%	Weekly status reports 57	1 day	Fri 2/6/15
239	☐	1.1.7.58			0%	Weekly status reports 58	1 day	Fri 2/13/15
240	☐	1.1.7.59			0%	Weekly status reports 59	1 day	Fri 2/20/15
241	☐	1.1.7.60			0%	Weekly status reports 60	1 day	Fri 2/27/15

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
242		1.1.7.61			0%	Weekly status reports 61	1 day	Fri 3/6/15
243		1.1.7.62			0%	Weekly status reports 62	1 day	Fri 3/13/15
244		1.1.7.63			0%	Weekly status reports 63	1 day	Fri 3/20/15
245		1.1.7.64			0%	Weekly status reports 64	1 day	Fri 3/27/15
246		1.1.7.65			0%	Weekly status reports 65	1 day	Fri 4/3/15
247		1.1.7.66			0%	Weekly status reports 66	1 day	Fri 4/10/15
248		1.1.7.67			0%	Weekly status reports 67	1 day	Fri 4/17/15
249		1.1.7.68			0%	Weekly status reports 68	1 day	Fri 4/24/15
250		1.1.7.69			0%	Weekly status reports 69	1 day	Fri 5/1/15
251		1.1.7.70			0%	Weekly status reports 70	1 day	Fri 5/8/15
252		1.1.7.71			0%	Weekly status reports 71	1 day	Fri 5/15/15
253		1.1.7.72			0%	Weekly status reports 72	1 day	Fri 5/22/15
254		1.1.7.73			0%	Weekly status reports 73	1 day	Fri 5/29/15
255		1.1.7.74			0%	Weekly status reports 74	1 day	Fri 6/5/15
256		1.1.7.75			0%	Weekly status reports 75	1 day	Fri 6/12/15
257		1.1.7.76			0%	Weekly status reports 76	1 day	Fri 6/19/15
258		1.1.7.77			0%	Weekly status reports 77	1 day	Fri 6/26/15
259		1.1.7.78			0%	Weekly status reports 78	2 days	Fri 7/3/15
260		1.1.7.79			0%	Weekly status reports 79	1 day	Fri 7/10/15
261		1.1.7.80			0%	Weekly status reports 80	1 day	Fri 7/17/15
262		1.1.7.81			0%	Weekly status reports 81	1 day	Fri 7/24/15
263		1.1.7.82			0%	Weekly status reports 82	1 day	Fri 7/31/15
264		1.1.7.83			0%	Weekly status reports 83	1 day	Fri 8/7/15
265		1.1.7.84			0%	Weekly status reports 84	1 day	Fri 8/14/15
266		1.1.7.85			0%	Weekly status reports 85	1 day	Fri 8/21/15
267		1.1.7.86			0%	Weekly status reports 86	1 day	Fri 8/28/15
268		1.1.7.87			0%	Weekly status reports 87	1 day	Fri 9/4/15
269		1.1.7.88			0%	Weekly status reports 88	1 day	Fri 9/11/15
270		1.1.7.89			0%	Weekly status reports 89	1 day	Fri 9/18/15
271		1.1.7.90			0%	Weekly status reports 90	1 day	Fri 9/25/15
272		1.1.7.91			0%	Weekly status reports 91	1 day	Fri 10/2/15
273		1.1.7.92			0%	Weekly status reports 92	1 day	Fri 10/9/15
274		1.1.7.93			0%	Weekly status reports 93	1 day	Fri 10/16/15
275		1.1.7.94			0%	Weekly status reports 94	1 day	Fri 10/23/15
276		1.1.7.95			0%	Weekly status reports 95	1 day	Fri 10/30/15

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
277		1.1.8			40%	Weekly team status meetings	465 days	Fri 1/10/14
278		1.1.8.1			100%	Weekly status meeting 1	1 day	Fri 1/10/14
279		1.1.8.2			100%	Weekly status meeting 2	1 day	Fri 1/17/14
280		1.1.8.3			100%	Weekly status meeting 3	1 day	Fri 1/24/14
281		1.1.8.4			100%	Weekly status meeting 4	1 day	Fri 1/31/14
282		1.1.8.5			100%	Weekly status meeting 5	1 day	Fri 2/7/14
283		1.1.8.6			100%	Weekly status meeting 6	1 day	Fri 2/14/14
284		1.1.8.7			100%	Weekly status meeting 7	1 day	Fri 2/21/14
285		1.1.8.8			100%	Weekly status meeting 8	1 day	Fri 2/28/14
286		1.1.8.9			100%	Weekly status meeting 9	1 day	Fri 3/7/14
287		1.1.8.10			100%	Weekly status meeting 10	1 day	Fri 3/14/14
288		1.1.8.11			100%	Weekly status meeting 11	1 day	Fri 3/21/14
289		1.1.8.12			100%	Weekly status meeting 12	1 day	Fri 3/28/14
290		1.1.8.13			100%	Weekly status meeting 13	1 day	Fri 4/4/14
291		1.1.8.14			100%	Weekly status meeting 14	1 day	Fri 4/11/14
292		1.1.8.15			100%	Weekly status meeting 15	1 day	Fri 4/18/14
293		1.1.8.16			100%	Weekly status meeting 16	1 day	Fri 4/25/14
294		1.1.8.17			100%	Weekly status meeting 17	1 day	Fri 5/2/14
295		1.1.8.18			100%	Weekly status meeting 18	1 day	Fri 5/9/14
296		1.1.8.19			100%	Weekly status meeting 19	1 day	Fri 5/16/14
297		1.1.8.20			100%	Weekly status meeting 20	1 day	Fri 5/23/14
298		1.1.8.21			100%	Weekly status meeting 21	1 day	Fri 5/30/14
299		1.1.8.22			100%	Weekly status meeting 22	1 day	Fri 6/6/14
300		1.1.8.23			100%	Weekly status meeting 23	1 day	Fri 6/13/14
301		1.1.8.24			100%	Weekly status meeting 24	1 day	Fri 6/20/14
302		1.1.8.25			100%	Weekly status meeting 25	1 day	Fri 6/27/14
303		1.1.8.26			100%	Weekly status meeting 26	2 days	Fri 7/4/14
304		1.1.8.27			100%	Weekly status meeting 27	1 day	Fri 7/11/14
305		1.1.8.28			100%	Weekly status meeting 28	1 day	Fri 7/18/14
306		1.1.8.29			100%	Weekly status meeting 29	1 day	Fri 7/25/14
307		1.1.8.30			100%	Weekly status meeting 30	1 day	Fri 8/1/14
308		1.1.8.31			100%	Weekly status meeting 31	1 day	Fri 8/8/14
309		1.1.8.32			100%	Weekly status meeting 32	1 day	Fri 8/15/14
310		1.1.8.33			100%	Weekly status meeting 33	1 day	Fri 8/22/14
311		1.1.8.34			100%	Weekly status meeting 34	1 day	Fri 8/29/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
312	✓	1.1.8.35			100%	Weekly status meeting 35	1 day	Fri 9/5/14
313	✓	1.1.8.36			100%	Weekly status meeting 36	1 day	Fri 9/12/14
314	✓	1.1.8.37			100%	Weekly status meeting 37	1 day	Fri 9/19/14
315	✓	1.1.8.38			100%	Weekly status meeting 38	1 day	Fri 9/26/14
316	✓	1.1.8.39			100%	Weekly status meeting 39	1 day	Fri 10/3/14
317		1.1.8.40			0%	Weekly status meeting 40	1 day	Fri 10/10/14
318		1.1.8.41			0%	Weekly status meeting 41	1 day	Fri 10/17/14
319		1.1.8.42			0%	Weekly status meeting 42	1 day	Fri 10/24/14
320		1.1.8.43			0%	Weekly status meeting 43	1 day	Fri 10/31/14
321		1.1.8.44			0%	Weekly status meeting 44	1 day	Fri 11/7/14
322		1.1.8.45			0%	Weekly status meeting 45	1 day	Fri 11/14/14
323		1.1.8.46			0%	Weekly status meeting 46	1 day	Fri 11/21/14
324		1.1.8.47			0%	Weekly status meeting 47	2 days	Fri 11/28/14
325		1.1.8.48			0%	Weekly status meeting 48	1 day	Fri 12/5/14
326		1.1.8.49			0%	Weekly status meeting 49	1 day	Fri 12/12/14
327		1.1.8.50			0%	Weekly status meeting 50	1 day	Fri 12/19/14
328		1.1.8.51			0%	Weekly status meeting 51	2 days	Fri 12/26/14
329		1.1.8.52			0%	Weekly status meeting 52	1 day	Fri 1/2/15
330		1.1.8.53			0%	Weekly status meeting 53	1 day	Fri 1/9/15
331		1.1.8.54			0%	Weekly status meeting 54	1 day	Fri 1/16/15
332		1.1.8.55			0%	Weekly status meeting 55	1 day	Fri 1/23/15
333		1.1.8.56			0%	Weekly status meeting 56	1 day	Fri 1/30/15
334		1.1.8.57			0%	Weekly status meeting 57	1 day	Fri 2/6/15
335		1.1.8.58			0%	Weekly status meeting 58	1 day	Fri 2/13/15
336		1.1.8.59			0%	Weekly status meeting 59	1 day	Fri 2/20/15
337		1.1.8.60			0%	Weekly status meeting 60	1 day	Fri 2/27/15
338		1.1.8.61			0%	Weekly status meeting 61	1 day	Fri 3/6/15
339		1.1.8.62			0%	Weekly status meeting 62	1 day	Fri 3/13/15
340		1.1.8.63			0%	Weekly status meeting 63	1 day	Fri 3/20/15
341		1.1.8.64			0%	Weekly status meeting 64	1 day	Fri 3/27/15
342		1.1.8.65			0%	Weekly status meeting 65	1 day	Fri 4/3/15
343		1.1.8.66			0%	Weekly status meeting 66	1 day	Fri 4/10/15
344		1.1.8.67			0%	Weekly status meeting 67	1 day	Fri 4/17/15
345		1.1.8.68			0%	Weekly status meeting 68	1 day	Fri 4/24/15
346		1.1.8.69			0%	Weekly status meeting 69	1 day	Fri 5/1/15

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
347		1.1.8.70			0%	Weekly status meeting 70	1 day	Fri 5/8/15
348		1.1.8.71			0%	Weekly status meeting 71	1 day	Fri 5/15/15
349		1.1.8.72			0%	Weekly status meeting 72	1 day	Fri 5/22/15
350		1.1.8.73			0%	Weekly status meeting 73	1 day	Fri 5/29/15
351		1.1.8.74			0%	Weekly status meeting 74	1 day	Fri 6/5/15
352		1.1.8.75			0%	Weekly status meeting 75	1 day	Fri 6/12/15
353		1.1.8.76			0%	Weekly status meeting 76	1 day	Fri 6/19/15
354		1.1.8.77			0%	Weekly status meeting 77	1 day	Fri 6/26/15
355		1.1.8.78			0%	Weekly status meeting 78	2 days	Fri 7/3/15
356		1.1.8.79			0%	Weekly status meeting 79	1 day	Fri 7/10/15
357		1.1.8.80			0%	Weekly status meeting 80	1 day	Fri 7/17/15
358		1.1.8.81			0%	Weekly status meeting 81	1 day	Fri 7/24/15
359		1.1.8.82			0%	Weekly status meeting 82	1 day	Fri 7/31/15
360		1.1.8.83			0%	Weekly status meeting 83	1 day	Fri 8/7/15
361		1.1.8.84			0%	Weekly status meeting 84	1 day	Fri 8/14/15
362		1.1.8.85			0%	Weekly status meeting 85	1 day	Fri 8/21/15
363		1.1.8.86			0%	Weekly status meeting 86	1 day	Fri 8/28/15
364		1.1.8.87			0%	Weekly status meeting 87	1 day	Fri 9/4/15
365		1.1.8.88			0%	Weekly status meeting 88	1 day	Fri 9/11/15
366		1.1.8.89			0%	Weekly status meeting 89	1 day	Fri 9/18/15
367		1.1.8.90			0%	Weekly status meeting 90	1 day	Fri 9/25/15
368		1.1.8.91			0%	Weekly status meeting 91	1 day	Fri 10/2/15
369		1.1.8.92			0%	Weekly status meeting 92	1 day	Fri 10/9/15
370		1.1.8.93			0%	Weekly status meeting 93	1 day	Fri 10/16/15
371		1.1.8.94			0%	Weekly status meeting 94	1 day	Fri 10/23/15
372		1.1.8.95			0%	Weekly status meeting 95	1 day	Fri 10/30/15
373		1.1.8.96			0%	Weekly status meeting 96	1 day	Fri 11/6/15
374		1.1.9			71%	Iron Data Project Management	305 days	Mon 8/19/13
375	✓	1.1.9.1			100%	Iron Data Project Initiation	35 days	Mon 8/19/13
376	✓	1.1.9.1.1		385	100%	Build Project Schedule in MS Project	16 days	Mon 8/19/13
377	✓	1.1.9.1.2		1071	100%	Prepare and Attend Project Kickoff Session	5 days	Mon 9/9/13
378	✓	1.1.9.1.3			100%	MS Project Schedule Baseline Approved (by Client and IDS)	10 days	Mon 9/9/13
379	✓	1.1.9.1.4		380	100%	Deliverable Review - Project Schedule	5 days	Tue 10/1/13
380	✓	1.1.9.1.5	379		100%	Deliverable Acceptance - Project Schedule	0 days	Tue 10/1/13

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
381		1.1.9.2			75%	Iron Data Project Monitoring and Control	252 days	Tue 10/1/13
382		1.1.9.2.1		387	75%	Build Weekly Project Status Reports	253 days	Tue 10/1/13
383		1.1.9.2.2		387	75%	Conduct Weekly Project Status meeting with Team	253 days	Tue 10/1/13
384		1.1.9.2.3		387	75%	Attend Weekly Project Status Meetings with Client	253 days	Tue 10/1/13
385		1.1.9.2.4	376	387	75%	Maintain MS Project Schedule	253 days	Tue 10/1/13
386		1.1.9.2.5		387	75%	Monthly Project Status Review with Iron Data Executives	253 days	Tue 10/1/13
387		1.1.9.2.6	382,383,384,385,386		0%	Project Monitoring and Control Completed	0 days	Tue 9/30/14
388		1.1.9.3			0%	Iron Data Project Closure	23 days	Wed 10/1/14
389		1.1.9.3.1		395	0%	Complete Support Procedure Document	22 days	Wed 10/1/14
390		1.1.9.3.2		394	0%	Conduct Transition Meeting with Support	22 days	Wed 10/1/14
391		1.1.9.3.3			0%	Complete Project Close-Out	22 days	Wed 10/1/14
392		1.1.9.3.4		393	0%	Conduct and Record Lessons Learned	22 days	Wed 10/1/14
393		1.1.9.3.5	392		0%	Lessons Learned Documented	0 days	Fri 10/31/14
394		1.1.9.3.6	390		0%	Support Transition Meeting Completed	0 days	Fri 10/31/14
395		1.1.9.3.7	389		0%	Support Procedure Document Completed	0 days	Fri 10/31/14
396		1.1.10			88%	Accenture Planning and Initiation	252 days	Mon 12/2/13
397	✓	1.1.10.1			100%	Accenture Project Management - FY13-14	148 days	Mon 12/2/13
398	✓	1.1.10.1.1	108	401,402,40	100%	Manage Project/Schedule	147 days	Mon 12/2/13
399	✓	1.1.10.1.2	108		100%	Manage MS Project Schedule	124 days	Mon 12/2/13
400	✓	1.1.10.1.3			100%	Deliverable Construction - Project Plan	29 days	Mon 12/2/13
410	✓	1.1.10.1.4			100%	Monthly Status Reports	133 days	Mon 12/23/13
432		1.1.10.2			59%	Project Management - FY14-15	87 days	Tue 7/1/14
433		1.1.10.2.1		12SS,6SS,4	50%	Manage Project/Schedule	84 days	Tue 7/1/14
434		1.1.10.2.2			50%	Manage MS Project Schedule	17 days	Tue 7/1/14
435	✓	1.1.10.2.3			100%	Deliverable Construction - Project Schedule	22 days	Tue 7/1/14
442		1.1.10.2.4			67%	Monthly status Reports	105 days	Tue 7/1/14
461		1.1.11			50%	E & Y Independent Verification & Validation	418.13 day	Mon 12/9/13
462		1.1.11.1		464	0%	Start MQA System IV&V Project	0 days	Mon 12/9/13
463	✓	1.1.11.2			100%	Phase 1 - Mobilize	33.13 days	Mon 12/9/13
464	✓	1.1.11.2.1	462	469	100%	Start MQA System IV&V Project Mobilization	0 days	Mon 12/9/13
465	✓	1.1.11.2.2			100%	Kick Off MQA System IV&V Project (IVV-01)	6.13 days	Mon 12/9/13
482	✓	1.1.11.2.3			100%	Define and Establish MQA System IV&V Project	27 days	Tue 12/17/13
504	✓	1.1.11.2.4	481,503,493	506	100%	MQA System IV&V Project Mobilization Complete	0 days	Tue 1/28/14
505		1.1.11.3			47%	Phase 2 - Execute, Monitor and Control	400 days	Tue 12/17/13

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
506		1.1.11.3.1	504		0%	Start MQA System IV&V Project Execution	0 days	Tue 1/28/14
507		1.1.11.3.2			49%	Manage MQA System IV&V Project	381.38 day	Thu 1/9/14
686		1.1.11.3.3			46%	Conduct Verification and Validation	400 days	Tue 12/17/13
914		1.1.11.3.4	913	916	0%	MQA System IV&V Project Execution Complete	0 days	Fri 7/17/15
915		1.1.11.4			0%	Phase 3 - Transition and Close	12 days	Fri 7/17/15
916		1.1.11.4.1	914	921	0%	Start MQA System IV&V Project Transition and Close	0 days	Fri 7/17/15
917		1.1.11.4.2			0%	Close MQA System IV&V Project (IVV-04)	12 days	Fri 7/17/15
934		1.1.11.4.3	933	935	0%	MQA System IV&V Project Transition and Close Complete	0 days	Tue 8/4/15
935		1.1.11.5	934		0%	MQA System IV&V Project Complete	0 days	Tue 8/4/15
936		1.1.12			40%	MQA Overall project management	415 days	Fri 3/21/14
937		1.1.12.1			30%	Update Project Workbook	415 days	Fri 3/21/14
938		1.1.12.1.1			100%	Update Project Workbook 1	1 day	Fri 3/21/14
939		1.1.12.1.2			100%	Update Project Workbook 6	1 day	Fri 4/25/14
940		1.1.12.1.3			100%	Update Project Workbook 7	1 day	Fri 5/2/14
941		1.1.12.1.4			100%	Update Project Workbook 8	1 day	Fri 5/9/14
942		1.1.12.1.5			100%	Update Project Workbook 9	1 day	Fri 5/16/14
943		1.1.12.1.6			100%	Update Project Workbook 10	1 day	Fri 5/23/14
944		1.1.12.1.7			100%	Update Project Workbook 11	1 day	Fri 5/30/14
945		1.1.12.1.8			100%	Update Project Workbook 12	1 day	Fri 6/6/14
946		1.1.12.1.9			100%	Update Project Workbook 13	1 day	Fri 6/13/14
947		1.1.12.1.10			100%	Update Project Workbook 14	1 day	Fri 6/20/14
948		1.1.12.1.11		1020	100%	Update Project Workbook 15	1 day	Fri 6/27/14
949		1.1.12.1.12			100%	Update Project Workbook 16	1 day	Mon 7/7/14
950		1.1.12.1.13			100%	Update Project Workbook 17	1 day	Fri 7/11/14
951		1.1.12.1.14			100%	Update Project Workbook 18	1 day	Fri 7/18/14
952		1.1.12.1.15			100%	Update Project Workbook 19	1 day	Fri 7/25/14
953		1.1.12.1.16			100%	Update Project Workbook 20	1 day	Fri 8/1/14
954		1.1.12.1.17			100%	Update Project Workbook 21	1 day	Fri 8/8/14
955		1.1.12.1.18			100%	Update Project Workbook 22	1 day	Fri 8/15/14
956		1.1.12.1.19			100%	Update Project Workbook 23	1 day	Fri 8/22/14
957		1.1.12.1.20			100%	Update Project Workbook 24	1 day	Fri 8/29/14
958		1.1.12.1.21			100%	Update Project Workbook 25	1 day	Fri 9/5/14
959		1.1.12.1.22			100%	Update Project Workbook 26	1 day	Fri 9/12/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
960	✓	1.1.12.1.23			100%	Update Project Workbook 27	1 day	Fri 9/19/14
961	✓	1.1.12.1.24			100%	Update Project Workbook 28	1 day	Fri 9/26/14
962	✓	1.1.12.1.25			100%	Update Project Workbook 29	1 day	Fri 10/3/14
963	☰	1.1.12.1.26			0%	Update Project Workbook 30	1 day	Fri 10/10/14
964	☰	1.1.12.1.27			0%	Update Project Workbook 31	1 day	Fri 10/17/14
965	☰	1.1.12.1.28			0%	Update Project Workbook 32	1 day	Fri 10/24/14
966	☰	1.1.12.1.29			0%	Update Project Workbook 33	1 day	Fri 10/31/14
967	☰	1.1.12.1.30			0%	Update Project Workbook 34	1 day	Fri 11/7/14
968	☰	1.1.12.1.31			0%	Update Project Workbook 35	1 day	Fri 11/14/14
969	☰	1.1.12.1.32			0%	Update Project Workbook 36	1 day	Fri 11/21/14
970	☰	1.1.12.1.33			0%	Update Project Workbook 37	1 day	Mon 12/1/14
971	☰	1.1.12.1.34			0%	Update Project Workbook 38	1 day	Fri 12/5/14
972	☰	1.1.12.1.35			0%	Update Project Workbook 39	1 day	Fri 12/12/14
973	☰	1.1.12.1.36			0%	Update Project Workbook 40	1 day	Fri 12/19/14
974	☰	1.1.12.1.37			0%	Update Project Workbook 41	1 day	Fri 12/26/14
975	☰	1.1.12.1.38			0%	Update Project Workbook 42	1 day	Fri 1/2/15
976	☰	1.1.12.1.39			0%	Update Project Workbook 43	1 day	Fri 1/9/15
977	☰	1.1.12.1.40			0%	Update Project Workbook 44	1 day	Fri 1/16/15
978	☰	1.1.12.1.41			0%	Update Project Workbook 45	1 day	Fri 1/23/15
979	☰	1.1.12.1.42			0%	Update Project Workbook 46	1 day	Fri 1/30/15
980	☰	1.1.12.1.43			0%	Update Project Workbook 47	1 day	Fri 2/6/15
981	☰	1.1.12.1.44			0%	Update Project Workbook 48	1 day	Fri 2/13/15
982	☰	1.1.12.1.45			0%	Update Project Workbook 49	1 day	Fri 2/20/15
983	☰	1.1.12.1.46			0%	Update Project Workbook 50	1 day	Fri 2/27/15
984	☰	1.1.12.1.47			0%	Update Project Workbook 51	1 day	Fri 3/6/15
985	☰	1.1.12.1.48			0%	Update Project Workbook 52	1 day	Fri 3/13/15
986	☰	1.1.12.1.49			0%	Update Project Workbook 53	1 day	Fri 3/20/15
987	☰	1.1.12.1.50			0%	Update Project Workbook 54	1 day	Fri 3/27/15
988	☰	1.1.12.1.51			0%	Update Project Workbook 55	1 day	Fri 4/3/15
989	☰	1.1.12.1.52			0%	Update Project Workbook 56	1 day	Fri 4/10/15
990	☰	1.1.12.1.53			0%	Update Project Workbook 57	1 day	Fri 4/17/15
991	☰	1.1.12.1.54			0%	Update Project Workbook 58	1 day	Fri 4/24/15
992	☰	1.1.12.1.55			0%	Update Project Workbook 59	1 day	Fri 5/1/15
993	☰	1.1.12.1.56			0%	Update Project Workbook 60	1 day	Fri 5/8/15
994	☰	1.1.12.1.57			0%	Update Project Workbook 61	1 day	Fri 5/15/15

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
995		1.1.12.1.58			0%	Update Project Workbook 62	1 day	Fri 5/22/15
996		1.1.12.1.59			0%	Update Project Workbook 63	1 day	Fri 5/29/15
997		1.1.12.1.60			0%	Update Project Workbook 64	1 day	Fri 6/5/15
998		1.1.12.1.61			0%	Update Project Workbook 65	1 day	Fri 6/12/15
999		1.1.12.1.62			0%	Update Project Workbook 66	1 day	Fri 6/19/15
1000		1.1.12.1.63			0%	Update Project Workbook 67	1 day	Fri 6/26/15
1001		1.1.12.1.64			0%	Update Project Workbook 68	1 day	Mon 7/6/15
1002		1.1.12.1.65			0%	Update Project Workbook 69	1 day	Fri 7/10/15
1003		1.1.12.1.66			0%	Update Project Workbook 70	1 day	Fri 7/17/15
1004		1.1.12.1.67			0%	Update Project Workbook 71	1 day	Fri 7/24/15
1005		1.1.12.1.68			0%	Update Project Workbook 72	1 day	Fri 7/31/15
1006		1.1.12.1.69			0%	Update Project Workbook 73	1 day	Fri 8/7/15
1007		1.1.12.1.70			0%	Update Project Workbook 74	1 day	Fri 8/14/15
1008		1.1.12.1.71			0%	Update Project Workbook 75	1 day	Fri 8/21/15
1009		1.1.12.1.72			0%	Update Project Workbook 76	1 day	Fri 8/28/15
1010		1.1.12.1.73			0%	Update Project Workbook 77	1 day	Fri 9/4/15
1011		1.1.12.1.74			0%	Update Project Workbook 78	1 day	Fri 9/11/15
1012		1.1.12.1.75			0%	Update Project Workbook 79	1 day	Fri 9/18/15
1013		1.1.12.1.76			0%	Update Project Workbook 80	1 day	Fri 9/25/15
1014		1.1.12.1.77		3284	0%	Update Project Workbook 81	1 day	Fri 10/2/15
1015		1.1.12.1.78			0%	Update Project Workbook 82	1 day	Fri 10/9/15
1016		1.1.12.1.79			0%	Update Project Workbook 83	1 day	Fri 10/16/15
1017		1.1.12.1.80			0%	Update Project Workbook 84	1 day	Fri 10/23/15
1018		1.1.12.1.81			0%	Update Project Workbook 85	1 day	Fri 10/30/15
1019		1.1.12.1.82			0%	Update Project Workbook 86	1 day	Fri 11/6/15
1020		1.1.12.2	948		80%	Prepare Schedule IV-B for FY15-16	20 days	Mon 6/30/14
1021		1.2			79%	Requirements	656 days?	Wed 6/5/13
1022		1.2.1			87%	Requirement Traceability	197 days?	Mon 1/27/14
1023	✓	1.2.1.1			100%	Gather requirements	45 days?	Mon 1/27/14
1024	✓	1.2.1.1.1	1221,1074	1028,1204,	100%	Gather Compas Gap Requirements	2 days?	Mon 2/3/14
1025	✓	1.2.1.1.2	1158	1028	100%	Gather Infrastructure requirements	3 days?	Thu 3/6/14
1026	✓	1.2.1.1.3	1090,1104	1028,1108,	100%	Gather letter, datamart, interface and report requirements	1 day?	Fri 2/28/14
1027	✓	1.2.1.1.4	1221	1028,1132,	100%	Gather IDM requirements	1 day?	Mon 1/27/14
1028	✓	1.2.1.2	1024,1025,1026,1027	1029,1194	100%	Build requirements tracking file	1 day	Mon 3/3/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
1029	✓	1.2.1.3	1028	1030,1195	100%	Review RTM file	1 day	Tue 3/4/14
1030	✓	1.2.1.4	1029	1031,1188	100%	Update RTM file	31.5 days	Wed 3/5/14
1031	✓	1.2.1.5	1030	1032,1200	100%	Sign-off on RTM	1 day	Mon 6/16/14
1032	✓	1.2.1.6	1031		100%	Define Requirements from the GAP Analysis	0 days	Mon 6/16/14
1033	🔄	1.2.1.7			68%	Maintain RTM	148 days	Fri 4/4/14
1034	✓	1.2.1.7.1			100%	Maintain RTM 1	1 day	Fri 4/4/14
1035	✓	1.2.1.7.2			100%	Maintain RTM 2	1 day	Fri 4/11/14
1036	✓	1.2.1.7.3			100%	Maintain RTM 3	0 days	Fri 4/18/14
1037	✓	1.2.1.7.4			100%	Maintain RTM 4	0 days	Fri 4/25/14
1038	✓	1.2.1.7.5			100%	Maintain RTM 5	0 days	Fri 5/2/14
1039	✓	1.2.1.7.6			100%	Maintain RTM 6	1 day	Fri 5/9/14
1040	✓	1.2.1.7.7			100%	Maintain RTM 7	1 day	Fri 5/16/14
1041	✓	1.2.1.7.8			100%	Maintain RTM 8	1 day	Fri 5/23/14
1042	✓	1.2.1.7.9			100%	Maintain RTM 9	1 day	Fri 5/30/14
1043	✓	1.2.1.7.10			100%	Maintain RTM 10	1 day	Fri 6/6/14
1044	✓	1.2.1.7.11			100%	Maintain RTM 11	1 day	Fri 6/13/14
1045	✓	1.2.1.7.12			100%	Maintain RTM 12	1 day	Fri 6/20/14
1046	✓	1.2.1.7.13			100%	Maintain RTM 13	1 day	Fri 6/27/14
1047	✓	1.2.1.7.14			100%	Maintain RTM 14	1 day	Mon 7/7/14
1048	✓	1.2.1.7.15			100%	Maintain RTM 15	1 day	Fri 7/11/14
1049	✓	1.2.1.7.16			100%	Maintain RTM 16	1 day	Fri 7/18/14
1050	✓	1.2.1.7.17			100%	Maintain RTM 17	1 day	Fri 7/25/14
1051	✓	1.2.1.7.18			100%	Maintain RTM 18	1 day	Fri 8/1/14
1052	✓	1.2.1.7.19			100%	Maintain RTM 19	1 day	Fri 8/8/14
1053	✓	1.2.1.7.20			100%	Maintain RTM 20	1 day	Fri 8/15/14
1054	✓	1.2.1.7.21			100%	Maintain RTM 21	1 day	Fri 8/22/14
1055	✓	1.2.1.7.22			100%	Maintain RTM 22	1 day	Fri 8/29/14
1056	🛑	1.2.1.7.23			0%	Maintain RTM 23	1 day	Fri 9/5/14
1057	🛑	1.2.1.7.24			0%	Maintain RTM 24	1 day	Fri 9/12/14
1058	🛑	1.2.1.7.25			0%	Maintain RTM 25	1 day	Fri 9/19/14
1059	🛑	1.2.1.7.26			0%	Maintain RTM 26	1 day	Fri 9/26/14
1060	🛑	1.2.1.7.27			0%	Maintain RTM 27	1 day	Fri 10/3/14
1061	🛑	1.2.1.7.28			0%	Maintain RTM 28	1 day	Fri 10/10/14
1062	🛑	1.2.1.7.29			0%	Maintain RTM 29	1 day	Fri 10/17/14
1063	🛑	1.2.1.7.30			0%	Maintain RTM 30	1 day	Fri 10/24/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
1064	📄	1.2.1.7.31			0%	Maintain RTM 31	1 day	Fri 10/31/14
1065		1.2.2			97%	VR Related requirements	419.08 day	Wed 6/5/13
1066	✓	1.2.2.1			100%	MQA SSS team Assist with Gap Analysis and research	342.08 day	Mon 9/23/13
1067	✓	1.2.2.1.1	1221SS		100%	V:R Configuration Support	89 days	Mon 9/23/13
1068	✓	1.2.2.1.2	2731SS		100%	V:M Configuration Support	296.58 day	Wed 10/2/13
1069	✓	1.2.2.2	1221SS		100%	MQA IT Team Assist with Gap Analysis and research	89 days	Mon 9/23/13
1070	✓	1.2.2.3			100%	Iron Data Business Process Discovery	182 days	Mon 8/19/13
1071	✓	1.2.2.3.1	377	1072,1073	100%	Prepare V:R New Features Documentation	10 days	Mon 8/19/13
1072	✓	1.2.2.3.2	1071	1074	100%	Present New Features of V:R	22 days	Thu 1/2/14
1073	✓	1.2.2.3.3	1071	1194	100%	V:R New Features Document Completed	0 days	Fri 8/30/13
1074	✓	1.2.2.3.4	1072	1075,1195	100%	Review New Features	10 days	Mon 2/3/14
1075	✓	1.2.2.3.5	1074	1076	100%	Gather requirements for new features	10 days	Mon 2/17/14
1076	✓	1.2.2.3.6	1075	2586,1200	100%	Approved V:R New Features	0.5 days	Thu 5/8/14
1077		1.2.2.4			74%	Datamart Migration	214 days	Mon 12/2/13
1078	✓	1.2.2.4.1		1079FF	100%	MQA Provide Datamart Inventory (Interfaces/Web Services)	3 days	Mon 12/2/13
1079	✓	1.2.2.4.2	1078FF	1080FF	100%	Analysis - Datamart Impact (Interfaces/Web Services)	15 days	Mon 12/2/13
1080	✓	1.2.2.4.3	1079FF	1084,1186	100%	Finalize Datamart Scope (Interfaces/Web Services)	6 days	Fri 12/20/13
1081	✓	1.2.2.4.4			100%	Datamart Migration Plan Deliverable	44 days	Tue 12/31/13
1091	📄	1.2.2.4.5	1090,2813		50%	Datamart Verification	46 days	Thu 7/31/14
1092	✓	1.2.2.5			100%	Letters/Reports Migration	63 days	Thu 1/2/14
1093	✓	1.2.2.5.1		1094	100%	Analysis - Letters/Reports Impact	10 days	Thu 1/2/14
1094	✓	1.2.2.5.2	1093	1097	100%	Determine Letters/Reports Scope	5 days	Thu 1/16/14
1095	✓	1.2.2.5.3			100%	Letters/Reports Migration Plan	13 days	Thu 1/23/14
1105	✓	1.2.2.5.4		1200	100%	Letters/Reports Verification (required updates)	40 days	Mon 2/3/14
1106	✓	1.2.2.5.5			100%	Provide Letter/Report Counts	1 day	Mon 3/31/14
1107	✓	1.2.2.6			100%	Crystal Reports Conversion	241 days	Thu 1/2/14
1108	✓	1.2.2.6.1	1026	1111	100%	Inventory all In-house DM reports	10 days	Mon 12/1/14
1109	✓	1.2.2.6.2	1026	1113	100%	Inventory of all LE Oracle Reports	5 days	Mon 12/1/14
1110	✓	1.2.2.6.3	1026		100%	Inventory of all SQL Server MQA Services Reports	5 days	Mon 12/1/14
1111	✓	1.2.2.6.4	1108	1112,1114	100%	Create Master Inventory	5 days	Thu 1/2/14
1112	✓	1.2.2.6.5	1111		100%	Identify obsolete reports	1 day	Thu 1/16/14
1113	✓	1.2.2.6.6	1109	1114	100%	Identify LE reports that can be rewritten in-house	1 day	Thu 1/16/14
1114	✓	1.2.2.6.7	1111,1113		100%	Identify responsible team for converting each report	1 day	Thu 1/23/14
1115	✓	1.2.2.6.8			100%	Database Schema	35 days	Thu 1/2/14
1119	✓	1.2.2.7			100%	Master Test Plan	230 days	Wed 6/5/13

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
1120	✓	1.2.2.7.1	409	1124,1121	100%	Define Testing Phases & Approach	5 days	Mon 2/3/14
1121	✓	1.2.2.7.2	1120	1124,1122	100%	Define Key Stakeholder Groups for each test phase	2 days	Mon 2/3/14
1122	✓	1.2.2.7.3	1121	1123	100%	Define Deliverable Acceptance Criteria	1 day	Wed 6/5/13
1123	✓	1.2.2.7.4	1122	1124,2928	100%	DAC Submission - Master Test Plan	1 day	Wed 2/5/14
1124	✓	1.2.2.7.5	1120,1121,1123	1125,1126	100%	Deliverable Construction - Master Test Plan	36 days	Mon 2/10/14
1125	✓	1.2.2.7.6	1124	1127,1194	100%	Deliverable Submission - Master Test Plan (Review Cycle 1)	0 days	Mon 3/31/14
1126	✓	1.2.2.7.7	1124	1195	100%	Deliverable Review - Master Test Plan	5 days	Tue 4/1/14
1127	✓	1.2.2.7.8	1125	1128,1129	100%	Deliverable Comment Response - Master Test Plan (Review Cycle 1)	3 days	Tue 4/1/14
1128	✓	1.2.2.7.9	1127	1130	100%	Deliverable Submission - Master Test Plan (Review Cycle 2)	0 days	Thu 4/3/14
1129	✓	1.2.2.7.10	1127	1200	100%	Deliverable Review - Master Test Plan	2 days	Fri 4/4/14
1130	✓	1.2.2.7.11	1128	1196,2997	100%	Final Acceptance - Master Test Plan	0 days	Thu 4/3/14
1131		1.2.3			87%	IDM related Requirements	299.5 days	Thu 1/2/14
1132		1.2.3.1	1027		50%	Iron Data IDM GAP Analysis Support	87 days	Mon 6/2/14
1133	✓	1.2.3.2			100%	Identify Configuration Needs	127 days?	Thu 1/2/14
1134	✓	1.2.3.2.1	1027	1135,1140	100%	Collect Configuration Requirements for All INV Forms	4 days	Thu 1/2/14
1135	✓	1.2.3.2.2	1134	1137,1136	100%	Create Meeting Minutes/Requirements and Action Registry	3 days	Wed 1/8/14
1136	✓	1.2.3.2.3	1135		100%	Identify configurations to be added to COMPAS (pre-IDM)	4 days	Mon 1/13/14
1137	✓	1.2.3.2.4	1135	1138,2698	100%	Setup new RSDs and Relationships in COMPAS	18 days	Mon 1/13/14
1138	✓	1.2.3.2.5	1137	1139	100%	Create Instruction Document for new data elements	3 days	Thu 2/6/14
1139	✓	1.2.3.2.6	1138		100%	Communicate changes to LASU, Boards, and Enforcement (Training and	2 days	Tue 2/11/14
1140	✓	1.2.3.2.7	1134	2972,2703	100%	Configure inspection forms in IDM	123 days	Wed 1/8/14
1141	✓	1.2.3.2.8	1135	2733	100%	Accenture - Analysis - Iron Data Mobile Impact	91 days?	Mon 1/13/14
1142		1.2.4			57%	Infrastructure requirements	545 days?	Fri 11/8/13
1143	✓	1.2.4.1		1185SS,275	100%	Identify Infrastructure needs from SSRC	1 day	Fri 11/8/13
1144	✓	1.2.4.2	1154		100%	Gather technical infrastructure requirements	1 day?	Wed 11/27/13
1145	✓	1.2.4.3	1143	1180,1146	100%	Define technical environment needs	2 days?	Mon 11/11/13
1146	✓	1.2.4.4	1145	1147	100%	Request environment quotes	1 day?	Wed 11/13/13
1147	✓	1.2.4.5	1146	1148	100%	Prepare quotes	1 day?	Thu 11/14/13
1148	✓	1.2.4.6	1147	1149	100%	Review Quotes with SSRC	1 day?	Fri 11/15/13
1149	✓	1.2.4.7	1148	2736,1151	100%	Initiate build-out	1 day?	Mon 11/18/13
1150	✓	1.2.4.8			100%	Technical infrastructure deliverable	112 days?	Tue 11/19/13
1151	✓	1.2.4.8.1	1149	1152,1153	100%	Gather the proposed technical infrastructure requirements	2 days	Tue 11/19/13
1152	✓	1.2.4.8.2	1151	1154	100%	Document technical infrastructure requirements	3 days	Thu 11/21/13

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
1153	✓	1.2.4.8.3	1151		100%	Document the data model design	1 day?	Thu 11/21/13
1154	✓	1.2.4.8.4	1152	1155,1144	100%	Review documentation	1 day?	Tue 11/26/13
1155	✓	1.2.4.8.5	1154	1156	100%	Update documentation as needed	1 day?	Wed 11/27/13
1156	✓	1.2.4.8.6	1155	2749,1194,	100%	Finalize technical infrastructure requirements	1 day?	Mon 12/2/13
1157	✓	1.2.4.8.7	1156	1158,1195	100%	Review technical infrastructure requirements	1 day?	Tue 12/3/13
1158	✓	1.2.4.8.8	720,1157	1025,1159,	100%	Approve Technical infrastructure requirments	8 days?	Sun 4/20/14
1159	✓	1.2.4.8.9	1158		100%	Communicate technical infrastructure requirements	0 days?	Wed 4/30/14
1160	✓	1.2.4.9			100%	Technical Architecture Evaluation	147 days	Mon 12/2/13
1161	✓	1.2.4.9.1			100%	MQA Provide Tech Arch Design for SSRC	1 day	Mon 12/2/13
1162	✓	1.2.4.9.2		1165	100%	Analysis - Techincal Architecture Impact	15 days	Mon 12/2/13
1163	✓	1.2.4.9.3			100%	Determine Deliverable Acceptance Criteria (DAC)	1 day	Thu 12/12/13
1164	✓	1.2.4.9.4			100%	DAC Submission - Tech Arch Recommendations	2 days	Thu 12/12/13
1165	✓	1.2.4.9.5	1162	1166	100%	Deliverable Construction - Tech Arch Recommendations	5 days	Mon 12/23/13
1166	✓	1.2.4.9.6	1165	1168,1172,	100%	Deliverable Submission - Tech Arch Recommendations (Review Cycle 10 days	10 days	Thu 1/2/14
1167	✓	1.2.4.9.7		1195	100%	Deliverable Review - Tech Arch Recommendations	5 days	Thu 1/2/14
1168	✓	1.2.4.9.8	1166	1169	100%	Deliverable Comment Response - Tech Arch Recommendations (Review 3 days	3 days	Thu 1/9/14
1169	✓	1.2.4.9.9	1168	1171	100%	Deliverable Submission - Tech Arch Recommendations (Review Cycle 20 days	20 days	Tue 1/14/14
1170	✓	1.2.4.9.10		1200	100%	Deliverable Review - Tech Arch Recommendations	4 days	Tue 1/14/14
1171	✓	1.2.4.9.11	1169	1196	100%	Final Acceptance - Tech Arch Recommendations	0 days	Fri 1/17/14
1172	✓	1.2.4.9.12	1166		100%	Ongoing Tech Arch Consulting	121 days	Fri 1/10/14
1173		1.2.4.10			36%	Technical Architecture	96 days	Tue 7/1/14
1174	⚡	1.2.4.10.1	1176		5%	Production-Conduct Application Server Configuration (IIS/Jboss)	10 days	Fri 9/12/14
1175	⚡	1.2.4.10.2	1178		0%	Develop Visio of MQA Licensing and Enforcement Solution	16 days	Mon 12/14/15
1176	⚡	1.2.4.10.3	433SS	1174	5%	Production-Verify ODBC/DSN settings	0 days	Fri 9/12/14
1177	✓	1.2.4.10.4		29,1178	100%	Technical Infrastructure Consulting	35 days	Tue 7/1/14
1178	⚡	1.2.4.10.5	1177	26,1175	0%	Technical Infrastructure Support	39 days	Wed 8/27/14
1179		1.2.4.11			60%	Capacity Planning Plan	5 days?	Wed 11/13/13
1180	✓	1.2.4.11.1	1145	1181,1194	100%	Create Capacity Management Plan	1 day	Wed 11/13/13
1181	✓	1.2.4.11.2	1180	1182,1195	100%	Review Capacity Management Plan	1 day	Thu 11/14/13
1182	✓	1.2.4.11.3	1181	1183	100%	Incorporate changes	1 day	Fri 11/15/13
1183	⚡	1.2.4.11.4	1182	1184,1200,	0%	Approve Capacity Management plan	1 day	Mon 11/18/13
1184	⚡	1.2.4.11.5	1183		0%	Communicate Capacity Management Plan	1 day?	Tue 11/19/13
1185	⚡	1.2.4.12	1143SS		45%	Manage effort with SSRC	507.69 day?	Fri 11/8/13
1186	✓	1.2.5	1080	2925	100%	Other requirements for MQA Services Tie-in	1 day?	Thu 1/2/14
1187	✓	1.2.6			100%	Requirements validation	27 days	Mon 6/16/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
1188	✓	1.2.6.1	1030	1189,1194	100%	Validate requirements	20 days	Mon 6/16/14
1189	✓	1.2.6.2	1188	1190,1195	100%	Review validation	5 days	Tue 7/15/14
1190	✓	1.2.6.3	1189	1191	100%	Make any adjustments to documentation	1 day	Tue 7/22/14
1191	✓	1.2.6.4	1190	1200,1196	100%	Formally accept validated requirements	0 days	Wed 7/23/14
1192	✓	1.2.7			100%	Requirements Phase Complete	35.38 days	Wed 6/4/14
1193	✓	1.2.7.1			100%	Phase gate entrance criteria	8 days?	Tue 7/15/14
1194	✓	1.2.7.1.1	1028,1073,1084,1099,1		100%	All deliverables submitted	0.13 days?	Tue 7/15/14
1195	✓	1.2.7.1.2	1029,1074,1086,1100,1		100%	All deliverables reviewed	1 day?	Tue 7/22/14
1196	✓	1.2.7.1.3	1031,1076,1090,1104,1	1200	100%	All deliverables approved	1 day?	Thu 7/24/14
1197	✓	1.2.7.2			100%	Phase Gate exit criteria	35.38 days	Wed 6/4/14
1198	✓	1.2.7.2.1	56		100%	Change management process established	1 day?	Wed 6/4/14
1199	✓	1.2.7.2.2	1031,1191		100%	Requirements documented and validated	1 day?	Thu 7/24/14
1200	✓	1.2.8	1031,1076,1111,1158,1		100%	Major Milestone: Requirements Complete	0 days?	Thu 7/24/14
1201		1.3			94%	Design & Construction	375.75 day	Wed 6/5/13
1202		1.3.1			97%	V:R Related Development	358.4 days	Wed 6/5/13
1203		1.3.1.1			88%	V:R Software Installation and Support	274 days?	Mon 9/2/13
1204	✓	1.3.1.1.1	1024	1205	100%	Install V:R in Local Environment	21 days	Mon 9/2/13
1205	✓	1.3.1.1.2	1204	1207,1206	100%	Install V:R in FLMQA Dev Environment	21 days	Thu 1/2/14
1206		1.3.1.1.3	1205		75%	V:R Installation Support	172 days	Fri 1/31/14
1207	✓	1.3.1.1.4	1205	1210,1208	100%	V:R Software Installed at FLMQA (Dev)	0 days	Thu 1/30/14
1208	✓	1.3.1.1.5	1207,2789	1209,2932	100%	V:R Software Installed at FLMQA (QA/TEST)	41 days?	Fri 2/28/14
1209	✓	1.3.1.1.6	1208		100%	V:R Software Installed at FLMQA (PROD)	0 days?	Fri 6/20/14
1210	✓	1.3.1.1.7	1207		100%	Deliverable Acceptance - V:R Software Installation	108 days	Thu 1/30/14
1211		1.3.1.2			84%	V:R Configuration and Data	281.4 days	Mon 9/23/13
1212	✓	1.3.1.2.1	1207	1213,2932	100%	Migrate LE Schema Changes to V:R Schema	50 days	Mon 9/23/13
1213	✓	1.3.1.2.2	1212	1216,1214	100%	Migrate License Data and Configuration from LE to V:R	50 days	Mon 9/23/13
1214		1.3.1.2.3	1213		80%	V:R Data Migration Support - Technical	217 days	Wed 11/20/13
1215		1.3.1.2.4	1213		80%	V:R Data Migration Support - Business Analyst	222 days	Wed 11/20/13
1216	✓	1.3.1.2.5	1213	1217	100%	First Iteration of License Data and Configuration Migrated from LE to V:R	0 days	Fri 11/29/13
1217	✓	1.3.1.2.6	1216	2987,2991	100%	Deliverable Acceptance - V:R Data Mapping and Conversion	0 days	Fri 11/29/13
1218		1.3.1.3			99%	Product Modification and Extension	167.9 days	Mon 9/23/13
1219		1.3.1.3.1	1024		99%	Oracle Package Comparison	136 days	Mon 9/23/13

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
1220	i	1.3.1.3.2	1024		99%	Custom Method Transfer	136 days	Mon 9/23/13
1221		1.3.1.3.3	1143	1067SS,106	99%	GAP Upgrade Analysis	35.5 days	Mon 9/23/13
1222	✓	1.3.1.4			100%	Modules	339 days?	Wed 6/5/13
1223	✓	1.3.1.4.1			100%	GAP aaa4 - Expire Applications	43 days	Wed 1/1/14
1231	✓	1.3.1.4.2			100%	GAP aaab - Not needed	0 days	Wed 6/5/13
1239	✓	1.3.1.4.3			100%	GAP aa11 - Application Home	42 days	Wed 1/1/14
1247	✓	1.3.1.4.4			100%	GAP aa12	48.56 days	Tue 4/1/14
1255	✓	1.3.1.4.5			100%	GAP aa14 - Not needed	0 days	Wed 6/5/13
1263	✓	1.3.1.4.6			100%	GAP aa15	144 days?	Tue 9/3/13
1271	✓	1.3.1.4.7			100%	GAP aa19 - Not needed	0 days	Wed 6/5/13
1279	✓	1.3.1.4.8			100%	GAP aa21 - Application Process - Online	42 days	Wed 1/1/14
1287	✓	1.3.1.4.9			100%	GAP aa36 - not needed	0 days	Wed 6/5/13
1295	✓	1.3.1.4.10			100%	GAP aa43 - Not needed	0 days	Wed 6/5/13
1303	✓	1.3.1.4.11			100%	GAP aa45 - Not needed	0 days	Wed 6/5/13
1311	✓	1.3.1.4.12			100%	GAP alb2 - License Status Change Report	41 days	Tue 10/1/13
1319	✓	1.3.1.4.13			100%	GAP alc1 - License Master List	42 days	Mon 12/2/13
1327	✓	1.3.1.4.14			100%	GAP alc4 - Related License Report	42 days	Wed 1/1/14
1335	✓	1.3.1.4.15			100%	GAP alc6 - License Status Change Report	42 days	Mon 12/2/13
1343	✓	1.3.1.4.16			100%	GAP alcg - Not needed	0 days	Wed 6/5/13
1351	✓	1.3.1.4.17			100%	GAP alz15 - Package Client Specific Expiry Date	42 days	Wed 1/1/14
1359	✓	1.3.1.4.18			100%	GAP al11 - Not needed	0 days	Wed 6/5/13
1367	✓	1.3.1.4.19			100%	GAP al12 - Work With License	42 days	Wed 1/1/14
1375	✓	1.3.1.4.20			100%	GAP al13 - Modify License Standing	42 days	Wed 1/1/14
1383	✓	1.3.1.4.21			100%	GAP al24 - Not needed	0 days	Wed 6/5/13
1391	✓	1.3.1.4.22			100%	GAP al25 - Maintain License Modifiers	42 days	Wed 1/1/14
1399	✓	1.3.1.4.23			100%	GAP al31 - Not needed	0 days	Wed 6/5/13
1407	✓	1.3.1.4.24			100%	GAP ap31 - Maintain License Status	41 days	Tue 10/1/13
1415	✓	1.3.1.4.25			100%	GAP ap53 - Maintain Transaction Definition	42 days	Wed 1/1/14
1423	✓	1.3.1.4.26			100%	GAP ap90 - Not needed	0 days	Wed 6/5/13
1431	✓	1.3.1.4.27			100%	GAP ap91 - Maintain RSD Type	42 days	Wed 1/1/14
1439	✓	1.3.1.4.28			100%	GAP ap94 - Not needed	0 days	Wed 6/5/13
1447	✓	1.3.1.4.29			100%	GAP apa3 - Maintian License Extract Defintion	42 days	Wed 1/1/14
1455	✓	1.3.1.4.30			100%	GAP apz3	143 days	Tue 9/3/13
1463	✓	1.3.1.4.31			100%	GAP apz4 - Not needed	0 days	Wed 6/5/13
1471	✓	1.3.1.4.32			100%	GAP apz5 - not needed	0 days	Wed 6/5/13

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
1479	✓	1.3.1.4.33			100%	GAP bc11 - Not needed	0 days	Wed 6/5/13
1487	✓	1.3.1.4.34			100%	GAP bc31 - Not needed	0 days	Wed 6/5/13
1495	✓	1.3.1.4.35			100%	GAP ca11 - Not needed	0 days	Wed 6/5/13
1503	✓	1.3.1.4.36			100%	GAP ca12 - Not needed	0 days	Wed 6/5/13
1511	✓	1.3.1.4.37			100%	GAP ca13 - Miscellaneous Sales	42 days	Wed 1/1/14
1519	✓	1.3.1.4.38			100%	GAP ca16	4 days	Tue 4/1/14
1527	✓	1.3.1.4.39			100%	GAP ca34 - Refund Report	42 days	Thu 1/2/14
1535	✓	1.3.1.4.40			100%	GAP ca37 - Unassigned Cash Report	42 days	Thu 1/2/14
1543	✓	1.3.1.4.41			100%	GAP ce12 - Maintain Approved CE Provider	42 days	Thu 1/2/14
1551	✓	1.3.1.4.42			100%	GAP ce13 - Approved CE Credit	41 days	Mon 2/3/14
1559	✓	1.3.1.4.43			100%	GAP ce15 - Approved CE Credit Use	41 days	Mon 2/3/14
1567	✓	1.3.1.4.44			100%	GAP ce18 - Not needed	0 days	Wed 6/5/13
1575	✓	1.3.1.4.45			100%	GAP ce21 - Not needed	0 days	Wed 6/5/13
1583	✓	1.3.1.4.46			100%	GAP ce23 - Approved CE Credit	0.75 days	Tue 9/3/13
1591	✓	1.3.1.4.47			100%	GAP ce32 - Select License for CE Audit	42 days	Mon 12/2/13
1599	✓	1.3.1.4.48			100%	GAP cp13 - Not needed	0 days	Wed 6/5/13
1607	✓	1.3.1.4.49			100%	GAP dhal01 - Other Payer Codes	43 days	Thu 1/2/14
1615	✓	1.3.1.4.50			100%	GAP dhca35 - FLAIR Summary Report	40.33 days	Thu 1/2/14
1623	✓	1.3.1.4.51			100%	GAP dhnf01 - Not needed	0 days	Wed 6/5/13
1631	✓	1.3.1.4.52			100%	GAP dhnf02 - Mass Filings Update	111.75 days	Mon 12/2/13
1639	✓	1.3.1.4.53			100%	GAP dhnf03 - Maintain Serve Date	73 days	Thu 1/2/14
1647	✓	1.3.1.4.54			100%	GAP doh09 - Generate 120 Day Letter Contact History	42 days	Thu 1/2/14
1655	✓	1.3.1.4.55			100%	GAP doh12 - Renewal Questions	42 days	Mon 12/2/13
1663	✓	1.3.1.4.56			100%	GAP doh31 - Event Log	38 days	Fri 11/1/13
1671	✓	1.3.1.4.57			100%	GAP doh58e - CAN Exam Extract Request	42 days	Mon 12/2/13
1679	✓	1.3.1.4.58			100%	GAP emt27 - Not needed	0 days	Wed 6/5/13
1687	✓	1.3.1.4.59			100%	GAP ep12 - Not needed	0 days	Wed 6/5/13
1695	✓	1.3.1.4.60			100%	GAP ex11a - Not needed	0 days	Wed 6/5/13
1703	✓	1.3.1.4.61			100%	GAP ex13 - Not needed	0 days	Wed 6/5/13
1711	✓	1.3.1.4.62			100%	GAP ex21 - Not needed	0 days	Wed 6/5/13
1719	✓	1.3.1.4.63			100%	GAP ex24 - Variable Format Upload	43 days	Thu 1/2/14
1727	✓	1.3.1.4.64			100%	GAP ex26 - Not needed	0 days	Wed 6/5/13
1735	✓	1.3.1.4.65			100%	GAP ex27 - Admission Card/Grade Report	42 days	Thu 1/2/14
1743	✓	1.3.1.4.66			100%	GAP ex27a - Not needed	0 days	Wed 6/5/13
1751	✓	1.3.1.4.67			100%	GAP ex66 - Grade Report for flmq63	42 days	Thu 1/2/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
1759	✓	1.3.1.4.68			100%	GAP flmq01 - Find Public Complaint by Respondent	42 days	Thu 1/2/14
1767	✓	1.3.1.4.69			100%	GAP flmq03 - Mass Final Order Update	40 days	Fri 11/1/13
1775	✓	1.3.1.4.70			100%	GAP flmq04 - Nursing Exam Extract	40 days	Fri 11/1/13
1783	✓	1.3.1.4.71			100%	GAP flmq05 - Nursing Exam Results Import	42 days	Mon 12/2/13
1791	✓	1.3.1.4.72			100%	GAP flmq06 - Maintain Fixed Date Expiry Parameters	41 days	Tue 10/1/13
1799	✓	1.3.1.4.73			100%	GAP flmq07 - Maintain Staggered Annual Expiry Parm	41 days	Tue 10/1/13
1807	✓	1.3.1.4.74			100%	GAP flmq08 - Mailing List Report	42 days	Mon 12/2/13
1815	✓	1.3.1.4.75			100%	GAP flmq09 - Not Needed	0 days	Wed 6/5/13
1823	✓	1.3.1.4.76			100%	GAP flmq10 - Not Needed	0 days	Wed 6/5/13
1831	✓	1.3.1.4.77			100%	GAP flmq11 - Maintain County Inspection Region Xref	41 days	Tue 10/1/13
1839	✓	1.3.1.4.78			100%	GAP flmq14 - Maintain Document Type	41 days	Tue 10/1/13
1847	✓	1.3.1.4.79			100%	GAP flmq15 - Maintain document Physical Location	124 days	Wed 6/5/13
1855	✓	1.3.1.4.80			100%	GAP flmq16 - Maintain document Repository	38 days	Fri 11/1/13
1863	✓	1.3.1.4.81			100%	GAP flmq17 - Select Unassociated Documents	41 days	Tue 10/1/13
1871	✓	1.3.1.4.82			100%	GAP flmq19 - Sixty Day Letter	40 days	Fri 11/1/13
1879	✓	1.3.1.4.83			100%	GAP flmq20 - RP Parser	40 days	Fri 11/1/13
1887	✓	1.3.1.4.84			100%	GAP flmq21 - Create Cash Receipts	38 days	Fri 11/1/13
1895	✓	1.3.1.4.85			100%	GAP flmq22 - Application Approval	38 days	Fri 11/1/13
1903	✓	1.3.1.4.86			100%	GAP flmq23 - RP - Miscellaneous Charges	42 days	Mon 12/2/13
1911	✓	1.3.1.4.87			100%	GAP flmq24 - AFP Extract	43 days	Thu 1/2/14
1919	✓	1.3.1.4.88			100%	GAP flmq26 - Exam Roster Report	41 days	Mon 2/3/14
1927	✓	1.3.1.4.89			100%	GAP flmq27 - Pass/Fail Report	42 days	Thu 1/2/14
1935	✓	1.3.1.4.90			100%	GAP flmq29 - Roster Export File	42 days	Thu 1/2/14
1943	✓	1.3.1.4.91			100%	GAP flmq30 - Stranded RP Records Report	42 days	Thu 1/2/14
1951	✓	1.3.1.4.92			100%	GAP flmq31 - Stranded RP Records Report (Batch)	43 days	Thu 1/2/14
1959	✓	1.3.1.4.93			100%	GAP flmq32 - Address Update Interface	38 days	Fri 11/1/13
1967	✓	1.3.1.4.94			100%	GAP flmq33 - Demographic Update Interface	42 days	Mon 12/2/13
1975	✓	1.3.1.4.95			100%	GAP flmq34 - Exam Statistics	41 days	Mon 2/3/14
1983	✓	1.3.1.4.96			100%	GAP flmq35 - FLAIR Extract	42 days	Thu 1/2/14
1991	✓	1.3.1.4.97			100%	GAP flmq36 - Maintain FLAIR Grade Date	41 days	Tue 10/1/13
1999	✓	1.3.1.4.98			100%	GAP flmq37 - Public Export (EXAMS)	42 days	Thu 1/2/14
2007	✓	1.3.1.4.99			100%	GAP flmq38 - Batch Exam Scheduling	42 days	Thu 1/2/14
2015	✓	1.3.1.4.100			100%	GAP flmq43 - Maintain Web User	41 days	Tue 10/1/13
2023	✓	1.3.1.4.101			100%	GAP flmq49 - Print Confirmation Interface	42 days	Mon 12/2/13
2031	✓	1.3.1.4.102			100%	GAP flmq52 - Maintain License Enforcement Message	40 days	Fri 11/1/13

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
2039	✓	1.3.1.4.103			100%	GAP flmq53 - FDLE Background Check Extract	41 days	Mon 2/3/14
2047	✓	1.3.1.4.104			100%	GAP flmq54 - FDLE Background Check Results Upload	42 days	Thu 1/2/14
2055	✓	1.3.1.4.105			100%	GAP flmq55 - Maintain AFP PSD Print Control	38 days	Fri 11/1/13
2063	✓	1.3.1.4.106			100%	GAP flmq56 - Update Grade Report Mail Date	42 days	Mon 12/2/13
2071	✓	1.3.1.4.107			100%	GAP flmq57 - Reset License Statuses	42 days	Thu 1/2/14
2079	✓	1.3.1.4.108			100%	GAP flmq58 - Nursing Assistant's Import	63 days	Thu 1/2/14
2087	✓	1.3.1.4.109			100%	GAP flmq60 - Rad Technician CE Attendance upload	42 days	Mon 12/2/13
2095	✓	1.3.1.4.110			100%	GAP flmq61 - RAD Technician Exam Request Extract	43 days	Thu 1/2/14
2103	✓	1.3.1.4.111			100%	GAP flmq62 - Radiologic Technician Exam Schedule	42 days	Thu 1/2/14
2111	✓	1.3.1.4.112			100%	GAP flmq63 - Radiologic Technician Exam Score	43 days	Thu 1/2/14
2119	✓	1.3.1.4.113			100%	GAP flmq64 - RAD Tech Exam Overdue Report	42 days	Mon 12/2/13
2127	✓	1.3.1.4.114			100%	GAP flmq65 - Track CE Provider Credits	40 days	Fri 11/1/13
2135	✓	1.3.1.4.115			100%	GAP flmq66 - Rad Tech Exam Grade Report	42 days	Thu 1/2/14
2143	✓	1.3.1.4.116			100%	GAP flmq67 - EMT exam request extract	42 days	Thu 1/2/14
2151	✓	1.3.1.4.117			100%	GAP flmq68 - flmq68 - EMT Exam Results Import	43 days	Thu 1/2/14
2159	✓	1.3.1.4.118			100%	GAP flmq73 - Complaint Compliance Tracking	42 days	Mon 12/2/13
2167	✓	1.3.1.4.119			100%	GAP flmq74 - Maintain Compliance CE Requirement	42 days	Mon 12/2/13
2175	✓	1.3.1.4.120			100%	GAP flmq76 - Compliance Order History	42 days	Mon 12/2/13
2183	✓	1.3.1.4.121			100%	GAP flmq88 - Maintain Inspection Creation Rules	38 days	Fri 11/1/13
2191	✓	1.3.1.4.122			100%	GAP fr23 - Maintain FIN_RESP Audit History	41 days	Tue 10/1/13
2199	✓	1.3.1.4.123			100%	GAP fr32 - Select License for Fin_Resp Audit	74 days	Thu 1/2/14
2207	✓	1.3.1.4.124			100%	GAP ic21 - Not Needed	0 days	Wed 6/5/13
2215	✓	1.3.1.4.125			100%	GAP ic22 - Not Needed	0 days	Wed 6/5/13
2223	✓	1.3.1.4.126			100%	GAP in11 - Not Needed	0 days	Wed 6/5/13
2231	✓	1.3.1.4.127			100%	GAP Increase Size of Phone Extension Field	246 days?	Wed 6/5/13
2247	✓	1.3.1.4.128			100%	GAP in12 - Not needed	0 days	Wed 6/5/13
2255	✓	1.3.1.4.129			100%	GAP in13 - Schedule Inspection Visit	41 days	Mon 2/3/14
2263	✓	1.3.1.4.130			100%	GAP ip12 - Maintain Inspector	139 days	Mon 9/9/13
2271	✓	1.3.1.4.131			100%	GAP ip18 - Not needed	0 days	Wed 6/5/13
2279	✓	1.3.1.4.132			100%	GAP ip19 - Not needed	0 days	Wed 6/5/13
2287	✓	1.3.1.4.133			100%	GAP ip25 - Not needed	0 days	Wed 6/5/13
2295	✓	1.3.1.4.134			100%	GAP ip26 - Not needed	0 days	Wed 6/5/13
2303	✓	1.3.1.4.135			100%	GAP IS 08 - Validation Printer Gap ca21 ca11 ca12	64 days?	Mon 3/3/14
2311	✓	1.3.1.4.136			100%	GAP Ip21 - Not needed	0 days	Wed 6/5/13

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
2319	✓	1.3.1.4.137			100%	GAP Ip41 - Maintain Device	41 days	Mon 2/3/14
2327	✓	1.3.1.4.138			100%	GAP Add MSSN Alert Modifier	63 days	Mon 2/3/14
2335	✓	1.3.1.4.139			100%	GAP nfa9 - Not needed	0 days	Wed 6/5/13
2343	✓	1.3.1.4.140			100%	GAP nfa6 - Display Complaints	42 days	Mon 12/2/13
2351	✓	1.3.1.4.141			100%	GAP nf11 - Complaint Search	42 days	Thu 1/2/14
2359	✓	1.3.1.4.142			100%	GAP nf12 - Maintain Complaint	42 days	Thu 1/2/14
2367	✓	1.3.1.4.143			100%	GAP nf16 - Mass Activity Update	41 days	Mon 2/3/14
2375	✓	1.3.1.4.144			100%	GAP nf17 - Mass Status Update	41 days	Mon 2/3/14
2383	✓	1.3.1.4.145			100%	GAP nf18 - Not needed	0 days	Wed 6/5/13
2391	✓	1.3.1.4.146			100%	GAP nf19 - Not needed	0 days	Wed 6/5/13
2399	✓	1.3.1.4.147			100%	GAP nf2a & np14 - Work Notes for Compliance	36 days?	Mon 3/3/14
2407	✓	1.3.1.4.148			100%	GAP nf2d	46.16 days	Mon 3/3/14
2415	✓	1.3.1.4.149			100%	GAP nf21 - Not needed	0 days	Wed 6/5/13
2423	✓	1.3.1.4.150			100%	GAP nf23 - Maintain Status and Disposition	41 days	Mon 2/3/14
2431	✓	1.3.1.4.151			100%	GAP nf24 - Not needed	0 days	Wed 6/5/13
2439	✓	1.3.1.4.152			100%	GAP nf25 - Maintain Discipline	30 days	Mon 2/3/14
2447	✓	1.3.1.4.153			100%	GAP nf26 - Maintain Compliance Order	41 days	Mon 2/3/14
2455	✓	1.3.1.4.154			100%	GAP nf29 - Not needed	0 days	Wed 6/5/13
2463	✓	1.3.1.4.155			100%	GAP nf33 - Maintain Discipline Tolled Period	41 days	Mon 2/3/14
2471	✓	1.3.1.4.156			100%	GAP nf32 - Not needed	0 days	Wed 6/5/13
2479	✓	1.3.1.4.157			100%	GAP np13 - Maintain Discipline Type	2.5 days	Thu 2/27/14
2487	✓	1.3.1.4.158			100%	GAP np1l - Maintain Enforcement Edit Rule	6 days	Tue 9/3/13
2495	✓	1.3.1.4.159			100%	GAP np1n - ID has listed as not applicable anymore	32 days	Mon 3/3/14
2503	✓	1.3.1.4.160			100%	GAP np1w - Maintain Responsibility Group Staff	153 days	Mon 3/3/14
2511	✓	1.3.1.4.161			100%	GAP se20 - Not needed	0 days	Wed 6/5/13
2519	✓	1.3.1.4.162			100%	GAP se21 - Maintain Supervisor MQA Customization	30 days	Mon 3/3/14
2527	✓	1.3.1.4.163			100%	GAP se60 - Not Needed	0 days	Wed 6/5/13
2535	✓	1.3.1.4.164			100%	GAP xe1a - Not needed	0 days	Wed 6/5/13
2543	✓	1.3.1.4.165			100%	GAP xe10	41 days	Mon 2/3/14
2551	✓	1.3.1.4.166			100%	GAP xe10a - Not needed	0 days	Wed 6/5/13
2559	✓	1.3.1.4.167			100%	GAP xe10b	31 days	Mon 2/3/14
2567	✓	1.3.1.4.168			100%	GAP xe11 - Not needed	0 days	Wed 6/5/13
2575	✓	1.3.1.4.169			100%	GAP xe15	22.13 days	Mon 3/3/14
2583	✓	1.3.1.5	2310	3282,2934	100%	Deliverable Acceptance - Port MQA Identified LE mods, PCRs and Interfaces	0 days	Fri 6/20/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
2584	✓	1.3.1.6	2310	2990,2934	100%	Deliverable Acceptance - QA: Unit and Integration Testing	0 days	Fri 6/20/14
2585		1.3.1.7			83%	Solution Configuration	25.5 days?	Thu 5/8/14
2586		1.3.1.7.1	1076	2587,2932	75%	Configure Accepted New Features of V:R	52.8 days?	Thu 5/8/14
2587	✓	1.3.1.7.2	2586	2588	100%	V:R New Features Configured	24.5 days	Fri 5/9/14
2588	✓	1.3.1.7.3	2587	2934,2938	100%	Deliverable Acceptance - Solution Configuration	0 days	Fri 6/13/14
2589		1.3.2			66%	Reports to Rewrite from LE (Oracle Reports) to Crystal Reports	199.38 days?	Wed 2/12/14
2590	✓	1.3.2.1			100%	Report tasks	144 days	Wed 2/12/14
2591	✓	1.3.2.1.1	1026	2592,2602	100%	License Status Code Application Expiry Review Report (Di01)	5 days	Thu 2/20/14
2592	✓	1.3.2.1.2	2591	2593,2602	100%	Basic Data Integrity Report (Di02)	31 days	Thu 2/27/14
2593	✓	1.3.2.1.3	2592	2596,2602	100%	P.O.BOX Data Clean UP Report (Di03)	5 days	Wed 2/12/14
2594	✓	1.3.2.1.4	1026	2595,2602	100%	RSD Date Validity (Di04)	10 days	Mon 3/3/14
2595	✓	1.3.2.1.5	2594	2597,2602	100%	Data Patch Clean up Report (Di06)	10 days	Mon 3/17/14
2596	✓	1.3.2.1.6	2593	2599,2598	100%	Application Inventory Report (Dhap01)	6 days	Tue 4/1/14
2597	✓	1.3.2.1.7	2595	2602	100%	Referral Report (Dhcp01)	10 days	Mon 3/31/14
2598	✓	1.3.2.1.8	2596	2600,2602	100%	Revenue Transaction Summary Report (Dohca1)	1.99 days	Tue 3/4/14
2599	✓	1.3.2.1.9	2596	2601,2602	100%	License Status Change Report (alc6a)	10 days	Wed 4/9/14
2600	✓	1.3.2.1.10	2598	2602	100%	21 Day Deficiency and Approval E-mail Report (dhap02)	3 days	Mon 4/7/14
2601	✓	1.3.2.1.11	2599	2607,2602	100%	flmq39 Master Inspection Report	10 days	Wed 8/6/14
2602	✓	1.3.2.2	2591,2592,2593,2594,2	2603,2932	100%	Complete conversion of reports to Crystal	0.25 days?	Wed 8/20/14
2603	✓	1.3.2.3	2602	2604,2933	100%	Review the report in Compas	0.25 days?	Thu 8/28/14
2604	✓	1.3.2.4	2603	2605,2934	100%	Approve report tasks as complete	0.25 days?	Fri 9/5/14
2605	✓	1.3.2.5	2604		100%	Report conversion complete	1.63 days	Fri 9/5/14
2606	✓	1.3.2.6			100%	Report Conversion Cycle 1 Existing COMPAS DM Reports	47 days?	Tue 7/29/14
2607	✓	1.3.2.6.1	2813,2601	2608	100%	Execute Verify Database Function in Crystal	0 days	Tue 7/29/14
2608	✓	1.3.2.6.2	2607	2609,2615	100%	Evaluate for consolidation or move appropriate location & report category	0.5 days?	Fri 8/1/14
2609	✓	1.3.2.6.3	2608	2610	100%	Modify Crystal report	7.2 days	Fri 8/22/14
2610	✓	1.3.2.6.4	2609	2611	100%	Change COMPAS DM title to new system name	1 day?	Wed 9/10/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
2611	✓	1.3.2.6.5	2610	2612	100%	Replace MQA Logo on report with new VR system logo	1 day?	Thu 9/11/14
2612	✓	1.3.2.6.6	2611	2613	100%	Modify package and stored procs	5 days	Mon 9/15/14
2613	✓	1.3.2.6.7	2612	2614	100%	Modify COMPAS Header on ASP pages to new logo and make dynamic	2 days?	Mon 9/22/14
2614	✓	1.3.2.6.8	2613		100%	Modify ASP page as needed	1 day	Wed 9/24/14
2615	✓	1.3.2.6.9	2608	2616	100%	Modify Batch Jobs	1 day	Thu 9/25/14
2616	✓	1.3.2.6.10	2615	2618,2932	100%	Publish in VR Test	1 day	Fri 9/26/14
2617	✓	1.3.2.6.11			100%	Test Crystal DM Reports	4 days?	Sat 9/27/14
2624		1.3.2.7			31%	Report Conversion Cycle 2 Existing COMPAS DM Reports	14 days?	Wed 10/1/14
2625	✓	1.3.2.7.1	2623	2626	100%	Execute Verify Database Function in Crystal	0 days	Wed 10/1/14
2626	✓	1.3.2.7.2	2625	2627,2633	100%	Evaluate for consolidation or move appropriate location & report category	0 days?	Thu 10/2/14
2627	✓	1.3.2.7.3	2626	2628	100%	Modify Crystal report	5 days	Mon 10/6/14
2628		1.3.2.7.4	2627	2629	50%	Change COMPAS DM title to new system name	1 day?	Mon 10/13/14
2629		1.3.2.7.5	2628	2630	50%	Replace MQA Logo on report with new VR system logo	1 day?	Mon 10/13/14
2630	■	1.3.2.7.6	2629	2631	0%	Modify package and stored procs	2 days	Wed 10/15/14
2631	■	1.3.2.7.7	2630	2632	0%	Modify COMPAS Header on ASP pages to new logo and make dynamic	1 day?	Fri 10/17/14
2632	■	1.3.2.7.8	2631		0%	Modify ASP page as needed	1 day	Mon 10/20/14
2633		1.3.2.7.9	2626	2634	0%	Modify Batch Jobs	1 day	Fri 10/3/14
2634		1.3.2.7.10	2633	2636	0%	Publish in VR Test	1 day	Mon 10/6/14
2635		1.3.2.7.11			0%	Test Crystal DM Reports	4.13 days?	Tue 10/7/14
2642		1.3.2.8			0%	Report Conversion Cycle 3 Existing COMPAS DM Reports	11 days?	Mon 10/13/14
2643		1.3.2.8.1	2641	2644	0%	Execute Verify Database Function in Crystal	2 days	Mon 10/13/14
2644	■	1.3.2.8.2	2643	2645,2651	0%	Evaluate for consolidation or move appropriate location & report category	1 day?	Wed 10/15/14
2645	■	1.3.2.8.3	2644	2646	0%	Modify Crystal report	2 days	Thu 10/16/14
2646	■	1.3.2.8.4	2645	2647	0%	Change COMPAS DM title to new system name	1 day?	Mon 10/20/14
2647	■	1.3.2.8.5	2646	2648	0%	Replace MQA Logo on report with new VR system logo	1 day?	Tue 10/21/14
2648	■	1.3.2.8.6	2647	2649	0%	Modify package and stored procs	2 days	Wed 10/22/14
2649		1.3.2.8.7	2648	2650	0%	Modify COMPAS Header on ASP pages to new logo and make dynamic	1 day?	Fri 10/24/14
2650		1.3.2.8.8	2649		0%	Modify ASP page as needed	1 day	Mon 10/27/14
2651	■	1.3.2.8.9	2644	2652	0%	Modify Batch Jobs	1 day	Thu 10/16/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
2652		1.3.2.8.10	2651	2654	0%	Publish in VR Test	1 day	Fri 10/17/14
2653		1.3.2.8.11			0%	Test Crystal DM Reports	4.13 days?	Mon 10/20/14
2660		1.3.2.9			0%	Report Conversion Cycle 4 Existing COMPAS DM Reports	11 days?	Fri 10/24/14
2661		1.3.2.9.1	2659	2662	0%	Execute Verify Database Function in Crystal	2 days	Fri 10/24/14
2662		1.3.2.9.2	2661	2663,2669	0%	Evaluate for consolidation or move appropriate location & report categ	1 day?	Tue 10/28/14
2663		1.3.2.9.3	2662	2664	0%	Modify Crystal report	2 days	Wed 10/29/14
2664		1.3.2.9.4	2663	2665	0%	Change COMPAS DM title to new system name	1 day?	Fri 10/31/14
2665		1.3.2.9.5	2664	2666	0%	Replace MQA Logo on report with new VR system logo	1 day?	Mon 11/3/14
2666		1.3.2.9.6	2665	2667	0%	Modify package and stored procs	2 days	Tue 11/4/14
2667		1.3.2.9.7	2666	2668	0%	Modify COMPAS Header on ASP pages to new logo and make dynamic	1 day?	Thu 11/6/14
2668		1.3.2.9.8	2667		0%	Modify ASP page as needed	1 day	Fri 11/7/14
2669		1.3.2.9.9	2662	2670	0%	Modify Batch Jobs	1 day	Wed 10/29/14
2670		1.3.2.9.10	2669	2672	0%	Publish in VR Test	1 day	Thu 10/30/14
2671		1.3.2.9.11			0%	Test Crystal DM Reports	4.13 days?	Fri 10/31/14
2678		1.3.2.10			0%	Report Conversion Cycle 5 Existing COMPAS DM Reports	11 days?	Thu 11/6/14
2679		1.3.2.10.1	2677	2680	0%	Execute Verify Database Function in Crystal	2 days	Thu 11/6/14
2680		1.3.2.10.2	2679	2681,2687	0%	Evaluate for consolidation or move appropriate location & report categ	1 day?	Mon 11/10/14
2681		1.3.2.10.3	2680	2682	0%	Modify Crystal report	2 days	Wed 11/12/14
2682		1.3.2.10.4	2681	2683	0%	Change COMPAS DM title to new system name	1 day?	Fri 11/14/14
2683		1.3.2.10.5	2682	2684	0%	Replace MQA Logo on report with new VR system logo	1 day?	Mon 11/17/14
2684		1.3.2.10.6	2683	2685	0%	Modify package and stored procs	2 days	Tue 11/18/14
2685		1.3.2.10.7	2684	2686	0%	Modify COMPAS Header on ASP pages to new logo and make dynamic	1 day?	Thu 11/20/14
2686		1.3.2.10.8	2685		0%	Modify ASP page as needed	1 day	Fri 11/21/14
2687		1.3.2.10.9	2680	2688	0%	Modify Batch Jobs	1 day	Wed 11/12/14
2688		1.3.2.10.10	2687	2690	0%	Publish in VR Test	1 day	Thu 11/13/14
2689		1.3.2.10.11			0%	Test Crystal DM Reports	4.13 days?	Fri 11/14/14
2696		1.3.3			69%	IDM Related Development	222.45 days?	Mon 12/2/13
2697		1.3.3.1			59%	IDM Forms	168 days	Thu 2/6/14
2698	✓	1.3.3.1.1	1137	2700,2723	100%	IDM Forms Conversion	74.6 days	Thu 2/6/14
2699	✓	1.3.3.1.2	1140		25%	IDM Forms Conversion Support	88 days	Tue 4/1/14
2700	✓	1.3.3.1.3	2698	2701,2932	100%	IDM Forms Converted	0 days	Fri 5/16/14
2701	✓	1.3.3.1.4	2700	2957,2934	100%	Deliverable Acceptance - IDM Forms Conversion	0 days	Fri 5/16/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
2702	①	1.3.3.2			93%	Develop Functionality to Address Gaps	56.25 days	Tue 7/1/14
2703	✓	1.3.3.2.1	1140	2704	100%	2.1.1 Inspection Assignment - ETC R4	3.75 days	Tue 7/1/14
2704	✓	1.3.3.2.2	2703	2705	100%	2.1.3 Next Inspection Assignment (PART OF VR)	3.75 days?	Mon 7/7/14
2705	✓	1.3.3.2.3	2704	2706	100%	2.2.1 Inspection List Sort/Filter Options	3.75 days?	Fri 7/11/14
2706	✓	1.3.3.2.4	2705	2707	100%	2.2.2 Inspection Forms based on License Type Qualification Modifier	3.75 days?	Thu 7/17/14
2707	✓	1.3.3.2.5	2706	2708	100%	2.2.3 Display of Entity License Relationships	3.75 days?	Wed 7/23/14
2708	✓	1.3.3.2.6	2707	2709	100%	2.2.4 Inspection History - ETC R3	3.75 days?	Mon 7/28/14
2709	✓	1.3.3.2.7	2708	2710	100%	2.2.5 Synchronization Log - ETC R4	3.75 days?	Fri 8/1/14
2710	✓	1.3.3.2.8	2709	2711	100%	2.2.6 Method to Print All Inspection Questions and Answers - ETC R4	3.75 days?	Thu 8/7/14
2711		1.3.3.2.9	2710	2712	50%	2.2.7 Mandatory Form for Completion of Inspection - ETC R3	3.75 days?	Wed 8/13/14
2712		1.3.3.2.10	2711	2713	50%	2.2.8 Mandatory Insepection Questions for Completion of Inspection - ETC R3	3.75 days?	Mon 8/18/14
2713	✓	1.3.3.2.11	2712	2714	100%	2.3.4 Dynamic Display of Insepection question based on response (Parts/Sections) - ETC R4	3.75 days?	Fri 8/22/14
2714	✓	1.3.3.2.12	2713	2715	100%	2.3.6 Method of Entering Inspection Signee Name - ETC R4	3.75 days?	Thu 8/28/14
2715	✓	1.3.3.2.13	2714	2716	100%	2.3.7 Select 1 or more addresses to email insp rpt	3.75 days?	Thu 9/4/14
2716	✓	1.3.3.2.14	2715	2717	100%	2.3.10 Signature Screen - Does not show P/F results - ETC R3	3.75 days?	Tue 9/9/14
2717	✓	1.3.3.2.15	2716	2961	100%	2.3.14 Online Basic Search - ETC R4	3.75 days	Mon 9/15/14
2718	✓	1.3.3.3			100%	Explore connecting to GIS Server (ArcGIS)	2 days	Wed 2/26/14
2719	✓	1.3.3.3.1	1027	2720	100%	Requirements Meeting with GIS Team and ID	1 day	Wed 2/26/14
2720	✓	1.3.3.3.2	2719	2721	100%	Configure IDM using ID ArcGIS Online Account	1 day	Thu 2/27/14
2721	✓	1.3.3.3.3	2720		100%	Identify hardware requirements for iPads	0.06 days	Wed 2/26/14
2722		1.3.3.4			45%	IDM Installation and Support	222.45 day	Mon 12/2/13
2723	✓	1.3.3.4.1	1027,2698	2724,2961	100%	Install IDM in Local Environment	20 days	Mon 12/2/13
2724	✓	1.3.3.4.2	2723,2731	2727,2725,	100%	Install IDM at FLMQA (DEV)	21 days	Tue 3/4/14
2725	✓	1.3.3.4.3	2794,2724	2727,2726,	100%	Install IDM at FLMQA (QA/TEST)	0 days	Thu 7/24/14
2726		1.3.3.4.4	2725	2727	0%	Install IDM at FLMQA (PROD)	1 day?	Thu 7/24/14
2727		1.3.3.4.5	2724,2725,2726	2729	0%	Install IDM on iPads	0 days	Fri 7/25/14
2728	ⓘ	1.3.3.4.6	2725		10%	IDM Installation Support	63 days	Mon 6/30/14
2729	📄	1.3.3.4.7	2727	2934	0%	Deliverable Acceptance - IDM Software Installation	0 days	Fri 7/25/14
2730	✓📄	1.3.3.5			100%	IDM GAP Development	146 days	Tue 1/28/14
2731	✓	1.3.3.5.1	1027	2732,2724,	100%	GAP Development	38 days	Tue 1/28/14
2732	✓📄	1.3.3.5.2	2731	2936,2937,	100%	Deliverable Acceptance - IDM GAP Development	18 days	Tue 7/29/14
2733		1.3.3.6	1141,2724		90%	Accenture - Iron Data Mobile Verification	40 days	Thu 7/24/14
2734		1.3.4			93%	Infrastructure Development	263.75 day	Tue 11/12/13

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
2735		1.3.4.1			97%	Manage Effort with the SSRC	232.75 day	Tue 11/19/13
2736	✓	1.3.4.1.1	1149	2737	100%	Set-up Dev environment	1 day	Tue 11/19/13
2737	✓	1.3.4.1.2	2736		100%	Configure Dev environment	1 day	Wed 11/20/13
2738	✓	1.3.4.1.3	2778	2739,2933	100%	Test Dev environment	1 day	Thu 11/21/13
2739	✓	1.3.4.1.4	2738	2934	100%	Sign off on Dev environment	1 day	Thu 1/2/14
2740	✓	1.3.4.1.5	2783	2741	100%	Set-up QA environment	1 day?	Wed 1/8/14
2741	✓	1.3.4.1.6	2740		100%	Configure QA environment	1 day?	Thu 1/9/14
2742	✓	1.3.4.1.7	2812	2743,2933	100%	Test QA environment	0.9 days?	Thu 5/29/14
2743	✓	1.3.4.1.8	2742	2934	100%	Sign off on QA environment	1 day?	Tue 7/29/14
2744	✓	1.3.4.1.9	2816	2745	100%	Set-up Prod environment	1.25 days?	Wed 4/16/14
2745	✓	1.3.4.1.10	2744	2746	100%	Configure Prod environment	34.25 days?	Fri 5/2/14
2746	!	1.3.4.1.11	2901,2745		50%	Test Prod environment	1 day?	Mon 9/29/14
2747	!	1.3.4.1.12	2906	3081,3265	0%	Sign off on Prod environment	1 day?	Mon 10/20/14
2748		1.3.4.1.13			97%	SLA	105.01 days?	Mon 4/7/14
2757	✓	1.3.4.2			100%	SSRC stand-up of Dev environment	54 days	Tue 11/12/13
2758	✓	1.3.4.2.1	1143	2759	100%	Purchase Oracle HW	7 days	Tue 11/12/13
2759	✓	1.3.4.2.2	2758	2760,2761	100%	Install Oracle ODA HW appliance	11 days	Thu 11/21/13
2760	✓	1.3.4.2.3	2759	2763,2762	100%	Provision DEV Oracle DB Instance - OLTP	4 days	Tue 12/10/13
2761	✓	1.3.4.2.4	2759	2763,2762	100%	Provision DEV Oracle DB Instance - Data warehouse	4 days	Tue 12/10/13
2762	✓	1.3.4.2.5	2760,2761	2763,2778	100%	Provide DEV Oracle DB instance(s) user and network access requirements	7 days	Mon 12/16/13
2763	✓	1.3.4.2.6	2760,2761,2762		100%	Configure DEV Oracle DB instance(s) and user and network access	8 days	Fri 12/27/13
2764	✓	1.3.4.2.7	1143	2765,2766	100%	Provision DEV SQL Windows Server	4 days	Tue 11/12/13
2765	✓	1.3.4.2.8	2764	2767	100%	Provision DEV SQL Server OLTP instance	2 days	Mon 11/18/13
2766	✓	1.3.4.2.9	2764	2767	100%	Provide network and user information required to configure access to SQL DB Inst	7 days	Mon 11/18/13
2767	✓	1.3.4.2.10	2765,2766		100%	Configure DEV SQL DB instance and user and network access	14 days	Wed 11/27/13
2768	✓	1.3.4.2.11	1143	2770,2769	100%	Provision DEV JBoss App Server (VO & VR)	3 days	Tue 11/12/13
2769	✓	1.3.4.2.12	2768	2770	100%	Provide network information required to configure load balancing	3 days	Fri 11/15/13

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
2770	✓	1.3.4.2.13	2768,2769	2771	100%	Configure DEV Load Balancing for JBoss VO & VR server	2 days	Wed 11/20/13
2771	✓	1.3.4.2.14	2770	2948	100%	Provide configuration assistance to Iron Data for JBoss app configuration	15 days	Fri 11/22/13
2772	✓	1.3.4.2.15	1143	2773	100%	Provision DEV Samba Server	3 days	Tue 11/12/13
2773	✓	1.3.4.2.16	2772	2774	100%	Define DEV Samba Server user and network access rules	6 days	Fri 11/15/13
2774	✓	1.3.4.2.17	2773		100%	Provide configuration assistance to DOH MQA for Samba server	14 days	Mon 11/25/13
2775	✓	1.3.4.2.18	1143	2776	100%	Provision DEV Windows IIS/.NET Web server	4 days	Tue 11/12/13
2776	✓	1.3.4.2.19	2775	2777	100%	Provide network information required to configure load balancing	7 days	Mon 11/18/13
2777	✓	1.3.4.2.20	2776	2951	100%	Provide configuration assistance to DOH MQA for DEV IIS/.NET Web app	14 days	Tue 12/3/13
2778	✓	1.3.4.2.21	2762	2779,2738	100%	Provide network information required to configure DOH/Vendor remote access	3 days	Fri 12/27/13
2779	✓	1.3.4.2.22	2778	2783,2780,	100%	Configure Firewalls to allow DOH/Vendor remote access	3 days	Thu 1/2/14
2780	✓	1.3.4.2.23	2779		100%	Establish the Development Environment	19 days	Mon 1/6/14
2781	✓	1.3.4.2.24	2779		100%	Establish the new technical infrastructure	19 days	Mon 1/6/14
2782	✓	1.3.4.3			100%	SSRC stand up of QA enviroment	145 days?	Tue 1/7/14
2783	✓	1.3.4.3.1	2779	2784,2740	100%	Initiate QA Build out	1 day	Tue 1/7/14
2784	✓	1.3.4.3.2	2783	2785	100%	Purchase Oracle HW	7 days	Wed 1/8/14
2785	✓	1.3.4.3.3	2784	2786,2787	100%	Install Oracle ODA HW appliance	11 days	Fri 1/17/14
2786	✓	1.3.4.3.4	2785	2789,2788	100%	Provision QA Oracle DB Instance - OLTP	4 days	Mon 2/3/14
2787	✓	1.3.4.3.5	2785	2789,2788	100%	Provision QA Oracle DB Instance - Data warehouse	4 days	Mon 2/3/14
2788	✓	1.3.4.3.6	2787,2786	2789	100%	Provide QA Oracle DB instance(s) user and network access requirements	7 days	Fri 2/7/14
2789	✓	1.3.4.3.7	2786,2787,2788	2814,2790,	100%	Configure QA Oracle DB instance(s) and user and network access	8 days	Tue 2/18/14
2790	✓	1.3.4.3.8	2789	2791,2792	100%	Provision QA SQL Windows Server	7 days	Fri 2/28/14
2791	✓	1.3.4.3.9	2790	2793,2792	100%	Provision QA SQL Server OLTP instance	2 days	Tue 3/11/14
2792	✓	1.3.4.3.10	2790,2791	2793	100%	Provide network and user information required to configure access to SQL DB Inst	7 days	Thu 3/13/14
2793	✓	1.3.4.3.11	2791,2792	2814,2794	100%	Configure QA SQL DB instance and user and network access	14 days	Mon 3/24/14
2794	✓	1.3.4.3.12	2793	2796,2795,	100%	Provision QA JBoss App Server (VO & VR)	3 days	Fri 4/11/14
2795	✓	1.3.4.3.13	2794	2796	100%	Provide network information requied to configure load balancing	3 days	Wed 4/16/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
2796	✓	1.3.4.3.14	2794,2795	2814	100%	Configure QA Load Balancing for JBoss VO & VR server	2 days	Mon 4/21/14
2797	✓	1.3.4.3.15	2794	2950	100%	Provide configuration assistance to Iron Data for JBoss app configuration	15 days	Wed 4/16/14
2798	✓	1.3.4.3.16	2794	2799,2800	100%	Provision QA Samba Server	3 days	Wed 4/16/14
2799	✓	1.3.4.3.17	2798		100%	Define QA Samba Server user and network access rules	6 days	Mon 4/21/14
2800	✓	1.3.4.3.18	2798		100%	Provide configuration assistance to DOH MQA for Samba server	14 days	Mon 4/21/14
2801	✓	1.3.4.3.19	2794	2803,2802	100%	Provision QA Windows IIS/.NET Web server	6 days	Wed 4/16/14
2802	✓	1.3.4.3.20	2801	2803	100%	Provide network information required to configure load balancing	7 days	Thu 4/24/14
2803	✓	1.3.4.3.21	2801,2802	2804,2814	100%	Configure QA Load Balancing for IIS/.NET web server	53 days	Mon 5/5/14
2804	✓	1.3.4.3.22	2803	2813,2922	100%	Provide configuration assistance to DOH MQA for QA IIS/.NET Web app	14 days	Wed 5/7/14
2805	✓	1.3.4.3.23	2794	2807,2806	100%	Provision QA Windows Adobe Server	5 days	Wed 4/16/14
2806	✓	1.3.4.3.24	2805	2807	100%	Provide network and user information required to configure access to Adobe Svr	8 days	Wed 4/23/14
2807	✓	1.3.4.3.25	2805,2806		100%	Provide configuration assistance to DOH MQA for Adobe Server	53 days	Mon 5/5/14
2808	✓	1.3.4.3.26	2794	2810,2809	100%	Provision QA Windows CMIP Server	4 days	Wed 4/16/14
2809	✓	1.3.4.3.27	2808	2810	100%	Provide network and user information required to configure access to CMIP Svr	9 days	Tue 4/22/14
2810	✓	1.3.4.3.28	2808,2809	2813	100%	Provide configuration assistance to DOH MQA for CMIP Server	20 days	Mon 5/5/14
2811	✓	1.3.4.3.29	2794	2812	100%	Provide network information required to configure DOH/Vendor remote access	3 days	Wed 4/16/14
2812	✓	1.3.4.3.30	2811	2814,2813	100%	Configure Firewalls to allow DOH/Vendor remote access	3 days	Mon 4/21/14
2813	✓	1.3.4.3.31	2810,2804,2812	2607,1091	100%	Complete QA Environment	1 day?	Wed 7/30/14
2814	✓	1.3.4.3.32	2789,2793,2796,2803,2		100%	Establish the QA Environment	0 days	Mon 7/21/14
2815		1.3.4.4			84%	SSRC Stand up Prod Environment	72.75 days	Wed 8/6/14
2816	✓	1.3.4.4.1	1143	2817,2822	100%	Initiate Production Build out	0 days	Wed 8/6/14
2817	✓	1.3.4.4.2	2816	2818	100%	Purchase Oracle HW	0 days	Wed 8/6/14
2818	✓	1.3.4.4.3	2817	2819,2821	100%	Install Oracle ODA HW appliance	0 days	Wed 8/6/14
2819	✓	1.3.4.4.4	2818	2820,2828	100%	Provision Production Oracle DB Instance - OLTP	0 days	Wed 8/6/14
2820	✓	1.3.4.4.5	2819,2821		100%	Provision streams and rule configuration for OLTP to Data warehouse	0 days	Wed 8/6/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
2821	✓	1.3.4.4.6	2818	2820	100%	Provision Production Oracle DB Instance - Data warehouse	0 days	Wed 8/6/14
2822	✓	1.3.4.4.7	2816	2823,2824	100%	Provide Production Oracle DB instance(s) user and network access requirements	8 days	Wed 8/6/14
2823	✓	1.3.4.4.8	2818,2822	2826	100%	Implement Firewall Rules for Production Oracle DB instances	2 days	Mon 8/18/14
2824	✓	1.3.4.4.9	2822,2872	2827	100%	Implement UTL_FILE entries	1 day	Tue 9/2/14
2825	✓	1.3.4.4.10	2819		100%	Authorize the SSRC to import full account & data set to production instance	1 day	Wed 8/6/14
2826		1.3.4.4.11	2823	2827	90%	Configure Production Oracle DB instance(s) and user and network access	3 days?	Wed 8/20/14
2827	⚠	1.3.4.4.12	2824,2826	2906,2878	75%	Perform Oracle user and network testing	1 day	Tue 9/30/14
2828	✓	1.3.4.4.13	2819		100%	Configure import/data conversion of DOHSDB10 and DOHQA1 schemas (repeatable)	0 days	Wed 8/6/14
2829	✓	1.3.4.4.14	2816	2830	100%	Provision Production SQL Windows Cluster Servers	0 days	Wed 8/6/14
2830	✓	1.3.4.4.15	2829	2832	100%	Provision Production SQL Server OLTP instance	0 days	Wed 8/6/14
2831	✓	1.3.4.4.16	2816	2832	100%	Provide network and user information required to configure access to SQL DB Inst	8 days	Wed 8/6/14
2832	✓	1.3.4.4.17	2830,2831	2833	100%	Configure Production SQL DB instance and user/security groups and network access	4 days?	Mon 8/18/14
2833		1.3.4.4.18	2832	2834,2835	90%	Implement Firewall Rules for SQL DB instance	2 days	Fri 8/22/14
2834	✓	1.3.4.4.19	2833	2837	100%	Create linked SQL linked servers	0 days	Mon 8/18/14
2835	✓	1.3.4.4.20	2833	2878	100%	Create scheduled jobs	0 days	Mon 8/18/14
2836	✓	1.3.4.4.21	2816	2837	100%	Authorize the SSRC to connect Prod SQL instance to 4 external data sources	14 days	Wed 8/6/14
2837	✓	1.3.4.4.22	2833,2834,2836	2838	100%	Provide SQL connection access to 4 external data sources & implement Firewall Rules	3 days	Mon 9/15/14
2838	⚠	1.3.4.4.23	2837	2839,2906	90%	Perform SQL DB instance user and network testing	1 day	Tue 9/23/14
2839	✓	1.3.4.4.24	2838		100%	Configure import/data conversion of SQL databases (repeatable)	3 days?	Thu 8/28/14
2840	✓	1.3.4.4.25	2816	2847,2844	100%	Provision Production 4 JBoss App Server VR	0 days	Wed 8/6/14
2841	✓	1.3.4.4.26	2816	2847,2844	100%	Provision Production 1 JBoss Batch Server	0 days	Wed 8/6/14
2842	✓	1.3.4.4.27	2816	2844,2845	100%	Provide network information required to configure load balancing for VR	8 days	Wed 8/6/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
2843	✓	1.3.4.4.28	2842	2844	100%	Test VR load balancing due to design changes (added step)	1 day?	Mon 8/18/14
2844	✓	1.3.4.4.29	2840,2841,2842,2843	2847	100%	Implement DOH/SSRC Firewall Rules for Jboss App Server	2 days?	Tue 8/19/14
2845	✓	1.3.4.4.30	2842	2847	100%	Configure DNS records to support VR	4 days?	Mon 8/18/14
2846	✓	1.3.4.4.31	2842	2847	100%	Provide SSL Certificates for VR	2 days?	Mon 8/18/14
2847	✓	1.3.4.4.32	2840,2841,2844,2845,2	2850,2848	100%	Configure Production Load Balancing for Jboss VR server	7 days	Fri 8/22/14
2848	✓	1.3.4.4.33	2816,2847	2849	100%	Identify AHCA network access requirements for VR	10 days	Thu 9/18/14
2849	✓	1.3.4.4.34	2848		100%	Implement AHCA SSRC Firewall Rules for VR Jboss access	5 days	Thu 10/2/14
2850	🚫	1.3.4.4.35	2847	2852,2851,	0%	Perform Production Jboss VR load balancing and SSL testing	3 days	Thu 9/18/14
2851	🚫	1.3.4.4.36	2850	2878	75%	Implement SSRC application monitoring for VR	2 days	Tue 9/23/14
2852	🚫	1.3.4.4.37	2850		25%	Provide configuration assistance to Iron Data for Jboss VR app configuration	3 days?	Tue 9/23/14
2853	✓	1.3.4.4.38	2816	2858	100%	Provision Production 3 JBoss IDM/VO Servers	0 days	Wed 8/6/14
2854	🚫	1.3.4.4.39	2816	2855	75%	Provide network information required to configure load balancing for IDM/VO Servers	8 days	Wed 8/6/14
2855	✓	1.3.4.4.40	2854	2858	100%	Implement Firewall Rules for Jboss IDM/VO Servers	2 days?	Mon 8/18/14
2856	✓	1.3.4.4.41	2816	2858	100%	Configure DNS records to support IDM/VO Servers	11 days	Wed 8/6/14
2857	✓	1.3.4.4.42	2816	2858	100%	Provide SSL Certificates for IDM/VO Servers	2 days?	Wed 8/6/14
2858	✓	1.3.4.4.43	2853,2855,2856,2857	2859,2906	100%	Configure Production Load Balancing for Jboss IDM/VO Servers	2 days?	Wed 9/17/14
2859	🚫	1.3.4.4.44	2858	2860	0%	Perform Production Jboss IDM/VO Servers load balancing and SSL testing	3 days?	Fri 9/19/14
2860	🚫	1.3.4.4.45	2859		0%	Provide configuration assistance to Iron Data for Jboss IDM/VO app configuration	3 days?	Wed 9/24/14
2861	📄	1.3.4.4.46			99%	Provision Production Samba/NFS Server	4 days	Wed 8/6/14
2865	✓	1.3.4.4.47	2816	2866,2867,	100%	Define Production Samba/NFS Server user and network access rules	8 days	Wed 8/6/14
2866	✓	1.3.4.4.48	2864,2865		100%	Provision Production Samba/NFS Server user and network access rules	2 days	Fri 8/15/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
2867	✓	1.3.4.4.49	2865	2870,2872	100%	Implement Firewall Rules to NFS/Samba Server	1 day	Mon 8/18/14
2868	✓	1.3.4.4.50	2816	2869	100%	Implement Firewall Rules to support DOH File Mover	1 day	Wed 8/6/14
2869	✓	1.3.4.4.51	2867,2868		100%	Provide user account access to Samba services for DOH File Mover	1 day?	Mon 9/8/14
2870	✓	1.3.4.4.52	2867		100%	Join NFS/Samba server to L3 AD domain	2 days?	Tue 8/19/14
2871	✓	1.3.4.4.53	2816		100%	Configure DNS records to support NFS/Samba Server	11 days	Wed 8/6/14
2872	✓	1.3.4.4.54	2865,2867	2824,2878	100%	Map NFS storage to Oracle servers	9 days	Tue 8/19/14
2873	✓	1.3.4.4.55	2865,2867	2878,2875	100%	Map NFS storage to VR servers	9 days	Tue 8/19/14
2874	✓	1.3.4.4.56	2865		100%	Map Samba storage to ImageAPI	1 day	Mon 9/8/14
2875	⚠	1.3.4.4.57	2872,2873	2878,2881	25%	Validate the intra/internet applications.	1 day?	Tue 9/2/14
2876	✓	1.3.4.4.58	2865,2867	2878	100%	Map NFS storage to IDM/VO	1 day	Mon 9/8/14
2877	⚠	1.3.4.4.59	2865,2867	2878	75%	Map Samba storage to SQL Cluster	2 days	Mon 9/8/14
2878	📄	1.3.4.4.60	2827,2835,2851,2872,2	2879,2906	50%	Perform Production NFS/Samba user and network testing	4 days?	Fri 10/10/14
2879	⚠	1.3.4.4.61	2878		50%	Provide configuration assistance to DOH Production for NFS/Samba server	6 days?	Fri 10/10/14
2880	✓	1.3.4.4.62	2816	2881	100%	MQA developers complete IIS/.NET config on QA server, making system available for cloning	18 days	Wed 8/6/14
2881	✓📄	1.3.4.4.63	2816,2875,2880	2888	100%	Provision Production 2 Windows IIS/.NET Web servers	2 days	Wed 8/6/14
2882	✓📄	1.3.4.4.64	2816,2875	2883	100%	Provide network information required to configure load balancing	8 days	Mon 9/22/14
2883	✓	1.3.4.4.65	2882	2887,2888	100%	Implement Firewall Rules to IIS/.NET	2 days?	Thu 10/2/14
2884		1.3.4.4.66	2816	2885,2888	75%	Configure DNS records to support IIS/.NET	11 days	Wed 8/6/14
2885	✓	1.3.4.4.67	2884	2888	100%	Provide SSL Certificates for IIS/.NET	1 day	Thu 8/21/14
2886	✓	1.3.4.4.68	2816	2887	100%	Request temporary access rights to Production IIS/.NET servers	8 days	Wed 8/6/14
2887	✓	1.3.4.4.69	2883,2886		100%	Provide RDP access to Production IIS/.NET servers	2 days?	Wed 9/17/14
2888	✓	1.3.4.4.70	2881,2883,2884,2885	2889	100%	Configure Production Load Balancing for IIS/.NET web servers	5 days	Mon 10/6/14
2889	⚠	1.3.4.4.71	2888	2890,2906	25%	Perform Production Load Balancing and SSL testing for IIS/.NET web servers	3 days	Mon 10/13/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
2890		1.3.4.4.72	2889	2906	0%	Provide configuration assistance to DOH Production for Production IIS/.NET Web app	2 days	Thu 10/16/14
2891		1.3.4.4.73	2816		100%	Provision Production Windows Adobe Server (via clone of DCS-DOH-AP04)	10 days	Wed 8/6/14
2892		1.3.4.4.74	2816	2893	90%	Provide network and user information required to configure access to Adobe Svr	8 days	Wed 8/6/14
2893		1.3.4.4.75	2892	2896	0%	Implement Firewall Rules to Adobe Svr	2 days?	Fri 10/10/14
2894		1.3.4.4.76	2816	2896,2895	100%	Configure DNS records to support Adobe Svr	11 days	Wed 8/6/14
2895		1.3.4.4.77	2894	2896	100%	Provide SSL Certificates for Adobe Svr	4 days?	Thu 8/21/14
2896		1.3.4.4.78	2893,2894,2895		0%	Provide configuration assistance to DOH Production for Adobe Server	3 days?	Tue 10/14/14
2897		1.3.4.4.79	2816	2899	100%	Provision Production Windows Mgmt Server	0 days	Wed 8/6/14
2898		1.3.4.4.80	2816	2899	100%	Provide network and user information required to configure access to Windows Mgmt Svr	8 days	Wed 8/6/14
2899		1.3.4.4.81	2897,2898	2901	100%	Provide configuration assistance to DOH MQA for Windows Mgmt Svr	1 day	Mon 8/18/14
2900		1.3.4.4.82	2816	2901	100%	Provide network and user information required to configure user remote access to Windows Mgmt Svr	3 days?	Wed 8/6/14
2901		1.3.4.4.83	2899,2900	2902,2746	90%	Configure Firewalls to allow DOH remote access from Management to production	1 day	Tue 8/19/14
2902		1.3.4.4.84	2901	2906	75%	Perform user and network access testing with Windows Mgmt Server	1 day	Fri 10/10/14
2903		1.3.4.4.85	2816	2904	100%	Provide network and user information required to configure access to Prod Crystal Reports svr	11 days	Wed 8/6/14
2904		1.3.4.4.86	2903	2905	100%	Implement Firewall Rules to Production Crystal Reports svr	3 days	Thu 8/21/14
2905		1.3.4.4.87	2904	2906	25%	Perform user and network access testing with Production Crystal Reports Server	1 day?	Tue 8/26/14
2906		1.3.4.4.88	2827,2838,2850,2858,2	2908,2910	0%	Complete Production Environment	0 days	Mon 10/20/14
2907		1.3.4.4.89			0%	QA of Environment	20 days	Mon 10/20/14
2910		1.3.4.5	2906,2909	2912	0%	Establish the Production Environment	0 days	Tue 11/18/14
2911		1.3.4.6			0%	Recovery Points and Times	7 days?	Tue 11/18/14
2912		1.3.4.6.1	2910	2913,2914	0%	Conduct risk assessment	1 day?	Tue 11/18/14
2913		1.3.4.6.2	2912		0%	Identify RTO	1 day?	Wed 11/19/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
2914	!	1.3.4.6.3	2912	2915	0%	Identify RPO	1 day?	Wed 11/19/14
2915	!	1.3.4.6.4	2914	2916,2932	0%	Document RTO and RPO	1 day?	Thu 11/20/14
2916	!	1.3.4.6.5	2915	2917,2933	0%	Review documentation	1 day?	Fri 11/21/14
2917	!	1.3.4.6.6	2916	2918	0%	Update RTO and RPO documentation	1 day?	Mon 11/24/14
2918	!	1.3.4.6.7	2917	2919,2934	0%	Approve RTO and RPO documentation	1 day?	Tue 11/25/14
2919	!	1.3.4.6.8	2918		0%	Communicate documentation	1 day?	Wed 11/26/14
2920	✓	1.3.5			100%	Integrate Interface to existing MQA Online Services to V:R	108 days	Mon 3/3/14
2921	✓	1.3.5.1	1026	2922,2923	100%	Interface Analysis	19 days	Mon 3/3/14
2922	✓	1.3.5.2	2921,2804	2924,2925	100%	Integrate Interfaces	3 days	Wed 7/30/14
2923	✓	1.3.5.3	2921,2804	2925,2937	100%	Integrate existing Online Services to point to VR	39 days	Mon 6/2/14
2924	✓	1.3.5.4	2922	2926,2981	100%	Integration of all existing interfaces and web services	0 days	Fri 8/1/14
2925	✓	1.3.5.5	2922,2923,1186	2938	100%	Integration with existing MQA Services	0 days	Fri 8/1/14
2926	✓	1.3.5.6	2924		100%	Deliverable Acceptance - Integrate Interface to existing MQA Online Services to V:R	0 days	Fri 8/1/14
2927	✓	1.3.6			100%	Build Test Scenarios	58 days	Thu 2/6/14
2928	✓	1.3.6.1	1123	2929FF,293	100%	Prepare Test Scenarios	58 days	Thu 2/6/14
2929	✓	1.3.6.2	2928FF	2979SF,293	100%	Confirm Test Scenarios	21 days	Mon 3/31/14
2930	✓	1.3.7			100%	Design & Construction Phase Complete	56.09 days	Mon 6/16/14
2931	✓	1.3.7.1			100%	Phase gate entrance criteria	5.09 days?	Wed 8/27/14
2932	✓	1.3.7.1.1	1205,1208,1212,1213,2		100%	All deliverables submitted	1 day?	Wed 8/27/14
2933	✓	1.3.7.1.2	2621,2738,2742,2916,2		100%	All deliverables reviewed	0.96 days?	Wed 9/3/14
2934	✓	1.3.7.1.3	1217,2583,2584,2588,2		100%	All deliverables approved	0.96 days?	Wed 9/3/14
2935	✓	1.3.7.2			100%	Phase Gate exit criteria	48.1 days?	Mon 6/16/14
2936	✓	1.3.7.2.1	1208,2586,2779,2698,2	2938	100%	Environment ready for testing	1 day?	Mon 6/16/14
2937	✓	1.3.7.2.2	2732,2923,2929	2938	100%	Items ready for testing	1 day?	Mon 7/28/14
2938	✓	1.3.8	1205,1208,1217,2588,2		100%	Major Milestone: Design & Construction Complete	0 days?	Thu 10/2/14
2939		1.4			70%	Integration & Testing	377 days?	Wed 6/5/13
2940	✓	1.4.1			100%	System Testing	159 days?	Tue 12/17/13
2941	✓	1.4.1.1			100%	System Testing - VR	156 days?	Tue 12/17/13
2942	✓	1.4.1.1.1			100%	MQA - Gather system test requirements	74.5 days?	Fri 2/7/14
2948	✓	1.4.1.1.2	2771	2949,2975	100%	Build System test plan	51 days	Tue 12/17/13
2949	✓	1.4.1.1.3	2948	2952,2951,	100%	Schedule system test effort	3 days	Mon 3/3/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
2950	✓	1.4.1.1.4	2949,2797		100%	VR System testing	20 days	Thu 3/6/14
2951	✓	1.4.1.1.5	2949,2947,2777	2952SS	100%	MQA Services System testing	26 days?	Fri 6/20/14
2952	✓	1.4.1.1.6	2949,2951SS	2953SS,295	100%	Track system test progress	18.25 days	Thu 3/6/14
2953	✓	1.4.1.1.7	2952SS	2954,2992	100%	Report and track issues	24 days	Thu 3/6/14
2954	✓	1.4.1.1.8	2952,2953	2955	100%	System test sign-off	1 day	Mon 7/28/14
2955	✓	1.4.1.1.9	2954	2981	100%	System test completion	1 day	Mon 7/28/14
2956	✓	1.4.1.2			100%	System Testing - IDM	77 days	Mon 4/7/14
2957	✓	1.4.1.2.1	2701		100%	Test new configurations in COMPAS for RSDs & Relationships	3 days	Mon 4/7/14
2958	✓	1.4.1.2.2	2731		100%	Test IDM Gaps	0 days	Mon 6/9/14
2959	✓	1.4.1.2.3	2949		100%	Test VR Gaps (2.1.3 Next Inspection Assignment)	5 days	Mon 6/9/14
2960	✓	1.4.1.2.4			100%	Test INV Forms	4 days	Tue 7/8/14
2972	✓	1.4.1.2.5	1140,2971	2973,3048,	100%	Test requirements as identified in January Meeting Notes	4 days	Tue 7/8/14
2973	✓	1.4.1.2.6	2972	3083	100%	IDM System Testing Completed	0 days	Fri 7/25/14
2974	✓	1.4.1.3			100%	Datamart, Interfaces, Letters & Reports System Test	101 days	Mon 3/10/14
2975	✓	1.4.1.3.1	2948	2977,2976	100%	Plan System Test (Tech Arch, Datamart, Letters, Reports)	4 days	Mon 6/2/14
2976	✓	1.4.1.3.2	2975		100%	Develop Technical Infrastructure Verification Checklist	5 days	Mon 3/10/14
2977	✓	1.4.1.3.3	2975	2978,2990	100%	Conduct System Test (Tech Arch, Datamart, Reports, Correspondence)	85 days	Tue 4/1/14
2978	✓	1.4.1.3.4	2977		100%	Verify Counts for Letters and Reports	1 day	Mon 6/9/14
2979	✓	1.4.1.3.5	2929SF	2980,3083,	100%	Manage System Testing defects (evaluate, report, address)	83 days	Tue 4/1/14
2980	✓	1.4.1.3.6	2979	2981,3222,	100%	Datamart System Testing Complete	0 days	Fri 5/30/14
2981	✓	1.4.1.4	2955,2980,2731,2924	3087,2989	100%	Complete System Testing	0 days?	Fri 8/1/14
2982	✓	1.4.2			100%	Phase Gate - Ready for UAT	35 days?	Mon 6/9/14
2983	✓	1.4.2.1			100%	Entry Criteria	35 days?	Mon 6/9/14
2984	✓	1.4.2.1.1	2742	2994	100%	UAT Environment Readiness	0 days?	Mon 7/28/14
2985	✓	1.4.2.1.2	2929	2994	100%	Script approval	0 days?	Fri 7/18/14
2986	✓	1.4.2.1.3	3090	2994	100%	Testers trained	0 days?	Mon 6/9/14
2987	✓	1.4.2.1.4	1217	2994	100%	Data loaded	0 days?	Fri 6/27/14
2988	✓	1.4.2.2			100%	Exit Criteria	6 days?	Fri 7/18/14
2989	✓	1.4.2.2.1	2981	2994	100%	All system testing complete	0 days?	Fri 7/18/14
2990	✓	1.4.2.2.2	2584,2700,2977	2994	100%	All code stored and versioned	0 days?	Mon 7/21/14
2991	✓	1.4.2.2.3	1217	2994	100%	All configuration complete	2 days?	Mon 7/21/14
2992	✓	1.4.2.2.4	2953,2972,2979	2993,2994	100%	All SIRs resolved or mitigated	0 days?	Fri 7/25/14
2993	✓	1.4.2.2.5	2992	2994	100%	Regression testing complete	2 days?	Fri 7/25/14
2994	✓	1.4.3	2984,2985,2986,2987,2 3010,3003, 100%			Major Milestone: Ready for User Acceptance Testing	0 days	Mon 7/28/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
2995	❗	1.4.4			65%	UAT Testing	377 days	Wed 6/5/13
2996	✓	1.4.4.1			100%	Plan UAT Test (Tech Arch, Datamart, Letters, Reports)	61 days	Fri 4/4/14
2997	✓	1.4.4.1.1	1130	2998SS+5 d	100%	Build test scenarios	30 days	Fri 4/4/14
2998	✓	1.4.4.1.2	2997SS+5 days	3000SS+20	100%	Build test scripts	57 days	Thu 4/10/14
2999	✓	1.4.4.2			100%	Iron Data Mobile	8 days	Tue 7/1/14
3000	✓	1.4.4.2.1	2998SS+20 days	3037,3033,	100%	Complete Script Development	14 days	Tue 7/1/14
3001	✓	1.4.4.3		3027,3028,	100%	Formal Review - User Acceptance Testing Readiness	290 days	Wed 6/5/13
3002		1.4.4.4			39%		50 days	Tue 7/29/14
3003	⚡	1.4.4.4.1	2997,2994	3004,3012,	90%	UAT test cycle 1	20 days	Tue 7/29/14
3004	⚡	1.4.4.4.2	3003	3005,3012	10%	UAT test cycle 2	15 days	Tue 8/26/14
3005	⚡	1.4.4.4.3	3004	3012,3274	0%	UAT test cycle 3	15 days	Wed 9/17/14
3006		1.4.4.5			46%	Conduct User Acceptance Testing (IDM)	51.5 days	Tue 7/29/14
3007	⚡	1.4.4.5.1	2994FS+10 days	3008,3012,	90%	UAT test cycle 1	20 days	Tue 7/29/14
3008	⚡	1.4.4.5.2	3007	3009,3012	10%	UAT test cycle 2	11.5 days	Wed 9/10/14
3009	⚡	1.4.4.5.3	3008	3012,3274	0%	UAT test cycle 3	10 days	Thu 9/25/14
3010	⚡	1.4.4.6	2994	3051	50%	Manage UAT defects (evaluate, report, address)	54 days	Tue 7/29/14
3011	⚡	1.4.4.7		3053,3057	10%	Move UAT from Test Environment to New Production Environment	1 day	Tue 8/26/14
3012	⚡	1.4.4.8	3003,3004,3005,3007,3	3015SS+1 d	0%	Complete UAT Phase Exit Criteria	1 day	Thu 10/9/14
3013		1.4.4.9			15%	UAT Closure report	47.5 days	Wed 9/3/14
3014	✓	1.4.4.9.1	3003SS+25 days		100%	DAC Submission - UAT Closure Report	1 day	Wed 9/3/14
3015		1.4.4.9.2	3012SS+1 day	3016	25%	Deliverable Construction - UAT Closure Report	9 days	Fri 10/10/14
3016		1.4.4.9.3	3015	3017,3077	0%	Deliverable Submission - UAT Closure Report(Review Cycle 1)	5 days	Thu 10/23/14
3017		1.4.4.9.4	3016	3018,3078	0%	Deliverable Comment Response - UAT Closure Report (Review Cycle 1)	3 days	Thu 10/30/14
3018	⚡	1.4.4.9.5	3017	3019,3079	0%	Deliverable Submission - UAT Closure Report (Review Cycle 2)	3 days	Tue 11/4/14
3019		1.4.4.9.6	3018		0%	<i>Final Acceptance - UAT Closure Report</i>	<i>0 days</i>	<i>Fri 11/7/14</i>
3020		1.4.4.10			35%	User Acceptance Testing - Iron Data Support	87 days	Tue 7/29/14
3021	⚡	1.4.4.10.1	3001	3025	35%	UAT Support - Business Analyst 1	87 days	Tue 7/29/14
3022	⚡	1.4.4.10.2	3001	3025	35%	UAT Support - Business Analyst 2	81.25 days	Tue 7/29/14
3023	⚡	1.4.4.10.3	3001	3025	35%	UAT Support - Development 1	87 days	Tue 7/29/14
3024		1.4.4.10.4	3001	3025	35%	UAT Support - Development 2	80 days	Tue 7/29/14
3025		1.4.4.10.5	3021,3022,3023,3024	3026	0%	UAT Completed	0 days	Tue 12/2/14
3026	⚡	1.4.4.10.6	3025		0%	Deliverable Acceptance - User Acceptance Testing	0 days	Tue 12/2/14
3027	⚡	1.4.4.11	3001	3094FS-10	50%	User Acceptance Testing - MQA SSS Support	63 days	Tue 7/29/14
3028	⚡	1.4.4.12	3001		50%	User Acceptance Testing - MQA IT Support	63 days	Tue 7/29/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
3029	✓	1.4.4.13			100%	UAT Testing - VR and IDM	1 day	Mon 6/9/14
3030	✓	1.4.4.13.1	2997		100%	Identify testers	1 day	Mon 6/9/14
3031	✓	1.4.4.13.2	2997		100%	Prepare ipads for testing	1 day	Mon 6/9/14
3032		1.4.4.14			99%	User Acceptance Testing - IDM	34 days	Thu 7/24/14
3033	✓	1.4.4.14.1	3000		100%	Test new configurations in COMPAS for RSDs & Relationships	6 days	Thu 7/24/14
3034	✓	1.4.4.14.2	3000		100%	Test VM Gaps	6 days	Thu 7/24/14
3035	✓	1.4.4.14.3	3000		100%	Test VR Gaps (2.1.3 Next Inspection Assignment)	6 days	Thu 7/24/14
3036	✓	1.4.4.14.4			100%	Test INV Forms	31 days	Tue 7/29/14
3048	✓	1.4.4.14.5	2972	3049	100%	Test requirements as identified in January Meeting Notes	5 days	Thu 7/24/14
3049		1.4.4.14.6	3048	3050	0%	Completed User Acceptance Testing - IDM	0 days	Wed 7/30/14
3050		1.4.5	3047,3049,3027		0%	User Acceptance Testing Completed	0 days	Fri 10/24/14
3051		1.4.6	3010		0%	Integration of all existing interfaces and web services	0 days	Mon 10/13/14
3052		1.4.7			0%	Metadata Updates Deliverable (Required for SDLC)	7 days?	Wed 8/27/14
3053		1.4.7.1	3011	3054	0%	Request MetaTrack review	1 day?	Wed 8/27/14
3054		1.4.7.2	3053	3055	0%	Conduct MetaTrack review	5 days	Thu 8/28/14
3055		1.4.7.3	3054	3083,3079	0%	Approve MetaTrack review	1 day?	Fri 9/5/14
3056		1.4.8			5%	Application Scan	30 days?	Fri 9/26/14
3057	✓	1.4.8.1	3011	3058	100%	Request Application Scan	1 day?	Fri 9/26/14
3058		1.4.8.2	3057	3059	0%	Perform App scan	10 days	Thu 10/9/14
3059		1.4.8.3	3058	3060	0%	Review vulnerabilities	5 days	Thu 10/23/14
3060		1.4.8.4	3059	3061	0%	Mitigate vulnerabilities	5 days	Thu 10/30/14
3061		1.4.8.5	3060	3276,3083	0%	Sign-off and approval of App Scan	1 day	Thu 11/6/14
3062		1.4.9			23%	Performance Testing	49 days	Mon 7/14/14
3063	✓	1.4.9.1	3003SS+7 days	3064	100%	Plan Performance Test	5 days	Thu 8/7/14
3064	✓	1.4.9.2	3063	3065,3066	100%	Develop Performance Test Scripts	9 days	Thu 8/14/14
3065		1.4.9.3	3064	3068SS+5 d	0%	Execute Performance Test	15 days	Wed 8/27/14
3066		1.4.9.4	3064	3069,3074	0%	Fine Tune Environment based on Performance Test Results	15 days	Wed 8/27/14
3067		1.4.9.5			5%	Performance Test Closure Report	30 days	Fri 8/8/14
3068	✓	1.4.9.5.1	3065SS+5 days		100%	DAC Submission - Performance Test Closure Report	1 day	Thu 9/4/14
3069		1.4.9.5.2	3066	3070	0%	Deliverable Construction - Performance Test Closure Report	9 days	Thu 9/18/14
3070		1.4.9.5.3	3069	3071,3077	0%	Deliverable Submission - Performance Test Closure Report(Review C	5 days	Wed 10/1/14
3071		1.4.9.5.4	3070	3072,3078	0%	Deliverable Comment Response - Performance Test Closure Report (Review Cycle 1)	3 days	Wed 10/8/14
3072		1.4.9.5.5	3071	3073,3074	0%	Deliverable Submission - Performance Test Closure Report (Review Cy	3 days	Mon 10/13/14
3073		1.4.9.5.6	3072	3079	0%	Final Acceptance - Performance Test Closure Report	0 days	Thu 10/16/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
3074		1.4.9.6	3066,3072		0%	Performance Testing completed	0 days	Wed 10/15/14
3075		1.4.10			0%	Integration & Testing Phase Complete	13.71 days?	Tue 10/21/14
3076		1.4.10.1			0%	Phase gate entrance criteria	6.96 days?	Thu 10/30/14
3077		1.4.10.1.1	3016,3070	3083	0%	All deliverables submitted	0.96 days?	Thu 10/30/14
3078		1.4.10.1.2	3017,3071	3083	0%	All deliverables reviewed	0.96 days?	Tue 11/4/14
3079		1.4.10.1.3	3055,3018,3073,3012	3083	0%	All deliverables approved	0.96 days?	Fri 11/7/14
3080		1.4.10.2			0%	Phase Gate exit criteria	13.21 days?	Tue 10/21/14
3081		1.4.10.2.1	2747	3083	0%	Environment complete	0.96 days?	Tue 10/21/14
3082		1.4.10.2.2	3061	3083	0%	Application Scan complete	0.96 days?	Fri 11/7/14
3083		1.4.11	2973,2979,3055,3061,3 3265		0%	Major Milestone: Integration & Testing Complete	0 days	Mon 11/10/14
3084		1.5			52%	Implementation	598 days?	Wed 6/5/13
3085		1.5.1			41%	Training	376.25 days?	Wed 6/5/13
3086		1.5.1.1			12%	Train-The-Trainer Training	82.25 days	Mon 8/4/14
3087		1.5.1.1.1	2981	3088,3089	25%	V:R Train-The-Trainer: Material Preparation & Planning	23 days	Mon 8/4/14
3088		1.5.1.1.2	3087	3091	0%	V:R Train-The-Trainer: Conduct Training Session	23 days	Thu 9/25/14
3089		1.5.1.1.3	3087	3090	25%	IDM Train-The-Trainer: Material Preparation & Planning	22 days	Thu 9/25/14
3090		1.5.1.1.4	3089	3092,2986	0%	IDM Train-The-Trainer: Conduct Training Session	23.25 days	Tue 10/28/14
3091		1.5.1.1.5	3088	3093,3175	0%	V:R Train-The-Trainer Training Session Completed	0 days	Tue 10/28/14
3092		1.5.1.1.6	3090	3093	0%	IDM Train-The-Trainer Training Session Completed	0 days	Tue 12/2/14
3093		1.5.1.1.7	3091,3092		0%	Deliverable Acceptance - Train-The-Trainer Training	0 days	Tue 12/2/14
3094		1.5.1.2	3027FS-10 days	3095	0%	Train staff	15 days	Mon 10/13/14
3095		1.5.1.3	3094	3302	0%	Internal Staff sucessfully trained on new system	0 days?	Fri 10/31/14
3096		1.5.1.4			85%	System Admin Training	50 days	Tue 7/29/14
3097		1.5.1.4.1	3001	3098	100%	V:R System Admin Training: Material Preparation & Planning	10 days	Tue 7/29/14
3098		1.5.1.4.2	3097	3103,3099	50%	V:R System Admin Training: Conduct Training Session	21 days	Wed 8/13/14
3099		1.5.1.4.3	3098	3106	50%	System Administration Training for DOH staff Participate	5 days	Tue 9/16/14
3100		1.5.1.4.4	3001	3101	99%	IDM System Admin Training: Material Preparation & Planning	22 days	Tue 7/29/14
3101		1.5.1.4.5	3100	3104,3102,	100%	IDM System Admin Training: Conduct Training Session	22 days	Fri 8/29/14
3102		1.5.1.4.6	3101	3106	100%	System Administration Training for DOH staff Participate	5 days	Wed 10/1/14
3103		1.5.1.4.7	3098	3105	0%	V:R System Admin Training Session Completed	0 days	Tue 9/16/14
3104		1.5.1.4.8	3101	3105	100%	IDM System Admin Training Session Completed	0 days	Tue 9/30/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
3105		1.5.1.4.9	3103,3104		0%	Deliverable Acceptance - System Admin Training	0 days	Tue 9/30/14
3106		1.5.1.5	3099,3102	3302	0%	Internal Support Staff successfully trained on V:R Administration	0 days	Tue 10/7/14
3107		1.5.1.6			27%	IDM - MQA Training	335 days	Wed 6/5/13
3108	✓	1.5.1.6.1			100%	Communication at Annual ISU Meeting	5 days	Wed 6/5/13
3109	!	1.5.1.6.2	3101SS		10%	IDM Training in Field Offices for End Users	22 days	Fri 8/29/14
3110		1.5.2			57%	Communications Implementation Plan	598 days?	Wed 6/5/13
3111	✓	1.5.2.1	87	3296	100%	Create Implementation Plan	1 day?	Thu 3/6/14
3112	✓	1.5.2.2		3113	100%	Meet with task owners	1 day?	Wed 6/5/13
3113	✓	1.5.2.3	3112	3114	100%	Develop high level action steps	1 day?	Thu 6/6/13
3114	✓	1.5.2.4	3113	3115,3297	100%	Review Implementation Plan	1 day?	Fri 6/7/13
3115	✓	1.5.2.5	3114	3116	100%	Finalize Implementation Plan	1 day?	Mon 6/10/13
3116	✓	1.5.2.6	3115	3156,3184	100%	Approve Implementation Plan	1 day?	Wed 7/30/14
3117		1.5.2.7	3116		0%	Communication Plan complete	0 days	Wed 7/30/14
3118		1.5.2.8			58%	Communication Plan tasks	362 days?	Wed 6/5/13
3119	✓	1.5.2.8.1			100%	Content Messaging Approval	10.19 days	Wed 4/2/14
3123	✓	1.5.2.8.2			100%	CAMPAIGN LOGO	11.19 days	Wed 4/2/14
3128		1.5.2.8.3			30%	MQA INTRANET INFO PORTAL	96 days?	Wed 4/2/14
3135		1.5.2.8.4			4%	Written ANNOUNCEMENTS	224.13 day	Wed 6/5/13
3143	✓	1.5.2.8.5			100%	PROJECT KICKOFF EVENT	54.31 days	Wed 4/2/14
3151	✓	1.5.2.8.6			100%	MANAGEMENT BRIEFING TOOLS	5.45 days?	Wed 4/16/14
3156		1.5.2.8.7	3116		50%	COMPAS SPLASH PAGE	2 days?	Thu 7/31/14
3157	✓	1.5.2.8.8			100%	Promotional MATERIAL	16.2 days?	Thu 4/17/14
3165	✓	1.5.2.8.9			100%	POSTERS	21.81 days	Wed 4/16/14
3170	✓	1.5.2.8.10			100%	PDF INFORMATION GUIDE	13.45 days	Tue 4/15/14
3175	✓	1.5.2.8.11	3091,3150		100%	SNEAK PEEK SESSIONS	1 day?	Thu 10/16/14
3176	✓	1.5.2.8.12			100%	TRANSFORMATION AMBASSADORS WORKGROUP	3 days?	Wed 4/2/14
3182		1.5.2.8.13	3027		10%	TRAINING COMPLETION CONTEST	1 day?	Mon 10/27/14
3183		1.5.2.8.14		3302	99%	Communication with External Partners	1 day?	Wed 6/5/13
3184		1.5.2.8.15	3116		25%	Internal Project Communication	1 day?	Thu 7/31/14
3185	!	1.5.2.8.16	3266		0%	POST-IMPLEMENTATION SOUND-OFF SESSIONS	1 day?	Thu 11/6/14
3186	⊙	1.5.2.9			37%	Monitor Implementation Plan	385 days	Wed 4/9/14
3187	✓	1.5.2.9.1			100%	Monitor Implementation Plan 1	1 day	Wed 4/9/14
3188	✓	1.5.2.9.2			100%	Monitor Implementation Plan 2	1 day	Wed 5/14/14
3189	✓	1.5.2.9.3			100%	Monitor Implementation Plan 3	1 day	Wed 6/11/14
3190	✓	1.5.2.9.4			100%	Monitor Implementation Plan 4	1 day	Wed 7/9/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
3191	✓	1.5.2.9.5			100%	Monitor Implementation Plan 5	1 day	Wed 8/13/14
3192	✓	1.5.2.9.6			100%	Monitor Implementation Plan 6	1 day	Wed 9/10/14
3193	✓	1.5.2.9.7			100%	Monitor Implementation Plan 7	1 day	Wed 10/8/14
3194	☐	1.5.2.9.8			0%	Monitor Implementation Plan 8	1 day	Wed 11/12/14
3195	☐	1.5.2.9.9			0%	Monitor Implementation Plan 9	1 day	Wed 12/10/14
3196	☐	1.5.2.9.10			0%	Monitor Implementation Plan 10	1 day	Wed 1/14/15
3197	☐	1.5.2.9.11			0%	Monitor Implementation Plan 11	1 day	Wed 2/11/15
3198	☐	1.5.2.9.12			0%	Monitor Implementation Plan 12	1 day	Wed 3/11/15
3199	☐	1.5.2.9.13			0%	Monitor Implementation Plan 13	1 day	Wed 4/8/15
3200	☐	1.5.2.9.14			0%	Monitor Implementation Plan 14	1 day	Wed 5/13/15
3201	☐	1.5.2.9.15			0%	Monitor Implementation Plan 15	1 day	Wed 6/10/15
3202	☐	1.5.2.9.16			0%	Monitor Implementation Plan 16	1 day	Wed 7/8/15
3203	☐	1.5.2.9.17		3268SS	0%	Monitor Implementation Plan 17	1 day	Wed 8/12/15
3204	☐	1.5.2.9.18			0%	Monitor Implementation Plan 18	1 day	Wed 9/9/15
3205	☐	1.5.2.9.19			0%	Monitor Implementation Plan 19	1 day	Wed 10/14/15
3206	☐	1.5.3	96		0%	Organizational Change Management Implementation	105 days	Wed 8/13/14
3207		1.5.4			0%	Conduct Customer Survey	54 days?	Thu 10/2/14
3208	☐	1.5.4.1	3272FS+10 days	3209	0%	Plan Customer survey	1 day?	Thu 10/2/14
3209		1.5.4.2	3208	3210	0%	Define Customer survey tool	1 day?	Fri 10/3/14
3210		1.5.4.3	3209	3211	0%	develop customer survey metrics	1 day?	Mon 10/6/14
3211	☐	1.5.4.4	3210	3212	0%	develop customer survey questions	1 day?	Tue 10/7/14
3212	☐	1.5.4.5	3211	3213	0%	Review customer survey deliverable	1 day?	Wed 10/8/14
3213	☐	1.5.4.6	3212	3214	0%	Approve customer survey deliverable	1 day?	Thu 10/9/14
3214		1.5.4.7	3213	3215	0%	deploy customer survey tool	15 days	Fri 10/10/14
3215		1.5.4.8	3214	3216	0%	review results	1 day?	Fri 10/31/14
3216		1.5.4.9	3215	3217	0%	communicate results	1 day?	Mon 11/3/14
3217		1.5.4.10	3216	3218	0%	build corrective action plan	10 days	Tue 11/4/14
3218		1.5.4.11	3217	3219	0%	implement corrective action plan	20 days	Wed 11/19/14
3219		1.5.4.12	3218		0%	remeasure results	1 day?	Fri 12/19/14
3220		1.5.5			76%	Deployment	573 days?	Wed 6/5/13
3221	✓	1.5.5.1			100%	Datamart Closure Report	266 days	Wed 6/5/13
3222	✓	1.5.5.1.1	2980	3223	100%	Determine Deliverable Acceptance Criteria	246 days	Wed 6/5/13
3223	✓	1.5.5.1.2	3222	3224	100%	DAC Submission - Datamart Closure Report	1 day	Mon 6/2/14
3224	✓	1.5.5.1.3	3223	3225,3226	100%	Deliverable Construction - Datamart Closure Report	10 days	Tue 6/3/14

ID	WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
3225	✓ 1.5.5.1.4	3224	3227,3296	100%	Deliverable Submission - Datamart Closure Report (Review Cycle 1)	0 days	Mon 6/16/14
3226	✓ 1.5.5.1.5	3224	3297	100%	Deliverable Review - Datamart Closure Report	5 days	Tue 6/17/14
3227	✓ 1.5.5.1.6	3225	3228,3229	100%	Deliverable Comment Response - Datamart Closure Report (Review Cycle 1)	3 days	Tue 6/17/14
3228	✓ 1.5.5.1.7	3227	3230	100%	Deliverable Submission - Datamart Closure Report (Review Cycle 2)	0 days	Thu 6/19/14
3229	✓ 1.5.5.1.8	3227	3298	100%	Deliverable Review - Datamart Closure Report	2 days	Fri 6/20/14
3230	✓ 1.5.5.1.9	3228		100%	Final Acceptance - Datamart Closure Report	0 days	Thu 6/19/14
3231	✓ 1.5.5.2			100%	Letters/Reports Closure Report	17 days	Mon 6/2/14
3232	✓ 1.5.5.2.1	2980	3233	100%	Determine Deliverable Acceptance Criteria	1 day	Mon 6/2/14
3233	✓ 1.5.5.2.2	3232	3234	100%	DAC Submission - Letters/Reports Closure Report	1 day	Tue 6/3/14
3234	✓ 1.5.5.2.3	3233	3235,3236	100%	Deliverable Construction - Letters/Reports Closure Report	10 days	Wed 6/4/14
3235	✓ 1.5.5.2.4	3234	3237,3296	100%	Deliverable Submission - Letters/Reports Closure Report (Review Cycle 1)	0 days	Tue 6/17/14
3236	✓ 1.5.5.2.5	3234	3297	100%	Deliverable Review - Letters/Reports Closure Report	5 days	Wed 6/18/14
3237	✓ 1.5.5.2.6	3235	3238,3239	100%	Deliverable Comment Response - Letters/Reports Closure Report (Review Cycle 1)	3 days	Wed 6/18/14
3238	✓ 1.5.5.2.7	3237	3240	100%	Deliverable Submission - Letters/Reports Closure Report (Review Cycle 2)	0 days	Fri 6/20/14
3239	✓ 1.5.5.2.8	3237		100%	Deliverable Review - Letters/Reports Closure Report	2 days	Mon 6/23/14
3240	✓ 1.5.5.2.9	3238	3298	100%	Final Acceptance - Letters/Reports Closure Report	0 days	Fri 6/20/14
3241	1.5.5.3			0%	Implementation and Deployment Crystal reports	1 day	Tue 10/21/14
3242	1.5.5.3.1			0%	Publish Reports to Production	0.5 days	Tue 10/21/14
3247	1.5.5.3.2			0%	Post Implementation Verification	0.83 days	Tue 10/21/14
3253	1.5.5.4			78%	Plan Deployment	57 days	Tue 7/1/14
3254	✓ 1.5.5.4.1	433SS	3255	100%	DAC Submission - Deployment Plan	0 days	Tue 7/1/14
3255	✓ 1.5.5.4.2	3254	3262,3263	100%	Deliverable Construction - Deployment Plan	38 days	Tue 7/1/14
3256	✓ 1.5.5.4.3	3262	3257	100%	Deliverable Submission - Deployment Plan (Review Cycle 1)	4 days	Tue 9/2/14
3257	1.5.5.4.4	3256	3258	0%	Deliverable Comment Response - Deployment Plan (Review Cycle 1)	3 days	Tue 9/9/14
3258	1.5.5.4.5	3257	3259	0%	Deliverable Submission - Deployment Plan (Review Cycle 2)	3 days	Fri 9/12/14
3259	1.5.5.4.6	3258	3272,3298	0%	Final Acceptance - Deployment Plan	1 day	Wed 9/17/14
3260	1.5.5.4.7	3262		0%	Develop Interface Validation Checklist	5 days	Wed 8/6/14
3261	1.5.5.5			0%	Deployment Readiness	57 days	Thu 8/14/14
3262	1.5.5.5.1	3255	3256,3260	0%	Develop Go-Live Checklist	15 days	Mon 8/11/14
3263	1.5.5.5.2	3255	3297	0%	Manage Go-Live Checklist	23 days	Mon 8/11/14
3264	1.5.5.5.3	3255FS+28 days	3265	0%	Assess Deployment Readiness	3 days	Fri 10/3/14
3265	1.5.5.5.4	3264,3083,2747,3281	3266FS+20	0%	Go/No Go Decision	1 day	Tue 10/7/14
3266	1.5.5.5.5	3265FS+20 days,3274	3273,3287	0%	LEIDS Go-Live	1 day	Wed 11/5/14

ID		WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
3267		1.5.5.6			31%	Implementation and Deployment - Iron Data	273 days	Tue 8/12/14
3268	✓	1.5.5.6.1	3203SS,3259	3309	100%	Prepare Go-Live Plan	20 days	Tue 8/12/14
3269	✓	1.5.5.6.2	3266	3310,3270	0%	Go-Live BA Support (On-Site)	10 days	Thu 11/6/14
3270	✓	1.5.5.6.3	3269		0%	Go-Live BA Support (Off-Site)	20 days	Thu 11/20/14
3271	✓	1.5.5.6.4	3269		0%	Go-live Technical Support (Off-Site)	15.35 days	Thu 11/20/14
3272		1.5.5.6.5	3262,3259	3208FS+10	0%	Approved Go-Live Plan	0 days	Wed 9/17/14
3273	✓	1.5.5.6.6	3266		0%	Deliverable Acceptance - Implementation and Deployment	0 days	Wed 11/5/14
3274	✓	1.5.5.7	3005,3009	3266	50%	Back-up Recovery Plan	1 day	Thu 10/9/14
3275		1.5.5.8			0%	CMT request	6 days	Fri 11/7/14
3276	✓	1.5.5.8.1	3061	3277	0%	Submit appropriate Change Management for Production	1 day	Fri 11/7/14
3277		1.5.5.8.2	3276	3278	0%	Build request	1 day	Mon 11/10/14
3278		1.5.5.8.3	3277	3279	0%	Review request	1 day	Wed 11/12/14
3279		1.5.5.8.4	3278	3280	0%	Submit request to CMT	1 day	Thu 11/13/14
3280	✓	1.5.5.8.5	3279	3281	0%	Attend CMT meeting	1 day	Fri 11/14/14
3281		1.5.5.8.6	3280	3300,3282	0%	Communicate CMT outcome	1 day	Mon 11/17/14
3282	✓	1.5.5.9	2583,3281	3302	0%	Cut over from legacy system to new system	1 day?	Tue 11/18/14
3283		1.5.6			0%	MQA Transformation Project Closure	2 days	Mon 10/5/15
3284		1.5.6.1	1014	3285	0%	Close contracts out	1 day	Mon 10/5/15
3285		1.5.6.2	3284		0%	Archive project documentation	1 day	Tue 10/6/15
3286		1.5.7			0%	Post-Deployment	28 days	Fri 9/26/14
3287	✓	1.5.7.1	3266SS+1 day		0%	Manage Production defects (evaluate, report, address)	19 days	Thu 11/6/14
3288		1.5.7.2	3262FS+15 days	3289FS+7 d	0%	DAC Submission - Deployment Closure Report	1 day	Tue 9/23/14
3289	✓	1.5.7.3	3288FS+7 days	3290	0%	Deliverable Construction - Deployment Closure Report	7 days	Fri 10/3/14
3290	✓	1.5.7.4	3289,3266	3291	0%	Deliverable Submission - Deployment Closure Report (Review Cycle 1)	5 days	Thu 11/6/14
3291	✓	1.5.7.5	3290,3266	3292	0%	Deliverable Comment Response - Deployment Closure Report (Review Cy	3 days	Fri 11/14/14
3292	✓	1.5.7.6	3291,3266	3293	0%	Deliverable Submission - Deployment Closure Report (Review Cycle 2)	3 days	Wed 11/19/14
3293		1.5.7.7	3292		0%	Final Acceptance - Deployment Closure Report	0 days	Wed 10/29/14
3294		1.5.8			0%	Deployment Phase Complete	369 days?	Wed 6/5/13
3295		1.5.8.1			0%	Phase gate entrance criteria	48 days?	Tue 9/2/14
3296		1.5.8.1.1	3111,3225,3235,3262		0%	All deliverables submitted	1 day?	Tue 9/2/14
3297	✓	1.5.8.1.2	3114,3226,3236,3263		0%	All deliverables reviewed	1 day?	Fri 9/12/14
3298	✓	1.5.8.1.3	3116,3240,3229,3259,3		0%	All deliverables approved	1 day?	Thu 11/6/14
3299		1.5.8.2			0%	Phase Gate exit criteria	369 days?	Wed 6/5/13
3300		1.5.8.2.1	3281		0%	CMT approval to move forward	1 day?	Tue 11/18/14
3301		1.5.8.2.2			0%	Post implementation plan	1 day?	Wed 6/5/13

ID	WBS	Predecessors	Successors	% Complete	Task Name	Duration	Start
3302	1.5.9	3106,3095,3183,3272,3		0%	Major Milestone: Implementation Complete	0 days	Thu 11/20/14
3303	1.6			0%	Complete Project Close-Out	217 days	Thu 11/6/14
3304	1.6.1			0%	Conduct and Record Lessons Learned - Phase I	4 days	Thu 11/6/14
3305	1.6.1.1	3266	3306	0%	Identify lessons learned	1 day	Thu 11/6/14
3306	1.6.1.2	3305	3307	0%	Review lessons with project team	1 day	Fri 11/7/14
3307	1.6.1.3	3306	3308	0%	Present lessons to ESC	1 day	Mon 11/10/14
3308	1.6.1.4	3307		0%	Lessons Learned Documented	1 day	Wed 11/12/14
3309	1.6.2	3268		0%	Support Transition Planning	5 days	Thu 9/10/15
3310	1.6.3	3269		0%	Transition to Operations	20 days	Thu 11/20/14

ID	Finish	Work	Resource Names	Milestc	Actual Start	Actual Finish	Resource Group
1	Mon 1/4/16	74,833.35 hrs		No	Wed 6/5/13	NA	
2	Fri 11/6/15	7,994.6 hrs		No	Wed 6/5/13	NA	
3	Fri 11/6/15	108 hrs		No	Fri 11/1/13	NA	
4	Fri 4/18/14	19 hrs	Allison Stachnik	No	Fri 11/1/13	Fri 4/18/14	Project Manager,SSS Business Analyst
5	Thu 4/24/14	16 hrs	Allison Stachnik	No	Mon 4/21/14	Thu 4/24/14	Project Manager
6	Tue 7/1/14	0 hrs	Burnette Hanley	Yes	NA	NA	SSS Business Analyst
7	Fri 11/6/15	73 hrs		No	Fri 5/2/14	NA	
8	Fri 5/2/14	3 hrs	Allison Stachnik	No	Fri 5/2/14	Fri 5/2/14	Project Manager
9	Fri 6/6/14	4 hrs	Allison Stachnik	No	Fri 6/6/14	Fri 6/6/14	Project Manager
10	Mon 7/7/14	2 hrs	Allison Stachnik	No	Mon 7/7/14	Mon 7/7/14	Project Manager
11	Fri 8/1/14	4 hrs	Allison Stachnik	No	Fri 8/1/14	Fri 8/1/14	Project Manager
12	Fri 9/5/14	4 hrs	Allison Stachnik	No	Fri 9/5/14	Fri 9/5/14	Project Manager
13	Fri 10/3/14	4 hrs	Allison Stachnik	No	Fri 10/3/14	Fri 10/3/14	Project Manager
14	Fri 11/7/14	4 hrs	Allison Stachnik	No	NA	NA	Project Manager
15	Fri 12/5/14	4 hrs	Allison Stachnik	No	NA	NA	Project Manager
16	Fri 1/2/15	4 hrs	Allison Stachnik	No	NA	NA	Project Manager
17	Fri 2/6/15	4 hrs	Allison Stachnik	No	NA	NA	Project Manager
18	Fri 3/6/15	4 hrs	Allison Stachnik	No	NA	NA	Project Manager
19	Fri 4/3/15	4 hrs	Allison Stachnik	No	NA	NA	Project Manager
20	Fri 5/1/15	4 hrs	Allison Stachnik	No	NA	NA	Project Manager
21	Fri 6/5/15	4 hrs	Allison Stachnik	No	NA	NA	Project Manager
22	Mon 7/6/15	4 hrs	Allison Stachnik	No	NA	NA	Project Manager
23	Fri 8/7/15	4 hrs	Allison Stachnik	No	NA	NA	Project Manager
24	Fri 9/4/15	4 hrs	Allison Stachnik	No	NA	NA	Project Manager
25	Fri 10/2/15	4 hrs	Allison Stachnik	No	NA	NA	Project Manager
26	Fri 11/6/15	4 hrs	Allison Stachnik	No	NA	NA	Project Manager
27	Mon 10/19/15	975.98 hrs		No	Tue 10/1/13	NA	
28	Mon 10/19/15	513.23 hrs		No	Tue 10/1/13	NA	
29	Mon 10/28/13	161 hrs	Allison Stachnik,Burn	No	Tue 10/1/13	Mon 10/28/13	Project Manager,SSS Business Analyst
30	Mon 11/18/13	112 hrs	Burnette Hanley	No	Tue 10/29/13	Mon 11/18/13	SSS Business Analyst
31	Mon 11/18/13	9 hrs	Allison Stachnik,Burn	No	Mon 11/18/13	Mon 11/18/13	Project Manager,SSS Business Analyst
32	Mon 11/18/13	0 hrs		Yes	Mon 11/18/13	Mon 11/18/13	
33	Wed 5/14/14	59.3 hrs		No	Fri 4/25/14	NA	
40	Fri 6/20/14	91.93 hrs		No	Fri 4/25/14	Fri 6/20/14	
46	Tue 5/13/14	16 hrs		No	Wed 5/7/14	NA	

ID	Finish	Work	Resource Names	Milestc	Actual Start	Actual Finish	Resource Group
52	Thu 6/5/14	34 hrs		No	Fri 5/9/14	NA	
58	Thu 10/15/15	16 hrs		No	Tue 4/15/14	NA	
67	Thu 10/15/15	7 hrs		No	Thu 6/5/14	NA	
75	Mon 10/19/15	7 hrs		No	Mon 6/9/14	NA	
83	Thu 3/6/14	61 hrs		No	Tue 1/14/14	Thu 3/6/14	
84	Mon 2/17/14	40 hrs	Allyson Adolpheson	No	Tue 1/14/14	Mon 2/17/14	MQA - SPS
85	Thu 2/20/14	4 hrs	Lola Pouncey,Allison	No	Tue 2/18/14	Thu 2/20/14	ESC,Project Manager
86	Tue 3/4/14	8 hrs	Allyson Adolpheson	No	Fri 2/21/14	Tue 3/4/14	MQA - SPS
87	Wed 3/5/14	6 hrs	Joe Wright,Vacant,Da	No	Wed 3/5/14	Wed 3/5/14	ESC
88	Thu 3/6/14	3 hrs	Allison Stachnik	No	Thu 3/6/14	Thu 3/6/14	Project Manager
89	Thu 8/14/14	401.75 hrs		No	Fri 4/25/14	NA	
90	Wed 7/16/14	105.75 hrs	Allison Stachnik,Lola	No	Fri 4/25/14	NA	Project Manager,ESC
91	Wed 7/30/14	128 hrs	Allison Stachnik[20%]	No	Wed 6/18/14	NA	Project Manager,ESC
92	Fri 8/1/14	21 hrs	Lola Pouncey	No	Thu 7/17/14	NA	ESC
93	Fri 8/8/14	63 hrs	Allison Stachnik,Vaca	No	NA	NA	Project Manager,It Operations,ESC
94	Mon 8/11/14	28 hrs	Joe Wright,Vacant,Da	No	NA	NA	ESC,It Operations
95	Wed 8/13/14	20 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
96	Wed 8/13/14	28 hrs	Joe Wright,Vacant,Da	No	NA	NA	ESC,It Operations
97	Thu 8/14/14	8 hrs	Lucy Gee	No	NA	NA	ESC
98	Thu 8/14/14	0 hrs		Yes	NA	NA	
99	Tue 11/19/13	72 hrs		No	Tue 10/29/13	Tue 11/19/13	
100	Tue 10/29/13	24 hrs	Allison Stachnik,Lola	No	Tue 10/29/13	Tue 10/29/13	Project Manager,ESC
101	Thu 10/31/13	16 hrs	Allison Stachnik	No	Wed 10/30/13	Thu 10/31/13	Project Manager
102	Wed 10/30/13	4 hrs	Allison Stachnik	No	Wed 10/30/13	Wed 10/30/13	Project Manager
103	Fri 11/1/13	4 hrs	Allison Stachnik[50%]	No	Fri 11/1/13	Fri 11/1/13	Project Manager
104	Mon 11/18/13	24 hrs	Allison Stachnik,Joe V	No	Mon 11/4/13	Mon 11/18/13	Project Manager,ESC,SSS manager,Project manager - VM,
105	Tue 11/19/13	0 hrs		No	Tue 11/19/13	Tue 11/19/13	
106	Mon 11/18/13	0 hrs		Yes	Mon 11/18/13	Mon 11/18/13	
107	Wed 8/13/14	206.57 hrs		No	Tue 10/29/13	NA	
108	Tue 10/29/13	8 hrs	Allison Stachnik	No	Tue 10/29/13	Tue 10/29/13	Project Manager
109	Tue 7/1/14	91.07 hrs		No	Mon 4/7/14	Tue 7/1/14	
110	Mon 4/7/14	6 hrs	Allison Stachnik,Cand	No	Mon 4/7/14	Mon 4/7/14	Project Manager,SSS manager
111	Tue 5/13/14	68.25 hrs	Allison Stachnik,Cand	No	Tue 4/8/14	Tue 5/13/14	Project Manager,SSS manager
112	Mon 5/19/14	0 hrs	Candy Tyre[50%]	No	Mon 5/19/14	Mon 5/19/14	SSS manager
113	Mon 5/19/14	0 hrs	Candy Tyre[50%]	No	Mon 5/19/14	Mon 5/19/14	SSS manager

ID	Finish	Work	Resource Names	Milestc	Actual Start	Actual Finish	Resource Group
114	Thu 6/26/14	4 hrs	Candy Tyre[50%]	No	Wed 6/25/14	Thu 6/26/14	SSS manager
115	Fri 6/27/14	2.82 hrs	Allison Stachnik,Cand	No	Thu 6/26/14	Fri 6/27/14	Project Manager,SSS manager
116	Mon 6/30/14	6 hrs	Allison Stachnik,Cand	No	Mon 6/30/14	Mon 6/30/14	Project Manager,SSS manager
117	Tue 7/1/14	4 hrs	Allison Stachnik,Cand	No	Tue 7/1/14	Tue 7/1/14	Project Manager,SSS manager
118	Wed 8/13/14	107.5 hrs		No	Tue 4/22/14	NA	
119	Mon 6/30/14	15 hrs	Allison Stachnik,Cand	No	Tue 4/22/14	NA	Project Manager,SSS manager
120	Thu 7/3/14	24.25 hrs	Allison Stachnik,Cand	No	Fri 4/25/14	NA	Project Manager,SSS manager
121	Fri 7/11/14	20 hrs	Candy Tyre[50%]	No	NA	NA	SSS manager
122	Mon 7/14/14	2.5 hrs	Candy Tyre[50%]	No	NA	NA	SSS manager
123	Fri 8/1/14	0 hrs		No	NA	NA	
124	Mon 8/4/14	4 hrs	Candy Tyre[50%]	No	NA	NA	SSS manager
125	Mon 8/11/14	20.75 hrs	Allison Stachnik,Cand	No	NA	NA	Project Manager,SSS manager
126	Tue 8/12/14	9 hrs	Allison Stachnik,Cand	No	NA	NA	Project Manager,SSS manager
127	Wed 8/13/14	12 hrs	Allison Stachnik,Cand	No	NA	NA	Project Manager,SSS manager
128	Tue 9/16/14	120 hrs		No	Tue 8/5/14	NA	
129	Mon 8/18/14	40 hrs	Allison Stachnik[50%]	No	Tue 8/5/14	NA	Project Manager
130	Tue 9/2/14	40 hrs	Allison Stachnik[50%]	No	Tue 8/19/14	NA	Project Manager
131	Tue 9/16/14	40 hrs	Allison Stachnik[50%]	No	Wed 9/3/14	NA	Project Manager
132	Fri 6/5/15	510.9 hrs		No	Wed 6/5/13	NA	
133	Tue 7/1/14	416.9 hrs		No	Wed 6/5/13	Tue 7/1/14	
134	Thu 11/7/13	16 hrs	Allison Stachnik	No	Wed 11/6/13	Thu 11/7/13	Project Manager
135	Fri 12/6/13	16 hrs	Allison Stachnik	No	Thu 12/5/13	Fri 12/6/13	Project Manager
136	Fri 1/10/14	14.5 hrs	Allison Stachnik	No	Thu 1/9/14	Fri 1/10/14	Project Manager
137	Wed 2/12/14	32 hrs		No	Wed 2/5/14	Wed 2/12/14	
142	Fri 3/14/14	40.4 hrs		No	Tue 3/4/14	Fri 3/14/14	
147	Mon 4/14/14	224 hrs		No	Tue 4/1/14	Mon 4/14/14	
152	Wed 5/14/14	25 hrs		No	Thu 5/1/14	Wed 5/14/14	
157	Mon 6/9/14	24 hrs		No	Wed 6/5/13	Mon 6/9/14	
162	Tue 7/1/14	25 hrs		No	Wed 6/5/13	Tue 7/1/14	
167	Thu 6/4/15	86 hrs		No	Mon 7/7/14	NA	
168	Mon 7/7/14	6 hrs	Burnette Hanley	No	Mon 7/7/14	Mon 7/7/14	SSS Business Analyst
169	Mon 8/4/14	4 hrs	Burnette Hanley	No	Mon 8/4/14	Mon 8/4/14	SSS Business Analyst
170	Thu 9/4/14	4 hrs	Burnette Hanley	No	Thu 9/4/14	Thu 9/4/14	SSS Business Analyst
171	Thu 10/9/14	8 hrs	Burnette Hanley	No	Mon 10/6/14	NA	SSS Business Analyst

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
172	Tue 11/4/14	8 hrs	Burnette Hanley	No	NA	NA	SSS Business Analyst
173	Thu 12/4/14	8 hrs	Burnette Hanley	No	NA	NA	SSS Business Analyst
174	Mon 1/5/15	8 hrs	Burnette Hanley	No	NA	NA	SSS Business Analyst
175	Wed 2/4/15	8 hrs	Burnette Hanley	No	NA	NA	SSS Business Analyst
176	Wed 3/4/15	8 hrs	Burnette Hanley	No	NA	NA	SSS Business Analyst
177	Mon 4/6/15	8 hrs	Burnette Hanley	No	NA	NA	SSS Business Analyst
178	Mon 5/4/15	8 hrs	Burnette Hanley	No	NA	NA	SSS Business Analyst
179	Thu 6/4/15	8 hrs	Burnette Hanley	No	NA	NA	SSS Business Analyst
180	Fri 6/5/15	8 hrs	Burnette Hanley	No	NA	NA	SSS Business Analyst
181	Fri 10/30/15	189.5 hrs		No	Fri 1/10/14	NA	
182	Fri 1/10/14	2 hrs	Allison Stachnik,Alyer	No	Fri 1/10/14	Fri 1/10/14	Project Manager,EY,Accenture
183	Fri 1/17/14	2 hrs	Allison Stachnik,Alyer	No	Fri 1/17/14	Fri 1/17/14	Project Manager,EY,Accenture
184	Fri 1/24/14	2 hrs	Allison Stachnik,Alyer	No	Fri 1/24/14	Fri 1/24/14	Project Manager,EY,Accenture
185	Fri 1/31/14	2 hrs	Allison Stachnik,Alyer	No	Fri 1/31/14	Fri 1/31/14	Project Manager,EY,Accenture
186	Fri 2/7/14	2 hrs	Allison Stachnik,Alyer	No	Fri 2/7/14	Fri 2/7/14	Project Manager,EY,Accenture
187	Fri 2/14/14	2 hrs	Allison Stachnik,Alyer	No	Fri 2/14/14	Fri 2/14/14	Project Manager,EY,Accenture
188	Fri 2/21/14	2 hrs	Allison Stachnik,Alyer	No	Fri 2/21/14	Fri 2/21/14	Project Manager,EY,Accenture
189	Fri 2/28/14	2 hrs	Allison Stachnik,Alyer	No	Fri 2/28/14	Fri 2/28/14	Project Manager,EY,Accenture
190	Fri 3/7/14	2 hrs	Allison Stachnik,Alyer	No	Fri 3/7/14	Fri 3/7/14	Project Manager,EY,Accenture
191	Fri 3/14/14	2 hrs	Allison Stachnik,Alyer	No	Fri 3/14/14	Fri 3/14/14	Project Manager,EY,Accenture
192	Fri 3/21/14	2 hrs	Allison Stachnik,Alyer	No	Fri 3/21/14	Fri 3/21/14	Project Manager,EY,Accenture
193	Fri 3/28/14	2 hrs	Allison Stachnik,Alyer	No	Fri 3/28/14	Fri 3/28/14	Project Manager,EY,Accenture
194	Fri 4/4/14	1.5 hrs	Allison Stachnik,Alyer	No	Fri 4/4/14	Fri 4/4/14	Project Manager,EY,Accenture
195	Fri 4/11/14	2 hrs	Allison Stachnik,Alyer	No	Fri 4/11/14	Fri 4/11/14	Project Manager,EY,Accenture
196	Fri 4/18/14	2 hrs	Allison Stachnik,Alyer	No	Fri 4/18/14	Fri 4/18/14	Project Manager,EY,Accenture
197	Fri 4/25/14	2 hrs	Allison Stachnik,Alyer	No	Fri 4/25/14	Fri 4/25/14	Project Manager,EY,Accenture
198	Fri 5/2/14	2 hrs	Allison Stachnik,Alyer	No	Fri 5/2/14	Fri 5/2/14	Project Manager,EY,Accenture
199	Fri 5/9/14	2 hrs	Allison Stachnik,Alyer	No	Fri 5/9/14	Fri 5/9/14	Project Manager,EY,Accenture
200	Fri 5/16/14	2 hrs	Allison Stachnik,Alyer	No	Fri 5/16/14	Fri 5/16/14	Project Manager,EY,Accenture
201	Fri 5/23/14	2 hrs	Allison Stachnik,Alyer	No	Fri 5/23/14	Fri 5/23/14	Project Manager,EY,Accenture
202	Fri 5/30/14	2 hrs	Allison Stachnik,Alyer	No	Fri 5/30/14	Fri 5/30/14	Project Manager,EY,Accenture
203	Fri 6/6/14	2 hrs	Allison Stachnik,Alyer	No	Fri 6/6/14	Fri 6/6/14	Project Manager,EY,Accenture
204	Fri 6/13/14	2 hrs	Allison Stachnik,Alyer	No	Fri 6/13/14	Fri 6/13/14	Project Manager,EY,Accenture
205	Fri 6/20/14	2 hrs	Allison Stachnik,Alyer	No	Fri 6/20/14	Fri 6/20/14	Project Manager,EY,Accenture
206	Fri 6/27/14	2 hrs	Allison Stachnik,Alyer	No	Fri 6/27/14	Fri 6/27/14	Project Manager,EY,Accenture

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
207	Mon 7/7/14	2 hrs	Allison Stachnik,Alyer No		Fri 7/4/14	Mon 7/7/14	Project Manager,EY,Accenture
208	Fri 7/11/14	2 hrs	Allison Stachnik,Alyer No		Fri 7/11/14	Fri 7/11/14	Project Manager,EY,Accenture
209	Fri 7/18/14	2 hrs	Allison Stachnik,Alyer No		Fri 7/18/14	Fri 7/18/14	Project Manager,EY,Accenture
210	Fri 7/25/14	2 hrs	Allison Stachnik,Alyer No		Fri 7/25/14	Fri 7/25/14	Project Manager,EY,Accenture
211	Fri 8/1/14	2 hrs	Allison Stachnik,Alyer No		Fri 8/1/14	Fri 8/1/14	Project Manager,EY,Accenture
212	Fri 8/8/14	2 hrs	Allison Stachnik,Alyer No		Fri 8/8/14	Fri 8/8/14	Project Manager,EY,Accenture
213	Fri 8/15/14	2 hrs	Allison Stachnik,Alyer No		Fri 8/15/14	Fri 8/15/14	Project Manager,EY,Accenture
214	Fri 8/22/14	2 hrs	Allison Stachnik,Alyer No		Fri 8/22/14	Fri 8/22/14	Project Manager,EY,Accenture
215	Fri 8/29/14	2 hrs	Allison Stachnik,Alyer No		Fri 8/29/14	Fri 8/29/14	Project Manager,EY,Accenture
216	Fri 9/5/14	2 hrs	Allison Stachnik,Alyer No		Fri 9/5/14	Fri 9/5/14	Project Manager,EY,Accenture
217	Fri 9/12/14	2 hrs	Allison Stachnik,Alyer No		Fri 9/12/14	Fri 9/12/14	Project Manager,EY,Accenture
218	Fri 9/19/14	2 hrs	Allison Stachnik,Alyer No		Fri 9/19/14	Fri 9/19/14	Project Manager,EY,Accenture
219	Fri 9/26/14	2 hrs	Allison Stachnik,Alyer No		Fri 9/26/14	Fri 9/26/14	Project Manager,EY,Accenture
220	Fri 10/3/14	2 hrs	Allison Stachnik,Alyer No		Fri 10/3/14	Fri 10/3/14	Project Manager,EY,Accenture
221	Fri 10/10/14	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
222	Fri 10/17/14	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
223	Fri 10/24/14	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
224	Fri 10/31/14	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
225	Fri 11/7/14	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
226	Fri 11/14/14	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
227	Fri 11/21/14	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
228	Mon 12/1/14	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
229	Fri 12/5/14	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
230	Fri 12/12/14	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
231	Fri 12/19/14	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
232	Mon 12/29/14	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
233	Fri 1/2/15	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
234	Fri 1/9/15	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
235	Fri 1/16/15	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
236	Fri 1/23/15	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
237	Fri 1/30/15	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
238	Fri 2/6/15	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
239	Fri 2/13/15	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
240	Fri 2/20/15	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture
241	Fri 2/27/15	2 hrs	Allison Stachnik,Alyer No		NA	NA	Project Manager,EY,Accenture

ID	Finish	Work	Resource Names	Milestd	Actual Start	Actual Finish	Resource Group
242	Fri 3/6/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
243	Fri 3/13/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
244	Fri 3/20/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
245	Fri 3/27/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
246	Fri 4/3/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
247	Fri 4/10/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
248	Fri 4/17/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
249	Fri 4/24/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
250	Fri 5/1/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
251	Fri 5/8/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
252	Fri 5/15/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
253	Fri 5/22/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
254	Fri 5/29/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
255	Fri 6/5/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
256	Fri 6/12/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
257	Fri 6/19/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
258	Fri 6/26/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
259	Mon 7/6/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
260	Fri 7/10/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
261	Fri 7/17/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
262	Fri 7/24/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
263	Fri 7/31/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
264	Fri 8/7/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
265	Fri 8/14/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
266	Fri 8/21/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
267	Fri 8/28/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
268	Fri 9/4/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
269	Fri 9/11/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
270	Fri 9/18/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
271	Fri 9/25/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
272	Fri 10/2/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
273	Fri 10/9/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
274	Fri 10/16/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
275	Fri 10/23/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture
276	Fri 10/30/15	2 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,Accenture

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
277	Fri 11/6/15	957 hrs		No	Fri 1/10/14	NA	
278	Fri 1/10/14	10 hrs	Allison Stachnik,Alyer No		Fri 1/10/14	Fri 1/10/14	Project Manager,EY,SSS manager,Project manager - VM,A
279	Fri 1/17/14	10 hrs	Allison Stachnik,Alyer No		Fri 1/17/14	Fri 1/17/14	Project Manager,EY,SSS manager,Project manager - VM,A
280	Fri 1/24/14	10 hrs	Allison Stachnik,Alyer No		Fri 1/24/14	Fri 1/24/14	Project Manager,EY,SSS manager,Project manager - VM,A
281	Fri 1/31/14	10 hrs	Allison Stachnik,Alyer No		Fri 1/31/14	Fri 1/31/14	Project Manager,EY,SSS manager,Project manager - VM,A
282	Fri 2/7/14	10 hrs	Allison Stachnik,Alyer No		Fri 2/7/14	Fri 2/7/14	Project Manager,EY,SSS manager,Project manager - VM,A
283	Fri 2/14/14	10 hrs	Allison Stachnik,Alyer No		Fri 2/14/14	Fri 2/14/14	Project Manager,EY,SSS manager,Project manager - VM,A
284	Fri 2/21/14	10 hrs	Allison Stachnik,Alyer No		Fri 2/21/14	Fri 2/21/14	Project Manager,EY,SSS manager,Project manager - VM,A
285	Fri 2/28/14	10 hrs	Allison Stachnik,Alyer No		Fri 2/28/14	Fri 2/28/14	Project Manager,EY,SSS manager,Project manager - VM,A
286	Fri 3/7/14	10 hrs	Allison Stachnik,Alyer No		Fri 3/7/14	Fri 3/7/14	Project Manager,EY,SSS manager,Project manager - VM,A
287	Fri 3/14/14	10 hrs	Allison Stachnik,Alyer No		Fri 3/14/14	Fri 3/14/14	Project Manager,EY,SSS manager,Project manager - VM,A
288	Fri 3/21/14	10 hrs	Allison Stachnik,Alyer No		Fri 3/21/14	Fri 3/21/14	Project Manager,EY,SSS manager,Project manager - VM,A
289	Fri 3/28/14	10 hrs	Allison Stachnik,Alyer No		Fri 3/28/14	Fri 3/28/14	Project Manager,EY,SSS manager,Project manager - VM,A
290	Fri 4/4/14	9 hrs	Allison Stachnik,Alyer No		Fri 4/4/14	Fri 4/4/14	Project Manager,EY,SSS manager,Project manager - VM,A
291	Fri 4/11/14	10 hrs	Allison Stachnik,Alyer No		Fri 4/11/14	Fri 4/11/14	Project Manager,EY,SSS manager,Project manager - VM,A
292	Fri 4/18/14	9 hrs	Allison Stachnik,Alyer No		Fri 4/18/14	Fri 4/18/14	Project Manager,EY,SSS manager,Project manager - VM,A
293	Fri 4/25/14	9 hrs	Allison Stachnik,Alyer No		Fri 4/25/14	Fri 4/25/14	Project Manager,EY,SSS manager,Project manager - VM,A
294	Fri 5/2/14	10 hrs	Allison Stachnik,Alyer No		Fri 5/2/14	Fri 5/2/14	Project Manager,EY,SSS manager,Project manager - VM,A
295	Fri 5/9/14	10 hrs	Allison Stachnik,Alyer No		Fri 5/9/14	Fri 5/9/14	Project Manager,EY,SSS manager,Project manager - VM,A
296	Fri 5/16/14	10 hrs	Allison Stachnik,Alyer No		Fri 5/16/14	Fri 5/16/14	Project Manager,EY,SSS manager,Project manager - VM,A
297	Fri 5/23/14	10 hrs	Allison Stachnik,Alyer No		Fri 5/23/14	Fri 5/23/14	Project Manager,EY,SSS manager,Project manager - VM,A
298	Fri 5/30/14	10 hrs	Allison Stachnik,Alyer No		Fri 5/30/14	Fri 5/30/14	Project Manager,EY,SSS manager,Project manager - VM,A
299	Fri 6/6/14	10 hrs	Allison Stachnik,Alyer No		Fri 6/6/14	Fri 6/6/14	Project Manager,EY,SSS manager,Project manager - VM,A
300	Fri 6/13/14	10 hrs	Allison Stachnik,Alyer No		Fri 6/13/14	Fri 6/13/14	Project Manager,EY,SSS manager,Project manager - VM,A
301	Fri 6/20/14	10 hrs	Allison Stachnik,Alyer No		Fri 6/20/14	Fri 6/20/14	Project Manager,EY,SSS manager,Project manager - VM,A
302	Fri 6/27/14	10 hrs	Allison Stachnik,Alyer No		Fri 6/27/14	Fri 6/27/14	Project Manager,EY,SSS manager,Project manager - VM,A
303	Mon 7/7/14	10 hrs	Allison Stachnik,Alyer No		Fri 7/4/14	Mon 7/7/14	Project Manager,EY,SSS manager,Project manager - VM,A
304	Fri 7/11/14	10 hrs	Allison Stachnik,Alyer No		Fri 7/11/14	Fri 7/11/14	Project Manager,EY,SSS manager,Project manager - VM,A
305	Fri 7/18/14	10 hrs	Allison Stachnik,Alyer No		Fri 7/18/14	Fri 7/18/14	Project Manager,EY,SSS manager,Project manager - VM,A
306	Fri 7/25/14	10 hrs	Allison Stachnik,Alyer No		Fri 7/25/14	Fri 7/25/14	Project Manager,EY,SSS manager,Project manager - VM,A
307	Fri 8/1/14	10 hrs	Allison Stachnik,Alyer No		Fri 8/1/14	Fri 8/1/14	Project Manager,EY,SSS manager,Project manager - VM,A
308	Fri 8/8/14	10 hrs	Allison Stachnik,Alyer No		Fri 8/8/14	Fri 8/8/14	Project Manager,EY,SSS manager,Project manager - VM,A
309	Fri 8/15/14	10 hrs	Allison Stachnik,Alyer No		Fri 8/15/14	Fri 8/15/14	Project Manager,EY,SSS manager,Project manager - VM,A
310	Fri 8/22/14	10 hrs	Allison Stachnik,Alyer No		Fri 8/22/14	Fri 8/22/14	Project Manager,EY,SSS manager,Project manager - VM,A
311	Fri 8/29/14	10 hrs	Allison Stachnik,Alyer No		Fri 8/29/14	Fri 8/29/14	Project Manager,EY,SSS manager,Project manager - VM,A

ID	Finish	Work	Resource Names	Milestd	Actual Start	Actual Finish	Resource Group
312	Fri 9/5/14	10 hrs	Allison Stachnik,Alyer No		Fri 9/5/14	Fri 9/5/14	Project Manager,EY,SSS manager,Project manager - VM,A
313	Fri 9/12/14	10 hrs	Allison Stachnik,Alyer No		Fri 9/12/14	Fri 9/12/14	Project Manager,EY,SSS manager,Project manager - VM,A
314	Fri 9/19/14	10 hrs	Allison Stachnik,Alyer No		Fri 9/19/14	Fri 9/19/14	Project Manager,EY,SSS manager,Project manager - VM,A
315	Fri 9/26/14	10 hrs	Allison Stachnik,Alyer No		Fri 9/26/14	Fri 9/26/14	Project Manager,EY,SSS manager,Project manager - VM,A
316	Fri 10/3/14	10 hrs	Allison Stachnik,Alyer No		Fri 10/3/14	Fri 10/3/14	Project Manager,EY,SSS manager,Project manager - VM,A
317	Fri 10/10/14	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
318	Fri 10/17/14	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
319	Fri 10/24/14	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
320	Fri 10/31/14	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
321	Fri 11/7/14	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
322	Fri 11/14/14	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
323	Fri 11/21/14	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
324	Mon 12/1/14	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
325	Fri 12/5/14	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
326	Fri 12/12/14	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
327	Fri 12/19/14	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
328	Mon 12/29/14	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
329	Fri 1/2/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
330	Fri 1/9/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
331	Fri 1/16/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
332	Fri 1/23/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
333	Fri 1/30/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
334	Fri 2/6/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
335	Fri 2/13/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
336	Fri 2/20/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
337	Fri 2/27/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
338	Fri 3/6/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
339	Fri 3/13/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
340	Fri 3/20/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
341	Fri 3/27/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
342	Fri 4/3/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
343	Fri 4/10/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
344	Fri 4/17/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
345	Fri 4/24/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A
346	Fri 5/1/15	10 hrs	Allison Stachnik,Alyer No	NA		NA	Project Manager,EY,SSS manager,Project manager - VM,A

ID	Finish	Work	Resource Names	Milestc	Actual Start	Actual Finish	Resource Group
347	Fri 5/8/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
348	Fri 5/15/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
349	Fri 5/22/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
350	Fri 5/29/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
351	Fri 6/5/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
352	Fri 6/12/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
353	Fri 6/19/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
354	Fri 6/26/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
355	Mon 7/6/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
356	Fri 7/10/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
357	Fri 7/17/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
358	Fri 7/24/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
359	Fri 7/31/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
360	Fri 8/7/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
361	Fri 8/14/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
362	Fri 8/21/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
363	Fri 8/28/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
364	Fri 9/4/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
365	Fri 9/11/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
366	Fri 9/18/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
367	Fri 9/25/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
368	Fri 10/2/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
369	Fri 10/9/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
370	Fri 10/16/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
371	Fri 10/23/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
372	Fri 10/30/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
373	Fri 11/6/15	10 hrs	Allison Stachnik,Alyer No	NA	NA	NA	Project Manager,EY,SSS manager,Project manager - VM,A
374	Fri 10/31/14	1,348 hrs		No	Mon 8/19/13	NA	
375	Mon 10/7/13	184 hrs		No	Mon 8/19/13	Mon 10/7/13	
376	Mon 9/9/13	40 hrs	William Su	No	Mon 8/19/13	Mon 9/9/13	Business Analyst
377	Fri 9/13/13	24 hrs	Tony Cappelli	No	Mon 9/9/13	Fri 9/13/13	Project Manager
378	Fri 9/20/13	80 hrs	Allison Stachnik,Tony Cappelli	No	Mon 9/9/13	Fri 9/20/13	Project Manager
379	Mon 10/7/13	40 hrs	Allison Stachnik	No	Tue 10/1/13	Mon 10/7/13	Project Manager
380	Tue 10/1/13	0 hrs	Allison Stachnik	Yes	Tue 10/1/13	Tue 10/1/13	Project Manager

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
381	Tue 9/30/14	1,120 hrs		No	Tue 10/1/13	NA	
382	Tue 9/30/14	224 hrs	Tony Cappelli	No	Tue 10/1/13	NA	Project Manager
383	Tue 9/30/14	224 hrs	Tony Cappelli	No	Tue 10/1/13	NA	Project Manager
384	Tue 9/30/14	224 hrs	Tony Cappelli	No	Tue 10/1/13	NA	Project Manager
385	Tue 9/30/14	224 hrs	Tony Cappelli	No	Tue 10/1/13	NA	Project Manager
386	Tue 9/30/14	224 hrs	Tony Cappelli	No	Tue 10/1/13	NA	Project Manager
387	Tue 9/30/14	0 hrs		Yes	NA	NA	
388	Fri 10/31/14	44 hrs		No	NA	NA	
389	Fri 10/31/14	8 hrs	Tony Cappelli	No	NA	NA	Project Manager
390	Fri 10/31/14	4 hrs	Tony Cappelli	No	NA	NA	Project Manager
391	Fri 10/31/14	16 hrs	Tony Cappelli	No	NA	NA	Project Manager
392	Fri 10/31/14	16 hrs	Tony Cappelli	No	NA	NA	Project Manager
393	Fri 10/31/14	0 hrs	Tony Cappelli	Yes	NA	NA	Project Manager
394	Fri 10/31/14	0 hrs	Tony Cappelli	Yes	NA	NA	Project Manager
395	Fri 10/31/14	0 hrs	Tony Cappelli	Yes	NA	NA	Project Manager
396	Mon 12/1/14	956.27 hrs		No	Mon 12/2/13	NA	
397	Tue 7/1/14	578.88 hrs		No	Mon 12/2/13	Tue 7/1/14	
398	Mon 6/30/14	58.8 hrs	Daymon Jensen[5%]	No	Mon 12/2/13	Mon 6/30/14	Accenture
399	Mon 6/30/14	19.83 hrs	Daymon Jensen[2%]	No	Mon 12/2/13	Mon 6/30/14	Accenture
400	Tue 1/14/14	256 hrs		No	Mon 12/2/13	Tue 1/14/14	
410	Tue 7/1/14	244.23 hrs		No	Mon 12/23/13	Tue 7/1/14	
432	Fri 10/31/14	377.38 hrs		No	Tue 7/1/14	NA	
433	Tue 10/28/14	161.28 hrs	Daymon Jensen[20%]	No	Tue 7/1/14	NA	Accenture
434	Thu 7/24/14	6.8 hrs	Daymon Jensen[5%]	No	Tue 7/1/14	NA	Accenture
435	Thu 7/31/14	98.4 hrs		No	Tue 7/1/14	Tue 7/29/14	
442	Mon 12/1/14	110.9 hrs		No	Tue 7/1/14	NA	
461	Tue 8/4/15	2,193.4 hrs		No	Mon 12/9/13	NA	
462	Mon 12/9/13	0 hrs		Yes	NA	NA	
463	Tue 1/28/14	265.8 hrs		No	Mon 12/9/13	Tue 1/28/14	
464	Mon 12/9/13	0 hrs		Yes	Mon 12/9/13	Mon 12/9/13	
465	Tue 12/17/13	77 hrs		No	Mon 12/9/13	Tue 12/17/13	
482	Tue 1/28/14	188.8 hrs		No	Tue 12/17/13	Tue 1/28/14	
504	Tue 1/28/14	0 hrs		Yes	Tue 1/28/14	Tue 1/28/14	
505	Fri 7/17/15	1,847.2 hrs		No	Tue 12/17/13	NA	

ID	Finish	Work	Resource Names	Milestc	Actual Start	Actual Finish	Resource Group
506	Tue 1/28/14	0 hrs		Yes	NA	NA	
507	Fri 7/10/15	303 hrs		No	Thu 1/9/14	NA	
686	Fri 7/17/15	1,544.2 hrs		No	Tue 12/17/13	NA	
914	Fri 7/17/15	0 hrs		Yes	NA	NA	
915	Tue 8/4/15	80.4 hrs		No	NA	NA	
916	Fri 7/17/15	0 hrs		Yes	NA	NA	
917	Tue 8/4/15	80.4 hrs		No	NA	NA	
934	Tue 8/4/15	0 hrs		Yes	NA	NA	
935	Tue 8/4/15	0 hrs		Yes	NA	NA	
936	Fri 11/6/15	357 hrs		No	Fri 3/21/14	NA	
937	Fri 11/6/15	325 hrs		No	Fri 3/21/14	NA	
938	Fri 3/21/14	4 hrs	Allison Stachnik,Burn	No	Fri 3/21/14	Fri 3/21/14	Project Manager,SSS Business Analyst
939	Fri 5/2/14	2 hrs	Allison Stachnik,Burn	No	Fri 4/25/14	Fri 5/2/14	Project Manager,SSS Business Analyst
940	Fri 5/2/14	3 hrs	Allison Stachnik,Burn	No	Fri 5/2/14	Fri 5/2/14	Project Manager,SSS Business Analyst
941	Fri 5/9/14	4 hrs	Allison Stachnik,Burn	No	Fri 5/9/14	Fri 5/9/14	Project Manager,SSS Business Analyst
942	Fri 5/16/14	4 hrs	Allison Stachnik,Burn	No	Fri 5/16/14	Fri 5/16/14	Project Manager,SSS Business Analyst
943	Fri 5/23/14	4 hrs	Allison Stachnik,Burn	No	Fri 5/23/14	Fri 5/23/14	Project Manager,SSS Business Analyst
944	Fri 5/30/14	4 hrs	Allison Stachnik,Burn	No	Fri 5/30/14	Fri 5/30/14	Project Manager,SSS Business Analyst
945	Fri 6/6/14	4 hrs	Allison Stachnik,Burn	No	Fri 6/6/14	Fri 6/6/14	Project Manager,SSS Business Analyst
946	Fri 6/13/14	4 hrs	Allison Stachnik,Burn	No	Fri 6/13/14	Fri 6/13/14	Project Manager,SSS Business Analyst
947	Fri 6/20/14	4 hrs	Allison Stachnik,Burn	No	Fri 6/20/14	Fri 6/20/14	Project Manager,SSS Business Analyst
948	Fri 6/27/14	4 hrs	Allison Stachnik,Burn	No	Fri 6/27/14	Fri 6/27/14	Project Manager,SSS Business Analyst
949	Mon 7/7/14	4 hrs	Allison Stachnik,Burn	No	Mon 7/7/14	Mon 7/7/14	Project Manager,SSS Business Analyst
950	Fri 7/11/14	4 hrs	Allison Stachnik,Burn	No	Fri 7/11/14	Fri 7/11/14	Project Manager,SSS Business Analyst
951	Fri 7/18/14	4 hrs	Allison Stachnik,Burn	No	Fri 7/18/14	Fri 7/18/14	Project Manager,SSS Business Analyst
952	Fri 7/25/14	4 hrs	Allison Stachnik,Burn	No	Fri 7/25/14	Fri 7/25/14	Project Manager,SSS Business Analyst
953	Fri 8/1/14	4 hrs	Allison Stachnik,Burn	No	Fri 8/1/14	Fri 8/1/14	Project Manager,SSS Business Analyst
954	Fri 8/8/14	4 hrs	Allison Stachnik,Burn	No	Fri 8/8/14	Fri 8/8/14	Project Manager,SSS Business Analyst
955	Fri 8/15/14	4 hrs	Allison Stachnik,Burn	No	Fri 8/15/14	Fri 8/15/14	Project Manager,SSS Business Analyst
956	Fri 8/22/14	4 hrs	Allison Stachnik,Burn	No	Fri 8/22/14	Fri 8/22/14	Project Manager,SSS Business Analyst
957	Fri 8/29/14	4 hrs	Allison Stachnik,Burn	No	Fri 8/29/14	Fri 8/29/14	Project Manager,SSS Business Analyst
958	Fri 9/5/14	4 hrs	Allison Stachnik,Burn	No	Fri 9/5/14	Fri 9/5/14	Project Manager,SSS Business Analyst
959	Fri 9/12/14	4 hrs	Allison Stachnik,Burn	No	Fri 9/12/14	Fri 9/12/14	Project Manager,SSS Business Analyst

ID	Finish	Work	Resource Names	Milestc	Actual Start	Actual Finish	Resource Group
960	Fri 9/19/14	4 hrs	Allison Stachnik,Burn No		Fri 9/19/14	Fri 9/19/14	Project Manager,SSS Business Analyst
961	Fri 9/26/14	4 hrs	Allison Stachnik,Burn No		Fri 9/26/14	Fri 9/26/14	Project Manager,SSS Business Analyst
962	Fri 10/3/14	4 hrs	Allison Stachnik,Burn No		Fri 10/3/14	Fri 10/3/14	Project Manager,SSS Business Analyst
963	Fri 10/10/14	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
964	Fri 10/17/14	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
965	Fri 10/24/14	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
966	Fri 10/31/14	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
967	Fri 11/7/14	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
968	Fri 11/14/14	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
969	Fri 11/21/14	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
970	Mon 12/1/14	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
971	Fri 12/5/14	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
972	Fri 12/12/14	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
973	Fri 12/19/14	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
974	Fri 12/26/14	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
975	Fri 1/2/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
976	Fri 1/9/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
977	Fri 1/16/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
978	Fri 1/23/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
979	Fri 1/30/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
980	Fri 2/6/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
981	Fri 2/13/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
982	Fri 2/20/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
983	Fri 2/27/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
984	Fri 3/6/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
985	Fri 3/13/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
986	Fri 3/20/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
987	Fri 3/27/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
988	Fri 4/3/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
989	Fri 4/10/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
990	Fri 4/17/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
991	Fri 4/24/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
992	Fri 5/1/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
993	Fri 5/8/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst
994	Fri 5/15/15	4 hrs	Allison Stachnik,Burn No	NA	NA	NA	Project Manager,SSS Business Analyst

ID	Finish	Work	Resource Names	Milestc	Actual Start	Actual Finish	Resource Group
995	Fri 5/22/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
996	Fri 5/29/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
997	Fri 6/5/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
998	Fri 6/12/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
999	Fri 6/19/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1000	Fri 6/26/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1001	Mon 7/6/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1002	Fri 7/10/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1003	Fri 7/17/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1004	Fri 7/24/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1005	Fri 7/31/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1006	Fri 8/7/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1007	Fri 8/14/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1008	Fri 8/21/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1009	Fri 8/28/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1010	Fri 9/4/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1011	Fri 9/11/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1012	Fri 9/18/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1013	Fri 9/25/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1014	Fri 10/2/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1015	Fri 10/9/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1016	Fri 10/16/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1017	Fri 10/23/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1018	Fri 10/30/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1019	Fri 11/6/15	4 hrs	Allison Stachnik,Burn	No	NA	NA	Project Manager,SSS Business Analyst
1020	Tue 10/14/14	32 hrs	Allison Stachnik[20%]	No	Mon 6/30/14	NA	Project Manager
1021	Mon 1/4/16	10,452.53 hrs		No	Wed 6/5/13	NA	
1022	Fri 10/31/14	723 hrs		No	Mon 1/27/14	NA	
1023	Fri 3/28/14	118 hrs		No	Mon 1/27/14	Fri 3/28/14	
1024	Fri 3/28/14	16 hrs	Candy Tyre	No	Mon 2/3/14	Fri 3/28/14	SSS manager
1025	Fri 3/28/14	72 hrs	Gerard Gant,Dennis C	No	Thu 3/6/14	Fri 3/28/14	IT DBA,SSRC
1026	Fri 2/28/14	22 hrs	Allison Stachnik,Candy	No	Fri 2/28/14	Fri 2/28/14	Project Manager,SSS manager,Project manager - VM,Accenture
1027	Mon 1/27/14	8 hrs	Daniela Lee	No	Mon 1/27/14	Mon 1/27/14	Project manager - VM
1028	Mon 3/3/14	8 hrs	Ed Gendusa	No	Mon 3/3/14	Mon 3/3/14	Accenture

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
1029	Tue 3/4/14	24 hrs	Allison Stachnik,Cand	No	Tue 3/4/14	Tue 3/4/14	Project Manager,SSS manager
1030	Fri 6/13/14	499 hrs	Allison Stachnik,Burn	No	Wed 3/5/14	Fri 6/13/14	Project Manager,SSS Business Analyst
1031	Mon 6/16/14	46 hrs	Allison Stachnik,Cand	No	Mon 6/16/14	Mon 6/16/14	Project Manager,SSS manager,Project manager - VM,Acce
1032	Mon 6/16/14	0 hrs		Yes	Mon 6/16/14	Mon 6/16/14	
1033	Fri 10/31/14	28 hrs		No	Fri 4/4/14	NA	
1034	Fri 4/4/14	1 hr	Burnette Hanley	No	Fri 4/4/14	Fri 4/4/14	SSS Business Analyst
1035	Fri 4/11/14	1 hr	Burnette Hanley	No	Fri 4/11/14	Fri 4/11/14	SSS Business Analyst
1036	Fri 4/18/14	0 hrs	Burnette Hanley	No	Fri 4/18/14	Fri 4/18/14	SSS Business Analyst
1037	Fri 4/25/14	0 hrs	Burnette Hanley	No	Fri 4/25/14	Fri 4/25/14	SSS Business Analyst
1038	Fri 5/2/14	0 hrs	Burnette Hanley	No	Fri 5/2/14	Fri 5/2/14	SSS Business Analyst
1039	Fri 5/9/14	1 hr	Burnette Hanley	No	Fri 5/9/14	Fri 5/9/14	SSS Business Analyst
1040	Fri 5/16/14	1 hr	Burnette Hanley	No	Fri 5/16/14	Fri 5/16/14	SSS Business Analyst
1041	Fri 5/23/14	1 hr	Burnette Hanley	No	Fri 5/23/14	Fri 5/23/14	SSS Business Analyst
1042	Fri 5/30/14	1 hr	Burnette Hanley	No	Fri 5/30/14	Fri 5/30/14	SSS Business Analyst
1043	Fri 6/6/14	1 hr	Burnette Hanley	No	Fri 6/6/14	Fri 6/6/14	SSS Business Analyst
1044	Fri 6/13/14	1 hr	Burnette Hanley	No	Fri 6/13/14	Fri 6/13/14	SSS Business Analyst
1045	Fri 6/20/14	1 hr	Burnette Hanley	No	Fri 6/20/14	Fri 6/20/14	SSS Business Analyst
1046	Fri 6/27/14	1 hr	Burnette Hanley	No	Fri 6/27/14	Fri 6/27/14	SSS Business Analyst
1047	Mon 7/7/14	1 hr	Burnette Hanley	No	Mon 7/7/14	Mon 7/7/14	SSS Business Analyst
1048	Fri 7/11/14	1 hr	Burnette Hanley	No	Fri 7/11/14	Fri 7/11/14	SSS Business Analyst
1049	Fri 7/18/14	1 hr	Burnette Hanley	No	Fri 7/18/14	Fri 7/18/14	SSS Business Analyst
1050	Fri 7/25/14	1 hr	Burnette Hanley	No	Fri 7/25/14	Fri 7/25/14	SSS Business Analyst
1051	Fri 8/1/14	1 hr	Burnette Hanley	No	Fri 8/1/14	Fri 8/1/14	SSS Business Analyst
1052	Fri 8/8/14	1 hr	Burnette Hanley	No	Fri 8/8/14	Fri 8/8/14	SSS Business Analyst
1053	Fri 8/15/14	1 hr	Burnette Hanley	No	Fri 8/15/14	Fri 8/15/14	SSS Business Analyst
1054	Fri 8/22/14	1 hr	Burnette Hanley	No	Fri 8/22/14	Fri 8/22/14	SSS Business Analyst
1055	Fri 8/29/14	1 hr	Burnette Hanley	No	Fri 8/29/14	Fri 8/29/14	SSS Business Analyst
1056	Fri 9/5/14	1 hr	Burnette Hanley	No	NA	NA	SSS Business Analyst
1057	Fri 9/12/14	1 hr	Burnette Hanley	No	NA	NA	SSS Business Analyst
1058	Fri 9/19/14	1 hr	Burnette Hanley	No	NA	NA	SSS Business Analyst
1059	Fri 9/26/14	1 hr	Burnette Hanley	No	NA	NA	SSS Business Analyst
1060	Fri 10/3/14	1 hr	Burnette Hanley	No	NA	NA	SSS Business Analyst
1061	Fri 10/10/14	1 hr	Burnette Hanley	No	NA	NA	SSS Business Analyst
1062	Fri 10/17/14	1 hr	Burnette Hanley	No	NA	NA	SSS Business Analyst
1063	Fri 10/24/14	1 hr	Burnette Hanley	No	NA	NA	SSS Business Analyst

ID	Finish	Work	Resource Names	Milestc	Actual Start	Actual Finish	Resource Group
1064	Fri 10/31/14	1 hr	Burnette Hanley	No	NA	NA	SSS Business Analyst
1065	Tue 2/3/15	4,739.93 hrs		No	Wed 6/5/13	NA	
1066	Tue 2/3/15	1,095.03 hrs		No	Mon 9/23/13	Tue 2/3/15	
1067	Fri 1/31/14	354 hrs	Candy Tyre[50%]	No	Mon 9/23/13	Fri 1/31/14	SSS manager
1068	Tue 2/3/15	741.03 hrs	Daniela Lee[20%],Dav	No	Wed 10/2/13	Tue 2/3/15	Project manager - VM,IT Inspection Forms,IDM BA
1069	Fri 1/31/14	890 hrs	Cymeia Hill[25%],Den	No	Mon 9/23/13	Fri 1/31/14	IT operations,IT DBA
1070	Thu 5/8/14	416 hrs		No	Mon 8/19/13	Thu 5/8/14	
1071	Fri 8/30/13	40 hrs	William Su	No	Mon 8/19/13	Fri 8/30/13	Business Analyst
1072	Fri 1/31/14	40 hrs	Jon Soukup	No	Thu 1/2/14	Fri 1/31/14	Business Analyst
1073	Fri 8/30/13	0 hrs		Yes	Fri 8/30/13	Fri 8/30/13	
1074	Fri 2/14/14	140 hrs	Allison Stachnik,Cand	No	Mon 2/3/14	Fri 2/14/14	Project Manager,SSS manager,Business Analyst
1075	Thu 5/8/14	192 hrs	Allison Stachnik,Cand	No	Mon 2/17/14	Thu 5/8/14	Project Manager,SSS manager,Business Analyst
1076	Thu 5/8/14	4 hrs	Allison Stachnik,Cand	No	Thu 5/8/14	Thu 5/8/14	Project Manager,SSS manager
1077	Fri 10/3/14	627.9 hrs		No	Mon 12/2/13	NA	
1078	Wed 12/4/13	24 hrs	MQA	No	Mon 12/2/13	Wed 12/4/13	MQA
1079	Fri 12/20/13	120 hrs	Stuart Williams	No	Mon 12/2/13	Fri 12/20/13	Accenture
1080	Tue 12/31/13	48 hrs	Stuart Williams	No	Fri 12/20/13	Tue 12/31/13	Accenture
1081	Mon 3/3/14	235.9 hrs		No	Tue 12/31/13	Mon 3/3/14	
1091	Fri 10/3/14	200 hrs	Ed Gendusa[50%]	No	Thu 7/31/14	NA	Accenture
1092	Mon 3/31/14	597.8 hrs		No	Thu 1/2/14	Mon 3/31/14	
1093	Wed 1/15/14	92 hrs	Cherilynn Rivers,Stua	No	Thu 1/2/14	Wed 1/15/14	Accenture
1094	Wed 1/22/14	60 hrs	Stuart Williams,Cheri	No	Thu 1/16/14	Wed 1/22/14	Accenture
1095	Mon 2/10/14	189.8 hrs		No	Thu 1/23/14	Mon 2/10/14	
1105	Fri 3/28/14	252 hrs	Stuart Williams[75%],	No	Mon 2/3/14	Fri 3/28/14	Accenture
1106	Mon 3/31/14	4 hrs	Stuart Williams[75%]	No	Mon 3/31/14	Mon 3/31/14	Accenture
1107	Fri 12/12/14	464 hrs		No	Thu 1/2/14	Fri 12/12/14	
1108	Fri 12/12/14	80 hrs	Romeo Parungao[50%]	No	Mon 12/1/14	Fri 12/12/14	MQA Reports
1109	Fri 12/5/14	40 hrs	IronData	No	Mon 12/1/14	Fri 12/5/14	
1110	Fri 12/5/14	40 hrs	Accenture test specia	No	Mon 12/1/14	Fri 12/5/14	Accenture
1111	Wed 1/8/14	40 hrs	Accenture test specia	No	Thu 1/2/14	Wed 1/8/14	Accenture
1112	Thu 1/16/14	8 hrs	Project Team	No	Thu 1/16/14	Thu 1/16/14	
1113	Thu 1/16/14	8 hrs	Romeo Parungao[50%]	No	Thu 1/16/14	Thu 1/16/14	MQA Reports
1114	Thu 1/23/14	8 hrs	Project Team	No	Thu 1/23/14	Thu 1/23/14	
1115	Wed 2/19/14	240 hrs		No	Thu 1/2/14	Wed 2/19/14	
1119	Fri 5/2/14	649.2 hrs		No	Wed 6/5/13	Fri 5/2/14	

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
1120	Fri 2/7/14	118 hrs	Cherilynn Rivers	[50% No	Mon 2/3/14	Fri 2/7/14	Accenture
1121	Tue 2/4/14	28 hrs	Cherilynn Rivers	[50% No	Mon 2/3/14	Tue 2/4/14	Accenture,MQA
1122	Wed 6/5/13	1 hr	Cherilynn Rivers	[50% No	Wed 6/5/13	Wed 6/5/13	Accenture
1123	Wed 2/5/14	4 hrs	Cherilynn Rivers	[50% No	Wed 2/5/14	Wed 2/5/14	Accenture
1124	Mon 3/31/14	412 hrs	Cherilynn Rivers,Chris	No	Mon 2/10/14	Mon 3/31/14	Accenture
1125	Mon 3/31/14	0 hrs	Allison Stachnik,Vacc	Yes	Mon 3/31/14	Mon 3/31/14	Project Manager,IT manager,SSS manager,Project mana
1126	Mon 4/7/14	55.4 hrs	Allison Stachnik,Vaca	No	Tue 4/1/14	Mon 4/7/14	Project Manager,IT manager,SSS manager,Project manage
1127	Thu 4/3/14	14.4 hrs	Cherilynn Rivers	[50% No	Tue 4/1/14	Thu 4/3/14	Accenture
1128	Thu 4/3/14	0 hrs	Allison Stachnik,Vacc	Yes	Thu 4/3/14	Thu 4/3/14	Project Manager,IT manager,SSS manager,Project mana
1129	Fri 5/2/14	16.4 hrs	Allison Stachnik,Vaca	No	Fri 4/4/14	Fri 5/2/14	Project Manager,IT manager,SSS manager,Project manage
1130	Thu 4/3/14	0 hrs	Daymon Jensen,MQA	Yes	Thu 4/3/14	Thu 4/3/14	Accenture,MQA
1131	Mon 3/9/15	1,741.6 hrs		No	Thu 1/2/14	NA	
1132	Mon 3/9/15	80 hrs	William Su	No	Mon 6/2/14	NA	Business Analyst
1133	Mon 6/30/14	1,661.6 hrs		No	Thu 1/2/14	Mon 6/30/14	
1134	Tue 1/7/14	64 hrs	Jon Soukup,Tony Cap	No	Thu 1/2/14	Tue 1/7/14	Business Analyst,Project Manager
1135	Fri 1/10/14	28.8 hrs	Daniela Lee[20%],Jim	No	Wed 1/8/14	Fri 1/10/14	Project manager - VM,IDM BA
1136	Thu 1/16/14	28.8 hrs	Candy Tyre[30%],Dor	No	Mon 1/13/14	Thu 1/16/14	SSS manager,SSS config member
1137	Wed 2/5/14	144 hrs	Don Porter[50%],Zatc	No	Mon 1/13/14	Wed 2/5/14	SSS config member
1138	Mon 2/10/14	28.8 hrs	Daniela Lee[20%],Jim	No	Thu 2/6/14	Mon 2/10/14	Project manager - VM,IDM BA
1139	Wed 2/12/14	19.2 hrs	Daniela Lee[20%],Jim	No	Tue 2/11/14	Wed 2/12/14	Project manager - VM,IDM BA
1140	Mon 6/30/14	984 hrs	Jon Soukup	No	Wed 1/8/14	Mon 6/30/14	Business Analyst
1141	Mon 6/30/14	364 hrs	Jimmie Hixson[50%]	No	Mon 1/13/14	Mon 6/30/14	IDM BA
1142	Mon 1/4/16	2,950 hrs		No	Fri 11/8/13	NA	
1143	Fri 11/8/13	16 hrs	MQA/IT team,SSRC	No	Fri 11/8/13	Fri 11/8/13	IT DBA,SSRC
1144	Wed 11/27/13	16 hrs	SSRC,Tony Cappelli	No	Wed 11/27/13	Wed 11/27/13	SSRC,Project Manager
1145	Tue 11/12/13	16 hrs	SSRC,Tony Cappelli	No	Mon 11/11/13	Tue 11/12/13	SSRC,Project Manager
1146	Wed 11/13/13	8 hrs	Dennis Caldwell	No	Wed 11/13/13	Wed 11/13/13	IT DBA
1147	Thu 11/14/13	8 hrs	SSRC	No	Thu 11/14/13	Thu 11/14/13	SSRC
1148	Fri 11/15/13	40 hrs	Joe Wright,Dennis Ca	No	Fri 11/15/13	Fri 11/15/13	ESC,IT DBA,It Operations,SSRC,IT manager
1149	Mon 11/18/13	8 hrs	Dennis Caldwell	No	Mon 11/18/13	Mon 11/18/13	IT DBA
1150	Wed 4/30/14	544 hrs		No	Tue 11/19/13	Wed 4/30/14	
1151	Wed 11/20/13	32 hrs	Dennis Caldwell,Gerard	No	Tue 11/19/13	Wed 11/20/13	IT DBA
1152	Mon 11/25/13	48 hrs	Dennis Caldwell,Gerard	No	Thu 11/21/13	Mon 11/25/13	IT DBA

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
1153	Thu 11/21/13	8 hrs	Dennis Caldwell	No	Thu 11/21/13	Thu 11/21/13	IT DBA
1154	Tue 11/26/13	24 hrs	Vacant,Dennis Cald	No	Tue 11/26/13	Tue 11/26/13	It Operations,IT DBA,IT manager
1155	Wed 11/27/13	16 hrs	Dennis Caldwell,Gera	No	Wed 11/27/13	Wed 11/27/13	IT DBA
1156	Mon 12/2/13	16 hrs	Vacant,Vacant	No	Mon 12/2/13	Mon 12/2/13	It Operations,IT manager
1157	Tue 12/3/13	16 hrs	Vacant,Vacant	No	Tue 12/3/13	Tue 12/3/13	It Operations,IT manager
1158	Wed 4/30/14	384 hrs	Joe Wright,Candy Tyr	No	Sun 4/20/14	Wed 4/30/14	ESC,SSS manager,Accenture,It Operations,Project Manage
1159	Wed 4/30/14	0 hrs	Vacant	Yes	Wed 4/30/14	Wed 4/30/14	IT manager
1160	Mon 6/30/14	778 hrs		No	Mon 12/2/13	Mon 6/30/14	
1161	Mon 12/2/13	4 hrs	Dennis Caldwell[50%]	No	Mon 12/2/13	Mon 12/2/13	IT DBA
1162	Fri 12/20/13	120 hrs	Ed Gendusa	No	Mon 12/2/13	Fri 12/20/13	Accenture
1163	Thu 12/12/13	1 hr	Ed Gendusa	No	Thu 12/12/13	Thu 12/12/13	Accenture
1164	Fri 12/13/13	8 hrs	Accenture test specia	No	Thu 12/12/13	Fri 12/13/13	Accenture
1165	Tue 12/31/13	40 hrs	Ed Gendusa	No	Mon 12/23/13	Tue 12/31/13	Accenture
1166	Thu 1/2/14	0 hrs	Allison Stachnik,Canc	Yes	Thu 1/2/14	Thu 1/2/14	Project Manager,SSS manager,IT DBA
1167	Wed 1/8/14	80 hrs	Allison Stachnik,Cand	No	Thu 1/2/14	Wed 1/8/14	Project Manager,SSS manager,IT DBA
1168	Mon 1/13/14	10 hrs	Ed Gendusa[50%]	No	Thu 1/9/14	Mon 1/13/14	Accenture
1169	Tue 1/14/14	0 hrs	Allison Stachnik,Canc	Yes	Tue 1/14/14	Tue 1/14/14	Project Manager,SSS manager,IT DBA
1170	Fri 1/17/14	76 hrs	Allison Stachnik,Cand	No	Tue 1/14/14	Fri 1/17/14	Project Manager,SSS manager,IT DBA
1171	Fri 1/17/14	0 hrs	Daymon Jensen,MQA	Yes	Fri 1/17/14	Fri 1/17/14	Accenture,MQA
1172	Mon 6/30/14	439 hrs	Ed Gendusa[50%]	No	Fri 1/10/14	Mon 6/30/14	Accenture
1173	Fri 11/14/14	452 hrs		No	Tue 7/1/14	NA	
1174	Thu 9/25/14	40 hrs	Ed Gendusa[50%],MC	No	Fri 9/12/14	NA	Accenture,MQA
1175	Mon 1/4/16	159 hrs	Ed Gendusa[50%],MC	No	Mon 12/14/15	NA	Accenture,MQA
1176	Fri 9/12/14	0 hrs	Ed Gendusa[50%],MC	Yes	Fri 9/12/14	NA	Accenture,MQA
1177	Tue 8/19/14	97 hrs	Ed Gendusa[50%]	No	Tue 7/1/14	Tue 8/19/14	Accenture
1178	Tue 10/21/14	156 hrs	Ed Gendusa[50%]	No	Wed 8/27/14	NA	Accenture
1179	Tue 11/19/13	96 hrs		No	Wed 11/13/13	NA	
1180	Wed 11/13/13	40 hrs	Vacant,Dennis Cald	No	Wed 11/13/13	Wed 11/13/13	IT manager,IT DBA,It Operations,SSRC
1181	Thu 11/14/13	16 hrs	Joe Wright,Vacant	No	Thu 11/14/13	Thu 11/14/13	ESC,It Operations
1182	Fri 11/15/13	8 hrs	Vacant	No	Fri 11/15/13	Fri 11/15/13	IT manager
1183	Mon 11/18/13	24 hrs	Joe Wright,Dennis Ca	No	NA	NA	ESC,IT DBA,SSRC
1184	Tue 11/19/13	8 hrs	Dennis Caldwell	No	NA	NA	IT DBA
1185	Thu 11/12/15	968 hrs	Dennis Caldwell[20%]	No	Fri 11/8/13	NA	IT DBA
1186	Thu 1/2/14	8 hrs	Candy Tyre	No	Thu 1/2/14	Thu 1/2/14	SSS manager
1187	Wed 7/23/14	285 hrs		No	Mon 6/16/14	Wed 7/23/14	

ID	Finish	Work	Resource Names	Milestd	Actual Start	Actual Finish	Resource Group
1188	Mon 7/14/14	241 hrs	Allison Stachnik,Cand	No	Mon 6/16/14	Mon 7/14/14	Project Manager,SSS manager,Project manager - VM,Acce
1189	Mon 7/21/14	40 hrs	Lola Pouncey	No	Tue 7/15/14	Mon 7/21/14	ESC
1190	Tue 7/22/14	4 hrs	Burnette Hanley	No	Tue 7/22/14	Tue 7/22/14	SSS Business Analyst
1191	Wed 7/23/14	0 hrs	Candy Tyre,Allison St	Yes	Wed 7/23/14	Wed 7/23/14	SSS manager,Project Manager
1192	Thu 7/24/14	5 hrs		No	Wed 6/4/14	Thu 7/24/14	
1193	Thu 7/24/14	3 hrs		No	Tue 7/15/14	Thu 7/24/14	
1194	Tue 7/15/14	1 hr	Allison Stachnik	No	Tue 7/15/14	Tue 7/15/14	Project Manager
1195	Tue 7/22/14	1 hr	Allison Stachnik[13%]	No	Tue 7/22/14	Tue 7/22/14	Project Manager
1196	Thu 7/24/14	1 hr	Allison Stachnik[13%]	No	Thu 7/24/14	Thu 7/24/14	Project Manager
1197	Thu 7/24/14	2 hrs		No	Wed 6/4/14	Thu 7/24/14	
1198	Thu 6/5/14	1 hr	Allison Stachnik[13%]	No	Wed 6/4/14	Thu 6/5/14	Project Manager
1199	Thu 7/24/14	1 hr	Allison Stachnik[13%]	No	Thu 7/24/14	Thu 7/24/14	Project Manager
1200	Thu 7/24/14	0 hrs	Allison Stachnik,Canc	Yes	Thu 7/24/14	Thu 7/24/14	Project Manager,SSS manager
1201	Mon 12/1/14	21,793.92 hrs		No	Wed 6/5/13	NA	
1202	Mon 11/3/14	8,587.87 hrs		No	Wed 6/5/13	NA	
1203	Thu 10/2/14	1,088 hrs		No	Mon 9/2/13	NA	
1204	Mon 9/30/13	24 hrs	Rodolfo Fiallos	No	Mon 9/2/13	Mon 9/30/13	DBA
1205	Thu 1/30/14	40 hrs	Rodolfo Fiallos[24%]	No	Thu 1/2/14	Thu 1/30/14	DBA
1206	Thu 10/2/14	160 hrs	Rodolfo Fiallos	No	Fri 1/31/14	NA	DBA
1207	Thu 1/30/14	0 hrs		Yes	Thu 1/30/14	Thu 1/30/14	
1208	Fri 4/25/14	0 hrs		No	Fri 2/28/14	Fri 4/25/14	
1209	Fri 6/20/14	0 hrs		Yes	Fri 6/20/14	Fri 6/20/14	
1210	Wed 7/2/14	864 hrs	Allison Stachnik	No	Thu 1/30/14	Wed 7/2/14	Project Manager
1211	Mon 11/3/14	440 hrs		No	Mon 9/23/13	NA	
1212	Fri 11/29/13	40 hrs	Michael Wu	No	Mon 9/23/13	Fri 11/29/13	Data Migration
1213	Fri 11/29/13	160 hrs	Michael Wu	No	Mon 9/23/13	Fri 11/29/13	Data Migration
1214	Fri 10/31/14	144 hrs	Michael Wu	No	Wed 11/20/13	NA	Data Migration
1215	Mon 11/3/14	96 hrs	William Su,Jon Souku	No	Wed 11/20/13	NA	Business Analyst
1216	Fri 11/29/13	0 hrs		Yes	Fri 11/29/13	Fri 11/29/13	
1217	Fri 11/29/13	0 hrs	Allison Stachnik,Tony	Yes	Fri 11/29/13	Fri 11/29/13	Project Manager
1218	Thu 5/22/14	560 hrs		No	Mon 9/23/13	NA	
1219	Thu 5/22/14	160 hrs	Danny Xu	No	Mon 9/23/13	NA	Iron Data Development

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
1220	Thu 5/22/14	160 hrs	Danny Xu	No	Mon 9/23/13	NA	Iron Data Development
1221	Fri 5/9/14	240 hrs	Jon Soukup[25%], Wil	No	Mon 9/23/13	NA	Business Analyst
1222	Mon 10/6/14	6,379.7 hrs		No	Wed 6/5/13	Mon 6/9/14	
1223	Mon 3/3/14	10 hrs		No	Wed 1/1/14	Mon 3/3/14	
1231	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1239	Fri 2/28/14	64 hrs		No	Wed 1/1/14	Fri 2/28/14	
1247	Mon 6/9/14	186 hrs		No	Tue 4/1/14	Mon 6/9/14	
1255	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1263	Mon 3/31/14	168 hrs		No	Tue 9/3/13	Mon 3/31/14	
1271	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1279	Fri 2/28/14	65.57 hrs		No	Wed 1/1/14	Fri 2/28/14	
1287	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1295	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1303	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1311	Fri 11/29/13	5 hrs		No	Tue 10/1/13	Fri 11/29/13	
1319	Fri 1/31/14	30 hrs		No	Mon 12/2/13	Fri 1/31/14	
1327	Fri 2/28/14	48 hrs		No	Wed 1/1/14	Fri 2/28/14	
1335	Fri 1/31/14	20 hrs		No	Mon 12/2/13	Fri 1/31/14	
1343	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1351	Fri 2/28/14	40 hrs		No	Wed 1/1/14	Fri 2/28/14	
1359	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1367	Fri 2/28/14	48 hrs		No	Wed 1/1/14	Fri 2/28/14	
1375	Fri 2/28/14	44 hrs		No	Wed 1/1/14	Fri 2/28/14	
1383	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1391	Fri 2/28/14	20 hrs		No	Wed 1/1/14	Fri 2/28/14	
1399	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1407	Fri 11/29/13	5 hrs		No	Tue 10/1/13	Fri 11/29/13	
1415	Fri 2/28/14	96 hrs		No	Wed 1/1/14	Fri 2/28/14	
1423	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1431	Fri 2/28/14	10 hrs		No	Wed 1/1/14	Fri 2/28/14	
1439	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1447	Fri 2/28/14	10 hrs		No	Wed 1/1/14	Fri 2/28/14	
1455	Fri 3/28/14	96 hrs		No	Tue 9/3/13	Fri 3/28/14	
1463	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1471	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
1479	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1487	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1495	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1503	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1511	Fri 2/28/14	40 hrs		No	Wed 1/1/14	Fri 2/28/14	
1519	Fri 4/4/14	32 hrs		No	Tue 4/1/14	Fri 4/4/14	
1527	Fri 2/28/14	10 hrs		No	Thu 1/2/14	Fri 2/28/14	
1535	Fri 2/28/14	16 hrs		No	Thu 1/2/14	Fri 2/28/14	
1543	Fri 2/28/14	40 hrs		No	Thu 1/2/14	Fri 2/28/14	
1551	Mon 3/31/14	36 hrs		No	Mon 2/3/14	Mon 3/31/14	
1559	Mon 3/31/14	20 hrs		No	Mon 2/3/14	Mon 3/31/14	
1567	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1575	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1583	Tue 9/3/13	6 hrs		No	Tue 9/3/13	Tue 9/3/13	
1591	Fri 1/31/14	10 hrs		No	Mon 12/2/13	Fri 1/31/14	
1599	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1607	Mon 3/3/14	48 hrs		No	Thu 1/2/14	Mon 3/3/14	
1615	Thu 2/27/14	20 hrs		No	Thu 1/2/14	Thu 2/27/14	
1623	Wed 6/5/13	0 hrs		Yes	Wed 6/5/13	Wed 6/5/13	
1631	Fri 5/9/14	192 hrs		No	Mon 12/2/13	Fri 5/9/14	
1639	Mon 4/14/14	29 hrs		No	Thu 1/2/14	Mon 4/14/14	
1647	Fri 2/28/14	48 hrs		No	Thu 1/2/14	Fri 2/28/14	
1655	Fri 1/31/14	38 hrs		No	Mon 12/2/13	Fri 1/31/14	
1663	Tue 12/31/13	48 hrs		No	Fri 11/1/13	Tue 12/31/13	
1671	Fri 1/31/14	48 hrs		No	Mon 12/2/13	Fri 1/31/14	
1679	Wed 6/5/13	0 hrs		Yes	Wed 6/5/13	Wed 6/5/13	
1687	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1695	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1703	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1711	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1719	Mon 3/3/14	10 hrs		No	Thu 1/2/14	Mon 3/3/14	
1727	Wed 6/5/13	0 hrs		Yes	Wed 6/5/13	Wed 6/5/13	
1735	Fri 2/28/14	30 hrs		No	Thu 1/2/14	Fri 2/28/14	
1743	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1751	Fri 2/28/14	38 hrs		No	Thu 1/2/14	Fri 2/28/14	

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
1759	Fri 2/28/14	114 hrs		No	Thu 1/2/14	Fri 2/28/14	
1767	Fri 1/3/14	138 hrs		No	Fri 11/1/13	Fri 1/3/14	
1775	Fri 1/3/14	38 hrs		No	Fri 11/1/13	Fri 1/3/14	
1783	Fri 1/31/14	48 hrs		No	Mon 12/2/13	Fri 1/31/14	
1791	Fri 11/29/13	20 hrs		No	Tue 10/1/13	Fri 11/29/13	
1799	Fri 11/29/13	29 hrs		No	Tue 10/1/13	Fri 11/29/13	
1807	Fri 1/31/14	48 hrs		No	Mon 12/2/13	Fri 1/31/14	
1815	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1823	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
1831	Fri 11/29/13	20 hrs		No	Tue 10/1/13	Fri 11/29/13	
1839	Fri 11/29/13	20 hrs		No	Tue 10/1/13	Fri 11/29/13	
1847	Fri 11/29/13	20 hrs		No	Wed 6/5/13	Fri 11/29/13	
1855	Tue 12/31/13	96 hrs		No	Fri 11/1/13	Tue 12/31/13	
1863	Fri 11/29/13	58 hrs		No	Tue 10/1/13	Fri 11/29/13	
1871	Fri 1/3/14	38 hrs		No	Fri 11/1/13	Fri 1/3/14	
1879	Fri 1/3/14	38 hrs		No	Fri 11/1/13	Fri 1/3/14	
1887	Tue 12/31/13	38 hrs		No	Fri 11/1/13	Tue 12/31/13	
1895	Tue 12/31/13	29 hrs		No	Fri 11/1/13	Tue 12/31/13	
1903	Fri 1/31/14	38 hrs		No	Mon 12/2/13	Fri 1/31/14	
1911	Mon 3/3/14	38 hrs		No	Thu 1/2/14	Mon 3/3/14	
1919	Mon 3/31/14	64 hrs		No	Mon 2/3/14	Mon 3/31/14	
1927	Fri 2/28/14	40 hrs		No	Thu 1/2/14	Fri 2/28/14	
1935	Fri 2/28/14	38 hrs		No	Thu 1/2/14	Fri 2/28/14	
1943	Fri 2/28/14	29 hrs		No	Thu 1/2/14	Fri 2/28/14	
1951	Mon 3/3/14	29 hrs		No	Thu 1/2/14	Mon 3/3/14	
1959	Tue 12/31/13	38 hrs		No	Fri 11/1/13	Tue 12/31/13	
1967	Fri 1/31/14	40 hrs		No	Mon 12/2/13	Fri 1/31/14	
1975	Mon 3/31/14	77 hrs		No	Mon 2/3/14	Mon 3/31/14	
1983	Fri 2/28/14	38 hrs		No	Thu 1/2/14	Fri 2/28/14	
1991	Fri 11/29/13	20 hrs		No	Tue 10/1/13	Fri 11/29/13	
1999	Fri 2/28/14	40 hrs		No	Thu 1/2/14	Fri 2/28/14	
2007	Fri 2/28/14	48 hrs		No	Thu 1/2/14	Fri 2/28/14	
2015	Fri 11/29/13	48 hrs		No	Tue 10/1/13	Fri 11/29/13	
2023	Fri 1/31/14	40 hrs		No	Mon 12/2/13	Fri 1/31/14	
2031	Fri 1/3/14	48 hrs		No	Fri 11/1/13	Fri 1/3/14	

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
2039	Mon 3/31/14	40 hrs		No	Mon 2/3/14	Mon 3/31/14	
2047	Fri 2/28/14	40 hrs		No	Thu 1/2/14	Fri 2/28/14	
2055	Tue 12/31/13	20 hrs		No	Fri 11/1/13	Tue 12/31/13	
2063	Fri 1/31/14	40 hrs		No	Mon 12/2/13	Fri 1/31/14	
2071	Fri 2/28/14	40 hrs		No	Thu 1/2/14	Fri 2/28/14	
2079	Mon 3/31/14	48 hrs		No	Thu 1/2/14	Mon 3/31/14	
2087	Fri 1/31/14	40 hrs		No	Mon 12/2/13	Fri 1/31/14	
2095	Mon 3/3/14	40 hrs		No	Thu 1/2/14	Mon 3/3/14	
2103	Fri 2/28/14	48 hrs		No	Thu 1/2/14	Fri 2/28/14	
2111	Mon 3/3/14	48 hrs		No	Thu 1/2/14	Mon 3/3/14	
2119	Fri 1/31/14	29 hrs		No	Mon 12/2/13	Fri 1/31/14	
2127	Fri 1/3/14	109 hrs		No	Fri 11/1/13	Fri 1/3/14	
2135	Fri 2/28/14	47.6 hrs		No	Thu 1/2/14	Fri 2/28/14	
2143	Fri 2/28/14	40 hrs		No	Thu 1/2/14	Fri 2/28/14	
2151	Mon 3/3/14	48 hrs		No	Thu 1/2/14	Mon 3/3/14	
2159	Fri 1/31/14	96 hrs		No	Mon 12/2/13	Fri 1/31/14	
2167	Fri 1/31/14	67 hrs		No	Mon 12/2/13	Fri 1/31/14	
2175	Fri 1/31/14	38 hrs		No	Mon 12/2/13	Fri 1/31/14	
2183	Tue 12/31/13	19 hrs		No	Fri 11/1/13	Tue 12/31/13	
2191	Fri 11/29/13	48 hrs		No	Tue 10/1/13	Fri 11/29/13	
2199	Tue 4/15/14	58 hrs		No	Thu 1/2/14	Tue 4/15/14	
2207	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2215	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2223	Wed 6/5/13	0 hrs		Yes	Wed 6/5/13	Wed 6/5/13	
2231	Tue 5/27/14	138 hrs		No	Wed 6/5/13	Tue 5/27/14	
2247	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2255	Mon 3/31/14	48 hrs		No	Mon 2/3/14	Mon 3/31/14	
2263	Mon 3/31/14	168 hrs		No	Mon 9/9/13	Mon 3/31/14	
2271	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2279	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2287	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2295	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2303	Mon 6/2/14	202.97 hrs		No	Mon 3/3/14	Mon 6/2/14	
2311	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
2319	Mon 3/31/14	16 hrs		No	Mon 2/3/14	Mon 3/31/14	
2327	Wed 4/30/14	133.57 hrs		No	Mon 2/3/14	Wed 4/30/14	
2335	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2343	Fri 1/31/14	48 hrs		No	Mon 12/2/13	Fri 1/31/14	
2351	Fri 2/28/14	16 hrs		No	Thu 1/2/14	Fri 2/28/14	
2359	Fri 2/28/14	96 hrs		No	Thu 1/2/14	Fri 2/28/14	
2367	Mon 3/31/14	40 hrs		No	Mon 2/3/14	Mon 3/31/14	
2375	Mon 3/31/14	30 hrs		No	Mon 2/3/14	Mon 3/31/14	
2383	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2391	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2399	Mon 4/21/14	176 hrs		No	Mon 3/3/14	Mon 4/21/14	
2407	Tue 5/6/14	170 hrs		No	Mon 3/3/14	Tue 5/6/14	
2415	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2423	Mon 3/31/14	30 hrs		No	Mon 2/3/14	Mon 3/31/14	
2431	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2439	Fri 3/14/14	44 hrs		No	Mon 2/3/14	Fri 3/14/14	
2447	Mon 3/31/14	54 hrs		No	Mon 2/3/14	Mon 3/31/14	
2455	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2463	Mon 3/31/14	20 hrs		No	Mon 2/3/14	Mon 3/31/14	
2471	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2479	Mon 3/3/14	20 hrs		No	Thu 2/27/14	Mon 3/3/14	
2487	Tue 9/10/13	48 hrs		No	Tue 9/3/13	Tue 9/10/13	
2495	Tue 4/15/14	56 hrs		No	Mon 3/3/14	Tue 4/15/14	
2503	Mon 10/6/14	56 hrs		No	Mon 3/3/14	Mon 4/14/14	
2511	Wed 6/5/13	0 hrs		Yes	Wed 6/5/13	Wed 6/5/13	
2519	Fri 4/11/14	18 hrs		No	Mon 3/3/14	Fri 4/11/14	
2527	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2535	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2543	Mon 3/31/14	172 hrs		No	Mon 2/3/14	Mon 3/31/14	
2551	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2559	Mon 3/17/14	176 hrs		No	Mon 2/3/14	Mon 3/17/14	
2567	Wed 6/5/13	0 hrs		No	Wed 6/5/13	Wed 6/5/13	
2575	Wed 4/2/14	170 hrs		No	Mon 3/3/14	Wed 4/2/14	
2583	Fri 6/20/14	0 hrs	Tony Cappelli, Allison	Yes	Fri 6/20/14	Fri 6/20/14	Project Manager

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
2584	Fri 6/20/14	0 hrs	Tony Cappelli,Allison	Yes	Fri 6/20/14	Fri 6/20/14	Project Manager
2585	Fri 6/13/14	120.17 hrs		No	Thu 5/8/14	NA	
2586	Fri 5/9/14	120.17 hrs	Jon Soukup[23%],Wil	No	Thu 5/8/14	NA	Business Analyst
2587	Fri 6/13/14	0 hrs		No	Fri 5/9/14	Fri 6/13/14	
2588	Fri 6/13/14	0 hrs	Candy Tyre[50%]	Yes	Fri 6/13/14	Fri 6/13/14	SSS manager
2589	Mon 11/24/14	1,211.57 hrs		No	Wed 2/12/14	NA	
2590	Thu 9/4/14	385.97 hrs		No	Wed 2/12/14	Thu 9/4/14	
2591	Wed 2/26/14	15 hrs	Susan Bailey[50%]	No	Thu 2/20/14	Wed 2/26/14	MQA Reports
2592	Thu 9/4/14	113 hrs	Susan Bailey[50%]	No	Thu 2/27/14	Thu 9/4/14	MQA Reports
2593	Tue 2/18/14	20 hrs	Susan Bailey[50%]	No	Wed 2/12/14	Tue 2/18/14	MQA Reports
2594	Fri 3/14/14	40 hrs	Romeo Parungao[50%	No	Mon 3/3/14	Fri 3/14/14	MQA Reports
2595	Fri 3/28/14	40 hrs	Romeo Parungao[50%	No	Mon 3/17/14	Fri 3/28/14	MQA Reports
2596	Tue 4/8/14	18 hrs	Susan Bailey[50%]	No	Tue 4/1/14	Tue 4/8/14	MQA Reports
2597	Thu 5/29/14	40 hrs	Romeo Parungao[50%	No	Mon 3/31/14	Thu 5/29/14	MQA Reports
2598	Thu 3/6/14	7.97 hrs	Susan Bailey[50%]	No	Tue 3/4/14	Thu 3/6/14	MQA Reports
2599	Tue 8/5/14	40 hrs	Susan Bailey[50%]	No	Wed 4/9/14	Tue 8/5/14	MQA Reports
2600	Wed 4/9/14	12 hrs	Susan Bailey[50%]	No	Mon 4/7/14	Wed 4/9/14	MQA Reports
2601	Tue 8/19/14	40 hrs	Susan Bailey[50%]	No	Wed 8/6/14	Tue 8/19/14	MQA Reports
2602	Fri 9/5/14	4 hrs	Romeo Parungao,Sus	No	Wed 8/20/14	Fri 9/5/14	MQA Reports
2603	Fri 9/5/14	2 hrs	Daniela Lee	No	Thu 8/28/14	Fri 9/5/14	Project manager - VM
2604	Fri 9/5/14	2 hrs	Daniela Lee	No	Fri 9/5/14	Fri 9/5/14	Project manager - VM
2605	Mon 9/8/14	0 hrs		No	Fri 9/5/14	Mon 9/8/14	
2606	Thu 10/2/14	205.6 hrs		No	Tue 7/29/14	Thu 10/2/14	
2607	Tue 8/5/14	0 hrs	Romeo Parungao[50%	No	Tue 7/29/14	Tue 8/5/14	MQA Reports
2608	Tue 8/5/14	4 hrs	Romeo Parungao[50%],Susar	No	Fri 8/1/14	Tue 8/5/14	MQA Reports
2609	Wed 9/10/14	57.6 hrs	Romeo Parungao[50%	No	Fri 8/22/14	Wed 9/10/14	MQA Reports
2610	Thu 9/11/14	8 hrs	Romeo Parungao[50%	No	Wed 9/10/14	Thu 9/11/14	MQA Reports

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
2611	Fri 9/12/14	8 hrs	Romeo Parungao[50%],Susar	No	Thu 9/11/14	Fri 9/12/14	MQA Reports
2612	Fri 9/19/14	40 hrs	Romeo Parungao[50%]	No	Mon 9/15/14	Fri 9/19/14	MQA Reports
2613	Tue 9/23/14	16 hrs	Romeo Parungao[50%],Susar	No	Mon 9/22/14	Tue 9/23/14	MQA Reports
2614	Wed 9/24/14	8 hrs	Romeo Parungao[50%]	No	Wed 9/24/14	Wed 9/24/14	MQA Reports
2615	Thu 9/25/14	8 hrs	Romeo Parungao[50%]	No	Thu 9/25/14	Thu 9/25/14	MQA Reports
2616	Fri 9/26/14	8 hrs	Romeo Parungao[50%]	No	Fri 9/26/14	Fri 9/26/14	MQA Reports
2617	Thu 10/2/14	48 hrs		No	Sat 9/27/14	Thu 10/2/14	
2624	Mon 10/20/14	153 hrs		No	Wed 10/1/14	NA	
2625	Thu 10/2/14	0 hrs	Romeo Parungao[50%]	No	Wed 10/1/14	Thu 10/2/14	MQA Reports
2626	Thu 10/2/14	0 hrs	Romeo Parungao[50%],Susar	No	Thu 10/2/14	Thu 10/2/14	MQA Reports
2627	Fri 10/10/14	40 hrs	Romeo Parungao[50%]	No	Mon 10/6/14	Fri 10/10/14	MQA Reports
2628	Mon 10/13/14	8 hrs	Romeo Parungao[50%]	No	Mon 10/13/14	NA	MQA Reports
2629	Tue 10/14/14	8 hrs	Romeo Parungao[50%],Susar	No	Mon 10/13/14	NA	MQA Reports
2630	Thu 10/16/14	16 hrs	Romeo Parungao[50%]	No	NA	NA	MQA Reports
2631	Fri 10/17/14	8 hrs	Romeo Parungao[50%]	No	NA	NA	MQA Reports
2632	Mon 10/20/14	8 hrs	Romeo Parungao[50%]	No	NA	NA	MQA Reports
2633	Fri 10/3/14	8 hrs	Romeo Parungao[50%]	No	NA	NA	MQA Reports
2634	Mon 10/6/14	8 hrs	Romeo Parungao[50%]	No	NA	NA	MQA Reports
2635	Mon 10/13/14	49 hrs		No	NA	NA	
2642	Tue 10/28/14	153 hrs		No	NA	NA	
2643	Wed 10/15/14	16 hrs	Romeo Parungao[50%]	No	NA	NA	MQA Reports
2644	Thu 10/16/14	8 hrs	Romeo Parungao[50%]	No	NA	NA	MQA Reports
2645	Mon 10/20/14	16 hrs	Romeo Parungao[50%]	No	NA	NA	MQA Reports
2646	Tue 10/21/14	8 hrs	Romeo Parungao[50%]	No	NA	NA	MQA Reports
2647	Wed 10/22/14	8 hrs	Romeo Parungao[50%]	No	NA	NA	MQA Reports
2648	Fri 10/24/14	16 hrs	Romeo Parungao[50%]	No	NA	NA	MQA Reports
2649	Mon 10/27/14	8 hrs	Romeo Parungao[50%]	No	NA	NA	MQA Reports
2650	Tue 10/28/14	8 hrs	Romeo Parungao[50%]	No	NA	NA	MQA Reports
2651	Fri 10/17/14	8 hrs	Romeo Parungao[50%]	No	NA	NA	MQA Reports

ID	Finish	Work	Resource Names	Milestc	Actual Start	Actual Finish	Resource Group
2652	Mon 10/20/14	8 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2653	Fri 10/24/14	49 hrs		No	NA	NA	
2660	Mon 11/10/14	153 hrs		No	NA	NA	
2661	Tue 10/28/14	16 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2662	Wed 10/29/14	8 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2663	Fri 10/31/14	16 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2664	Mon 11/3/14	8 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2665	Tue 11/4/14	8 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2666	Thu 11/6/14	16 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2667	Fri 11/7/14	8 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2668	Mon 11/10/14	8 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2669	Thu 10/30/14	8 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2670	Fri 10/31/14	8 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2671	Thu 11/6/14	49 hrs		No	NA	NA	
2678	Mon 11/24/14	153 hrs		No	NA	NA	
2679	Mon 11/10/14	16 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2680	Wed 11/12/14	8 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2681	Fri 11/14/14	16 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2682	Mon 11/17/14	8 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2683	Tue 11/18/14	8 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2684	Thu 11/20/14	16 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2685	Fri 11/21/14	8 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2686	Mon 11/24/14	8 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2687	Thu 11/13/14	8 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2688	Fri 11/14/14	8 hrs	Romeo Parungao[50%	No	NA	NA	MQA Reports
2689	Thu 11/20/14	49 hrs		No	NA	NA	
2696	Thu 10/16/14	2,005.5 hrs		No	Mon 12/2/13	NA	
2697	Thu 10/2/14	320 hrs		No	Thu 2/6/14	NA	
2698	Wed 7/2/14	240 hrs	William Su,Jon Souku	No	Thu 2/6/14	Wed 7/2/14	Business Analyst
2699	Thu 10/2/14	80 hrs	William Su,Jon Souku	No	Tue 4/1/14	NA	Business Analyst
2700	Fri 5/16/14	0 hrs		Yes	Fri 5/16/14	Fri 5/16/14	
2701	Fri 5/16/14	0 hrs	Daniela Lee[20%],Toi	Yes	Fri 5/16/14	Fri 5/16/14	Project manager - VM,Project Manager

ID	Finish	Work	Resource Names	Milestc	Actual Start	Actual Finish	Resource Group
2702	Fri 9/19/14	900 hrs		No	Tue 7/1/14	NA	
2703	Mon 7/7/14	60 hrs	IDM Developer 1,IDM	No	Tue 7/1/14	Mon 7/7/14	ID Product Development Team
2704	Fri 7/11/14	60 hrs	IDM Developer 1,IDM	No	Mon 7/7/14	Fri 7/11/14	ID Product Development Team
2705	Thu 7/17/14	60 hrs	IDM Developer 1,IDM	No	Fri 7/11/14	Thu 7/17/14	ID Product Development Team
2706	Tue 7/22/14	60 hrs	IDM Developer 1,IDM	No	Thu 7/17/14	Tue 7/22/14	ID Product Development Team
2707	Mon 7/28/14	60 hrs	IDM Developer 1,IDM	No	Wed 7/23/14	Mon 7/28/14	ID Product Development Team
2708	Fri 8/1/14	60 hrs	IDM Developer 1,IDM	No	Mon 7/28/14	Fri 8/1/14	ID Product Development Team
2709	Thu 8/7/14	60 hrs	IDM Developer 1,IDM	No	Fri 8/1/14	Thu 8/7/14	ID Product Development Team
2710	Tue 8/12/14	60 hrs	IDM Developer 1,IDM	No	Thu 8/7/14	Tue 8/12/14	ID Product Development Team
2711	Mon 8/18/14	60 hrs	IDM Developer 1,IDM	No	Wed 8/13/14	NA	ID Product Development Team
2712	Fri 8/22/14	60 hrs	IDM Developer 1,IDM	No	Mon 8/18/14	NA	ID Product Development Team
2713	Thu 8/28/14	60 hrs	IDM Developer 1,IDM Developer 2	No	Fri 8/22/14	Thu 8/28/14	ID Product Development Team
2714	Wed 9/3/14	60 hrs	IDM Developer 1,IDM	No	Thu 8/28/14	Wed 9/3/14	ID Product Development Team
2715	Tue 9/9/14	60 hrs	IDM Developer 1,IDM	No	Thu 9/4/14	Tue 9/9/14	ID Product Development Team
2716	Mon 9/15/14	60 hrs	IDM Developer 1,IDM	No	Tue 9/9/14	Mon 9/15/14	ID Product Development Team
2717	Fri 9/19/14	60 hrs	IDM Developer 1,IDM	No	Mon 9/15/14	Fri 9/19/14	ID Product Development Team
2718	Thu 2/27/14	9.5 hrs		No	Wed 2/26/14	Thu 2/27/14	
2719	Wed 2/26/14	1 hr	Mo Dessoukey	No	Wed 2/26/14	Wed 2/26/14	IDM Product Development
2720	Thu 2/27/14	8 hrs	Mo Dessoukey	No	Thu 2/27/14	Thu 2/27/14	IDM Product Development
2721	Wed 2/26/14	0.5 hrs	Mo Dessoukey	No	Wed 2/26/14	Wed 2/26/14	IDM Product Development
2722	Thu 10/16/14	216 hrs		No	Mon 12/2/13	NA	
2723	Tue 12/31/13	16 hrs	Jon Soukup[9%]	No	Mon 12/2/13	Tue 12/31/13	Business Analyst
2724	Thu 7/24/14	40 hrs	Jon Soukup[23%]	No	Tue 3/4/14	Thu 7/24/14	Business Analyst
2725	Thu 7/24/14	0 hrs	Jon Soukup[23%]	No	Thu 7/24/14	Thu 7/24/14	Business Analyst
2726	Fri 7/25/14	0 hrs		No	NA	NA	
2727	Fri 7/25/14	0 hrs		Yes	NA	NA	
2728	Thu 10/16/14	160 hrs	Jon Soukup[12%]	No	Mon 6/30/14	NA	Business Analyst
2729	Fri 7/25/14	0 hrs	Daniela Lee[20%]	Yes	NA	NA	Project manager - VM
2730	Thu 8/21/14	400 hrs		No	Tue 1/28/14	Thu 8/21/14	
2731	Wed 7/2/14	400 hrs	IDM Developer 1,IDM	No	Tue 1/28/14	Wed 7/2/14	ID Product Development Team
2732	Thu 8/21/14	0 hrs		Yes	Tue 7/29/14	Thu 8/21/14	
2733	Mon 9/22/14	160 hrs	Jimmie Hixson[50%]	No	Thu 7/24/14	NA	IDM BA
2734	Mon 12/1/14	7,206.2 hrs		No	Tue 11/12/13	NA	

ID	Finish	Work	Resource Names	Milestd	Actual Start	Actual Finish	Resource Group
2735	Tue 10/21/14	723.2 hrs		No	Tue 11/19/13	NA	
2736	Tue 11/19/13	8 hrs	Dennis Caldwell	No	Tue 11/19/13	Tue 11/19/13	IT DBA
2737	Wed 11/20/13	8 hrs	Dennis Caldwell	No	Wed 11/20/13	Wed 11/20/13	IT DBA
2738	Thu 1/2/14	24 hrs	Dennis Caldwell,Gera	No	Thu 11/21/13	Thu 1/2/14	IT DBA,IT operations
2739	Fri 1/3/14	16 hrs	Dennis Caldwell,Vacant	No	Thu 1/2/14	Fri 1/3/14	IT DBA,It Operations
2740	Wed 1/8/14	8 hrs	Dennis Caldwell	No	Wed 1/8/14	Wed 1/8/14	IT DBA
2741	Thu 1/9/14	8 hrs	Dennis Caldwell	No	Thu 1/9/14	Thu 1/9/14	IT DBA
2742	Mon 7/28/14	16.2 hrs	Dennis Caldwell,Gera	No	Thu 5/29/14	Mon 7/28/14	IT DBA,IT operations
2743	Tue 7/29/14	16 hrs	Dennis Caldwell,Vacant	No	Tue 7/29/14	Tue 7/29/14	IT DBA,It Operations
2744	Wed 8/6/14	6 hrs	Dennis Caldwell	No	Wed 4/16/14	Wed 8/6/14	IT DBA
2745	Wed 9/24/14	274 hrs	Dennis Caldwell	No	Fri 5/2/14	Wed 9/24/14	IT DBA
2746	Fri 10/10/14	24 hrs	Dennis Caldwell,Gera	No	Mon 9/29/14	NA	IT DBA,IT operations
2747	Tue 10/21/14	16 hrs	Dennis Caldwell,Vacant	No	NA	NA	IT DBA,It Operations
2748	Thu 9/4/14	299 hrs		No	Mon 4/7/14	NA	
2757	Fri 1/31/14	1,160 hrs		No	Tue 11/12/13	Fri 1/31/14	
2758	Wed 11/20/13	56 hrs	SSRC	No	Tue 11/12/13	Wed 11/20/13	SSRC
2759	Mon 12/9/13	88 hrs	SSRC	No	Thu 11/21/13	Mon 12/9/13	SSRC
2760	Fri 12/13/13	32 hrs	SSRC	No	Tue 12/10/13	Fri 12/13/13	SSRC
2761	Fri 12/13/13	32 hrs	SSRC	No	Tue 12/10/13	Fri 12/13/13	SSRC
2762	Thu 12/26/13	56 hrs	Dennis Caldwell	No	Mon 12/16/13	Thu 12/26/13	IT DBA
2763	Wed 1/8/14	64 hrs	SSRC	No	Fri 12/27/13	Wed 1/8/14	SSRC
2764	Fri 11/15/13	32 hrs	SSRC	No	Tue 11/12/13	Fri 11/15/13	SSRC
2765	Tue 11/19/13	16 hrs	SSRC	No	Mon 11/18/13	Tue 11/19/13	SSRC
2766	Tue 11/26/13	56 hrs	Dennis Caldwell	No	Mon 11/18/13	Tue 11/26/13	IT DBA
2767	Wed 12/18/13	112 hrs	SSRC	No	Wed 11/27/13	Wed 12/18/13	SSRC
2768	Thu 11/14/13	24 hrs	SSRC	No	Tue 11/12/13	Thu 11/14/13	SSRC
2769	Tue 11/19/13	24 hrs	Dennis Caldwell	No	Fri 11/15/13	Tue 11/19/13	IT DBA

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
2770	Thu 11/21/13	16 hrs	SSRC	No	Wed 11/20/13	Thu 11/21/13	SSRC
2771	Mon 12/16/13	120 hrs	SSRC	No	Fri 11/22/13	Mon 12/16/13	SSRC
2772	Thu 11/14/13	24 hrs	SSRC	No	Tue 11/12/13	Thu 11/14/13	SSRC
2773	Fri 11/22/13	48 hrs	Dennis Caldwell	No	Fri 11/15/13	Fri 11/22/13	IT DBA
2774	Mon 12/16/13	112 hrs	SSRC	No	Mon 11/25/13	Mon 12/16/13	SSRC
2775	Fri 11/15/13	32 hrs	SSRC	No	Tue 11/12/13	Fri 11/15/13	SSRC
2776	Tue 11/26/13	56 hrs	Dennis Caldwell	No	Mon 11/18/13	Tue 11/26/13	IT DBA
2777	Fri 12/20/13	112 hrs	SSRC	No	Tue 12/3/13	Fri 12/20/13	SSRC
2778	Tue 12/31/13	24 hrs	Dennis Caldwell	No	Fri 12/27/13	Tue 12/31/13	IT DBA
2779	Mon 1/6/14	24 hrs	SSRC	No	Thu 1/2/14	Mon 1/6/14	SSRC
2780	Fri 1/31/14	0 hrs		No	Mon 1/6/14	Fri 1/31/14	
2781	Fri 1/31/14	0 hrs		No	Mon 1/6/14	Fri 1/31/14	
2782	Wed 7/30/14	2,239 hrs		No	Tue 1/7/14	Wed 7/30/14	
2783	Tue 1/7/14	8 hrs	MQA/IT team	No	Tue 1/7/14	Tue 1/7/14	IT DBA
2784	Thu 1/16/14	56 hrs	SSRC	No	Wed 1/8/14	Thu 1/16/14	SSRC
2785	Fri 1/31/14	88 hrs	SSRC	No	Fri 1/17/14	Fri 1/31/14	SSRC
2786	Thu 2/6/14	32 hrs	SSRC	No	Mon 2/3/14	Thu 2/6/14	SSRC
2787	Thu 2/6/14	32 hrs	SSRC	No	Mon 2/3/14	Thu 2/6/14	SSRC
2788	Mon 2/17/14	56 hrs	Dennis Caldwell	No	Fri 2/7/14	Mon 2/17/14	IT DBA
2789	Thu 2/27/14	64 hrs	SSRC	No	Tue 2/18/14	Thu 2/27/14	SSRC
2790	Mon 3/10/14	56 hrs	SSRC	No	Fri 2/28/14	Mon 3/10/14	SSRC
2791	Wed 3/12/14	16 hrs	SSRC	No	Tue 3/11/14	Wed 3/12/14	SSRC
2792	Fri 3/21/14	33 hrs	Dennis Caldwell	No	Thu 3/13/14	Fri 3/21/14	IT DBA
2793	Thu 4/10/14	112 hrs	SSRC	No	Mon 3/24/14	Thu 4/10/14	SSRC
2794	Tue 4/15/14	24 hrs	SSRC	No	Fri 4/11/14	Tue 4/15/14	SSRC
2795	Fri 4/18/14	60 hrs	Dennis Caldwell, Vacant, Vaca	No	Wed 4/16/14	Fri 4/18/14	IT DBA, It Operations, IT manager

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
2796	Tue 4/22/14	16 hrs	SSRC	No	Mon 4/21/14	Tue 4/22/14	SSRC
2797	Tue 5/6/14	120 hrs	SSRC	No	Wed 4/16/14	Tue 5/6/14	SSRC
2798	Fri 4/18/14	24 hrs	SSRC	No	Wed 4/16/14	Fri 4/18/14	SSRC
2799	Mon 4/28/14	12 hrs	Dennis Caldwell	No	Mon 4/21/14	Mon 4/28/14	IT DBA
2800	Thu 5/8/14	112 hrs	SSRC	No	Mon 4/21/14	Thu 5/8/14	SSRC
2801	Wed 4/23/14	48 hrs	SSRC	No	Wed 4/16/14	Wed 4/23/14	SSRC
2802	Fri 5/2/14	14 hrs	Dennis Caldwell	No	Thu 4/24/14	Fri 5/2/14	IT DBA
2803	Fri 7/18/14	424 hrs	SSRC	No	Mon 5/5/14	Fri 7/18/14	SSRC
2804	Tue 7/29/14	112 hrs	SSRC	No	Wed 5/7/14	Tue 7/29/14	SSRC
2805	Tue 4/22/14	40 hrs	SSRC	No	Wed 4/16/14	Tue 4/22/14	SSRC
2806	Fri 5/2/14	16 hrs	Dennis Caldwell	No	Wed 4/23/14	Fri 5/2/14	IT DBA
2807	Fri 7/18/14	424 hrs	SSRC	No	Mon 5/5/14	Fri 7/18/14	SSRC
2808	Mon 4/21/14	32 hrs	SSRC	No	Wed 4/16/14	Mon 4/21/14	SSRC
2809	Fri 5/2/14	18 hrs	Dennis Caldwell	No	Tue 4/22/14	Fri 5/2/14	IT DBA
2810	Mon 6/2/14	160 hrs	SSRC	No	Mon 5/5/14	Mon 6/2/14	SSRC
2811	Fri 4/18/14	6 hrs	Dennis Caldwell	No	Wed 4/16/14	Fri 4/18/14	IT DBA
2812	Wed 4/23/14	24 hrs	SSRC	No	Mon 4/21/14	Wed 4/23/14	SSRC
2813	Wed 7/30/14	0 hrs		No	Wed 7/30/14	Wed 7/30/14	
2814	Mon 7/21/14	0 hrs		Yes	Mon 7/21/14	Mon 7/21/14	
2815	Tue 11/18/14	3,000 hrs		No	Wed 8/6/14	NA	
2816	Wed 8/6/14	0 hrs	SSRC	No	Wed 8/6/14	Wed 8/6/14	SSRC
2817	Wed 8/6/14	0 hrs	SSRC	No	Wed 8/6/14	Wed 8/6/14	SSRC
2818	Wed 8/6/14	0 hrs	SSRC	No	Wed 8/6/14	Wed 8/6/14	SSRC
2819	Wed 8/6/14	0 hrs	SSRC	No	Wed 8/6/14	Wed 8/6/14	SSRC
2820	Wed 8/6/14	0 hrs	SSRC	No	Wed 8/6/14	Wed 8/6/14	SSRC

ID	Finish	Work	Resource Names	Milestc	Actual Start	Actual Finish	Resource Group
2821	Wed 8/6/14	0 hrs	SSRC	No	Wed 8/6/14	Wed 8/6/14	SSRC
2822	Fri 8/15/14	64 hrs	DOH	No	Wed 8/6/14	Fri 8/15/14	
2823	Tue 8/19/14	16 hrs	SSRC	No	Mon 8/18/14	Tue 8/19/14	SSRC
2824	Tue 9/2/14	8 hrs	SSRC	No	Tue 9/2/14	Tue 9/2/14	SSRC
2825	Wed 8/6/14	8 hrs	DOH	No	Wed 8/6/14	Wed 8/6/14	
2826	Tue 9/30/14	24 hrs	SSRC	No	Wed 8/20/14	NA	SSRC
2827	Fri 10/10/14	8 hrs	DOH	No	Tue 9/30/14	NA	
2828	Wed 8/6/14	0 hrs	SSRC	No	Wed 8/6/14	Wed 8/6/14	SSRC
2829	Wed 8/6/14	0 hrs	SSRC	No	Wed 8/6/14	Wed 8/6/14	SSRC
2830	Wed 8/6/14	0 hrs	SSRC	No	Wed 8/6/14	Wed 8/6/14	SSRC
2831	Fri 8/15/14	64 hrs	DOH	No	Wed 8/6/14	Fri 8/15/14	
2832	Thu 8/21/14	32 hrs	SSRC	No	Mon 8/18/14	Thu 8/21/14	SSRC
2833	Mon 9/15/14	16 hrs	SSRC	No	Fri 8/22/14	NA	SSRC
2834	Mon 8/18/14	0 hrs	SSRC	No	Mon 8/18/14	Mon 8/18/14	SSRC
2835	Mon 8/18/14	0 hrs	SSRC	No	Mon 8/18/14	Mon 8/18/14	SSRC
2836	Mon 8/25/14	112 hrs	DOH	No	Wed 8/6/14	Mon 8/25/14	
2837	Tue 9/23/14	24 hrs	SSRC	No	Mon 9/15/14	Tue 9/23/14	SSRC
2838	Fri 10/10/14	8 hrs	DOH	No	Tue 9/23/14	NA	
2839	Tue 9/2/14	24 hrs	SSRC	No	Thu 8/28/14	Tue 9/2/14	SSRC
2840	Wed 8/6/14	0 hrs	SSRC	No	Wed 8/6/14	Wed 8/6/14	SSRC
2841	Wed 8/6/14	0 hrs	SSRC	No	Wed 8/6/14	Wed 8/6/14	SSRC
2842	Fri 8/15/14	64 hrs	DOH	No	Wed 8/6/14	Fri 8/15/14	

ID	Finish	Work	Resource Names	Milestd	Actual Start	Actual Finish	Resource Group
2843	Mon 8/18/14	8 hrs	DOH	No	Mon 8/18/14	Mon 8/18/14	
2844	Wed 8/20/14	16 hrs	SSRC	No	Tue 8/19/14	Wed 8/20/14	SSRC
2845	Thu 8/21/14	32 hrs	DOH	No	Mon 8/18/14	Thu 8/21/14	
2846	Tue 8/19/14	16 hrs	DOH	No	Mon 8/18/14	Tue 8/19/14	
2847	Thu 9/18/14	56 hrs	SSRC	No	Fri 8/22/14	Thu 9/18/14	SSRC
2848	Thu 10/2/14	80 hrs	DOH	No	Thu 9/18/14	Thu 10/2/14	
2849	Thu 10/9/14	40 hrs	SSRC	No	Thu 10/2/14	Thu 10/9/14	SSRC
2850	Tue 9/23/14	24 hrs	DOH	No	NA	NA	
2851	Fri 10/10/14	32 hrs	SSRC,DOH	No	Tue 9/23/14	NA	SSRC
2852	Tue 10/14/14	24 hrs	SSRC	No	Tue 9/23/14	NA	SSRC
2853	Wed 8/6/14	0 hrs	SSRC	No	Wed 8/6/14	Wed 8/6/14	SSRC
2854	Wed 11/12/14	64 hrs	DOH	No	Wed 8/6/14	NA	
2855	Wed 9/17/14	16 hrs	SSRC	No	Mon 8/18/14	Wed 9/17/14	SSRC
2856	Wed 8/20/14	88 hrs	DOH	No	Wed 8/6/14	Wed 8/20/14	
2857	Thu 8/7/14	16 hrs	DOH	No	Wed 8/6/14	Thu 8/7/14	
2858	Fri 9/19/14	16 hrs	SSRC	No	Wed 9/17/14	Fri 9/19/14	SSRC
2859	Wed 9/24/14	24 hrs	DOH	No	NA	NA	
2860	Mon 9/29/14	24 hrs	SSRC	No	NA	NA	SSRC
2861	Mon 8/11/14	128 hrs	SSRC	No	Wed 8/6/14	NA	SSRC
2865	Fri 9/5/14	64 hrs	DOH	No	Wed 8/6/14	Fri 9/5/14	
2866	Mon 9/8/14	16 hrs	SSRC	No	Fri 8/15/14	Mon 9/8/14	SSRC

ID	Finish	Work	Resource Names	Milestc	Actual Start	Actual Finish	Resource Group
2867	Mon 9/8/14	8 hrs	SSRC	No	Mon 8/18/14	Mon 9/8/14	SSRC
2868	Wed 8/6/14	8 hrs	SSRC	No	Wed 8/6/14	Wed 8/6/14	SSRC
2869	Fri 9/19/14	8 hrs	SSRC	No	Mon 9/8/14	Fri 9/19/14	SSRC
2870	Wed 8/20/14	16 hrs	SSRC	No	Tue 8/19/14	Wed 8/20/14	SSRC
2871	Wed 8/20/14	88 hrs	DOH	No	Wed 8/6/14	Wed 8/20/14	
2872	Fri 8/29/14	72 hrs	SSRC	No	Tue 8/19/14	Fri 8/29/14	SSRC
2873	Fri 8/29/14	72 hrs	SSRC	No	Tue 8/19/14	Fri 8/29/14	SSRC
2874	Mon 9/8/14	8 hrs	SSRC	No	Mon 9/8/14	Mon 9/8/14	SSRC
2875	Mon 9/22/14	8 hrs	DOH	No	Tue 9/2/14	NA	
2876	Tue 9/9/14	8 hrs	SSRC	No	Mon 9/8/14	Tue 9/9/14	SSRC
2877	Mon 10/6/14	16 hrs	SSRC	No	Mon 9/8/14	NA	SSRC
2878	Thu 10/16/14	32 hrs	DOH	No	Fri 10/10/14	NA	
2879	Wed 10/22/14	48 hrs	SSRC	No	Fri 10/10/14	NA	SSRC
2880	Fri 8/29/14	144 hrs	DOH	No	Wed 8/6/14	Fri 8/29/14	
2881	Thu 9/4/14	16 hrs	SSRC	No	Wed 8/6/14	Thu 9/4/14	SSRC
2882	Thu 10/2/14	64 hrs	DOH	No	Mon 9/22/14	Thu 10/2/14	
2883	Mon 10/6/14	16 hrs	SSRC	No	Thu 10/2/14	Mon 10/6/14	SSRC
2884	Wed 9/17/14	88 hrs	DOH	No	Wed 8/6/14	NA	
2885	Thu 8/21/14	8 hrs	DOH	No	Thu 8/21/14	Thu 8/21/14	
2886	Fri 8/15/14	64 hrs	DOH	No	Wed 8/6/14	Fri 8/15/14	
2887	Thu 9/18/14	16 hrs	SSRC	No	Wed 9/17/14	Thu 9/18/14	SSRC
2888	Mon 10/13/14	40 hrs	SSRC	No	Mon 10/6/14	Mon 10/13/14	SSRC
2889	Thu 10/16/14	24 hrs	DOH	No	Mon 10/13/14	NA	

ID	Finish	Work	Resource Names	Milestd	Actual Start	Actual Finish	Resource Group
2890	Mon 10/20/14	16 hrs	SSRC	No	NA	NA	SSRC
2891	Tue 8/19/14	80 hrs	SSRC	No	Wed 8/6/14	Tue 8/19/14	SSRC
2892	Fri 10/10/14	64 hrs	DOH	No	Wed 8/6/14	NA	
2893	Tue 10/14/14	16 hrs	SSRC	No	NA	NA	SSRC
2894	Wed 8/20/14	88 hrs	DOH	No	Wed 8/6/14	Wed 8/20/14	
2895	Tue 8/26/14	32 hrs	DOH	No	Thu 8/21/14	Tue 8/26/14	
2896	Fri 10/17/14	24 hrs	SSRC	No	NA	NA	SSRC
2897	Wed 8/6/14	0 hrs	SSRC	No	Wed 8/6/14	Wed 8/6/14	SSRC
2898	Fri 8/15/14	64 hrs	DOH	No	Wed 8/6/14	Fri 8/15/14	
2899	Mon 8/18/14	8 hrs	SSRC	No	Mon 8/18/14	Mon 8/18/14	SSRC
2900	Fri 8/8/14	24 hrs	DOH	No	Wed 8/6/14	Fri 8/8/14	
2901	Fri 10/10/14	8 hrs	SSRC	No	Tue 8/19/14	NA	SSRC
2902	Mon 10/13/14	8 hrs	DOH	No	Fri 10/10/14	NA	
2903	Wed 8/20/14	88 hrs	DOH	No	Wed 8/6/14	Wed 8/20/14	
2904	Mon 8/25/14	24 hrs	SSRC	No	Thu 8/21/14	Mon 8/25/14	SSRC
2905	Thu 9/25/14	8 hrs	DOH	No	Tue 8/26/14	NA	
2906	Mon 10/20/14	0 hrs		Yes	NA	NA	
2907	Tue 11/18/14	320 hrs	DOH	No	NA	NA	
2910	Tue 11/18/14	0 hrs		Yes	NA	NA	
2911	Mon 12/1/14	84 hrs		No	NA	NA	
2912	Wed 11/19/14	16 hrs	DOH,SSRC	No	NA	NA	SSRC
2913	Thu 11/20/14	4 hrs	Dennis Caldwell	No	NA	NA	IT DBA

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
2914	Thu 11/20/14	4 hrs	Dennis Caldwell	No	NA	NA	IT DBA
2915	Fri 11/21/14	8 hrs	Vacant	No	NA	NA	IT manager
2916	Mon 11/24/14	16 hrs	Dennis Caldwell,Vaca	No	NA	NA	IT DBA,It Operations
2917	Tue 11/25/14	8 hrs	Vacant	No	NA	NA	IT manager
2918	Wed 11/26/14	20 hrs	Joe Wright,Vacant,De	No	NA	NA	ESC,It Operations,IT DBA
2919	Mon 12/1/14	8 hrs	Vacant	No	NA	NA	IT manager
2920	Fri 8/1/14	564.8 hrs		No	Mon 3/3/14	Fri 8/1/14	
2921	Thu 3/27/14	160 hrs	Jon Soukup,Tony Cap	No	Mon 3/3/14	Thu 3/27/14	Business Analyst,Project Manager
2922	Fri 8/1/14	110 hrs	Technical Lead[47%],	No	Wed 7/30/14	Fri 8/1/14	Iron Data Development
2923	Fri 7/25/14	294.8 hrs	Chiquita Williams[20%],Cyme	No	Mon 6/2/14	Fri 7/25/14	IT operations,IT DBA
2924	Fri 8/1/14	0 hrs		Yes	Fri 8/1/14	Fri 8/1/14	
2925	Fri 8/1/14	0 hrs		Yes	Fri 8/1/14	Fri 8/1/14	
2926	Fri 8/1/14	0 hrs	Allison Stachnik	Yes	Fri 8/1/14	Fri 8/1/14	Project Manager
2927	Mon 4/28/14	2,213 hrs		No	Thu 2/6/14	Mon 4/28/14	
2928	Mon 4/28/14	1,770.6 hrs	Ed Gendusa[10%],Stu	No	Thu 2/6/14	Mon 4/28/14	Accenture,MQA
2929	Mon 4/28/14	442.4 hrs	Ed Gendusa[55%],Acc	No	Mon 3/31/14	Mon 4/28/14	Accenture,MQA
2930	Thu 9/4/14	5 hrs		No	Mon 6/16/14	Thu 9/4/14	
2931	Thu 9/4/14	3 hrs		No	Wed 8/27/14	Thu 9/4/14	
2932	Wed 8/27/14	1 hr	Allison Stachnik[13%]	No	Wed 8/27/14	Wed 8/27/14	Project Manager
2933	Wed 9/3/14	1 hr	Allison Stachnik[13%]	No	Wed 9/3/14	Wed 9/3/14	Project Manager
2934	Thu 9/4/14	1 hr	Allison Stachnik[13%]	No	Wed 9/3/14	Thu 9/4/14	Project Manager
2935	Fri 8/22/14	2 hrs		No	Mon 6/16/14	Fri 8/22/14	
2936	Mon 6/16/14	1 hr	Allison Stachnik[13%]	No	Mon 6/16/14	Mon 6/16/14	Project Manager
2937	Fri 8/22/14	1 hr	Allison Stachnik[13%]	No	Mon 7/28/14	Fri 8/22/14	Project Manager
2938	Thu 10/2/14	0 hrs	Allison Stachnik, Canc	Yes	Thu 10/2/14	Thu 10/2/14	Project Manager,SSS manager
2939	Tue 12/2/14	27,348.4 hrs		No	Wed 6/5/13	NA	
2940	Fri 8/1/14	7,163.8 hrs		No	Tue 12/17/13	Fri 8/1/14	
2941	Tue 7/29/14	2,450.6 hrs		No	Tue 12/17/13	Tue 7/29/14	
2942	Thu 5/22/14	36.4 hrs		No	Fri 2/7/14	Thu 5/22/14	
2948	Fri 2/28/14	202 hrs	Candy Tyre[50%]	No	Tue 12/17/13	Fri 2/28/14	SSS manager
2949	Wed 3/5/14	9 hrs	Burnette Hanley[50%]	No	Mon 3/3/14	Wed 3/5/14	SSS Business Analyst

ID	Finish	Work	Resource Names	Milestd	Actual Start	Actual Finish	Resource Group
2950	Thu 5/29/14	964 hrs	David Boglarsky,Don	No	Thu 3/6/14	Thu 5/29/14	SSS config member,IT operations,SSS Config manager
2951	Mon 7/28/14	1,164.8 hrs	Candy Tyre[20%],Chic	No	Fri 6/20/14	Mon 7/28/14	SSS manager,IT operations,Project manager - VM,SSS con
2952	Wed 7/23/14	34 hrs	Burnette Hanley	No	Thu 3/6/14	Wed 7/23/14	SSS Business Analyst
2953	Wed 4/30/14	32 hrs	Burnette Hanley[50%]	No	Thu 3/6/14	Wed 4/30/14	SSS Business Analyst
2954	Mon 7/28/14	6.4 hrs	Candy Tyre[50%],Rob	No	Mon 7/28/14	Mon 7/28/14	SSS manager,SSS Config manager
2955	Tue 7/29/14	2 hrs	Allison Stachnik	No	Mon 7/28/14	Tue 7/29/14	Project Manager
2956	Fri 7/25/14	2,849.6 hrs		No	Mon 4/7/14	Fri 7/25/14	
2957	Wed 4/9/14	160.8 hrs	Frank Gruenewald,Lis	No	Mon 4/7/14	Wed 4/9/14	IDM Project Team,Project manager - VM,IT Inspection For
2958	Fri 6/13/14	0 hrs	Frank Gruenewald,Lis	No	Mon 6/9/14	Fri 6/13/14	IDM Project Team,Project manager - VM,IT Inspection For
2959	Fri 6/13/14	126 hrs	Frank Gruenewald,Lis	No	Mon 6/9/14	Fri 6/13/14	IDM Project Team,Project manager - VM,IT Inspection For
2960	Fri 7/11/14	2,348.4 hrs		No	Tue 7/8/14	Fri 7/11/14	
2972	Fri 7/11/14	214.4 hrs	Frank Gruenewald,Lis	No	Tue 7/8/14	Fri 7/11/14	IDM Project Team,Project manager - VM,IT Inspection For
2973	Fri 7/25/14	0 hrs		Yes	Fri 7/25/14	Fri 7/25/14	
2974	Wed 7/30/14	1,863.6 hrs		No	Mon 3/10/14	Wed 7/30/14	
2975	Thu 6/5/14	48 hrs	Cherilynn Rivers,Daymon	No	Mon 6/2/14	Thu 6/5/14	Accenture
2976	Fri 4/18/14	20 hrs	Ed Gendusa[25%],MC	No	Mon 3/10/14	Fri 4/18/14	Accenture,MQA
2977	Wed 7/30/14	942 hrs	Cherilynn Rivers[25%]	No	Tue 4/1/14	Wed 7/30/14	Accenture
2978	Mon 6/9/14	2 hrs	Stuart Williams[25%]	No	Mon 6/9/14	Mon 6/9/14	Accenture
2979	Mon 7/28/14	851.6 hrs	Cherilynn Rivers[25%]	No	Tue 4/1/14	Mon 7/28/14	Accenture
2980	Fri 5/30/14	0 hrs	MQA,Daymon Jenser	Yes	Fri 5/30/14	Fri 5/30/14	MQA,Accenture
2981	Fri 8/1/14	0 hrs		Yes	Fri 8/1/14	Fri 8/1/14	
2982	Mon 7/28/14	32 hrs		No	Mon 6/9/14	Mon 7/28/14	
2983	Mon 7/28/14	0 hrs		No	Mon 6/9/14	Mon 7/28/14	
2984	Mon 7/28/14	0 hrs	Dennis Caldwell[10%]	No	Mon 7/28/14	Mon 7/28/14	IT DBA
2985	Fri 7/18/14	0 hrs	Cherilynn Rivers	No	Fri 7/18/14	Fri 7/18/14	Accenture
2986	Fri 6/13/14	0 hrs	Tony Cappelli	No	Mon 6/9/14	Fri 6/13/14	Project Manager
2987	Mon 6/30/14	0 hrs	Dennis Caldwell[10%]	No	Fri 6/27/14	Mon 6/30/14	IT DBA,Business Analyst
2988	Mon 7/28/14	32 hrs		No	Fri 7/18/14	Mon 7/28/14	
2989	Fri 7/18/14	0 hrs	Burnette Hanley	No	Fri 7/18/14	Fri 7/18/14	SSS Business Analyst
2990	Tue 7/22/14	0 hrs	Dennis Caldwell[10%]	No	Mon 7/21/14	Tue 7/22/14	IT DBA
2991	Tue 7/22/14	16 hrs	Tony Cappelli	No	Mon 7/21/14	Tue 7/22/14	Project Manager
2992	Mon 7/28/14	0 hrs	Burnette Hanley	No	Fri 7/25/14	Mon 7/28/14	SSS Business Analyst
2993	Mon 7/28/14	16 hrs	Burnette Hanley	No	Fri 7/25/14	Mon 7/28/14	SSS Business Analyst
2994	Mon 7/28/14	0 hrs		Yes	Mon 7/28/14	Mon 7/28/14	

ID	Finish	Work	Resource Names	Milestd	Actual Start	Actual Finish	Resource Group
2995	Tue 12/2/14	19,334.8 hrs		No	Wed 6/5/13	NA	
2996	Mon 6/30/14	2,262 hrs		No	Fri 4/4/14	Mon 6/30/14	
2997	Thu 5/15/14	780 hrs	Cherilynn Rivers[50%	No	Fri 4/4/14	Thu 5/15/14	Accenture
2998	Mon 6/30/14	1,482 hrs	Cherilynn Rivers[50%	No	Thu 4/10/14	Mon 6/30/14	Accenture
2999	Fri 7/11/14	28 hrs		No	Tue 7/1/14	Mon 7/21/14	
3000	Mon 7/21/14	28 hrs	James Hixson[25%]	No	Tue 7/1/14	Mon 7/21/14	
3001	Mon 7/28/14	5,800 hrs	Daymon Jensen[25%]	No	Wed 6/5/13	Mon 7/28/14	Accenture,MQA
3002	Tue 10/7/14	1,400 hrs		No	Tue 7/29/14	NA	
3003	Mon 8/25/14	560 hrs	Cherilynn Rivers[80%	No	Tue 7/29/14	NA	Accenture,MQA
3004	Tue 9/16/14	420 hrs	Cherilynn Rivers[80%	No	Tue 8/26/14	NA	Accenture,MQA
3005	Tue 10/7/14	420 hrs	Cherilynn Rivers[80%	No	NA	NA	Accenture,MQA
3006	Thu 10/9/14	697.2 hrs		No	Tue 7/29/14	NA	
3007	Tue 9/9/14	336 hrs	James Hixson[60%],Ei	No	Tue 7/29/14	NA	Accenture,MQA
3008	Thu 9/25/14	193.2 hrs	James Hixson[60%],Ei	No	Wed 9/10/14	NA	Accenture,MQA
3009	Thu 10/9/14	168 hrs	James Hixson[60%],Ei	No	NA	NA	Accenture,MQA
3010	Mon 10/13/14	432 hrs	Cherilynn Rivers[20%	No	Tue 7/29/14	NA	Accenture,MQA
3011	Tue 8/26/14	16 hrs	Ed Gendusa,MQA	No	Tue 8/26/14	NA	Accenture,MQA
3012	Fri 10/10/14	19.6 hrs	Cherilynn Rivers[15%	No	NA	NA	Accenture,MQA
3013	Fri 11/7/14	357.2 hrs		No	Wed 9/3/14	NA	
3014	Wed 9/3/14	4 hrs	Cherilynn Rivers[50%	No	Wed 9/3/14	Wed 9/3/14	Accenture
3015	Thu 10/23/14	280.8 hrs	Cherilynn Rivers[80%	No	Fri 10/10/14	NA	Accenture
3016	Thu 10/30/14	40 hrs	MQA	No	NA	NA	MQA
3017	Tue 11/4/14	8.4 hrs	Cherilynn Rivers[25%	No	NA	NA	Accenture
3018	Fri 11/7/14	24 hrs	MQA	No	NA	NA	MQA
3019	<i>Fri 11/7/14</i>	<i>0 hrs</i>	<i>Daymon Jensen,MQA</i>	<i>Yes</i>	<i>NA</i>	<i>NA</i>	<i>Accenture,MQA</i>
3020	Tue 12/2/14	2,440 hrs		No	Tue 7/29/14	NA	
3021	Tue 12/2/14	640 hrs	William Su[92%]	No	Tue 7/29/14	NA	Business Analyst
3022	Mon 11/24/14	520 hrs	Jon Soukup[80%]	No	Tue 7/29/14	NA	Business Analyst
3023	Tue 12/2/14	640 hrs	Alan Lee	No	Tue 7/29/14	NA	Iron Data Development
3024	Wed 11/19/14	640 hrs	John Soya	No	Tue 7/29/14	NA	Iron Data Development
3025	Tue 12/2/14	0 hrs		Yes	NA	NA	
3026	Tue 12/2/14	0 hrs	Allison Stachnik	Yes	NA	NA	Project Manager
3027	Fri 10/24/14	2,760 hrs	Candy Tyre[50%],Dav	No	Tue 7/29/14	NA	SSS manager,SSS config member,SSS Business Analyst,SSS
3028	Fri 10/24/14	2,271.4 hrs	Cymeia Hill,David Ost	No	Tue 7/29/14	NA	IT operations,IT Inspection Forms,IT DBA

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
3029	Mon 6/9/14	6 hrs		No	Mon 6/9/14	Mon 6/9/14	
3030	Mon 6/9/14	4 hrs	Burnette Hanley	[50% No	Mon 6/9/14	Mon 6/9/14	SSS Business Analyst
3031	Mon 6/9/14	2 hrs	Zatorrius Furniss	[30% No	Mon 6/9/14	Mon 6/9/14	SSS config member
3032	Wed 9/10/14	845.4 hrs		No	Thu 7/24/14	NA	
3033	Thu 7/31/14	136.8 hrs	Frank Gruenewald, Lis	No	Thu 7/24/14	Thu 7/31/14	IDM Project Team, Project manager - VM, IT Inspection For
3034	Thu 7/31/14	152 hrs	Frank Gruenewald, Lis	No	Thu 7/24/14	Thu 7/31/14	IDM Project Team, Project manager - VM, IT Inspection For
3035	Thu 7/31/14	152 hrs	Frank Gruenewald, Lis	No	Thu 7/24/14	Thu 7/31/14	IDM Project Team, Project manager - VM, IT Inspection For
3036	Wed 9/10/14	336.6 hrs		No	Tue 7/29/14	Wed 9/10/14	
3048	Wed 7/30/14	68 hrs	Frank Gruenewald, Lis	No	Thu 7/24/14	Wed 7/30/14	IDM Project Team, Project manager - VM, IT Inspection For
3049	Wed 7/30/14	0 hrs		Yes	NA	NA	
3050	Fri 10/24/14	0 hrs		Yes	NA	NA	
3051	Mon 10/13/14	0 hrs		Yes	NA	NA	
3052	Fri 9/5/14	56 hrs		No	NA	NA	
3053	Wed 8/27/14	8 hrs	Vacant	No	NA	NA	IT manager
3054	Thu 9/4/14	40 hrs	DOH	No	NA	NA	
3055	Fri 9/5/14	8 hrs	DOH	No	NA	NA	
3056	Thu 11/6/14	170.4 hrs		No	Fri 9/26/14	NA	
3057	Fri 9/26/14	8 hrs	David Osteen	No	Fri 9/26/14	Fri 9/26/14	IT Inspection Forms
3058	Wed 10/22/14	80 hrs	Vacant	No	Thu 10/9/14	NA	IT manager
3059	Wed 10/29/14	40 hrs	Vacant	No	NA	NA	IT manager
3060	Wed 11/5/14	40 hrs	Vacant	No	NA	NA	IT manager
3061	Thu 11/6/14	2.4 hrs	Vacant[30%]	No	NA	NA	IT manager
3062	Fri 9/19/14	586.4 hrs		No	Thu 8/7/14	NA	
3063	Wed 8/13/14	60 hrs	Ed Gendusa[50%], MC	No	Thu 8/7/14	Wed 8/13/14	Accenture, MQA
3064	Tue 8/26/14	108 hrs	Ed Gendusa[50%], MC	No	Thu 8/14/14	Tue 8/26/14	Accenture, MQA
3065	Wed 9/17/14	150 hrs	Ed Gendusa[25%], MC	No	NA	NA	Accenture, MQA
3066	Wed 9/17/14	150 hrs	Ed Gendusa[25%], MC	No	NA	NA	Accenture, MQA
3067	Fri 9/19/14	118.4 hrs		No	Thu 9/4/14	NA	
3068	Thu 9/4/14	4 hrs	Ed Gendusa[50%]	No	Thu 9/4/14	Thu 9/4/14	Accenture
3069	Tue 9/30/14	36 hrs	Ed Gendusa[50%]	No	NA	NA	Accenture
3070	Tue 10/7/14	40 hrs	MQA	No	NA	NA	MQA
3071	Fri 10/10/14	14.4 hrs	Daymon Jensen[10%], Ed	No	NA	NA	Accenture
3072	Wed 10/15/14	24 hrs	MQA	No	NA	NA	MQA
3073	Thu 10/16/14	0 hrs	Daymon Jensen, MQA	Yes	NA	NA	Accenture, MQA

ID	Finish	Work	Resource Names	Milestc	Actual Start	Actual Finish	Resource Group
3074	Wed 10/15/14	0 hrs	Dennis Caldwell	Yes	NA	NA	IT DBA
3075	Mon 11/10/14	5 hrs		No	NA	NA	
3076	Mon 11/10/14	3 hrs		No	NA	NA	
3077	Fri 10/31/14	1 hr	Allison Stachnik[13%]	No	NA	NA	Project Manager
3078	Wed 11/5/14	1 hr	Allison Stachnik[13%]	No	NA	NA	Project Manager
3079	Mon 11/10/14	1 hr	Allison Stachnik[13%]	No	NA	NA	Project Manager
3080	Fri 11/7/14	2 hrs		No	NA	NA	
3081	Wed 10/22/14	1 hr	Allison Stachnik[13%]	No	NA	NA	Project Manager
3082	Fri 11/7/14	1 hr	Allison Stachnik[13%]	No	NA	NA	Project Manager
3083	Mon 11/10/14	0 hrs	Allison Stachnik	Yes	NA	NA	Project Manager
3084	Wed 10/14/15	6,884.28 hrs		No	Wed 6/5/13	NA	
3085	Tue 12/2/14	1,764 hrs		No	Wed 6/5/13	NA	
3086	Tue 12/2/14	120 hrs		No	Mon 8/4/14	NA	
3087	Thu 9/25/14	24 hrs	William Su,Jon Souku	No	Mon 8/4/14	NA	Business Analyst
3088	Tue 10/28/14	40 hrs	William Su,Jon Souku	No	NA	NA	Business Analyst
3089	Tue 10/28/14	40 hrs	William Su,Jon Souku	No	Thu 9/25/14	NA	Business Analyst
3090	Tue 12/2/14	16 hrs	William Su,Jon Souku	No	NA	NA	Business Analyst
3091	Tue 10/28/14	0 hrs	William Su,Jon Souku	Yes	NA	NA	Business Analyst
3092	Tue 12/2/14	0 hrs	William Su,Jon Souku	Yes	NA	NA	Business Analyst
3093	Tue 12/2/14	0 hrs	Allison Stachnik,Tony	Yes	NA	NA	Project Manager,SSS manager,Project manager - VM
3094	Fri 10/31/14	120 hrs	Candy Tyre	No	NA	NA	SSS manager
3095	Fri 10/31/14	0 hrs	Candy Tyre	Yes	NA	NA	SSS manager
3096	Tue 10/7/14	604 hrs		No	Tue 7/29/14	NA	
3097	Tue 8/12/14	24 hrs	Jon Soukup[30%]	No	Tue 7/29/14	Tue 8/12/14	Business Analyst
3098	Tue 9/16/14	40 hrs	Jon Soukup	No	Wed 8/13/14	NA	Business Analyst
3099	Tue 9/23/14	340 hrs	Cymeia Hill,David Boglarsky,Don	No	Tue 9/16/14	NA	IT operations,SSS config member,IT DBA,SSS Config manager,SSS manager
3100	Thu 8/28/14	40 hrs	Jon Soukup[23%]	No	Tue 7/29/14	NA	Business Analyst
3101	Tue 9/30/14	16 hrs	Jon Soukup[9%]	No	Fri 8/29/14	Tue 9/30/14	Business Analyst
3102	Tue 10/7/14	144 hrs	Cymeia Hill,David Boglarsky,Don	No	Wed 10/1/14	Tue 10/7/14	IT operations,SSS config member,IT DBA,SSS Config manager
3103	Tue 9/16/14	0 hrs		Yes	NA	NA	
3104	Tue 9/30/14	0 hrs		Yes	Tue 9/30/14	Tue 9/30/14	

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
3105	Tue 9/30/14	0 hrs	Tony Cappelli,Allison	Yes	NA	NA	Project Manager,SSS manager,Project manager - VM
3106	Tue 10/7/14	0 hrs	Allison Stachnik	Yes	NA	NA	Project Manager
3107	Tue 9/30/14	920 hrs		No	Wed 6/5/13	NA	
3108	Tue 6/11/13	40 hrs	Chris Ferguson	No	Wed 6/5/13	Tue 6/11/13	IDM Project Team
3109	Tue 9/30/14	880 hrs	Frank Gruenewald,Lis	No	Fri 8/29/14	NA	IDM Project Team
3110	Wed 10/14/15	1,314.95 hrs		No	Wed 6/5/13	NA	
3111	Thu 3/6/14	8 hrs	Lola Pouncey	No	Thu 3/6/14	Thu 3/6/14	ESC
3112	Wed 6/5/13	18 hrs	Lola Pouncey,Allison	No	Wed 6/5/13	Wed 6/5/13	ESC,Project Manager,SSS manager,SSS Config manager
3113	Thu 6/6/13	18 hrs	Lola Pouncey,Allison	No	Thu 6/6/13	Thu 6/6/13	ESC,Project Manager,SSS manager,SSS Config manager
3114	Fri 6/7/13	2 hrs	Lola Pouncey	No	Fri 6/7/13	Fri 6/7/13	ESC
3115	Wed 7/30/14	2 hrs	Lola Pouncey,Allison	No	Mon 6/10/13	Wed 7/30/14	ESC,Project Manager
3116	Wed 7/30/14	19.4 hrs	Joe Wright,Vacant[10	No	Wed 7/30/14	Wed 7/30/14	ESC
3117	Wed 7/30/14	0 hrs		Yes	NA	NA	
3118	Thu 11/6/14	1,173.3 hrs		No	Wed 6/5/13	NA	
3119	Wed 4/16/14	10.5 hrs		No	Wed 4/2/14	Wed 4/16/14	
3123	Thu 4/17/14	110.5 hrs		No	Wed 4/2/14	Thu 4/17/14	
3128	Fri 8/15/14	376 hrs		No	Wed 4/2/14	NA	
3135	Thu 4/24/14	78 hrs		No	Wed 6/5/13	NA	
3143	Wed 6/18/14	320.5 hrs		No	Wed 4/2/14	Wed 6/18/14	
3151	Wed 4/23/14	22 hrs		No	Wed 4/16/14	Wed 4/23/14	
3156	Mon 9/8/14	24 hrs	Candy Tyre[50%],Vac	No	Thu 7/31/14	NA	SSS manager,IT manager,MQA - Web Team
3157	Fri 5/9/14	40 hrs		No	Thu 4/17/14	Fri 5/9/14	
3165	Thu 5/15/14	78 hrs		No	Wed 4/16/14	Thu 5/15/14	
3170	Mon 5/5/14	30.8 hrs		No	Tue 4/15/14	Mon 5/5/14	
3175	Fri 10/17/14	20 hrs	Candy Tyre,Robert St	No	Thu 10/16/14	Fri 10/17/14	SSS manager,SSS Config manager,MQA SPS
3176	Fri 4/4/14	32 hrs		No	Wed 4/2/14	Fri 4/4/14	
3182	Mon 10/27/14	8 hrs	Peggy Taff	No	Mon 10/27/14	NA	MQA SPS
3183	Mon 8/4/14	11 hrs	Candy Tyre,Vacant	No	Wed 6/5/13	NA	SSS manager,IT manager
3184	Mon 8/4/14	2 hrs	Allison Stachnik,Burn	No	Thu 7/31/14	NA	Project Manager,SSS Business Analyst
3185	Thu 11/6/14	10 hrs	Allison Stachnik,Cand	No	NA	NA	Project Manager,SSS manager
3186	Wed 10/14/15	74.25 hrs		No	Wed 4/9/14	NA	
3187	Wed 4/9/14	2.25 hrs	Allison Stachnik,Lola	No	Wed 4/9/14	Wed 4/9/14	Project Manager,ESC
3188	Wed 5/14/14	4 hrs	Allison Stachnik,Lola	No	Wed 5/14/14	Wed 5/14/14	Project Manager,ESC
3189	Wed 6/11/14	4 hrs	Allison Stachnik,Lola	No	Wed 6/11/14	Wed 6/11/14	Project Manager,ESC
3190	Wed 7/9/14	4 hrs	Allison Stachnik,Lola	No	Wed 7/9/14	Wed 7/9/14	Project Manager,ESC

ID	Finish	Work	Resource Names	Milestc	Actual Start	Actual Finish	Resource Group
3191	Wed 8/13/14	4 hrs	Allison Stachnik,Lola	No	Wed 8/13/14	Wed 8/13/14	Project Manager,ESC
3192	Wed 9/10/14	4 hrs	Allison Stachnik,Lola	No	Wed 9/10/14	Wed 9/10/14	Project Manager,ESC
3193	Wed 10/8/14	4 hrs	Allison Stachnik,Lola	No	Wed 10/8/14	Wed 10/8/14	Project Manager,ESC
3194	Wed 11/12/14	4 hrs	Allison Stachnik,Lola	No	NA	NA	Project Manager,ESC
3195	Wed 12/10/14	4 hrs	Allison Stachnik,Lola	No	NA	NA	Project Manager,ESC
3196	Wed 1/14/15	4 hrs	Allison Stachnik,Lola	No	NA	NA	Project Manager,ESC
3197	Wed 2/11/15	4 hrs	Allison Stachnik,Lola	No	NA	NA	Project Manager,ESC
3198	Wed 3/11/15	4 hrs	Allison Stachnik,Lola	No	NA	NA	Project Manager,ESC
3199	Wed 4/8/15	4 hrs	Allison Stachnik,Lola	No	NA	NA	Project Manager,ESC
3200	Wed 5/13/15	4 hrs	Allison Stachnik,Lola	No	NA	NA	Project Manager,ESC
3201	Wed 6/10/15	4 hrs	Allison Stachnik,Lola	No	NA	NA	Project Manager,ESC
3202	Wed 7/8/15	4 hrs	Allison Stachnik,Lola	No	NA	NA	Project Manager,ESC
3203	Wed 8/12/15	4 hrs	Allison Stachnik,Lola	No	NA	NA	Project Manager,ESC
3204	Wed 9/9/15	4 hrs	Allison Stachnik,Lola	No	NA	NA	Project Manager,ESC
3205	Wed 10/14/15	4 hrs	Allison Stachnik,Lola	No	NA	NA	Project Manager,ESC
3206	Thu 1/15/15	201.6 hrs	Allison Stachnik[12%],Lola	No	NA	NA	Project Manager,ESC
3207	Fri 12/19/14	88 hrs		No	NA	NA	
3208	Thu 10/2/14	8 hrs	Lola Pouncey	No	NA	NA	ESC
3209	Fri 10/3/14	8 hrs	SPS	No	NA	NA	
3210	Mon 10/6/14	8 hrs	SPS	No	NA	NA	
3211	Tue 10/7/14	8 hrs	Lola Pouncey	No	NA	NA	ESC
3212	Wed 10/8/14	48 hrs	Lola Pouncey,Allison	No	NA	NA	ESC,Project Manager,SSS manager,IDM Project Team
3213	Thu 10/9/14	8 hrs	Lola Pouncey	No	NA	NA	ESC
3214	Thu 10/30/14	0 hrs		No	NA	NA	
3215	Fri 10/31/14	0 hrs		No	NA	NA	
3216	Mon 11/3/14	0 hrs		No	NA	NA	
3217	Tue 11/18/14	0 hrs		No	NA	NA	
3218	Thu 12/18/14	0 hrs		No	NA	NA	
3219	Fri 12/19/14	0 hrs		No	NA	NA	
3220	Wed 9/9/15	2,527.53 hrs		No	Wed 6/5/13	NA	
3221	Mon 6/23/14	428.8 hrs		No	Wed 6/5/13	Mon 6/23/14	
3222	Mon 5/26/14	246 hrs	Ed Gendusa[50%]	No	Wed 6/5/13	Mon 5/26/14	Accenture
3223	Mon 6/2/14	4 hrs	Ed Gendusa[50%]	No	Mon 6/2/14	Mon 6/2/14	Accenture
3224	Mon 6/16/14	48 hrs	Ed Gendusa[50%],Da	No	Tue 6/3/14	Mon 6/16/14	Accenture

ID	Finish	Work	Resource Names	Milestc	Actual Start	Actual Finish	Resource Group
3225	Mon 6/16/14	0 hrs	Allison Stachnik, Vacc	Yes	Mon 6/16/14	Mon 6/16/14	Project Manager, IT manager, SSS manager, IT DBA, ESC
3226	Mon 6/23/14	84 hrs	Allison Stachnik, Vaca	No	Tue 6/17/14	Mon 6/23/14	Project Manager, IT manager, SSS manager, IT DBA, ESC
3227	Thu 6/19/14	8.4 hrs	Ed Gendusa[50%], Da	No	Tue 6/17/14	Thu 6/19/14	Accenture
3228	Thu 6/19/14	0 hrs	Allison Stachnik, Vacc	Yes	Thu 6/19/14	Thu 6/19/14	Project Manager, IT manager, SSS manager, IT DBA, ESC
3229	Mon 6/23/14	38.4 hrs	Allison Stachnik, Vaca	No	Fri 6/20/14	Mon 6/23/14	Project Manager, IT manager, SSS manager, IT DBA, ESC
3230	Thu 6/19/14	0 hrs	Daymon Jensen, MQA	Yes	Thu 6/19/14	Thu 6/19/14	Accenture, MQA
3231	Tue 6/24/14	109.4 hrs		No	Mon 6/2/14	Tue 6/24/14	
3232	Mon 6/2/14	1 hr	Stuart Williams[50%]	No	Mon 6/2/14	Mon 6/2/14	Accenture
3233	Tue 6/3/14	4 hrs	Stuart Williams[50%]	No	Tue 6/3/14	Tue 6/3/14	Accenture
3234	Tue 6/17/14	48 hrs	Stuart Williams[50%]	No	Wed 6/4/14	Tue 6/17/14	Accenture
3235	Tue 6/17/14	0 hrs	Allison Stachnik, Canc	Yes	Tue 6/17/14	Tue 6/17/14	Project Manager, SSS manager, SSS config member
3236	Tue 6/24/14	27.6 hrs	Allison Stachnik, Cand	No	Wed 6/18/14	Tue 6/24/14	Project Manager, SSS manager, SSS config member
3237	Fri 6/20/14	8.4 hrs	Daymon Jensen[10%]	No	Wed 6/18/14	Fri 6/20/14	Accenture
3238	Fri 6/20/14	0 hrs	Allison Stachnik, Canc	Yes	Fri 6/20/14	Fri 6/20/14	Project Manager, SSS manager, SSS config member
3239	Tue 6/24/14	20.4 hrs	Allison Stachnik, Cand	No	Mon 6/23/14	Tue 6/24/14	Project Manager, SSS manager, SSS config member
3240	Fri 6/20/14	0 hrs	Daymon Jensen, MQA	Yes	Fri 6/20/14	Fri 6/20/14	Accenture, MQA
3241	Wed 10/22/14	25.33 hrs		No	NA	NA	
3242	Wed 10/22/14	13.33 hrs		No	NA	NA	
3247	Wed 10/22/14	12 hrs		No	NA	NA	
3253	Fri 9/19/14	750.4 hrs		No	Tue 7/1/14	NA	
3254	Tue 7/1/14	0 hrs	Stuart Williams[90%]	Yes	Tue 7/1/14	Tue 7/1/14	Accenture
3255	Fri 8/22/14	608 hrs	Daymon Jensen[60%], Stuart	No	Tue 7/1/14	Fri 8/22/14	Accenture, MQA
3256	Fri 9/5/14	32 hrs	MQA	No	Tue 9/2/14	Fri 9/5/14	MQA
3257	Thu 9/11/14	26.4 hrs	Daymon Jensen[20%]	No	NA	NA	Accenture
3258	Tue 9/16/14	24 hrs	MQA	No	NA	NA	MQA
3259	Wed 9/17/14	16 hrs	Daymon Jensen, MQA	No	NA	NA	Accenture, MQA
3260	Tue 8/12/14	44 hrs	Daymon Jensen[10%]	No	NA	NA	Accenture
3261	Mon 11/3/14	565.6 hrs		No	Mon 8/11/14	NA	
3262	Fri 8/29/14	102 hrs	Daymon Jensen[25%]	No	Mon 8/11/14	NA	Accenture, MQA
3263	Thu 9/11/14	276 hrs	Stuart Williams[50%]	No	Mon 8/11/14	NA	Accenture, MQA
3264	Tue 10/7/14	99.6 hrs	Daymon Jensen[50%]	No	NA	NA	Accenture, MQA
3265	Tue 10/7/14	16 hrs	Daymon Jensen, MQA	No	NA	NA	Accenture, MQA
3266	Wed 11/5/14	72 hrs	Cherilynn Rivers, Chri	No	NA	NA	Accenture, MQA

ID	Finish	Work	Resource Names	Milest	Actual Start	Actual Finish	Resource Group
3267	Wed 9/9/15	584 hrs		No	Tue 8/12/14	NA	
3268	Wed 9/9/15	24 hrs	Tony Cappelli	No	Tue 8/12/14	Wed 9/9/15	Project Manager
3269	Wed 11/19/14	80 hrs	Jon Soukup	No	NA	NA	Business Analyst
3270	Fri 12/19/14	160 hrs	William Su,Brendan R	No	NA	NA	Business Analyst
3271	Mon 12/15/14	320 hrs	Alan Lee,Technical Le	No	NA	NA	Iron Data Development
3272	Wed 9/17/14	0 hrs	Allison Stachnik,Canc	Yes	NA	NA	Project Manager,SSS manager,Project manager - VM,IT
3273	Wed 11/5/14	0 hrs	Allison Stachnik	Yes	NA	NA	Project Manager
3274	Fri 10/10/14	8 hrs	Vacant	No	Thu 10/9/14	NA	IT manager
3275	Mon 11/17/14	48 hrs		No	NA	NA	
3276	Fri 11/7/14	8 hrs	Vacant	No	NA	NA	IT manager
3277	Mon 11/10/14	8 hrs	Vacant	No	NA	NA	IT manager
3278	Wed 11/12/14	8 hrs	Vacant	No	NA	NA	IT manager
3279	Thu 11/13/14	8 hrs	Vacant	No	NA	NA	IT manager
3280	Fri 11/14/14	8 hrs	Vacant	No	NA	NA	IT manager
3281	Mon 11/17/14	8 hrs	Vacant	No	NA	NA	IT manager
3282	Tue 11/18/14	8 hrs	DOH	No	NA	NA	
3283	Tue 10/6/15	16 hrs		No	NA	NA	
3284	Mon 10/5/15	12 hrs	Allison Stachnik,Cand	No	NA	NA	Project Manager,SSS manager
3285	Tue 10/6/15	4 hrs	Burnette Hanley[50%	No	NA	NA	SSS Business Analyst
3286	Tue 11/4/14	961.2 hrs		No	NA	NA	
3287	Fri 12/5/14	782.8 hrs	Cherilynn Rivers[80%	No	NA	NA	Accenture,MQA
3288	Tue 9/23/14	10.4 hrs	Daymon Jensen[50%	No	NA	NA	Accenture
3289	Mon 10/13/14	72.8 hrs	Daymon Jensen[50%	No	NA	NA	Accenture
3290	Thu 11/13/14	40 hrs	MQA	No	NA	NA	MQA
3291	Tue 11/18/14	31.2 hrs	Daymon Jensen[50%	No	NA	NA	Accenture
3292	Fri 11/21/14	24 hrs	MQA	No	NA	NA	MQA
3293	Wed 10/29/14	0 hrs	Daymon Jensen,MQA	Yes	NA	NA	Accenture,MQA
3294	Tue 11/18/14	11 hrs		No	NA	NA	
3295	Thu 11/6/14	3 hrs		No	NA	NA	
3296	Tue 9/2/14	1 hr	Allison Stachnik[13%	No	NA	NA	Project Manager
3297	Fri 9/12/14	1 hr	Allison Stachnik[13%	No	NA	NA	Project Manager
3298	Thu 11/6/14	1 hr	Allison Stachnik[13%	No	NA	NA	Project Manager
3299	Tue 11/18/14	8 hrs		No	NA	NA	
3300	Tue 11/18/14	8 hrs	Joe Wright	No	NA	NA	ESC
3301	Wed 6/5/13	0 hrs		No	NA	NA	

ID	Finish	Work	Resource Names	Milesto	Actual Start	Actual Finish	Resource Group
3302	Thu 11/20/14	0 hrs		Yes	NA	NA	
3303	Wed 9/16/15	359.6 hrs		No	NA	NA	
3304	Wed 11/12/14	103.6 hrs		No	NA	NA	
3305	Thu 11/6/14	27.2 hrs	Allison Stachnik,Vaca	No	NA	NA	Project Manager,IT manager,SSS manager,Project manag
3306	Fri 11/7/14	58.8 hrs	Allison Stachnik,Vaca	No	NA	NA	Project Manager,IT manager,SSS manager,IT operations,P
3307	Mon 11/10/14	13.6 hrs	Allison Stachnik,Joe V	No	NA	NA	Project Manager,ESC
3308	Wed 11/12/14	4 hrs	Burnette Hanley[50%	No	NA	NA	SSS Business Analyst
3309	Wed 9/16/15	80 hrs	Allison Stachnik,Vaca	No	NA	NA	Project Manager,IT manager,ESC,SSS manager
3310	Fri 12/19/14	176 hrs	Vacant[30%],Candy T	No	NA	NA	IT manager,SSS manager,SSS Config manager

Appendix B



Southwood Shared Resource Center
 2585 Shumard Oaks Blvd.
 Tallahassee, FL 32399-0950

Estimate Document

Customer Name: MQA
Agency ID: DOH
Customer Project Name: NAS & sunvm43 storage expansion for Oracle util file

Date: 6/26/2014
Prepared by: K. Convery
Phone Number:
Fax Number: na
E-Mail: kevin.convery@ssrc.myflorida.com

Contact Name: Dennis Caldwell
Contact Number:
Contact Email:

For SSRC Use Only

Service Start Date:
 Approved By:
 Date:

Service Level Agreement Information

Agreement Title: Storage and Backup SLA

This Estimate Document is placed in accordance with the agreement specified above ('Agreement Title').

Customer - Account	Description	FY Quantity	FY Costs	Monthly Cost
	Windows Application			
	<i>Transitional Services Professional Services</i>	0	\$ -	
	<i>Hosted Messaging (Short Term)</i>	0	\$ -	\$ -
	<i>Citrix</i>	0	\$ -	\$ -
	<i>EV Cloud</i>	0	\$ -	\$ -
	<i>SSRC E-Mail</i>	0	\$ -	\$ -
	<i>Win App Pass-thru Costs (non-recurring)</i>		\$ -	
	<i>Win App Pass-thru Costs (recurring)</i>		\$ -	
	Total		\$ -	\$ -
	SSRC Co-Lo Services			
	<i>SRC Floor Tiles</i>	0	\$ -	\$ -
	<i>Additional Electrical Circuits</i>	0	\$ -	\$ -
	<i>SRC Rack Mounts</i>	0	\$ -	\$ -
	<i>Offsite Tape Administration</i>	0	\$ -	\$ -
	<i>SRC Tape Vault</i>	0	\$ -	\$ -
	<i>Scheduling Services</i>	0	\$ -	\$ -
	Total		\$ -	\$ -
	SSRC Open Systems Platform			
	<i>UNIX Managed Server - Standard</i>	0	\$ -	\$ -
	<i>UNIX Managed Server - Premium</i>	0	\$ -	\$ -
	<i>UNIX Capacity Unit</i>	0	\$ -	\$ -
	<i>Oracle Managed Database</i>	0	\$ -	\$ -
	<i>Managed SQL Instance</i>	0	\$ -	\$ -
	<i>Open Systems Net Based Services</i>	0	\$ -	\$ -
	<i>EDI Translation</i>	0	\$ -	\$ -
	<i>Open & DB Pass Thru Software (non-recurring)</i>		\$ -	
	<i>Open & DB Pass Thru Software (recurring)</i>		\$ -	
	<i>DR Pass Thru Costs (non-recurring)</i>		\$ -	
	<i>DR Pass Thru Costs (recurring)</i>		\$ -	
	<i>Open Systems Professional Services</i>	12	\$ 768.00	
	Total		\$ 768.00	\$ 64.00
	SSRC Storage Platform			
	<i>Storage - Unmirrored RAID</i>	73000	\$ 663.21	\$ 55.27
	<i>Storage - Mirrored</i>	0	\$ -	\$ -
	<i>Storage - RAID Internal</i>	0	\$ -	\$ -
	<i>Backup</i>	51100	\$ 1,396.00	\$ 116.33
	Total		\$ 2,059.21	\$ 171.60
	SSRC Windows Platform			
	<i>Windows Managed Server - Premium</i>	0	\$ -	\$ -
	<i>Windows Capacity Unit</i>	0	\$ -	\$ -
	<i>Windows Professional Services</i>	0	\$ -	

	Total		\$	-	\$	-
	SSRC Mainframe Platform					
	IBM Mainframe - z/OS	0.0%	\$	-	\$	-
	IBM Mainframe - CICS	0.0%	\$	-	\$	-
	IBM Mainframe - DB2	0.0%	\$	-	\$	-
	Mainframe Storage - Unmirrored Tier 1	0	\$	-	\$	-
	Mainframe Storage - Mirrored Tier 1	0	\$	-	\$	-
	IBM Tape Cartridges	0	\$	-	\$	-
	Total		\$	-	\$	-

Total Service Costs: \$2,827.21
Yearly Recurring Costs (after year 1): \$2,059.21 \$171.60

Comments: Cost Estimate is based on FY13-14 R7 Percentage of Service Utilization

This Estimate is intended to identify annual cost of support for the DOH MQA shared 100GB NAS storage LUN & the sunvm43 storage expansion.

The implementation of services reflected in this cost estimate is contingent upon resources being available at time of final budget approval.

- add 100GB NFS based NAS storage broken out into 3 mount points - Dev, Test, Prod. For use in DOH private A , public A contexts & SecureNet3; mounted on sunvm43, VR JBoss servers, VO JBoss servers, ODA sun144-node1/2 & sun145-node1/2.

- add 100GB SAN based storage to sunvm43

- qty 12 hours PS services

work with Customer to implement new AD security access, service acct access from VR/VO servers & Oracle access from ODAs.

All of the servers would include the following

- Backup services(weekly full, daily incremental with 6 week on-line retention to include off-site copies)
- Archive services (monthly full archive backup with 3 year retention to include off-site copies)
- HA networking (up to 16 Gbps for VMfarm systems)
- OS, network, firewall, storage and backup administration
- 24x7 Operations staff monitoring services
- 24x7 hardware & software service support
- Monthly OS security patching
- Quarterly Oracle patching
- MS SQL Server service pack patching
- ITILv3 Change Management
- SSRC Firewall services
- Security monitoring and system scanning

Additional Customer requirements

- SSL Certificate purchases are the responsibility of the Customer. SSRC will provide CSR.

Additional services (not priced)

- DR services



Southwood Shared Resource Center
 2585 Shumard Oaks Blvd.
 Tallahassee, FL 32399-0950

Estimate Document

Customer Name: MQA
Agency ID: DOH
Customer Project Name: MQA License costs for service standup

Date: 11/6/2013
Prepared by: Kevin Convery
Phone Number: 850-413-8309
Fax Number: na
E-Mail: kevin.convery@ssrc.myflorida.com

Contact Name: Dennis Caldwell
Contact Number:
Contact Email: Dennis.Caldwell@flhealth.gov

For SSRC Use Only

Service Start Date:
 Approved By:
 Date:

Service Level Agreement Information

Agreement Title: Windows Managed, Open Systems Managed, SQL Server Managed, Storage & Backup

This Estimate Document is placed in accordance with the agreement specified above ('Agreement Title').

Customer - Account	Description	FY Quantity	FY Costs	Monthly Cost
	Windows Application			
	<i>Transitional Services Professional Services</i>	0	\$ -	
	<i>Hosted Messaging (Short Term)</i>	0	\$ -	\$ -
	<i>Citrix</i>	0	\$ -	\$ -
	<i>EV Cloud</i>	0	\$ -	\$ -
	<i>SSRC E-Mail</i>	0	\$ -	\$ -
	<i>Win App Pass-thru Costs (non-recurring)</i>		\$ -	
	<i>Win App Pass-thru Costs (recurring)</i>		\$ -	
	Total		\$ -	\$ -
	SSRC Co-Lo Services			
	<i>SRC Floor Tiles</i>	0	\$ -	\$ -
	<i>Additional Electrical Circuits</i>	0	\$ -	\$ -
	<i>SRC Rack Mounts</i>	0	\$ -	\$ -
	<i>Offsite Tape Administration</i>	0	\$ -	\$ -
	<i>SRC Tape Vault</i>	0	\$ -	\$ -
	<i>Scheduling Services</i>	0	\$ -	\$ -
	Total		\$ -	\$ -
	SSRC Open Systems Platform			
	<i>UNIX Managed Server - Standard</i>	0	\$ -	\$ -
	<i>UNIX Managed Server - Premium</i>	0	\$ -	\$ -
	<i>UNIX Capacity Unit</i>	0	\$ -	\$ -
	<i>Oracle Managed Database</i>	0	\$ -	\$ -
	<i>Managed SQL Instance</i>	0	\$ -	\$ -
	<i>Open Systems Net Based Services</i>	0	\$ -	\$ -
	<i>EDI Translation</i>	0	\$ -	\$ -
	<i>Open & DB Pass Thru Software (non-recurring)</i>		\$ 310,080.65	
	<i>Open & DB Pass Thru Software (recurring)</i>		\$ 12,456.11	
	<i>AWS Pass Thru Costs (non-recurring)</i>		\$ -	
	<i>AWS Pass Thru Costs (recurring)</i>		\$ -	
	<i>Open Systems Professional Services</i>	0	\$ -	
	Total		\$ 322,536.76	\$ 26,878.06
	SSRC Storage Platform			
	<i>Storage - Unmirrored RAID</i>	0	\$ -	\$ -
	<i>Storage - Mirrored</i>	0	\$ -	\$ -
	<i>Storage - RAID Internal</i>	0	\$ -	\$ -
	<i>Backup</i>	0	\$ -	\$ -
	Total		\$ -	\$ -
	SSRC Windows Platform			
	<i>Windows Managed Server - Premium</i>	0	\$ -	\$ -
	<i>Windows Capacity Unit</i>	0	\$ -	\$ -
	<i>Windows Professional Services</i>	0	\$ -	

	Total		\$	-	\$	-
	SSRC Mainframe Platform					
	IBM Mainframe - z/OS	0.0%	\$	-	\$	-
	IBM Mainframe - CICS	0.0%	\$	-	\$	-
	IBM Mainframe - DB2	0.0%	\$	-	\$	-
	Mainframe Storage - Unmirrored Tier 1	0	\$	-	\$	-
	Mainframe Storage - Mirrored Tier 1	0	\$	-	\$	-
	IBM Tape Cartridges	0	\$	-	\$	-
	Total		\$	-	\$	-

Total Service Costs: **\$322,536.76**
Yearly Recurring Costs (after year 1): **\$12,456.11** **\$1,038.01**

Comments: Cost Estimate is based on FY13-14 R3 Percentage of Service Utilization

This Estimate is intended to identify annual cost of support for the Customer (DOH MQA) Licenses required to initiate service deployment.

The implementation of services reflected in this cost estimate is contingent upon resources being available at time of final budget approval.

- Oracle licenses to be provided by SSRC with license purchase costs to be passed through to DOH- Prod, QA, Dev & DR licenses are included in this estimate

- Microsoft SQL Server Enterprise licenses to be provided by the SSRC with license purchase costs to be passed through to DOH

All of the servers would include the following

- Backup services (AWS- to local AWS EBS storage or via snap shot only; SSRC- 6 week disk-2-disk-2-tape backups with 3 yr monthly archive)
- OS, network, firewall, storage and backup administration
- Monthly OS security patching
- Quarterly Oracle patching
- MS SQL Server service pack patching
- ITILv3 Change Management

Additional Customer requirements

- DivTel WAN Bandwidth costs (Customer responsibility)

Additional services (not priced)

- DR costs are included in a separate cost estimate for comparison purposes



Southwood Shared Resource Center
 2585 Shumard Oaks Blvd.
 Tallahassee, FL 32399-0950

Estimate Document

Customer Name: MQA
Agency ID: DOH
Customer Project Name: MQA Hybrid SSRC-AWS based infrastructure with DR at AWS

Date: 10/24/2013
Prepared by: Kevin Convery
Phone Number: 850-413-8309
Fax Number: na
E-Mail: kevin.convery@ssrc.myflorida.com

Contact Name: Dennis Caldwell
Contact Number:
Contact Email: Dennis.Caldwell@flhealth.gov

For SSRC Use Only

Service Start Date:
 Approved By:
 Date:

Service Level Agreement Information

Agreement Title: Windows Managed, Open Systems Managed, SQL Server Managed

This Estimate Document is placed in accordance with the agreement specified above ('Agreement Title').

Customer - Account	Description	FY Quantity	FY Costs	Monthly Cost
	Windows Application			
	<i>Transitional Services Professional Services</i>	0	\$ -	
	<i>Hosted Messaging (Short Term)</i>	0	\$ -	\$ -
	<i>Citrix</i>	0	\$ -	\$ -
	<i>EV Cloud</i>	0	\$ -	\$ -
	<i>SSRC E-Mail</i>	0	\$ -	\$ -
	<i>Win App Pass-thru Costs (non-recurring)</i>		\$ -	
	<i>Win App Pass-thru Costs (recurring)</i>		\$ -	
	Total		\$ -	\$ -
	SSRC Co-Lo Services			
	<i>SRC Floor Tiles</i>	0	\$ -	\$ -
	<i>Additional Electrical Circuits</i>	0	\$ -	\$ -
	<i>SRC Rack Mounts</i>	0	\$ -	\$ -
	<i>Offsite Tape Administration</i>	0	\$ -	\$ -
	<i>SRC Tape Vault</i>	0	\$ -	\$ -
	<i>Scheduling Services</i>	0	\$ -	\$ -
	Total		\$ -	\$ -
	SSRC Open Systems Platform			
	<i>UNIX Managed Server - Standard</i>	0	\$ -	\$ -
	<i>UNIX Managed Server - Premium</i>	24	\$ 10,246.56	\$ 853.88
	<i>UNIX Capacity Unit</i>	0	\$ -	\$ -
	<i>Oracle Managed Database</i>	12	\$ 15,442.80	\$ 1,286.90
	<i>Managed SQL Instance</i>	12	\$ 1,969.20	\$ 164.10
	<i>Open Systems Net Based Services</i>	12	\$ 502.32	\$ 41.86
	<i>EDI Translation</i>	0	\$ -	\$ -
	<i>Open & DB Pass Thru Software (non-recurring)</i>		\$ 40,084.00	
	<i>Open & DB Pass Thru Software (recurring)</i>		\$ -	
	<i>AWS Pass Thru Costs (non-recurring)</i>		\$ -	
	<i>AWS Pass Thru Costs (recurring)</i>		\$ 33,110.00	
	<i>Open Systems Professional Services</i>	60	\$ 3,840.00	
	Total		\$ 105,194.88	\$ 8,766.24
	SSRC Storage Platform			
	<i>Storage - Unmirrored RAID</i>	0	\$ -	\$ -
	<i>Storage - Mirrored</i>	0	\$ -	\$ -
	<i>Storage - RAID Internal</i>	0	\$ -	\$ -
	<i>Backup</i>	0	\$ -	\$ -
	Total		\$ -	\$ -
	SSRC Windows Platform			
	<i>Windows Managed Server - Premium</i>	36	\$ 5,819.04	\$ 484.92
	<i>Windows Capacity Unit</i>	0	\$ -	\$ -
	<i>Windows Professional Services</i>	60	\$ 2,921.40	

	Total		\$	8,740.44	\$	728.37
	SSRC Mainframe Platform					
	IBM Mainframe - z/OS	0.0%	\$	-	\$	-
	IBM Mainframe - CICS	0.0%	\$	-	\$	-
	IBM Mainframe - DB2	0.0%	\$	-	\$	-
	Mainframe Storage - Unmirrored Tier 1	0	\$	-	\$	-
	Mainframe Storage - Mirrored Tier 1	0	\$	-	\$	-
	IBM Tape Cartridges	0	\$	-	\$	-
	Total		\$	-	\$	-

Total Service Costs: \$113,935.32
Yearly Recurring Costs (after year 1): \$73,851.32 \$6,154.28

Comments: Cost Estimate is based on FY13-14 R3 Percentage of Service Utilization

This Estimate is intended to identify annual cost of support for the Customer (DOH MQA) for an AWS based DR warm standby infrastructure configuration. As there is no counterpart to this in the Iron Data AWS service, this design and cost is all new and will require the Customer/application vendor to implement the DR application apriori rather than at time of disaster. Authority to designate this as a disaster or to request a DR test resides with DOH. DR testing must be limited to 10 days of active database user per year.

All listed Development and DR infrasturcture services will be provided through the SSRC via GSA contract to include server and database administration as traditionally provided by the SSRC, however limited by the AWS service constraints. All AWS/GSA reseller contract costs will be passed through to the Customer.

The implementation of services reflected in this cost estimate is contingent upon resources being available at time of final budget approval.

*** NOTE: AWS backups are either snapshots or performed via disk-2-disk transfers and stay resident on the same server as the active data. There is no tape based recovery options. If desired, the SSRC will work with DOH to implement a periodic DB download to SSRC storage for backup to tape. This has not been designed or costed yet, so is not included in this estimate.***

- Oracle licenses to be provided by SSRC with license purchase costs to be passed through to DOH (price is valid only until 10/31/13 after this date increase this cost by \$2K)

- SQL Server Enterprise licenses to be provided by the SSRC with license purchase costs to be passed through to DOH

DR Service (to be co-resident with Development)

Oracle Database Server

AWS RDS Oracle Enterprise BYOL - VR Database

- 1 server per yr AmazonEC2 GovCloud - Fixed Price Reserve - 1 Year Standard X-Large Linux/UNIX
- 1000 GB AmazonEBS GovCloud - Elastic Block Store GB Snapshot
- 1000 GB AmazonEBS GovCloud - Elastic Block Store per GB-month of provisioned storage Provisioned IOPS volumes
- 500 IOPS AmazonEBS GovCloud - Elastic Block Store per provisioned IOPS-month Provisioned IOPS volumes

SQL Database Server

AWS MS SQL Server Standard

- 1 server per yr AmazonEC2 GovCloud - Dedicated - 1 Year - Upfront Standard Large Microsoft SQL Server Standard Medium Utilization
- 8760 hours Standard Heavy Utilization AmazonEC2 GovCloud - Dedicated - 1 Year - Hourly Standard Large Microsoft SQL Server Standard Medium Utilization
- 100 GB AmazonEBS GovCloud - Elastic Block Store GB Snapshot
- 250 GB AmazonEBS GovCloud - Elastic Block Store per GB-month of provisioned storage Provisioned IOPS volumes
- 200 IOPS AmazonEBS GovCloud - Elastic Block Store per provisioned IOPS-month Provisioned IOPS volumes

JBOSS Application Servers (mobile and VR)

AWS EC2 VR & VO Server - RHEL JBOSS

- 1 server per yr AmazonEC2 GovCloud - Fixed Price Reserve - 1 Year Standard X-Large Linux/UNIX
- 100 GB AmazonEBS GovCloud - Elastic Block Store GB Snapshot
- 50 GB AmazonEBS GovCloud - Elastic Block Store per GB-month of provisioned storage Provisioned IOPS volumes
- 200 IOPS AmazonEBS GovCloud - Elastic Block Store per provisioned IOPS-month Provisioned IOPS volumes

AD Server (2nd AD server)

- 1 server per yr AmazonEC2 GovCloud - Fixed Price Reserve - 1 Year Standard Medium Windows
- 100 GB AmazonEBS GovCloud - Elastic Block Store GB Snapshot
- 70 GB AmazonRDS GovCloud - Provisioned DB Storage Rate Oracle Standard
- 200 IOPS AmazonEBS GovCloud - Elastic Block Store per provisioned IOPS-month Provisioned IOPS volumes

IIS Intranet/Internet Servers

AWS EC2 MS IIS Server - Windows Server 2012

1 server per yr AmazonEC2 GovCloud - Fixed Price Reserve - 1 Year Standard Medium Windows

100 GB AmazonEBS GovCloud - Elastic Block Store GB Snapshot

GB AmazonRDS GovCloud - Provisioned DB Storage Rate Oracle Standard

IOPS AmazonEBS GovCloud - Elastic Block Store per provisioned IOPS-month Provisioned IOPS volumes

Network Utilization

40 hour AWS Network Prof Serv

26280 hour AmazonVPC GovCloud - per VPN Connection-hour

10000 GB AWSDataTransfer US Standard - Transfer Out 1 GB -10 TB per Month-Transferred Out

- load balancing is included with Dev environment

- PS Hours for application installation/WebEx support have been included in this estimate

All of the servers would include the following

- Backup services (AWS- to local AWS EBS storage or via snap shot only; SSRC - 6 week disk-2-disk-2-tape backups with 3 yr monthly archive)

- OS, network, firewall, storage and backup administration

- Monthly OS security patching

- Quarterly Oracle patching

- MS SQL Server service pack patching

- ITILv3 Change Management

Additional Customer requirements

- DivTel WAN Bandwidth costs (Customer responsibility)

Additional services (not priced)

- DR costs are included in a separate cost estimate for comparison purposes

- The SSRC will work with DOH to design a periodic download and data archive backup for AWS systems



Southwood Shared Resource Center
 2585 Shumard Oaks Blvd.
 Tallahassee, FL 32399-0950

Estimate Document

Customer Name: MQA
Agency ID: DOH
Customer Project Name: MQA Dev at SSRC v4B with license costs removed

Date: 11/7/2013
Prepared by: Kevin Convery
Phone Number: 850-413-8309
Fax Number: na
E-Mail: kevin.convery@ssrc.myflorida.com

Contact Name: Dennis Caldwell
Contact Number:
Contact Email: Dennis.Caldwell@flhealth.gov

For SSRC Use Only

Service Start Date:
 Approved By:
 Date:

Service Level Agreement Information

Agreement Title: Windows Managed, Open Systems Managed, SQL Server Managed, Storage & Backup

This Estimate Document is placed in accordance with the agreement specified above ('Agreement Title').

Customer - Account	Description	FY Quantity	FY Costs	Monthly Cost
	Windows Application			
	<i>Transitional Services Professional Services</i>	40	\$ 3,025.51	
	<i>Hosted Messaging (Short Term)</i>	0	\$ -	\$ -
	<i>Citrix</i>	0	\$ -	\$ -
	<i>EV Cloud</i>	0	\$ -	\$ -
	<i>SSRC E-Mail</i>	0	\$ -	\$ -
	<i>Win App Pass-thru Costs (non-recurring)</i>		\$ -	
	<i>Win App Pass-thru Costs (recurring)</i>		\$ -	
	Total		\$ 3,025.51	\$ 252.13
	SSRC Co-Lo Services			
	<i>SRC Floor Tiles</i>	0	\$ -	\$ -
	<i>Additional Electrical Circuits</i>	0	\$ -	\$ -
	<i>SRC Rack Mounts</i>	0	\$ -	\$ -
	<i>Offsite Tape Administration</i>	0	\$ -	\$ -
	<i>SRC Tape Vault</i>	0	\$ -	\$ -
	<i>Scheduling Services</i>	0	\$ -	\$ -
	Total		\$ -	\$ -
	SSRC Open Systems Platform			
	<i>UNIX Managed Server - Standard</i>	0	\$ -	\$ -
	<i>UNIX Managed Server - Premium</i>	24	\$ 10,246.56	\$ 853.88
	<i>UNIX Capacity Unit</i>	12	\$ 3,294.96	\$ 274.58
	<i>Oracle Managed Database</i>	12	\$ 15,442.80	\$ 1,286.90
	<i>Managed SQL Instance</i>	12	\$ 1,969.20	\$ 164.10
	<i>Open Systems Net Based Services</i>	12	\$ 502.32	\$ 41.86
	<i>EDI Translation</i>	0	\$ -	\$ -
	<i>Open & DB Pass Thru Software (non-recurring)</i>		\$ -	
	<i>Open & DB Pass Thru Software (recurring)</i>		\$ -	
	<i>AWS Pass Thru Costs (non-recurring)</i>		\$ -	
	<i>AWS Pass Thru Costs (recurring)</i>		\$ -	
	<i>Open Systems Professional Services</i>	40	\$ 2,560.00	
	Total		\$ 34,015.84	\$ 2,834.65
	SSRC Storage Platform			
	<i>Storage - Unmirrored RAID</i>	416100	\$ 4,217.17	\$ 351.43
	<i>Storage - Mirrored</i>	0	\$ -	\$ -
	<i>Storage - RAID Internal</i>	182500	\$ -	\$ -
	<i>Backup</i>	299300	\$ 7,660.58	\$ 638.38
	Total		\$ 11,877.76	\$ 989.81
	SSRC Windows Platform			
	<i>Windows Managed Server - Premium</i>	24	\$ 3,879.36	\$ 323.28
	<i>Windows Capacity Unit</i>	600	\$ 5,016.00	\$ 418.00
	<i>Windows Professional Services</i>	40	\$ 1,947.60	

	Total		\$	10,842.96	\$	903.58
	SSRC Mainframe Platform					
	IBM Mainframe - z/OS	0.0%	\$	-	\$	-
	IBM Mainframe - CICS	0.0%	\$	-	\$	-
	IBM Mainframe - DB2	0.0%	\$	-	\$	-
	Mainframe Storage - Unmirrored Tier 1	0	\$	-	\$	-
	Mainframe Storage - Mirrored Tier 1	0	\$	-	\$	-
	IBM Tape Cartridges	0	\$	-	\$	-
	Total		\$	-	\$	-

Total Service Costs: \$59,762.06
Yearly Recurring Costs (after year 1): \$59,762.06 \$4,980.17

Comments: Cost Estimate is based on FY13-14 R3 Percentage of Service Utilization

This Estimate is intended to identify annual cost of support for the Customer (DOH MQA) Iron Data infrastructure configuration for Development only as generally outlined in the RFQ supplied to Immix utilizing a placement model with Development to reside in the SSRC. The SSRC has worked to duplicate the spec requirements as listed and will continue to work with DOH and the vendors to change items as required.

The implementation of services reflected in this cost estimate is contingent upon resources being available at time of final budget approval.

- Oracle licenses to be provided by SSRC with license purchase costs to be passed through to DOH (please see the separate cost estimate for licenses)
- SQL Server Enterprise licenses to be provided by the SSRC with license purchase costs to be passed through to DOH (please see the separate cost estimate for licenses)

DEV Service (DR split to separate cost estimate)

Oracle Database Server

- Oracle Enterprise BYOL - VR Database
- one Oracle Enterprise instance with 2 cores w/hyper-threading and 16 GB RAM
- 500GB data storage
- 5000GB NAS for RMAN backups
- redundant HA active-active 10Gbps network

SQL Database Server

- MS SQL Server Standard
- one SQL Enterprise database instance with 2 vCPU and 8GB RAM
- 60GB OS
- 250GB data storage
- 500GB NAS storage for backup
- 1Gbps network

JBOSS Application Servers (mobile and VR)

- EC2 VR & VO Server
- one CentOS 64bit virtual server with 4vCPU and 16GB RAM
- 50GB OS
- 20GB data storage
- 1Gbps network

AD Server (2nd AD server will be part of DR)

- DOH already has an HA AD infrastructure in the SSRC so this server is not required

IIS Intranet/Internet Servers

- one virtual Windows 2008R2 or newer server with 2 vCPU and 8GB RAM
- 60GB OS
- 200GB data storage
- 1Gbps network

Network Utilization

- DMS DivTel WAN bandwidth utilization charges

Load Balancer

- 100 concurrent connections via HA F5 proxy/SSL cluster

- PS Hours for application installation/WebEx support have been included in this estimate

- Backups for all servers have been estimated

All of the servers would include the following

- Backup services (AWS- to local AWS EBS storage or via snap shot only; SSRC - 6 week disk-2-disk-2-tape backups with 3 yr monthly archive)
- OS, network, firewall, storage and backup administration
 - Monthly OS security patching
 - Quarterly Oracle patching
- MS SQL Server service pack patching
- ITILv3 Change Management

Additional Customer requirements

- DivTel WAN Bandwidth costs (Customer responsibility)

Additional services (not priced)

- DR costs are included in a separate cost estimate for comparison purposes



Southwood Shared Resource Center
 2585 Shumard Oaks Blvd.
 Tallahassee, FL 32399-0950

Estimate Document

Customer Name: MQA
Agency ID: DOH
Customer Project Name: MQA QA only with license costs removed v4

Date: 11/7/2013
Prepared by: Kevin Convery
Phone Number: 850-413-8309
Fax Number: na
E-Mail: kevin.convery@ssrc.myflorida.com

Contact Name: Dennis Caldwell
Contact Number:
Contact Email: Dennis.Caldwell@flhealth.gov

For SSRC Use Only

Service Start Date:
Approved By:
Date:

Service Level Agreement Information

Agreement Title: Windows Managed, Open Systems Managed, SQL Server Managed, Storage & Backup

This Estimate Document is placed in accordance with the agreement specified above ('Agreement Title').

Customer - Account	Description	FY Quantity	FY Costs	Monthly Cost
	Windows Application			
	<i>Transitional Services Professional Services</i>	40	\$ 3,025.51	
	<i>Hosted Messaging (Short Term)</i>	0	\$ -	\$ -
	<i>Citrix</i>	0	\$ -	\$ -
	<i>EV Cloud</i>	0	\$ -	\$ -
	<i>SSRC E-Mail</i>	0	\$ -	\$ -
	<i>Win App Pass-thru Costs (non-recurring)</i>		\$ -	
	<i>Win App Pass-thru Costs (recurring)</i>		\$ -	
	Total		\$ 3,025.51	\$ 252.13
	SSRC Co-Lo Services			
	<i>SRC Floor Tiles</i>	0	\$ -	\$ -
	<i>Additional Electrical Circuits</i>	0	\$ -	\$ -
	<i>SRC Rack Mounts</i>	0	\$ -	\$ -
	<i>Offsite Tape Administration</i>	0	\$ -	\$ -
	<i>SRC Tape Vault</i>	0	\$ -	\$ -
	<i>Scheduling Services</i>	0	\$ -	\$ -
	Total		\$ -	\$ -
	SSRC Open Systems Platform			
	<i>UNIX Managed Server - Standard</i>	0	\$ -	\$ -
	<i>UNIX Managed Server - Premium</i>	48	\$ 20,493.12	\$ 1,707.76
	<i>UNIX Capacity Unit</i>	24	\$ 6,589.92	\$ 549.16
	<i>Oracle Managed Database</i>	24	\$ 30,885.60	\$ 2,573.80
	<i>Managed SQL Instance</i>	12	\$ 1,969.20	\$ 164.10
	<i>Open Systems Net Based Services</i>	0	\$ -	\$ -
	<i>EDI Translation</i>	0	\$ -	\$ -
	<i>Open & DB Pass Thru Software (non-recurring)</i>		\$ -	
	<i>Open & DB Pass Thru Software (recurring)</i>		\$ -	
	<i>AWS Pass Thru Costs (non-recurring)</i>		\$ -	
	<i>AWS Pass Thru Costs (recurring)</i>		\$ -	
	<i>Open Systems Professional Services</i>	40	\$ 2,560.00	
	Total		\$ 62,497.84	\$ 5,208.15
	SSRC Storage Platform			
	<i>Storage - Unmirrored RAID</i>	292000	\$ 2,959.42	\$ 246.62
	<i>Storage - Mirrored</i>	0	\$ -	\$ -
	<i>Storage - RAID Internal</i>	730000	\$ -	\$ -
	<i>Backup</i>	511000	\$ 13,079.05	\$ 1,089.92
	Total		\$ 16,038.47	\$ 1,336.54
	SSRC Windows Platform			
	<i>Windows Managed Server - Premium</i>	48	\$ 7,758.72	\$ 646.56
	<i>Windows Capacity Unit</i>	888	\$ 7,423.68	\$ 618.64
	<i>Windows Professional Services</i>	40	\$ 1,947.60	

	Total		\$	17,130.00	\$	1,427.50
	SSRC Mainframe Platform					
	IBM Mainframe - z/OS	0.0%	\$	-	\$	-
	IBM Mainframe - CICS	0.0%	\$	-	\$	-
	IBM Mainframe - DB2	0.0%	\$	-	\$	-
	Mainframe Storage - Unmirrored Tier 1	0	\$	-	\$	-
	Mainframe Storage - Mirrored Tier 1	0	\$	-	\$	-
	IBM Tape Cartridges	0	\$	-	\$	-
	Total		\$	-	\$	-

Total Service Costs: \$98,691.81
Yearly Recurring Costs (after year 1): \$98,691.81 \$8,224.32

Comments: Cost Estimate is based on FY13-14 R3 Percentage of Service Utilization

This Estimate is intended to identify annual cost of support for the Customer (DOH MQA) Iron Data infrastructure configuration as generally outlined in the RFQ supplied to Immix utilizing a hybrid placement model with QA to be located at the SSRC.

All QA and Production infrastructure is located within the SSRC data center and conforms to the standard SSRC service catalog

The implementation of services reflected in this cost estimate is contingent upon resources being available at time of final budget approval.

- Oracle licenses to be provided by SSRC with license purchase costs to be passed through to DOH (see separate license cost estimate)
- SQL Server Enterprise licenses to be provided by the SSRC with license purchase costs to be passed through to DOH (see separate license cost estimate)

QA/Test Service (located in the SSRC data center)

Oracle Database Servers

- qty 1 shared physical Oracle database RDBMS instance with two (2) cores with hyper-threading enabled and 16GB RAM on an Oracle ODA appliance (non-RAC)
- 1000GB SAS based ASM storage with SSD cache
- 5000GB NAS storage for RMAN backups
- 20 Gbit Enet
- qty 1 shared physical Oracle database DSS instance with two (2) cores with hyper-threading enabled and 16GB RAM on an Oracle ODA appliance (non-RAC)
- 1000GB SAS based ASM storage with SSD cache
- 5000GB NAS storage for RMAN backups
- 20 Gbit Enet

SQL Database Server

- qty 1 virtual Windows 2012 server with two (2) cores and 8GB RAM to support one SQL Server Enterprise Edition (OLTP) instance
- 60GB OS
- 250GB FC-8Gbit SAN RAID5 storage for database services
- 5000GB NAS storage for SQL backups
- 1Gbit Enet

JBOSS Application Servers (VO and VR)

- qty 1 Vmware CentOS 6.x 64bit virtual servers with four (4) vCPU and 16GB RAM
- 50GB FC-8Gbit SAN OS storage
- 50GB FC-8Gbit SAN Data storage

IIS Intranet/Internet Servers

- qty 1 Vmware Windows 2008R2 or newer virtual servers with one (1) vCPU and 4GB RAM each
- 60GB FC-8Gbit SAN OS storage
- 100GB FC-8Gbit SAN Data storage

AD Server

- DOH already has a redundant AD infrastructure in the SSRC

Adobe Server

- qty 1 Vmware Windows 2008R2 or newer virtual servers with one (1) vCPU and 4GB RAM each
- 60GB FC-8Gbit SAN OS storage
- 100GB FC-8Gbit SAN Data storage

100GB FC-8Gbit SAN Data storage

CMIP Server

- qty 1 Vmware Windows 2008R2 or newer virtual servers with two (2) vCPU and 8GB RAM each
- 60GB FC-8Gbit SAN OS storage
- 100GB FC-8Gbit SAN Data storage

Samba FTP Server

- qty 1 Vmware CentOS 6.x 64bit virtual servers with two (2) vCPU and 8GB RAM
- 50GB FC-8Gbit SAN OS storage
- 20GB FC-8Gbit SAN Data storage

Load Balancing

- F5 proxy/SSL services for 100 concurrent LTM connections (to be shared with Dev)

- Backups have been estimated at 50% of allocated storage

All of the servers would include the following

- Backup services (AWS- to local AWS EBS storage or via snap shot only; SSRC - 6 week disk-2-disk-2-tape backups with 3 yr monthly archive)
- OS, network, firewall, storage and backup administration
- Monthly OS security patching
- Quarterly Oracle patching
- MS SQL Server service pack patching
- ITILv3 Change Management

Additional Customer requirements

- DivTel WAN Bandwidth costs (Customer responsibility)

Additional services (not priced)

- DR costs are included in a separate cost estimate for comparison purposes



Southwood Shared Resource Center
2585 Shumard Oaks Blvd.
Tallahassee, FL 32399-0950

Estimate Document

Customer Name: MQA
Agency ID: DOH

Date: 11/7/2013
Prepared by: Kevin Convery
Phone Number: 850-413-8309
Fax Number: na
E-Mail: kevin.convery@ssrc.myflorida.com

Customer Project Name: MQA Hybrid Prod with license costs removed v4B

Contact Name: Dennis Caldwell
Contact Number:
Contact Email: Dennis.Caldwell@flhealth.gov

For SSRC Use Only
Service Start Date:
Approved By:
Date:

Service Level Agreement Information

Agreement Title: Windows Managed, Open Systems Managed, SQL Server Managed, Storage & Backup

This Estimate Document is placed in accordance with the agreement specified above ('Agreement Title').

Customer - Account	Description	FY Quantity	FY Costs	Monthly Cost
	Windows Application			
	<i>Transitional Services Professional Services</i>	40	\$ 3,025.51	
	<i>Hosted Messaging (Short Term)</i>	0	\$ -	\$ -
	<i>Citrix</i>	0	\$ -	\$ -
	<i>EV Cloud</i>	0	\$ -	\$ -
	<i>SSRC E-Mail</i>	0	\$ -	\$ -
	<i>Win App Pass-thru Costs (non-recurring)</i>		\$ -	
	<i>Win App Pass-thru Costs (recurring)</i>		\$ -	
	Total		\$ 3,025.51	\$ 252.13
	SSRC Co-Lo Services			
	<i>SRC Floor Tiles</i>	0	\$ -	\$ -
	<i>Additional Electrical Circuits</i>	0	\$ -	\$ -
	<i>SRC Rack Mounts</i>	0	\$ -	\$ -
	<i>Offsite Tape Administration</i>	0	\$ -	\$ -
	<i>SRC Tape Vault</i>	0	\$ -	\$ -
	<i>Scheduling Services</i>	0	\$ -	\$ -
	Total		\$ -	\$ -
	SSRC Open Systems Platform			
	<i>UNIX Managed Server - Standard</i>	0	\$ -	\$ -
	<i>UNIX Managed Server - Premium</i>	108	\$ 46,109.52	\$ 3,842.46
	<i>UNIX Capacity Unit</i>	48	\$ 13,179.84	\$ 1,098.32
	<i>Oracle Managed Database</i>	48	\$ 61,771.20	\$ 5,147.60
	<i>Managed SQL Instance</i>	12	\$ 1,969.20	\$ 164.10
	<i>Open Systems Net Based Services</i>	72	\$ 3,013.92	\$ 251.16
	<i>EDI Translation</i>	0	\$ -	\$ -
	<i>Open & DB Pass Thru Software (non-recurring)</i>		\$ -	
	<i>Open & DB Pass Thru Software (recurring)</i>		\$ -	
	<i>AWS Pass Thru Costs (non-recurring)</i>		\$ -	
	<i>AWS Pass Thru Costs (recurring)</i>		\$ -	
	<i>Open Systems Professional Services</i>	40	\$ 2,560.00	
	Total		\$ 128,603.68	\$ 10,716.97
	SSRC Storage Platform			
	<i>Storage - Unmirrored RAID</i>	536550	\$ 5,437.93	\$ 453.16
	<i>Storage - Mirrored</i>	0	\$ -	\$ -
	<i>Storage - RAID Internal</i>	773800	\$ -	\$ -
	<i>Backup</i>	655175	\$ 16,769.20	\$ 1,397.43
	Total		\$ 22,207.14	\$ 1,850.59
	SSRC Windows Platform			
	<i>Windows Managed Server - Premium</i>	72	\$ 11,638.08	\$ 969.84
	<i>Windows Capacity Unit</i>	3576	\$ 29,895.36	\$ 2,491.28
	<i>Windows Professional Services</i>	40	\$ 1,947.60	

	Total		\$	43,481.04	\$	3,623.42
	SSRC Mainframe Platform					
	IBM Mainframe - z/OS	0.0%	\$	-	\$	-
	IBM Mainframe - CICS	0.0%	\$	-	\$	-
	IBM Mainframe - DB2	0.0%	\$	-	\$	-
	Mainframe Storage - Unmirrored Tier 1	0	\$	-	\$	-
	Mainframe Storage - Mirrored Tier 1	0	\$	-	\$	-
	IBM Tape Cartridges	0	\$	-	\$	-
	Total		\$	-	\$	-

Total Service Costs: \$197,317.37
Yearly Recurring Costs (after year 1): \$197,317.37 \$16,443.11

Comments: Cost Estimate is based on FY13-14 R3 Percentage of Service Utilization

This Estimate is intended to identify annual cost of support for the Customer (DOH MQA) Iron Data infrastructure configuration as generally outlined in the RFQ supplied to Immix utilizing a hybrid placement model with Prod to be located at the SSRC.

All QA and Production infrastructure is located within the SSRC data center and conforms to the standard SSRC service catalog

The implementation of services reflected in this cost estimate is contingent upon resources being available at time of final budget approval.

- Oracle licenses to be provided by SSRC with license purchase costs to be passed through to DOH (license costs split to a separate cost estimate)
- SQL Server Enterprise licenses to be provided by the SSRC with license purchase costs to be passed through to DOH (license costs split to a separate cost estimate)

Production Service (located within the SSRC data center)

Oracle RAC Clustered Database Servers

- qty 2 shared physical (VR) RAC Oracle database RDBMS instance with two (2) cores with hyper-threading enabled and 48GB RAM on Oracle ODA appliance in RAC mode
- 1000GB SAS based ASM storage with SSD cache
- 5000GB NAS storage for RMAN backups
- 20 Gbit Enet
- qty 2 shared physical (Datamart) RAC Oracle database DSS instance with two (2) cores with hyper-threading enabled and 16GB RAM on Oracle ODA appliance in RAC mode
- 1000GB SAS based ASM storage with SSD cache
- 5000GB NAS storage for RMAN backups
- 20 Gbit Enet

SQL Clustered Database Servers

- qty 2 dedicated physical Windows 2012 server clustered with eight (8) cores and 32GB RAM to support one SQL Server Enterprise Ed (OLTP) instance
- 60GB OS
- 250GB FC-8Gbit SAN RAID5 storage for database services
- 5000GB NAS storage for SQL backups
- 1Gbit Enet

JBOSS Application Servers (VR)

- qty 3 Vmware CentOS 6.x 64bit virtual servers with four (4) vCPU and 16GB RAM
- 50GB FC-8Gbit SAN OS storage
- 50GB FC-8Gbit SAN Data storage

JBOSS Application Servers (VO)

- qty 3 Vmware CentOS 6.x 64bit virtual servers with four (4) vCPU and 16GB RAM
- 50GB FC-8Gbit SAN OS storage
- 20GB FC-8Gbit SAN Data storage

AD Servers

- DOH already has a redundant AD infrastructure in the SSRC

IIS Intranet/Internet Servers

- qty 2 Vmware Windows 2008R2 or newer virtual servers with one (1) vCPU and 4GB RAM each
- 60GB FC-8Gbit SAN OS storage
- 100GB FC-8Gbit SAN Data storage

- 100GB FC-8Gbit SAN Data storage

Adobe Server

- qty 1 Vmware Windows 2008R2 or newer virtual servers with one (1) vCPU and 4GB RAM each
- 60GB FC-8Gbit SAN OS storage
- 100GB FC-8Gbit SAN Data storage

CMIP Server

- qty 1 Vmware Windows 2008R2 or newer virtual servers with two (2) vCPU and 8GB RAM each
- 60GB FC-8Gbit SAN OS storage
- 100GB FC-8Gbit SAN Data storage

Oracle 12c Cloud Control Server

- This server is unnecessary as the SSRC has an HA 12c Cloud Control infrastructure which is already fully costed into the service

Samba/FTP Server

- qty 1 Vmware CentOS 6.x 64bit virtual servers with two (2) vCPU and 8GB RAM
- 50GB FC-8Gbit SAN OS storage
- 20GB FC-8Gbit SAN Data storage

Load Balancing

- F5 proxy/SSL services for 600 concurrent LTM connections (to be combined with 100 from Dev to make 700 connection pool)
- Backups have been estimated at 50% of allocated storage

All of the servers would include the following

- Backup services (AWS- to local AWS EBS storage or via snap shot only; SSRC - 6 week disk-2-disk-2-tape backups with 3 yr monthly archive)
- OS, network, firewall, storage and backup administration
- Monthly OS security patching
- Quarterly Oracle patching
- MS SQL Server service pack patching
- ITILv3 Change Management

Additional Customer requirements

- DivTel WAN Bandwidth costs (Customer responsibility)

Additional services (not priced)

- DR costs are included in a separate cost estimate for comparison purposes
- The SSRC will work with DOH to design a periodic download and data archive backup for AWS systems



Southwood Shared Resource Center
2585 Shumard Oaks Blvd.
Tallahassee, FL 32399-0950

Estimate Document

Customer Name: MQA
Agency ID: DOH

Date: 7/17/2014
Prepared by: K. Convery
Phone Number: 850-413-8309
Fax Number: na
E-Mail:

Customer Project Name: Add 1 vCPU to each server DCS-DOH-WS01, DCS-DOH-WS02 and DCS-DOH-WS03

Contact Name: Dennis Caldwell
Contact Number:
Contact Email:

For SSRC Use Only

Service Start Date:
Approved By:
Date:

Service Level Agreement Information

Agreement Title: Windows Managed Server

This Estimate Document is placed in accordance with the agreement specified above ('Agreement Title').

Customer - Account	Description	FY Quantity	FY Costs	Monthly Cost
	Windows Application			
	<i>Transitional Services Professional Services</i>	0	\$ -	
	<i>Hosted Messaging (Short Term)</i>	0	\$ -	\$ -
	<i>Citrix</i>	0	\$ -	\$ -
	<i>EV Cloud</i>	0	\$ -	\$ -
	<i>SSRC E-Mail</i>	0	\$ -	\$ -
	<i>Win App Pass-thru Costs (non-recurring)</i>		\$ -	
	<i>Win App Pass-thru Costs (recurring)</i>		\$ -	
	Total		\$ -	\$ -
	SSRC Co-Lo Services			
	<i>SRC Floor Tiles</i>	0	\$ -	\$ -
	<i>Additional Electrical Circuits</i>	0	\$ -	\$ -
	<i>SRC Rack Mounts</i>	0	\$ -	\$ -
	<i>Offsite Tape Administration</i>	0	\$ -	\$ -
	<i>SRC Tape Vault</i>	0	\$ -	\$ -
	<i>Scheduling Services</i>	0	\$ -	\$ -
	Total		\$ -	\$ -
	SSRC Open Systems Platform			
	<i>UNIX Managed Server - Standard</i>	0	\$ -	\$ -
	<i>UNIX Managed Server - Premium</i>	0	\$ -	\$ -
	<i>UNIX Capacity Unit</i>	0	\$ -	\$ -
	<i>Oracle Managed Database</i>	0	\$ -	\$ -
	<i>Managed SQL Instance</i>	0	\$ -	\$ -
	<i>Open Systems Net Based Services</i>	0	\$ -	\$ -
	<i>EDI Translation</i>	0	\$ -	\$ -
	<i>Open & DB Pass Thru Software (non-recurring)</i>		\$ -	
	<i>Open & DB Pass Thru Software (recurring)</i>		\$ -	
	<i>Oracle Managed Database Iss Thru Costs (non-recurring)</i>		\$ -	
	<i>DR Pass Thru Costs (recurring)</i>		\$ -	
	<i>Open Systems Professional Services</i>	0	\$ -	
	Total		\$ -	\$ -
	SSRC Storage Platform			
	<i>Storage - Unmirrored RAID</i>	0	\$ -	\$ -
	<i>Storage - RAID Internal</i>	0	\$ -	\$ -
	<i>Backup</i>	0	\$ -	\$ -
	Total		\$ -	\$ -
	SSRC Windows Platform			
	<i>Windows Managed Server - Premium</i>	0	\$ -	\$ -
	<i>Windows Capacity Unit</i>	76	\$ 582.22	\$ 48.52
	<i>Windows Professional Services</i>	0	\$ -	
	Total		\$ 582.22	\$ 48.52

	SSRC Mainframe Platform			
	IBM Mainframe - z/OS	0.0%	\$ -	\$ -
	IBM Mainframe - CICS	0.0%	\$ -	\$ -
	IBM Mainframe - DB2	0.0%	\$ -	\$ -
	Mainframe Storage - Unmirrored Tier 1	0	\$ -	\$ -
	Mainframe Storage - Mirrored Tier 1	0	\$ -	\$ -
	IBM Tape Cartridges	0	\$ -	\$ -
	Total		\$ -	\$ -

Total Service Costs: \$582.22
Yearly Recurring Costs (after year 1): \$582.22 \$48.52

Comments: Cost Estimate is based on FY13-14 R7 Percentage of Service Utilization

This Estimate is intended to identify annual cost of support for adding one (1) vCPU to DOH MQA servers DCS-DOH-WS01, DCS-DOH-WS02 and DCS-DOH-WS03.

The implementation of services reflected in this cost estimate is contingent upon resources being available at time of final budget approval.

- add qty 1 vCPU to each Windows server DCS-DOH-WS01, DCS-DOH-WS02 and DCS-DOH-WS03 (bringing them up to 2 vCPU each)

All of the servers would include the following

- Backup services(weekly full, daily incremental with 6 week on-line retention to include off-site copies)
- Archive services (monthly full archive backup with 3 year retention to include off-site copies)
- HA networking (up to 16 Gbps for VMfarm systems)
- OS, network, firewall, storage and backup administration
- 24x7 Operations staff monitoring services
- 24x7 hardware & software service support
- Monthly OS security patching
- Quarterly Oracle patching
- MS SQL Server service pack patching
- ITILv3 Change Management
- SSRC Firewall services
- Security monitoring and system scanning

Additional Customer requirements

- DMS DivTel WAN bandwidth charges

Additional services (not priced)

- DR services



Southwood Shared Resource Center
2585 Shumard Oaks Blvd.
Tallahassee, FL 32399-0950

Estimate Document

Customer Name: MQA
Agency ID: DOH

Date: 8/22/2014
Prepared by: K. Convery
Phone Number:
Fax Number: na
E-Mail:

Customer Project Name: VO servers for DEV, QA & PROD service

Contact Name: Dennis Caldwell
Contact Number:
Contact Email:

For SSRC Use Only
Service Start Date:
Approved By:
Date:

Service Level Agreement Information

Agreement Title: Windows Managed, Open Systems Managed, Open Systems Net based SLA

This Estimate Document is placed in accordance with the agreement specified above ('Agreement Title').

Customer - Account	Description	FY Quantity	FY Costs	Monthly Cost
	Windows Application			
	<i>Transitional Services Professional Services</i>	0	\$ -	
	<i>Hosted Messaging (Short Term)</i>	0	\$ -	\$ -
	<i>Citrix</i>	0	\$ -	\$ -
	<i>EV Cloud</i>	0	\$ -	\$ -
	<i>SSRC E-Mail</i>	0	\$ -	\$ -
	<i>Win App Pass-thru Costs (non-recurring)</i>		\$ -	
	<i>Win App Pass-thru Costs (recurring)</i>		\$ -	
	Total		\$ -	\$ -
	SSRC Co-Lo Services			
	<i>SRC Floor Tiles</i>	0	\$ -	\$ -
	<i>Additional Electrical Circuits</i>	0	\$ -	\$ -
	<i>SRC Rack Mounts</i>	0	\$ -	\$ -
	<i>Offsite Tape Administration</i>	0	\$ -	\$ -
	<i>SRC Tape Vault</i>	0	\$ -	\$ -
	<i>Scheduling Services</i>	0	\$ -	\$ -
	Total		\$ -	\$ -
	SSRC Open Systems Platform			
	<i>UNIX Managed Server - Standard</i>	108	\$ 25,236.00	\$ 2,103.00
	<i>UNIX Managed Server - Premium</i>	96	\$ 34,018.32	\$ 2,834.86
	<i>UNIX Capacity Unit</i>	0	\$ -	\$ -
	<i>Oracle Managed Database</i>	0	\$ -	\$ -
	<i>Managed SQL Instance</i>	0	\$ -	\$ -
	<i>Open Systems Net Based Services</i>	36	\$ 1,780.22	\$ 148.35
	<i>EDI Translation</i>	0	\$ -	\$ -
	<i>Open & DB Pass Thru Software (non-recurring)</i>		\$ -	
	<i>Open & DB Pass Thru Software (recurring)</i>		\$ -	
	<i>DR Pass Thru Costs (non-recurring)</i>		\$ -	
	<i>DR Pass Thru Costs (recurring)</i>		\$ -	
	<i>Open Systems Professional Services</i>	0	\$ -	
	Total		\$ 61,034.54	\$ 5,086.21
	SSRC Storage Platform			
	<i>Storage - Unmirrored RAID</i>	620500	\$ 5,646.89	\$ 470.57
	<i>Storage - Mirrored</i>	0	\$ -	\$ -
	<i>Storage - RAID Internal</i>	0	\$ -	\$ -
	<i>Backup</i>	496400	\$ 10,923.63	\$ 910.30
	Total		\$ 16,570.52	\$ 1,380.88
	SSRC Windows Platform			
	<i>Windows Managed Server - Premium</i>	0	\$ -	\$ -
	<i>Windows Capacity Unit</i>	4978	\$ 42,003.97	\$ 3,500.33
	<i>Windows Professional Services</i>	0	\$ -	
	Total		\$ 42,003.97	\$ 3,500.33

	SSRC Mainframe Platform			
	IBM Mainframe - z/OS	0.0%	\$ -	\$ -
	IBM Mainframe - CICS	0.0%	\$ -	\$ -
	IBM Mainframe - DB2	0.0%	\$ -	\$ -
	Mainframe Storage - Unmirrored Tier 1	0	\$ -	\$ -
	Mainframe Storage - Mirrored Tier 1	0	\$ -	\$ -
	IBM Tape Cartridges	0	\$ -	\$ -
	Total		\$ -	\$ -

Total Service Costs: \$119,609.02
Yearly Recurring Costs (after year 1): \$119,609.02 \$9,967.42

Comments: Cost Estimate is based on FY14-15 2D R1 Percentage of Service Utilization

This Estimate is intended to identify annual cost of support for the DOH MQA VO HA virtual servers. Development, QA and Production tiers. All systems are HA with the QA and Production tiers including F5 load balancing to provide HA app services.

The implementation of services reflected in this cost estimate is contingent upon resources being available at time of final budget approval.

Development

- qty 1 HA VMware CentOS 6.x servers with JBoss
- 4x 2.1GHZ vCPU & 16GB RAM each
- 50GB OS LUN
- 50GB Data LUN

QA

- qty 8 HA VMware CentOS 6.x servers with JBoss
- 4x 2.1GHZ vCPU & 16GB RAM each
- 50GB OS LUN
- 50GB Data LUN

Production

- qty 8 HA VMware CentOS 6.x servers with JBoss
- 4x 2.1GHZ vCPU & 16GB RAM each
- 50GB OS LUN
- 50GB Data LUN

- All storage and server capacity is expandable upon request.

- F5 proxy/SSL services are estimated to grow by 300 concurrent connections which will be combined with the existing DOH MQA connection pool

- Backups are estimated at 80% of allocated disk space

All of the servers would include the following

- Backup services(weekly full, daily incremental with 6 week on-line retention to include off-site copies)
- Archive services (monthly full archive backup with 3 year retention to include off-site copies)
- HA networking (up to 16 Gbps for VMfarm systems)
- OS, network, firewall, storage and backup administration
- 24x7 Operations staff monitoring services
- 24x7 hardware & software service support
- Monthly OS security patching
- Quarterly Oracle patching
- MS SQL Server service pack patching
- ITILv3 Change Management
- SSRC Firewall services
- Security monitoring and system scanning

Additional Customer requirements

- DivTel WAN Bandwidth costs (Customer responsibility)

Additional services (not priced)

- DR services

Appendix C

Agency	Department of Health	Project	MOA Transformation
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Net Tangible Benefits - Operational Cost Changes (Costs of Current Operations versus Proposed Operations as a Result of the Project) and Additional Tangible Benefits -- CBAForm 1A															
Agency <i>(Operations Only -- No Project Costs)</i>	FY 2014-15			FY 2015-16			FY 2016-17			FY 2017-18			FY 2018-19		
	(a)	(b)	(c) = (a)+(b)	(a)	(b)	(c) = (a) + (b)	(a)	(b)	(c) = (a) + (b)	(a)	(b)	(c) = (a) + (b)	(a)	(b)	(c) = (a) + (b)
	Existing Program Costs	Operational Cost Change	New Program Costs resulting from Proposed Project	Existing Program Costs	Operational Cost Change	New Program Costs resulting from Proposed Project	Existing Program Costs	Operational Cost Change	New Program Costs resulting from Proposed Project	Existing Program Costs	Operational Cost Change	New Program Costs resulting from Proposed Project	Existing Program Costs	Operational Cost Change	New Program Costs resulting from Proposed Project
A. Personnel -- Total FTE Costs (Salaries & Benefits)	\$31,711,153	\$0	\$31,711,153	\$31,850,107	\$0	\$31,850,107	\$31,989,756	\$0	\$31,989,756	\$32,130,103	\$0	\$32,130,103	\$32,271,152	\$0	\$32,271,152
A.b Total FTE	880.00	0.00	880.00	880.00	0.00	880.00	880.00	0.00	880.00	880.00	0.00	880.00	880.00	0.00	880.00
A-1.a. State FTEs (Salaries & Benefits)	\$27,790,824	\$0	\$27,790,824	\$27,929,778	\$0	\$27,929,778	\$28,069,427	\$0	\$28,069,427	\$28,209,774	\$0	\$28,209,774	\$28,350,823	\$0	\$28,350,823
A-1.b. State FTEs (# FTEs)	597.00	0.00	597.00	597.00	0.00	597.00	597.00	0.00	597.00	597.00	0.00	597.00	597.00	0.00	597.00
A-2.a. OPS FTEs (Salaries)	\$1,832,653	\$0	\$1,832,653	\$1,832,653	\$0	\$1,832,653	\$1,832,653	\$0	\$1,832,653	\$1,832,653	\$0	\$1,832,653	\$1,832,653	\$0	\$1,832,653
A-2.b. OPS FTEs (# FTEs)	269.00	0.00	269.00	269.00	0.00	269.00	269.00	0.00	269.00	269.00	0.00	269.00	269.00	0.00	269.00
A-3.a. Staff Augmentation (Contract Cost)	\$2,087,676	\$0	\$2,087,676	\$2,087,676	\$0	\$2,087,676	\$2,087,676	\$0	\$2,087,676	\$2,087,676	\$0	\$2,087,676	\$2,087,676	\$0	\$2,087,676
A-3.b. Staff Augmentation (# of Contract FTEs)	14.00	0.00	14.00	14.00	0.00	14.00	14.00	0.00	14.00	14.00	0.00	14.00	14.00	0.00	14.00
B. Data Processing -- Costs	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452
B-1. Hardware	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
B-2. Software	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452
B-3. Other Specify	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C. External Service Provider -- Costs	\$1,030,013	(\$5,394)	\$1,024,619	\$1,030,013	\$227,311	\$1,257,324	\$1,030,013	\$244,186	\$1,274,199	\$1,030,013	\$244,186	\$1,274,199	\$1,030,013	\$244,186	\$1,274,199
C-1. Consultant Services	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-2. Maintenance & Support Services	\$118,000	\$58,956	\$176,956	\$118,000	\$150,946	\$268,946	\$118,000	\$167,821	\$285,821	\$118,000	\$167,821	\$285,821	\$118,000	\$167,821	\$285,821
C-3. Network / Hosting Services	\$473,172	(\$64,350)	\$408,822	\$473,172	\$76,365	\$549,537	\$473,172	\$76,365	\$549,537	\$473,172	\$76,365	\$549,537	\$473,172	\$76,365	\$549,537
C-4. Data Communications Services	\$438,841	\$0	\$438,841	\$438,841	\$0	\$438,841	\$438,841	\$0	\$438,841	\$438,841	\$0	\$438,841	\$438,841	\$0	\$438,841
C-5. Other Specify	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
D. Plant & Facility -- Costs (including PDC services)	\$1,780,982	\$0	\$1,780,982	\$1,780,982	\$0	\$1,780,982	\$1,780,982	\$0	\$1,780,982	\$1,780,982	\$0	\$1,780,982	\$1,780,982	\$0	\$1,780,982
E. Others -- Costs	\$37,159,423	\$0	\$37,159,423	\$37,159,423	\$0	\$37,159,423	\$37,159,423	\$0	\$37,159,423	\$37,159,423	\$0	\$37,159,423	\$37,159,423	\$0	\$37,159,423
E-1. Training	\$136,525	\$0	\$136,525	\$136,525	\$0	\$136,525	\$136,525	\$0	\$136,525	\$136,525	\$0	\$136,525	\$136,525	\$0	\$136,525
E-2. Travel	\$868,403	\$0	\$868,403	\$868,403	\$0	\$868,403	\$868,403	\$0	\$868,403	\$868,403	\$0	\$868,403	\$868,403	\$0	\$868,403
E-3. Other Specify	\$36,154,495	\$0	\$36,154,495	\$36,154,495	\$0	\$36,154,495	\$36,154,495	\$0	\$36,154,495	\$36,154,495	\$0	\$36,154,495	\$36,154,495	\$0	\$36,154,495
Total of Operational Costs (Rows A through E)	\$71,715,023	(\$5,394)	\$71,709,629	\$71,853,977	\$227,311	\$72,081,288	\$71,993,626	\$244,186	\$72,237,812	\$72,133,973	\$244,186	\$72,378,159	\$72,275,022	\$244,186	\$72,519,208
F. Additional Tangible Benefits:		\$0			\$15,956,706			\$15,956,706			\$15,956,706			\$15,956,706	
F-1. Reduced License Time		\$0			\$15,956,706			\$15,956,706			\$15,956,706			\$15,956,706	
F-2. Specify		\$0			\$0			\$0			\$0			\$0	
F-3. Specify		\$0			\$0			\$0			\$0			\$0	
Total Net Tangible Benefits:		\$5,394			\$15,729,395			\$15,712,520			\$15,712,520			\$15,712,520	

CHARACTERIZATION OF PROJECT BENEFIT ESTIMATE -- CBAForm 1B		
Choose Type	Estimate Confidence	Enter % (+/-)
Detailed/Rigorous <input type="checkbox"/>	Confidence Level	
Order of Magnitude <input checked="" type="checkbox"/>	Confidence Level	15%
Placeholder <input type="checkbox"/>	Confidence Level	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
1	Department of Health	MQA Transformation																			
2	Costs entered into each row are mutually exclusive. Insert rows for detail and modify appropriation categories as necessary, but do not remove any of the provided project cost elements. Reference vendor quotes in the Item Description where applicable. Include only one-time project costs in this table. Include any recurring costs in CBA Form 1A.																				
3				\$ 4,934,137		\$ 4,355,772			\$ 2,057,068			\$ -		\$ -		\$ -			\$ -	\$ 11,346,977	
4	Item Description (remove guidelines and annotate entries here)	Project Cost Element	Appropriation Category	Current & Previous Years Project-Related Cost	YR 1 #	YR 1 LBR	YR 1 Base Budget	YR 2 #	YR 2 LBR	YR 2 Base Budget	YR 3 #	YR 3 LBR	YR 3 Base Budget	YR 4 #	YR 4 LBR	YR 4 Base Budget	YR 5 #	YR 5 LBR	YR 5 Base Budget	TOTAL	
5	Costs for all state employees working on the project.	FTE	S&B	\$ 182,678	14.00	\$ 243,571	\$ -	14.00	\$ 121,788	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ 548,037
6	Costs for all OPS employees working on the project.	OPS	OPS	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
7	Staffing costs for personnel using Time & Expense.	Staff Augmentation - Assists with Datamart migration and UAT	Contracted Services	\$ 1,243,116	7.00	\$ 1,497,808	\$ -	4.00	\$ 600,000	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ 3,340,924
8	Project management personnel and related deliverables.	Project Management	Contracted Services	\$ 159,908	1.00	\$ 213,210	\$ -	1.00	\$ 106,608	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ 479,726
9	Project oversight (IV&V) personnel and related deliverables.	Project Oversight	Contracted Services	\$ 168,032		\$ 271,284	\$ -	0.00	\$ 135,642	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ 574,958
10	Staffing costs for all professional services not included in other categories.	Consultants/Contractors	Contracted Services	\$ 223,755	7.00	\$ 361,723	\$ -	3.00	\$ 25,030	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ 610,508
11	Separate requirements analysis and feasibility study procurements.	Project Planning/Analysis	Contracted Services	\$ -	0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
12	Hardware purchases not included in Primary Data Center services.	Hardware	OCO	\$ -	0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13	Commercial software purchases and licensing costs.	Commercial Software	Contracted Services	\$ -		\$ 87,500	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ 87,500
14	Professional services with fixed-price costs (i.e. software development, installation, project documentation) ¹	Project Deliverables	Contracted Services	\$ 2,510,883		\$ 1,640,592	\$ -		\$ 1,068,000	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ 5,219,475
15	All first-time training costs associated with the project.	Training	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
16	Include the quote received from the PDC for project equipment and services. Only include one-time project costs in this row. Recurring, project-related PDC costs are included in CBA Form 1A.	Data Center Services - One Time Costs for Oracle & SQL Licenses	PDC Category	\$ 310,080		\$ 40,084	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ 350,164
17	Other project expenses not included in other categories. SSRC costs	Data Center Services - Year 1 Costs	PDC Category	\$ -	0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
18	Other project expenses not included in other categories. Cancelled Cloud hosting contract with Immix	Other Expenses - Cloud hosting services (canceled)	Contracted Services	\$ 135,685	0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 135,685
19	Include costs for non-PDC equipment required by the project and the proposed solution (detail)	Equipment	Expense	\$ -	0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
20	Include costs associated with leasing space for project personnel.	Leased Space	Expense	\$ -	0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
21	Other project expenses not included in other categories.	Other Expenses	Expense	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
22		Total		\$ 4,934,137	29.00	\$ 4,355,772	\$ -	22.00	\$ 2,057,068	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ 11,346,977
23																					
24																					
25	Notes																				
26	1 - (Cells F14 & I14) - Reduced the FY2014-15 from \$2,103,342 to \$1,640,592 and increased the FY2015-16 from \$475,050 to \$1,068,000 due to detailed Phase II planning project delays in Phase I																				

CBAForm 2 - Project Cost Analysis

Agency	<u>Department of Health</u>	Project		<u>MQA Transformation</u>
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PROJECT COST SUMMARY	PROJECT COST SUMMARY (from CBAForm 2A)					TOTAL
	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	
TOTAL PROJECT COSTS (*)	\$4,355,772	\$2,057,068	\$0	\$0	\$0	\$11,346,977
CUMULATIVE PROJECT COSTS <i>(includes Current & Previous Years' Project-Related Costs)</i>	\$9,289,909	\$11,346,977	\$11,346,977	\$11,346,977	\$11,346,977	
Total Costs are carried forward to CBAForm3 Project Investment Summary worksheet.						

PROJECT FUNDING SOURCES	PROJECT FUNDING SOURCES - CBAForm 2B					TOTAL
	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	
General Revenue	\$0	\$0	\$0	\$0	\$0	\$0
Trust Fund	\$4,355,772	\$2,057,068	\$0	\$0	\$0	\$6,412,840
Federal Match <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Grants <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Other <input type="checkbox"/> Specify	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL INVESTMENT	\$4,355,772	\$2,057,068	\$0	\$0	\$0	\$6,412,840
CUMULATIVE INVESTMENT	\$4,355,772	\$6,412,840	\$6,412,840	\$6,412,840	\$6,412,840	

Characterization of Project Cost Estimate - CBAForm 2C			
Choose Type		Estimate Confidence	Enter % (+/-)
Detailed/Rigorous	x	Confidence Level	10%
Order of Magnitude		Confidence Level	
Placeholder		Confidence Level	

CBAForm 3 - Project Investment Summary

Agency	<u>Department of Health</u>	Project	<u>MQA Transformation</u>
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<i>COST BENEFIT ANALYSIS -- CBAForm 3A</i>						
	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	TOTAL FOR ALL YEARS
Project Cost	\$4,355,772	\$2,057,068	\$0	\$0	\$0	\$11,346,977
Net Tangible Benefits	\$5,394	\$15,729,395	\$15,712,520	\$15,712,520	\$15,712,520	\$62,872,349
Return on Investment	(\$9,284,515)	\$13,672,327	\$15,712,520	\$15,712,520	\$15,712,520	\$51,525,372
Year to Year Change in Program Staffing	0	0	0	0	0	

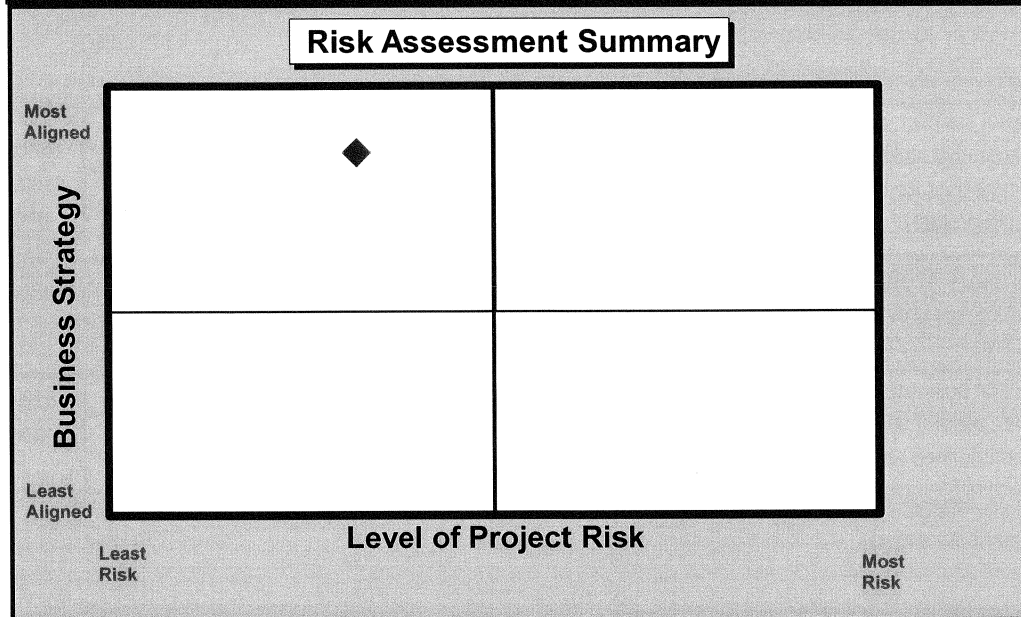
<i>RETURN ON INVESTMENT ANALYSIS -- CBAForm 3B</i>		
Payback Period (years)	1 2/3	Payback Period is the time required to recover the investment costs of the project.
Breakeven Fiscal Year	2015-16	Fiscal Year during which the project's investment costs are recovered.
Net Present Value (NPV)	\$43,986,202	NPV is the present-day value of the project's benefits less costs over the project's lifecycle.
Internal Rate of Return (IRR)	151.78%	IRR is the project's rate of return.

<i>Investment Interest Earning Yield -- CBAForm 3C</i>					
Fiscal Year	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19
Cost of Capital	1.94%	2.07%	3.18%	4.32%	4.85%

	Fiscal Year 2013-14		Fiscal Year 2014-15		Fiscal Year 2015-16	
	Existing Budget	Appropriation	Existing Budget	Appropriation	Existing Budget	Appropriation
Salary	\$182,678		\$243,571		\$121,786	
Project management	\$59,221	\$132,204	\$61,066	\$213,210	\$0	\$106,608
Allison	\$27,704	\$132,204		\$213,210		\$106,608
Daniela	\$31,518		\$61,066		\$0	
Current Contracted DOH Staff	\$192,237		\$300,657		\$25,030	
Iron Data ¹		\$2,510,883		\$1,640,592		\$1,068,000
Accenture/Staff Augmentation		\$1,243,116		\$1,497,808		\$600,000
IV&V (Ernst and Young LLP)		\$168,032		\$271,284		\$135,642
Versa:Online Licenses (Iron Data)				\$87,500		
Oracle Licenses (SSRC)		\$300,215				
SQL License (SSRC)		\$9,865				
Recurring annual Oracle license maintenance	\$6,228		\$12,456		\$12,456	
Cloud hosting costs - Cancelled with outside vendor.		\$135,685				
Services now through SSRC. (IMMIX Technology)						
SSRC Hosting Costs - (Dev, QA, Prod, DR)	\$111,923		\$408,822		\$549,537	
Disaster Recovery one-time cost (SSRC)				\$40,084		
Versa:Regulation maintenance costs				\$151,375		\$163,865
(\$118,000 is existing licensing system maintenance costs so the costs displayed to the right are the additional funds)						
Versa:Mobile maintenance costs				\$13,125		\$19,500
Versa:Online maintenance						\$73,125
Totals	\$552,287	\$4,500,000	\$1,026,572	\$3,914,978	\$708,809	\$2,166,740
	Existing Budget	Appropriation	Existing Budget	Appropriation	Existing Budget	Appropriation
Salary	\$182,678		\$243,571		\$121,786	
Contracted Services	\$251,458	\$4,189,920	\$361,723	\$3,787,394	\$25,030	\$2,166,740
Expense		\$310,080		\$127,584		
SSRC costs	\$118,151		\$421,278		\$561,993	
	\$552,287	\$4,500,000	\$1,026,572	\$3,914,978	\$708,809	\$2,166,740
		\$5,052,287		\$4,941,550		\$2,875,549
Total Project Costs	\$12,869,386					

Appendix D

Project	<i>LicenseEase upgrade to Versa:Regulation</i>	
Agency	<i>Florida Department of Health</i>	
FY 2015-16 LBR Issue Code:	FY 2015-16 LBR Issue Title:	
<i>Issue Code</i>	<i>Versa Regulation Upgrade</i>	
Risk Assessment Contact Info (Name, Phone #, and E-mail Address):		
<i>Lola Pouncey ----- 850-245-4064 ----- Lola_Pouncey@flhealth.gov</i>		
Executive Sponsor	<i>Marty Stubblefield, Deputy Secretary for Administration</i>	
Project Manager	<i>Allison Stachnik</i>	
Prepared By	<i>Lola Pouncey</i>	<i>MM/DD/YYYY</i>



Project Risk Area Breakdown	
Risk Assessment Areas	Risk Exposure
Strategic Assessment	LOW
Technology Exposure Assessment	MEDIUM
Organizational Change Management Assessment	MEDIUM
Communication Assessment	LOW
Fiscal Assessment	MEDIUM
Project Organization Assessment	MEDIUM
Project Management Assessment	LOW
Project Complexity Assessment	MEDIUM
Overall Project Risk	MEDIUM

Agency: Florida Department of Health

Project: LicenseEase upgrade to Versa:Regulation

Section 1 -- Strategic Area			
#	Criteria	Values	Answer
1.01	Are project objectives clearly aligned with the agency's legal mission?	0% to 40% -- Few or no objectives aligned	81% to 100% -- All or nearly all objectives aligned
		41% to 80% -- Some objectives aligned	
		81% to 100% -- All or nearly all objectives aligned	
1.02	Are project objectives clearly documented and understood by all stakeholder groups?	Not documented or agreed to by stakeholders	Documented with sign-off by stakeholders
		Informal agreement by stakeholders	
		Documented with sign-off by stakeholders	
1.03	Are the project sponsor, senior management, and other executive stakeholders actively involved in meetings for the review and success of the project?	Not or rarely involved	Project charter signed by executive sponsor and executive team actively engaged in steering committee meetings
		Most regularly attend executive steering committee meetings	
		Project charter signed by executive sponsor and executive team actively engaged in steering committee meetings	
1.04	Has the agency documented its vision for how changes to the proposed technology will improve its business processes?	Vision is not documented	Vision is completely documented
		Vision is partially documented	
		Vision is completely documented	
1.05	Have all project business/program area requirements, assumptions, constraints, and priorities been defined and documented?	0% to 40% -- Few or none defined and documented	81% to 100% -- All or nearly all defined and documented
		41% to 80% -- Some defined and documented	
		81% to 100% -- All or nearly all defined and documented	
1.06	Are all needed changes in law, rule, or policy identified and documented?	No changes needed	No changes needed
		Changes unknown	
		Changes are identified in concept only	
		Changes are identified and documented	
		Legislation or proposed rule change is drafted	
1.07	Are any project phase or milestone completion dates fixed by outside factors, e.g., state or federal law or funding restrictions?	Few or none	Few or none
		Some	
		All or nearly all	
1.08	What is the external (e.g. public) visibility of the proposed system or project?	Minimal or no external use or visibility	Moderate external use or visibility
		Moderate external use or visibility	
		Extensive external use or visibility	
1.09	What is the internal (e.g. state agency) visibility of the proposed system or project?	Multiple agency or state enterprise visibility	Use or visibility at division and/or bureau level only
		Single agency-wide use or visibility	
		Use or visibility at division and/or bureau level only	
1.10	Is this a multi-year project?	Greater than 5 years	Between 1 and 3 years
		Between 3 and 5 years	
		Between 1 and 3 years	
		1 year or less	

Agency: Florida Department of Health

Project: LicenseEase upgrade to Versa:Regulation

Section 2 -- Technology Area			
#	Criteria	Values	Answer
2.01	Does the agency have experience working with, operating, and supporting the proposed technology in a production environment?	Read about only or attended conference and/or vendor presentation	Supported prototype or production system less than 6 months
		Supported prototype or production system less than 6 months	
		Supported production system 6 months to 12 months	
		Supported production system 1 year to 3 years	
		Installed and supported production system more than 3 years	
2.02	Does the agency's internal staff have sufficient knowledge of the proposed technology to implement and operate the new system?	External technical resources will be needed for implementation and operations	External technical resources will be needed for implementation and operations
		External technical resources will be needed through implementation only	
		Internal resources have sufficient knowledge for implementation and operations	
2.03	Have all relevant technology alternatives/ solution options been researched, documented and considered?	No technology alternatives researched	All or nearly all alternatives documented and considered
		Some alternatives documented and considered	
		All or nearly all alternatives documented and considered	
2.04	Does the proposed technology comply with all relevant agency, statewide, or industry technology standards?	No relevant standards have been identified or incorporated into proposed technology	Proposed technology solution is fully compliant with all relevant agency, statewide, or industry standards
		Some relevant standards have been incorporated into the proposed technology	
		Proposed technology solution is fully compliant with all relevant agency, statewide, or industry standards	
2.05	Does the proposed technology require significant change to the agency's existing technology infrastructure?	Minor or no infrastructure change required	Complete infrastructure replacement
		Moderate infrastructure change required	
		Extensive infrastructure change required	
		Complete infrastructure replacement	
2.06	Are detailed hardware and software capacity requirements defined and documented?	Capacity requirements are not understood or defined	Capacity requirements are based on historical data and new system design specifications and performance requirements
		Capacity requirements are defined only at a conceptual level	
		Capacity requirements are based on historical data and new system design specifications and performance requirements	

Agency: Florida Department of Health

Project: LicenseEase upgrade to Versa:Regulation

Section 3 -- Organizational Change Management Area			
#	Criteria	Values	Answer
3.01	What is the expected level of organizational change that will be imposed within the agency if the project is successfully implemented?	Extensive changes to organization structure, staff or business processes	Moderate changes to organization structure, staff or business processes
		Moderate changes to organization structure, staff or business processes	
		Minimal changes to organization structure, staff or business processes structure	
3.02	Will this project impact essential business processes?	Yes	No
		No	
3.03	Have all business process changes and process interactions been defined and documented?	0% to 40% -- Few or no process changes defined and documented	81% to 100% -- All or nearly all processes defined and documented
		41% to 80% -- Some process changes defined and documented	
		81% to 100% -- All or nearly all processes defined and documented	
3.04	Has an Organizational Change Management Plan been approved for this project?	Yes	No
		No	
3.05	Will the agency's anticipated FTE count change as a result of implementing the project?	Over 10% FTE count change	Less than 1% FTE count change
		1% to 10% FTE count change	
		Less than 1% FTE count change	
3.06	Will the number of contractors change as a result of implementing the project?	Over 10% contractor count change	Less than 1% contractor count change
		1 to 10% contractor count change	
		Less than 1% contractor count change	
3.07	What is the expected level of change impact on the citizens of the State of Florida if the project is successfully implemented?	Extensive change or new way of providing/receiving services or information)	Moderate changes
		Moderate changes	
		Minor or no changes	
3.08	What is the expected change impact on other state or local government agencies as a result of implementing the project?	Extensive change or new way of providing/receiving services or information	Minor or no changes
		Moderate changes	
		Minor or no changes	
3.09	Has the agency successfully completed a project with similar organizational change requirements?	No experience/Not recently (>5 Years)	No experience/Not recently (>5 Years)
		Recently completed project with fewer change requirements	
		Recently completed project with similar change requirements	
		Recently completed project with greater change requirements	

Agency: Agency Name

Project: Project Name

Section 4 -- Communication Area			
#	Criteria	Value Options	Answer
4.01	Has a documented Communication Plan been approved for this project?	Yes	Yes
		No	
4.02	Does the project Communication Plan promote the collection and use of feedback from management, project team, and business stakeholders (including end users)?	Negligible or no feedback in Plan	Routine feedback in Plan
		Routine feedback in Plan	
		Proactive use of feedback in Plan	
4.03	Have all required communication channels been identified and documented in the Communication Plan?	Yes	Yes
		No	
4.04	Are all affected stakeholders included in the Communication Plan?	Yes	Yes
		No	
4.05	Have all key messages been developed and documented in the Communication Plan?	Plan does not include key messages	All or nearly all messages are documented
		Some key messages have been developed	
		All or nearly all messages are documented	
4.06	Have desired message outcomes and success measures been identified in the Communication Plan?	Plan does not include desired messages outcomes and success measures	Success measures have been developed for some messages
		Success measures have been developed for some messages	
		All or nearly all messages have success measures	
4.07	Does the project Communication Plan identify and assign needed staff and resources?	Yes	Yes
		No	

Agency: Florida Department of Health

Project: LicenseEase upgrade to Versa:Regulation

Section 5 -- Fiscal Area			
#	Criteria	Values	Answer
5.01	Has a documented Spending Plan been approved for the entire project lifecycle?	Yes	Yes
		No	
5.02	Have all project expenditures been identified in the Spending Plan?	0% to 40% -- None or few defined and documented	81% to 100% -- All or nearly all defined and documented
		41% to 80% -- Some defined and documented	
		81% to 100% -- All or nearly all defined and documented	
5.03	What is the estimated total cost of this project over its entire lifecycle?	Unknown	Greater than \$10 M
		Greater than \$10 M	
		Between \$2 M and \$10 M	
		Between \$500K and \$1,999,999	
		Less than \$500 K	
5.04	Is the cost estimate for this project based on quantitative analysis using a standards-based estimation model?	Yes	Yes
		No	
5.05	What is the character of the cost estimates for this project?	Detailed and rigorous (accurate within ±10%)	Detailed and rigorous (accurate within ±10%)
		Order of magnitude – estimate could vary between 10-100%	
		Placeholder – actual cost may exceed estimate by more than 100%	
5.06	Are funds available within existing agency resources to complete this project?	Yes	No
		No	
5.07	Will/should multiple state or local agencies help fund this project or system?	Funding from single agency	Funding from single agency
		Funding from local government agencies	
		Funding from other state agencies	
5.08	If federal financial participation is anticipated as a source of funding, has federal approval been requested and received?	Neither requested nor received	Not applicable
		Requested but not received	
		Requested and received	
		Not applicable	
5.09	Have all tangible and intangible benefits been identified and validated as reliable and achievable?	Project benefits have not been identified or validated	All or nearly all project benefits have been identified and validated
		Some project benefits have been identified but not validated	
		Most project benefits have been identified but not validated	
		All or nearly all project benefits have been identified and validated	
5.10	What is the benefit payback period that is defined and documented?	Within 1 year	Within 3 years
		Within 3 years	
		Within 5 years	
		More than 5 years	
		No payback	
5.11	Has the project procurement strategy been clearly determined and agreed to by affected stakeholders?	Procurement strategy has not been identified and documented	Stakeholders have reviewed and approved the proposed procurement strategy
		Stakeholders have not been consulted re: procurement strategy	
		Stakeholders have reviewed and approved the proposed procurement strategy	
5.12	What is the planned approach for acquiring necessary products and solution services to successfully complete the project?	Time and Expense (T&E)	Combination FFP and T&E
		Firm Fixed Price (FFP)	
		Combination FFP and T&E	

Agency: Florida Department of Health

Project: LicenseEase upgrade to Versa:Regulation

Section 5 -- Fiscal Area			
#	Criteria	Values	Answer
5.13	What is the planned approach for procuring hardware and software for the project?	Timing of major hardware and software purchases has not yet been determined	Purchase all hardware and software at start of project to take advantage of one-time discounts
		Purchase all hardware and software at start of project to take advantage of one-time discounts	
		Just-in-time purchasing of hardware and software is documented in the project schedule	
5.14	Has a contract manager been assigned to this project?	No contract manager assigned	Contract manager is the procurement manager
		Contract manager is the procurement manager	
		Contract manager is the project manager	
		Contract manager assigned is not the procurement manager or the project manager	
5.15	Has equipment leasing been considered for the project's large-scale computing purchases?	Yes	Yes
		No	
5.16	Have all procurement selection criteria and outcomes been clearly identified?	No selection criteria or outcomes have been identified	All or nearly all selection criteria and expected outcomes have been defined and documented
		Some selection criteria and outcomes have been defined and documented	
		All or nearly all selection criteria and expected outcomes have been defined and documented	
5.17	Does the procurement strategy use a multi-stage evaluation process to progressively narrow the field of prospective vendors to the single, best qualified candidate?	Procurement strategy has not been developed	Multi-stage evaluation not planned/used for procurement
		Multi-stage evaluation not planned/used for procurement	
		Multi-stage evaluation and proof of concept or prototype planned/used to select best qualified vendor	
5.18	For projects with total cost exceeding \$10 million, did/will the procurement strategy require a proof of concept or prototype as part of the bid response?	Procurement strategy has not been developed	Not applicable
		No, bid response did/will not require proof of concept or prototype	
		Yes, bid response did/will include proof of concept or prototype	
		Not applicable	

Agency: Florida Department of Health

Project: LicenseEase upgrade to Versa:Regulation

Section 6 -- Project Organization Area			
#	Criteria	Values	Answer
6.01	Is the project organization and governance structure clearly defined and documented within an approved project plan?	Yes	Yes
		No	
6.02	Have all roles and responsibilities for the executive steering committee been clearly identified?	None or few have been defined and documented	All or nearly all have been defined and documented
		Some have been defined and documented	
		All or nearly all have been defined and documented	
6.03	Who is responsible for integrating project deliverables into the final solution?	Not yet determined	System Integrator (contractor)
		Agency	
		System Integrator (contractor)	
6.04	How many project managers and project directors will be responsible for managing the project?	3 or more	3 or more
		2	
		1	
6.05	Has a project staffing plan specifying the number of required resources (including project team, program staff, and contractors) and their corresponding roles, responsibilities and needed skill levels been developed?	Needed staff and skills have not been identified	Staffing plan identifying all staff roles, responsibilities, and skill levels have been documented
		Some or most staff roles and responsibilities and needed skills have been identified	
		Staffing plan identifying all staff roles, responsibilities, and skill levels have been documented	
6.06	Is an experienced project manager dedicated fulltime to the project?	No experienced project manager assigned	Yes, experienced project manager dedicated full-time, 100% to project
		No, project manager is assigned 50% or less to project	
		No, project manager assigned more than half-time, but less than full-time to project	
		Yes, experienced project manager dedicated full-time, 100% to project	
6.07	Are qualified project management team members dedicated full-time to the project	None	No, business, functional or technical experts dedicated more than half-time but less than full-time to project
		No, business, functional or technical experts dedicated 50% or less to project	
		No, business, functional or technical experts dedicated more than half-time but less than full-time to project	
		Yes, business, functional or technical experts dedicated full-time, 100% to project	
6.08	Does the agency have the necessary knowledge, skills, and abilities to staff the project team with in-house resources?	Few or no staff from in-house resources	Half of staff from in-house resources
		Half of staff from in-house resources	
		Mostly staffed from in-house resources	
		Completely staffed from in-house resources	
6.09	Is agency IT personnel turnover expected to significantly impact this project?	Minimal or no impact	Extensive impact
		Moderate impact	
		Extensive impact	
6.10	Does the project governance structure establish a formal change review and control board to address proposed changes in project scope, schedule, or cost?	Yes	Yes
		No	
6.11	Are all affected stakeholders represented by functional manager on the change review and control board?	No board has been established	Yes, all stakeholders are represented by functional manager
		No, only IT staff are on change review and control board	
		No, all stakeholders are not represented on the board	
		Yes, all stakeholders are represented by functional manager	

Agency: Florida Department of Health

Project: LicenseEase upgrade to Versa:Regulation

Section 7 -- Project Management Area			
#	Criteria	Values	Answer
7.01	Does the project management team use a standard commercially available project management methodology to plan, implement, and control the project?	No	Yes
		Project Management team will use the methodology selected by the systems integrator	
		Yes	
7.02	For how many projects has the agency successfully used the selected project management methodology?	None	More than 3
		1-3	
		More than 3	
7.03	How many members of the project team are proficient in the use of the selected project management methodology?	None	All or nearly all
		Some	
		All or nearly all	
7.04	Have all requirements specifications been unambiguously defined and documented?	0% to 40% -- None or few have been defined and documented	81% to 100% -- All or nearly all have been defined and documented
		41 to 80% -- Some have been defined and documented	
		81% to 100% -- All or nearly all have been defined and documented	
7.05	Have all design specifications been unambiguously defined and documented?	0% to 40% -- None or few have been defined and documented	81% to 100% -- All or nearly all have been defined and documented
		41 to 80% -- Some have been defined and documented	
		81% to 100% -- All or nearly all have been defined and documented	
7.06	Are all requirements and design specifications traceable to specific business rules?	0% to 40% -- None or few are traceable	81% to 100% -- All or nearly all requirements and specifications are traceable
		41 to 80% -- Some are traceable	
		81% to 100% -- All or nearly all requirements and specifications are traceable	
7.07	Have all project deliverables/services and acceptance criteria been clearly defined and documented?	None or few have been defined and documented	All or nearly all deliverables and acceptance criteria have been defined and documented
		Some deliverables and acceptance criteria have been defined and documented	
		All or nearly all deliverables and acceptance criteria have been defined and documented	
7.08	Is written approval required from executive sponsor, business stakeholders, and project manager for review and sign-off of major project deliverables?	No sign-off required	Only project manager signs-off
		Only project manager signs-off	
		Review and sign-off from the executive sponsor, business stakeholder, and project manager are required on all major project deliverables	
7.09	Has the Work Breakdown Structure (WBS) been defined to the work package level for all project activities?	0% to 40% -- None or few have been defined to the work package level	81% to 100% -- All or nearly all have been defined to the work package level
		41 to 80% -- Some have been defined to the work package level	
		81% to 100% -- All or nearly all have been defined to the work package level	
7.10	Has a documented project schedule been approved for the entire project lifecycle?	Yes	No
		No	
7.11	Does the project schedule specify all project tasks, go/no-go decision points (checkpoints), critical milestones, and resources?	Yes	Yes
		No	

Agency: Florida Department of Health

Project: LicenseEase upgrade to Versa:Regulation

Section 7 -- Project Management Area			
#	Criteria	Values	Answer
7.12	Are formal project status reporting processes documented and in place to manage and control this project?	No or informal processes are used for status reporting	Project team and executive steering committee use formal status reporting processes
		Project team uses formal processes	
		Project team and executive steering committee use formal status reporting processes	
7.13	Are all necessary planning and reporting templates, e.g., work plans, status reports, issues and risk management, available?	No templates are available	All planning and reporting templates are available
		Some templates are available	
		All planning and reporting templates are available	
7.14	Has a documented Risk Management Plan been approved for this project?	Yes	Yes
		No	
7.15	Have all known project risks and corresponding mitigation strategies been identified?	None or few have been defined and documented	All known risks and mitigation strategies have been defined
		Some have been defined and documented	
		All known risks and mitigation strategies have been defined	
7.16	Are standard change request, review and approval processes documented and in place for this project?	Yes	Yes
		No	
7.17	Are issue reporting and management processes documented and in place for this project?	Yes	Yes
		No	

Agency: Florida Department of Health

Project: LicenseEase upgrade to Versa:Regulation

Section 8 -- Project Complexity Area			
#	Criteria	Values	Answer
8.01	How complex is the proposed solution compared to the current agency systems?	Unknown at this time	Similar complexity
		More complex	
		Similar complexity	
		Less complex	
8.02	Are the business users or end users dispersed across multiple cities, counties, districts, or regions?	Single location	More than 3 sites
		3 sites or fewer	
		More than 3 sites	
8.03	Are the project team members dispersed across multiple cities, counties, districts, or regions?	Single location	3 sites or fewer
		3 sites or fewer	
		More than 3 sites	
8.04	How many external contracting or consulting organizations will this project require?	No external organizations	1 to 3 external organizations
		1 to 3 external organizations	
		More than 3 external organizations	
8.05	What is the expected project team size?	Greater than 15	Greater than 15
		9 to 15	
		5 to 8	
		Less than 5	
8.06	How many external entities (e.g., other agencies, community service providers, or local government entities) will be impacted by this project or system?	More than 4	None
		2 to 4	
		1	
		None	
8.07	What is the impact of the project on state operations?	Business process change in single division or bureau	Business process change in single division or bureau
		Agency-wide business process change	
		Statewide or multiple agency business process change	
8.08	Has the agency successfully completed a similarly-sized project when acting as Systems Integrator?	Yes	Yes
		No	
8.09	What type of project is this?	Infrastructure upgrade	Combination of the above
		Implementation requiring software development or purchasing commercial off the shelf (COTS) software	
		Business Process Reengineering	
		Combination of the above	
8.10	Has the project manager successfully managed similar projects to completion?	No recent experience	Similar size and complexity
		Lesser size and complexity	
		Similar size and complexity	
		Greater size and complexity	
8.11	Does the agency management have experience governing projects of equal or similar size and complexity to successful completion?	No recent experience	Similar size and complexity
		Lesser size and complexity	
		Similar size and complexity	
		Greater size and complexity	

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Impact (high, medium, low)	Mitigation Strategy	Assigned Owner
<p>1. Internal technical staff will not have sufficient experience with the proposed technology in the production environment</p>	High	High	<ul style="list-style-type: none"> • Include architectural consulting services in the scope of work for the project to assess the current environment against the proposed production environment(s) to identify gaps in technology infrastructure • Internal technical staff will work closely with the vendor technical resources to provide knowledge transfer and increase understanding of production environment(s) • Internal technical staff will take part in technical systems training to be included within the scope of work for the awarded vendor 	MQA Project Manager
<p>2. Moderate changes to business processes impacting 650+ healthcare providers directly with a new online component will be required as part of the move toward great self-sufficiency and away from manual processes; some users will be reluctant to these changes and slow to adopt</p>	High	Medium	<ul style="list-style-type: none"> • A clear vision of project objectives will be defined and maintained by executive leadership throughout the life of the project in order to minimize the real or perceived impact of process changes on key stakeholders • The Organizational Change Management Plan will address mitigation strategies associated with expected changes as they are identified • Organizational Change Management activities must be given top priority throughout the project in order to facilitate the transition of the Department from its current mode of operation toward the efficiencies of a modern business system 	MQA Project Manager

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Impact (high, medium, low)	Mitigation Strategy	Assigned Owner
			<ul style="list-style-type: none"> Plan for and provide adequate training for user community 	
<p>3. Staff inexperience with incorporating change management activities could lead to acceptance reluctance of the new system and business process changes that are the outcome of the implementation</p>	Medium	High	<ul style="list-style-type: none"> Organizational Change Management (OCM) Plan will be developed to communicate the on-going activities meant to address the changes to people, process and technology 	MQA Project Manager / MQA Operations Management
<p>4. Unanticipated requirements may increase the cost estimate for the project; 215 unique license types to be implemented</p>	Low	Medium	<ul style="list-style-type: none"> A well-defined OWP finalized with the high-level business and technical requirements completed and included within the procurement documents Request prospective vendors to identify missing requirements that are needed to satisfy the business goals of the project in their responses including why it is needed The potential for cost overruns will be minimized by executing stringent change control and scope management practices 	MQA Project Manager
<p>5. Due to the current workload, the MQA business subject matter experts will be dedicated 50% or less to the project</p>	Medium	Medium	<ul style="list-style-type: none"> Project managers and analysts will be as flexible as possible when scheduling meetings or JAD sessions All project meetings and JAD sessions will have clear and documented objectives, and should include only SMEs that are required to achieve those objectives Adequate time will be provided for the review and approval of project deliverables All training and testing activities 	MQA Project Manager; Vendor Project Managers

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Impact (high, medium, low)	Mitigation Strategy	Assigned Owner
			involving SMEs will be thoroughly planned and efficiently executed <ul style="list-style-type: none"> MQA Executive Management will regularly acknowledge SMEs for their contributions to the project 	
6. The Division does not have the necessary knowledge, skills and abilities to staff the project team with in-house resources	Medium	Low	<ul style="list-style-type: none"> The Division will use the state's competitive procurement process to engage qualified and reputable vendors who are able to provide the necessary knowledge, skills and abilities 	MQA Project Sponsor; MQA Project Director; MQA Project Manager
7. Inadequate project management and oversight could result in project time and cost overruns	Medium	Low	<ul style="list-style-type: none"> An experienced, MQA Project Manager will be assigned to the project A Project Management Office will be established for the duration of the project to ensure industry best practices in project management are employed Additional project oversight will include an Executive Steering Committee Well defined Risk Mitigation strategies will be developed for all identified project risks All project plans, risks and issues will be continuously reviewed and refined as the project progresses The project schedule will include multiple checks and balances to ensure the project is meeting expectations and allocated timelines The potential for cost overruns will be 	MQA Project Manager; Vendor Project Managers

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Impact (high, medium, low)	Mitigation Strategy	Assigned Owner
			minimized by executing stringent change control and scope management practices	
8. The fact that many stakeholders are dispersed across the state in remote locations will make project communication more challenging; the result could be missed requirements and/or unreasonable expectations	Medium	Low	<ul style="list-style-type: none"> • Ensure communication plan addresses statewide communication • Make communication among team members a priority and provide equal opportunities for remote team members to participate meaningfully • Facilitate remote participation by employing collaborative tools such as conference calls, video-conferencing and web-enabled project management tools. • Provide training regionally and develop a regional or local strategy for providing user support at start-up and beyond 	MQA Project Manager; Vendor Project Managers

SECTION I — PROJECT SUMMARY

Table I – Project Summary			
Agency/Department Information		Oversight Information	
Executive Sponsor:		Date Completed:	
Project Manager:		Status Meeting Date:	
Project Director:		Assigned Analysts:	
Answer the following questions based on the last approved Operational Work Plan.		YES	NO
Is the project currently on schedule?			
Do you expect the project to complete on schedule?			
Are there any scope changes?			
Are there any risks or issues that the agency is not successfully managing?			
Is the project currently within budget?			
Do you expect the project to remain within budget?			

- 1) If the project is not on schedule, briefly explain why and what the agency is doing to bring the project back on schedule.

- 2) If the project is not on budget, briefly explain why you do not expect the project to remain within budget and what the agency can do, if anything, to bring the project back within budget.

- 3) Briefly summarize the impact of any necessary scope changes identified in Section II-D of this report.

SECTION II — PROJECT PROGRESS

A. Project Milestones & Deliverables Accepted or in Progress this Reporting Period

From the last approved Operational Work Plan (OWP), list in the following table the major milestones and deliverables that are in progress, accepted, or scheduled for acceptance during this reporting period and the next. Also list major milestones and deliverables that occurred but were not scheduled in the OWP during the reporting period. Identify the status of each line item and explain any actual or anticipated variance greater than 5% in planned vs. actual dates.

Table II-A — Project Milestones & Deliverables this Reporting Period

Major Deliverable/Milestone & Description	Planned Start Date	Planned Acceptance Date	Actual Acceptance Date	Status/Variance Explanation/Comment

B. Major Project Tasks & Activities Accepted or in Progress this Reporting Period

From the last approved OWP, list in the following table the tasks and activities from the project's work breakdown structure that are in progress, accepted or scheduled for acceptance during this reporting period. Explain any actual or anticipated variance greater than 5% in planned vs. actual dates.

Table II-B — Major Project Tasks & Activities this Reporting Period

Task/Activity Item & Description	Planned Start Date	Planned Acceptance Date	Actual Acceptance Date	Status/Variance Explanation/Comment

C. Reports & System Interfaces Accepted or in Progress this Reporting Period

From the last approved OWP, list in the following table the reports and system interfaces that are in progress, accepted or scheduled for acceptance within this reporting period. Indicate whether each item meets federal, state, or local reporting requirements. Explain any actual or anticipated variance greater than 5% in planned vs. actual dates.

Table II-C — Reports & System Interfaces this Reporting Period

Report/System Interface & Description	Planned Start Date	Planned Acceptance Date	Actual Acceptance Date	Status/Variance Explanation/Comment

D. Scope Changes Identified this Reporting Period

List in the following table any changes from the original project objectives and deliverables that impact the project schedule or budget. Items listed should be all scope changes identified during this reporting period, including those that may impact the project in later reporting periods.

Table II-D — Scope Changes this Reporting Period					
Scope Change Description	Cost Impact		Schedule Impact		Explanation of Need and Cost/Schedule Change Impact
	Yes/No	Cost	Yes/No	Schedule Change	

SECTION III — PROJECT ISSUES

An issue is an immediate problem that requires resolution or an important, unanswered question related to the project. Issues can roll in/out as they arise and are dealt with by the project team. Issues can be operational, functional, or technical in nature (e.g. user satisfaction/buy-in, process change requirements, training attendance, reporting, deployment, and staff acquisition), and may impact the project’s timeline, resources, and/or quality of deliverables. Unlike a risk, the project team can usually resolve an issue.

Project Issues this Reporting Period

List in the following table any problems requiring immediate resolution. Items listed should include all open issues and those resolved within this reporting period, as well as issues identified during this reporting period, including those that may impact the project in later reporting periods.

Table III — Project Issues					
Issue Description	Status (Open/Closed)	Project Impact	Resolution Approach	Resolution Date	Owner

SECTION IV — PROJECT RISKS

Risks are factors that may cause a failure to meet the project’s objectives. Risks usually relate to future events which may not be under the control of the project team and usually cannot be eliminated. Major risks must be mitigated throughout the project lifecycle. Examples of risks include statutory changes, stakeholder resistance, budget reduction, project size/complexity, project duration, project cost, process change requirements, and contractor reliance.

Project Risks this Reporting Period

List in the following table any factors that may cause a failure to meet the project’s objectives. Items listed should include all risks recurring within this reporting period, as well as all risks identified during this reporting period.

Table IV — Project Risks					
Risk Description	Probability of Occurrence	Risk Tolerance Level	Mitigation Strategy	Mitigation Status	Owner

SECTION V — PROJECT SPENDING PLAN

The project spending plan portion of the status report consists of this section and an Excel worksheet. After first updating the Excel project spending plan, complete this section based on the worksheet. Also provide the same information planned for the next reporting period.

- A. Discuss the major project costs incurred by the project for this reporting period.
- B. Identify the major project costs planned for the next reporting period.
- C. Specify planned project costs vs. actual project costs based on the last approved OWP. For the major categories, provide the following information:
 1. **Staffing**
 - i. State FTE positions – Indicate the cost and number of all state FTE positions assigned to this project this reporting period and planned for the next reporting period.
 - ii. OPS positions – Identify the cost and number of all OPS positions assigned to this project this reporting period and planned for the next reporting period.
 - iii. Contractor positions – Indicate the cost and number of all contractor (staff augmentation) positions assigned to this project this reporting period and planned for the next reporting period.
 2. **Deliverables**
 - i. Description and purpose – Provide a brief description for each deliverable *incurred* within this reporting period and planned for the next reporting period.
 3. **Major Project Tasks**
 - i. Description and purpose – Provide a brief description for each major project task incurred within this reporting period and planned for the next reporting period.
 4. **Hardware**
 - i. Description and purpose – Identify and provide the business need for all equipment purchased as a part of this project during this reporting period and planned for the next reporting period.
 - ii. Number purchased – Identify the quantity of each type of equipment purchased this reporting period and planned for the next reporting period.
 5. **COTS Software**
 - i. Description and purpose - Identify and provide the business need for all commercial, off-the-shelf software purchased as a part of this project during this reporting period and planned for the next reporting period.
 - ii. Number of licenses purchased - Identify the quantity of licenses acquired for each item of software purchased within this reporting period and planned for the next reporting period.
 6. **Miscellaneous Equipment** – Identify and provide the business need for all miscellaneous equipment purchased as a part of this project during this reporting period and planned for the next reporting period.
 7. **Other major project costs** – Include any other costs for this reporting period and planned for the next reporting period.
 8. **Progress payments** – Discuss any payments made for partial deliverables or milestones this reporting period and planned for the next reporting period.
- D. Indicate the budget vs. actual costs and variance up to and including the reporting period. Discuss any variance from the approved spending plan in the OWP.
- E. Indicate the specific appropriation amount and discuss any variance between the approved spending plan and the appropriation.

SECTION VI — PROJECT OVERVIEW

This section should provide concise background information (one page or less) regarding the project to a reader of this report who may not be familiar with the project. This information should be similar to what the agency provided in the project charter section of the last approved OWP, unless scope changes have modified the project's objectives and deliverables since the last approved OWP. If the project charter has changed since the last approved OWP, identify the changes and provide the latest project charter.

- A. Scope Statement
 - a.
- B. Business Objectives
 - a.
- C. Critical Success Factors
 - a. Benefits to the State:
 - b. Benefits to the Agency:
 - c. Benefits to the Public:
- D. Key Dates

Appendix E



**DEPARTMENT OF HEALTH
DIVISION OF MEDICAL QUALITY
ASSURANCE**

**OPERATIONAL WORK PLAN
FOR
MQA TRANSFORMATION PROJECT**

CHANGE RECORD

Date	Author	Version	Change Reference
11/20/2013	Allison Stachnik	Initial (1.0)	
11/22/2013	Allison Stachnik	1.1	Added project Charter from the workbook with signatures.
12/23/2013	Allison Stachnik	1.1	Replaced budget chart on page 41 based on feedback from the budget office. Also, replaced the spending plan (appendix 4.4). The Iron Data line item for travel (10.0) was not spread out correctly.
01/08/2014	Allison Stachnik	1.1	Clean-up typo in section 3.2, page 28
2/21/2014	Allison Stachnik	1.1	Add updated spending plan
3/24/2014	Allison Stachnik	2.0	Updated Section 3 - Project Organization and Methodology
5/1/2014	Allison Stachnik	2.1	Updated or added the following sections: <ol style="list-style-type: none">1. 2.4 Scope Management2. 4.2 WBS3. 4.3 Resource Loaded Project Schedule4. 4.5 Reporting of Time and Expense5. 4.6 Human Resource Planning6. 4.9 Project Communication Plan7. 4.12 Change Management Process
6/8/2014	Allison Stachnik	2.2	Updated sections relating to the ESC. Susan Love has been replaced by Mark Whitten Updated major milestones to reflect the project schedule
9/26/2014	Allison Stachnik	2.3	Updated sections relating to the ESC.

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1 Project Charter

Project Charter			
Project	MQA Transformation Project	Project #	152307
Project manager	Allison Stachnik	Sponsor	J. Martin Stubblefield, Deputy Secretary for Administration
Project artifacts	Located on the J drive	Updated	10/24/13
Background	MQA is now embarking on this major project to modernize the current licensing and regulatory system and enhance the capabilities to better serve the citizens of the State of Florida. To accomplish this major business transformation effort MQA will upgrade the current LicenseEase (COMPAS) system to Versa:Regulation, install Versa:Mobile and Versa:Online (Phase II). MQA's intent in Phase I of the project is to upgrade to Versa:Regulation and Versa:Mobile during FY 2013-2014 with full implementation by the end of the first quarter of FY 2014-15. The initial start date of Phase I was July 1st, 2013, but has shifted due to contract delays.		
Business need and business benefits	* MQA's current licensing system, LicenseEase (COMPAS), has already approached the end of its software life. This comprehensive system supports the Division's application processing, licensing, permitting, enforcement, discipline, and compliance functions.		
Objectives	<p>The Licensing and Enforcement Information Database System shall accomplish the following main business objectives:</p> <ul style="list-style-type: none"> • Stabilize existing infrastructure to achieve high availability • Wherever cost-effective and operationally feasible, eliminate or automate existing paper processes and enhance any existing automated workflows in order to expedite customer transactions and eliminate redundancy. • Improve and expand online, self-service access to licensure applicants and licensed health care practitioners. • Reduce the average length of time for a qualified applicant to receive initial and renewal licensure certification or registration. • Reduce the time to process a case through improved data integrity and real-time inspection and investigative updates. 		
Scope	In Scope	Out of Scope	
	System architecture design	Implementation of Versa:Online (This is scheduled for Phase II)	
	Install and configure hardware & software systems to house the next generation of licensing and regulatory systems	Anything not included in the Project Scope section of this document	
	Upgrade Versa LicenseEase to latest version of Versa:Regulation	Items that need customization or new features that are not part of the legacy system and were not addressed in the Gap Analysis document	
	Install and configure Versa:Mobile on existing stock of mobile devices		
	Migration of both configuration and license data from the existing databases		
	Configure any new functionality as determined through the gap analysis efforts		
	Integration testing to completely test all software components reliability with each other and with any external agencies		
	User acceptance testing to include the development of test cases/scripts to validate all business and technical requirements are met		
	Project Management		
	Organizational Change Management (OCM)		
	Independent Verification and Validation (IV&V) will be provided by a third party vendor and procured via either a Request for Quote or Statement of Work.		

Deliverables	Deliverables		
	Weekly and Monthly Project Status Reports	Integrate existing internal interfaces to Versa:Regulation	
	Project Management	Integrate existing external interfaces and web services to Versa:Regulation	
	Project Schedule	Conduct Quality Assurance Unit and Integration Testing	
	Technical Architecture Design	Conduct Onsite Train-The-Trainer Training for Versa:Regulation and Versa:Mobile	
	Technical Architecture Design Consulting Quality Assurance Review	Conduct Onsite System Administration Training and Support	
	Construction of Work Plan	Versa:Regulation - Provide User Acceptance Testing	
	Datamart Migration Plan	Install Versa:Mobile Application Installation	
	Reports/Letters Migration Plan	Versa:Mobile Application - Provide User Acceptance Testing	
	Versa:Regulation - User Acceptance Test Plan	Deliver Converted Inspection Forms from COMPAS Mobile Inspection to Versa:Mobile	
	Deployment Plan	Deliver Requirements Identified in the Gap Analysis for Versa:Mobile	
	Test Defect Tracking	Provide System Support Onsite First 2 Weeks After Go-Live and Offsite First Month	
	Letters/Reports Closure Report	Versa:Mobile - User Acceptance Test Plan	
	User Acceptance Closure Report	Versa:Mobile - User Acceptance Closure Report	
	Performance Closure Report	IV&V Project Management Plan for MQA Transformation Project	
	Datamart Closure	Baseline Project Schedule for MQA Transformation Project	
	Provide Configured and Migrated Licensure Data	Assessment Report for MQA Transformation Project	
	Deliver Configuration System Set-ups for Testing	Monthly Assessment Reports for MQA Transformation Project	
	Port Identified License/Ease Modifications, Project Change Request a	Deliverable Review Reports	
	Develop Modifications and Extension in Versa:Regulation	Project notebook for each phase of the project	
Flexibility matrix	Scope	Moderately flexible	
	Schedule	Most flexible	
	Cost	Least flexible	
Key considerations	Assumptions & Constraints		Risks
		Category	Risk Description
	A - Timely availability of project funding	Personnel	Internal technical staff will not have sufficient experience with the proposed technology in the production environment
	A - Multi-year, multi-phase project	Personnel	Due to the current workload, the MQA business subject matter experts will be dedicated 50% or less to the project
	A - Roles, responsibilities, and level of effort defined in the project OWP with commitment from participants	Personnel	Moderate changes to business processes impacting 650+ users are required as part of the move toward great self-sufficiency and away from manual processes; some users will be reluctant to these changes and slow to adopt
	A - Any project scope changes and changes due Legislative Mandates to existing systems will be managed through a rigid change control process to ensure tracking of changes, documentation of changes and adherence to the change control process	Personnel	System Support and IT staff inexperience with incorporating change management activities could lead to acceptance reluctance of the new system and business process changes that are the outcome of the implementation
	A - Datamart migration must be performed	Personnel	Field office staff dispersed across the state in remote locations will make project communication more challenging; the result could be missed requirements and/or unreasonable expectations
	A - Versa:Regulation upgrade project (including Versa:Mobile implementation) will be completed in 12 month period, will start in FY 2013-14, and will be completed by the end of the first quarter of FY 2014-15	Procurement	Delays in contracting for integration services threaten the project schedule
	A - Versa:Online will be implemented in Phase II of the project	Procurement	The Division does not have the necessary knowledge, skills and abilities to staff the project team with in-house resources
	A - Additional resources identified and included in this project will be engaged to support MQA and DOH IT who have limited capacity	Project Management	Inadequate project management and oversight could result in project time and cost overruns
	A - Disaster recovery processes will be identified, documented and provided by the hosting service	Requirements	Unanticipated requirements may increase the cost estimate for the project; 215 unique license types to be implemented
	A - Must be able to adapt existing processes to the new functionality in Versa:Regulation		
	C - Availability of funds and spending authority		
	C - General system development and implementation risk of a project of this size and nature		
	C - Time for source selection and contracting impacts benefit realization		
C - Cost-benefit tradeoffs for gaps between requirements and component-based features/functions			
Success criteria	1 - Implementation of the Versa suite of products, Versa:Regulation, Versa:Mobile and Versa:Online (Phase II), which will provide the functionality, flexibility and sustainability needed by the MQA program		
	2 - Update current processes to attain efficiencies through the use of workflow and other enabling technologies		
	3 - Establish an infrastructure that is completely supported, meets sizing and performance requirements, and offers high availability and redundancy		
	4 - The ability to have a direct cutover from the legacy system to the new system		
	5 - Legacy system will be retired when the new system is launched		

Signatures Executive Sponsor	Signature:
	Printed name: J. Martin Stubblefield, Deputy Secretary for Administration
	Date
Executive Steering Committee Chair	Signature:
	Printed name: Lucy Gee, M.S., Director of Medical Quality Assurance
	Date:
Executive Steering Committee	Signature:
	Printed name: Robert Dillenschneider, Chief Information Officer
	Date:
Executive Steering Committee	Signature:
	Printed name: Cassandra Pasley, BSN, JD, Bureau Chief of Healthcare Practitioner Regulation
	Date:
Executive Steering Committee	Signature:
	Printed name: Susan K. Love, Bureau Chief of Enforcement
	Date:
Executive Steering Committee	Signature:
	Printed name: Danny Hernandez, Deputy General Counsel for Prosecution Services
	Date:
Executive Steering Committee and Project Director	Signature:
	Printed name: Lola Pouncey, Bureau Chief of Operations
	Date:

Project manager	Signature:
	Printed name: Allison Stachnik, MBA, PMP
	Date:

2 Executive Summary

The Florida Department of Health (DOH), through its Division of Medical Quality Assurance (MQA), determines whether health care practitioners meet minimum licensure requirements. Currently, Florida has over 1,091,306 licensed health care practitioners. The division, in conjunction with 22 boards and 6 councils, is responsible for regulatory activities of 200-plus license types in more than 41 health care professions and 8 types of facilities. MQA's three key business processes are licensure, enforcement and information.

At the end of last fiscal year, MQA licensed, registered, or certified 1,091,306 healthcare practitioners, 25,286 facilities and establishments, and 5,949 continuing education providers. 102,860 initial license applications were received and 87,554 new licenses were issued. 89.11% of the 420,618 licenses renewed were renewed using the online renewal system.

MQA's current licensing system, LicenseEase (COMPAS), has already approached the end of its software life. MQA is a long time user of LicenseEase, which was implemented in 2003 as an upgrade to the original 1994 PRAES system. The design, build, and implementation of the Versa commercial off-the-shelf (COTS) product, LicenseEase, created an enterprise licensing solution for MQA and replaced four legacy licensing systems in use at the time. This comprehensive system supports the Division's application processing, licensing, permitting, enforcement, discipline, and compliance functions. MQA has invested heavily in staff training and business processes that have made the system a success.

The current version of the LicenseEase software will soon no longer be supported. As with any software solution, over the past 10 years Versa (which was purchased by Iron Data Solutions, LLC, in January 2010) has dramatically improved the software's capabilities and functionalities. The enhanced licensing and regulation product is known as Versa:Regulation. Iron Data's Versa product suite also offers Versa:Online (which will be implemented in Phase II of the project) to support online services and Versa:Mobile to support mobile inspections on tablets, which is slated for implementation during Phase I. Finally, upgrades to the technical infrastructure will offer redundancy and high availability, ensure back end systems are sized appropriately to handle current volume and growth, and allow real-time renewal processing and other business efficiencies.

MQA is now embarking on this major project to modernize the current licensing and regulatory system and enhance the capabilities to better serve the citizens of the State of Florida. To accomplish this major business transformation effort MQA will upgrade the current LicenseEase (COMPAS) system to Versa:Regulation, install Versa:Mobile and Versa:Online (Phase II). MQA's intent in Phase I of the project is to upgrade to Versa:Regulation and Versa:Mobile during FY 2013-2014 with full implementation by the end of the first quarter of FY 2014-15. The initial start date of Phase I was scheduled for July 1st, 2013, but has shifted due to contract delays.

- Phase I
 - Start on October 1, 2013
 - Delivered no later than September 30, 2014.

- Phase II
 - Start at the completion of Phase I.
 - Deployment will take 12 months from start of Phase II

2.1 Project Objectives and Business Benefits

The Licensing and Enforcement Information Database System shall accomplish the following main business objectives:

- Stabilize existing infrastructure to achieve high availability
- Wherever cost-effective and operationally feasible, eliminate or automate existing paper processes and enhance any existing automated workflows in order to expedite customer transactions and eliminate redundancy.
- Improve and expand online, self-service access to licensure applicants and licensed health care practitioners.
- Reduce the average length of time for a qualified applicant to receive initial and renewal licensure certification or registration.
- Reduce the time to process a case through improved data integrity and real-time inspection and investigative updates.

Transforming MQA through the scope described above will provide business benefits for the following key project objectives:

Project Objective	Business Benefit
License expeditiously all health care practitioners who meet statutorily mandated minimum standards of competency	Move from batch to real-time processing will reduce the length of time for a qualified applicant to receive initial and renewal licensure certification or registration. Automated workflow (includes auto-assignment and dashboard management) Integration with existing MQA imaging system Improved correspondence methods
Enforce health care standards through education, remediation, and timely discipline of health care practitioners found in violation of the law	Reduction in time to process cases resulting from: <ul style="list-style-type: none"> • Integration with imaging system for case related information • Workflow functionality to assist with management of workload, case assignments, elevation and notification of high priority cases, and e-mail notifications to enforcement staff As a result of all inspectors and investigators having a mobile solution, modernization will allow for real-time updates in the licensing system, reduced data entry errors (thus greater data integrity), and the ability to sort workload on-demand
Inform stakeholders by providing accessible, timely, and accurate information	Online services are already available to the both the public and the health care practitioner,

Project Objective	Business Benefit
to assist them in making health care, business, and policy decisions	however, the Versa:Online product will make it easier for MQA to expand its offering of services and transactions types that are available online. Turnaround time to set up a new application online will be days instead of months.
Motivate the workforce to achieve excellence	Ability to attract and retain talented employees due to exposure to newer, more efficient applications and systems
Minimize licensure costs, while maintaining a sufficient cash balance, through cost effective operations to ensure that all fees are reasonable, fair, and do not serve as a barrier to licensure	Many of the benefits identified have resulted in cost avoidance contributing to the effort to minimize licensure costs. Example of this benefit is reduced time for incoming calls to the call center (not having to increase staff to reduce response times)

The organizational benefit of this project is the updated backend technical architecture and the front end applications of MQA through replacing out dated, inefficient, unstable, unsupported technology and upgrading software that will allow for the expediting of initial and renewal licensure certification or registration. This in turn, will enhance the capabilities to better serve the citizens of the State of Florida.

2.2 Scope Statement

To the extent that funds are appropriated for each phase of the upgrade to MQA's Licensing and Enforcement Information Database System by the Legislature, the DOH shall replace existing technical infrastructure, upgrade the existing licensing and enforcement database, and integrate existing online service applications with a web-based COTS solution that is highly secure and scalable to manage back office operations and online regulatory portals.

The scope of Phase I of the MQA Transformation project is to modernize MQA to timely collect, store, track, and deliver accurate licensure information to MQA, healthcare professionals, and the public through the following activities:

- System architecture design
- Install and configure hardware & software systems to house the next generation of licensing and regulatory systems
- Upgrade Versa LicenseEase to latest version of Versa:Regulation
- Install and configure Versa:Mobile on existing stock of mobile devices
- Migration of both configuration and license data from the existing databases
- Configure any new functionality as determined through the gap analysis efforts
- Integration testing to completely test all software components reliability with each other and with any external agencies
- User acceptance testing to include the development of test cases/scripts to validate all business and technical requirements are met

Also included in Phase I Scope:

- Project Management
 - As described in greater detail in Section V, Subsection C, Project Management Methodology, the project lifecycle will include:
 - Project Initiation
 - Project Planning
 - Project Monitoring and Controlling
 - Project Execution
 - Project Closure
 - Overall Project Management responsibilities reside with the MQA Project Manager. The software and staff augmentation vendors, Iron Data and Accenture, will have responsibility for their respective resources and deliverables. The vendor Project Managers will communicate project status and other pertinent project information to the MQA Project Manager who in turn will report to the MQA Project Director. More detailed roles and responsibilities information can be found in Section V, Subsection B, Project Roles and Responsibilities.
 - Operations and implementation planning
- Organizational Change Management (OCM)
 - As described in Section VI, the overall OCM responsibilities reside with MQA's Management Team with assistance from the MQA Project Manager.
 - A "Train the Trainer" training approach for each of the functional components of the system.
 - Provide training for 650 users of the system in their areas of responsibility
- Independent Verification and Validation (IV&V) will be provided by a third party vendor and procured via either a Request for Quote or Statement of Work.

Items considered being Out of Scope:

- Implementation of Versa:Online (This is scheduled for Phase II)
- Anything not included in the Project Scope section of this document
- Items that need customization or new features that are not part of the legacy system and were not addressed in the Gap Analysis document

2.3 Significant Project Assumptions and Constraints

Listed below are the assumptions and constraints for the project. Iron Data (software vendor), Accenture (staff augmentation vendor) and IV&V vendor (Ernst & Young) assumptions will be incorporated upon scheduled receipt. The Project Management Office (PMO) will manage assumptions provided by all entities associated with the project.

2.3.1 Project Assumptions

- Timely availability of project funding
- Multi-year, multi-phase project
- Roles, responsibilities, and level of effort defined in the project OWP with commitment from participants
- Any project scope changes and changes due Legislative Mandates to existing systems will be managed through a rigid change control process to ensure tracking of changes, documentation of changes and adherence to the change control process
- Datamart migration must be performed
- Versa:Regulation upgrade project (including Versa:Mobile implementation) will be completed in 12 month period, will start in FY 2013-14, and will be completed by the end of the first quarter of FY 2014-15
- Versa:Online will be implemented in Phase II of the project
- Additional resources identified and included in this project will be engaged to support MQA and DOH IT who have limited capacity
- Disaster recovery processes will be identified, documented and provided by the hosting service
- Must be able to adapt existing processes to the new functionality in Versa:Regulation

2.3.2 Project Constraints

- Availability of funds and spending authority
- General system development and implementation risk of a project of this size and nature
- Time for source selection and contracting impacts benefit realization
- Cost-benefit tradeoffs for gaps between requirements and component-based features/functions

2.4 Scope Management

Changes to the scope or too the assumptions and constraints will be evaluated by the project leadership team and will follow the decision escalation matrix (outlined in section 3.3 of this document) if a scope change is deemed necessary. Scope changes will be presented to the change control board for recommendations and from there to the ESC if needed.

2.5 Critical Success Factors

The critical success factors for this project are specific. By utilizing complete and effective project management processes and procedures, the following critical success factors will be achieved.

- Implementation of the Versa suite of products, Versa:Regulation, Versa:Mobile and Versa:Online (Phase II), which will provide the functionality, flexibility and sustainability needed by the MQA program
- Update current processes to attain efficiencies through the use of workflow and other enabling technologies
- Establish an infrastructure that is completely supported, meets sizing and performance requirements, and offers high availability and redundancy
- The ability to have a direct cutover from the legacy system to the new system
- Legacy system will be retired when the new system is launched

2.6 Key Dates

The key dates for this project are listed below. More detailed information is provided in the Project Schedule attached in Appendix C.

Key Date	Importance and Relevance to the Project
August 9, 2013	Iron Data (Software Vendor) Contract Signing
September 1, 2013	Mythics (Oracle Licensing) Contract Signing
August 28, 2013	Immix (Cloud Hosting) Contract Signing
October 1, 2013	Project Initiation with Iron Data
November 5, 2013	Receipt of 30-day contract termination letter for Mythics and Immix POs
November 12, 2013	Initiate SSRC
November 20, 2013	Deliver Operational Work Plan to ESC
November 22, 2013	Accenture (Integration Vendor) Contract Signing
December 2, 2013	Submit amended Schedule IV-B for FY14-145
December 2, 2013	Staff augmentation services start
December 2, 2013	IV&V Services start
January 2, 2014	Start upgrade from CMIP to V:M
January 2014	Tentative Release of Funds from Legislative Budget Committee
January 2014	Complete procurement process for staff augmentation services for remainder of Phase I work in FY14-15
February 28, 2014	Complete System Administration training
March 2014	Complete procurement process for staff augmentation services for remainder of Phase II work in FY14-15
May 31, 2014	Approval of the FY 2014-15 for funds
May 31, 2014	Train the trainer complete for V:R and V:O
September 30, 2014	Phase I Go Live (V:R and V:M)
October 1, 2014	Phase II Start (V:O)
October 31, 2014	Phase I close-out
September 30, 2015	Phase II Go Live (V:O)
October 30, 2015	Project Closure complete

2.7 Major Milestones

The following major milestones will be managed via the master project schedule, risk and issue management plans, and weekly project status calls with the vendors.

Major Milestone	Milestone Description
Requirements Phase Complete	All requirements have been documented and verified
Design & Construction Phase Complete	All design and develop required for integration, testing and implementation is complete
Ready for User Acceptance Testing	LEIDS system has been reviewed and system tested. Testing environment has been delivered and tested.
Integration & Testing Phase Complete	LEIDS system has been completely user tested and signed off. System has successfully been scanned for vulnerabilities. Production environment has been verified and tested.
Implementation (Phase I) Phase Complete	Users and Administrators have been trained. Approved deployment plan has executed and new system is fully operational in the new environment.

2.8 Major Deliverables

The Deliverables below represent those that are associated with contract payments. These general deliverables will be coordinated and tracked utilizing the master project schedule and will be the overall responsibility of the MQA Project Manager.

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Weekly and Monthly Project Status Reports	Weekly status reports provided to the MQA Project Manager from the vendor project managers and monthly status reports to the Executive Steering Committee	Reports must provide detailed information on overall project status, risks, issues, deliverables and milestones since last reporting period and be in the format found in Appendix E	MQA Project Manager / Iron Data Project Manager / Accenture Project Manager
Project Management	Provide management of all aspects of the project lifecycle	Provide project management skills, tools, and experience to drive the project to success	MQA Project Manager / Iron Data Project Manager / Accenture Project Manager
Project Schedule	Create baselined project schedule to manage tasks, resources, deliverables and payments	Successful and timely delivery of the project's tasks, deliverables and milestones	MQA Project Manager / Iron Data Project Manager / Accenture Project Manager
Technical Architecture Design	Documentation outlining the overall technical design of the project	Design must be documented and provide specifics of the design visually	MQA/IT Applications Development Manager
Technical Architecture Design Consulting Quality Assurance Review	Staff augmentation vendor, Accenture, will provide evaluation and any recommendations to the Technical Architecture Design	Technical Architecture reviewed and deemed in line with project's architectural needs. Recommendations must be categorized by priority and projected costs	Accenture Project Manager
Construction of Work Plan	Vendor construction of work plan and sub plans for	Must have detailed tasks and activities with expected	Accenture Project Manager

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
	documentation and quality for the Accenture pieces only	completion dates	
Datamart Migration Plan	Document the process the team will follow when Datamart migration occurs	Plan must provide detailed tasks and activities with expected scope of migration activities	Accenture Project Manager
Reports/Letters Migration Plan	Document the process the team will follow when migrating reports and letters	Plan must provide detailed tasks and activities with expected scope of impacted reports and letters	Accenture Project Manager
Master Test Plan	Document outlining the UAT process and methodology. Plan will include the list of modules, test cycles, schedule and identified testers. In addition, the test scripts will be included as an appendix	Plan must provide detailed tasks, schedule, test scripts and activities with expected test scenario count. A checklist for each module and profession will be used in the evaluation process	Accenture Project Manager
Deployment Plan	Document the process the team will follow during deployment activities	Plan must provide detailed, linear tasks and activities required for deployment. It should also include go/no go decision points and identified risks in deployment	Accenture Project Manager
Test Defect Tracking	The repository the team will utilize to track test defects identified when testing	All test defects have to be identified and a plan to categorize and rectify the defects. At a minimum, the following should be tracked for each issue: date entered, date completed, who worked on the issue and who tested the issue and who approved to have it marked complete	Accenture Project Manager
Letters/Reports Closure Report	Report listing the Letter and Reports that have been successfully migrated	Report must provide specific detailed accomplishments and copy of each artifact to accept closure	Accenture Project Manager
User Acceptance Closure	Report detailing the UAT	All User Acceptance items have	Accenture Project

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Report	process, schedule and sign-off	been tested successfully and each testing module has been signed off. The report must have a signed-off artifact for each module from the testers that have tested	Manager
Performance Closure Report	Report indicating that Performance Testing has been completed	Report will provide accomplishments and proof of performance testing to accept closure	Accenture Project Manager
Datamart Closure	Report indicating Datamart has been successfully migrated	Report will provide accomplishments and proof to accept closure	Accenture Project Manager
Provide Configured and Migrated Licensure Data	Licensure data configured and migrated for new system upgrade	All configured data has been migrated successfully. Data will be compared to existing data for quality checks. The report will also provide the query and results for the number of records expected and what was actually delivered. Any differences will need to have a detailed explanation	Iron Data Project Manager
Deliver Configuration System Set-ups for Testing	Configuration of systems to be utilized in testing	All configuration systems set-ups have been identified and delivered for testing	Iron Data Project Manager
Port Identified LicenseEase Modifications, Project Change Request and Interfaces	Any modification, interface or changes to legacy system	All identified modifications, project change request and interfaces have been successfully ported	Iron Data Project Manager
Develop Modifications and Extension in Versa:Regulation	Modification and extensions made in the Versa:Regulation system	Successful development of modifications and extensions have been approved	Iron Data Project Manager
Integrate existing internal interfaces to	Provide integration of internal interfaces from the	Successful transfer and/or receipt of data with no data impacts to	Iron Data Project Manager

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Versa:Regulation	existing to the new system	business users. Data users will provide sign-off artifact	
Integrate existing external interfaces and web services to Versa:Regulation	Provide integration of external interfaces and web services from the existing to the new system	Successful transfer and/or receipt of data with no data impacts to business users. Data users will provide sign-off artifact	Iron Data Project Manager
Conduct Quality Assurance Unit and Integration Testing	Perform quality assurance unit and integration testing	All unit and integration items tested satisfactorily using an established list of clients and modules	Iron Data Project Manager
Conduct Onsite Train-The-Trainer Training for Versa:Regulation and Versa:Mobile	Provide material, services and other items necessary for MQA Trainers to train others	Documentation that training has been received by the trainers. Copies of training modules, to include documentation and any electronic materials	Iron Data Project Manager
Conduct Onsite System Administration Training and Support	Provide material, services and other items necessary for System Administrators to train others	Documentation that training has been received by System Administrators. Copies of training modules, to include documentation and any electronic materials	Iron Data Project Manager
Versa:Regulation - Provide User Acceptance Testing	Successful delivery of the testing environment to include set-ups and data	Environment meets the specifications for testing as identified	Iron Data Project Manager
Install Versa:Mobile Application Installation	Installation of the Versa:Mobile Application	Versa:Mobile has been successfully installed	Iron Data Project Manager
Versa:Mobile Application - Provide User Acceptance Testing	Successful delivery of the testing environment to include set-ups and data	Environment meets the specifications for testing as identified	Iron Data Project Manager
Deliver Converted Inspection Forms from COMPAS Mobile Inspection to Versa:Mobile	All inspection forms have to be converted from the existing system to the new system	Successful testing and approval of inspection forms	Iron Data Project Manager

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Deliver Requirements Identified in the Gap Analysis for Versa:Mobile	Create document providing detailed requirements for items identified in the gap analysis	Approval and acceptance of identified gap requirements provided	Iron Data Project Manager
Provide System Support Onsite First 2 Weeks After Go-Live and Offsite First Month	Vendor system support onsite for the first two weeks after successful Go-Live	System continues to work as indicated	Iron Data Project Manager
Versa:Mobile - User Acceptance Closure Report	Report detailing the UAT process, schedule and sign-off	All User Acceptance items have been tested successfully and each testing module has been signed off. The report must have a signed-off artifact for each module from the testers that have tested	Accenture Project Manager
IV&V Project Management Plan for MQA Transformation Project	IV&V Project Management Plan, to include: 1. IV&V methodology 2. Communication plan 3. Risk management plan 4. Information security plan 5. Conflict resolution plan 6. Quality management plan 7. Document management plan	Plan must provide detailed tasks and activities including all sub-parts	IV&V Project Manager
Baseline Project Schedule for MQA Transformation Project	1. IV&V project schedule based on key project deliverables and monitoring activities for all phases of the project	Successful and timely delivery of the project's tasks, deliverables and milestones	IV&V Project Manager
Assessment Report for MQA Transformation Project	1. Identify the scope and objectives of the project	Successful and timely delivery of the assessment in the format described in the Appendix of the OWP	IV&V Project Manager

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
	<ol style="list-style-type: none"> 2. Review the project's initial artifacts, resources, tasks, structures, processes, procedures, and management to assess the project 3. Assess the project's initial organization process and procedures, including executive sponsorship and participation 4. Identify and analyze the initial project constraints 5. Assess the project's initial project control processes, including: <ol style="list-style-type: none"> a. Project management b. Project budget c. Project schedule d. Performance metrics e. Software development methodology f. Project scope management 6. Use an industry-standard risk management methodology to identify the major project risks and to validate the risks already identified by the 		

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Monthly Assessment Reports for MQA Transformation Project	<p>project</p> <p>7. Assess project staffing approach and staffing levels</p> <p>1. Assess the overall project status:</p> <p>2. Assess any changes to the project's control processes</p> <p>3. Meet with MQA's Steering Committee and Executive Management Team and/or designee each month to discuss findings, deficiencies, and recommendations</p>	<p>Reports must provide detailed information using the specified templates. The report must also include the weekly status reports, meeting minutes and documentation from the weekly status meetings in the appendix</p>	IV&V Project Manager
Deliverable Review Reports	<p>1. Examine each identified project deliverable for completeness, accuracy, and quality</p> <p>2. Examine project deliverables for compliance with procurement documents and contract requirements</p>	<p>Reports must provide detailed information using the specified templates</p>	IV&V Project Manager
Project notebook for each phase of the project	<p>1. Maintain a project log and record and document issues raised and their resolution, if any</p> <p>2. Maintain the monitoring</p>	<p>Shall be reviewed as part of the final Monthly Assessment Report</p>	IV&V Project Manager

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
	<p>work documents necessary to substantiate the IV&V findings, factual conclusions, and recommendations (These work papers must be available during the weekly status meetings and supplied to MQA at the conclusion of the project)</p> <p>3. Record all comments and changes to draft IV&V monitoring reports agreed to during comment review meetings</p>		
Install the base Versa:Online	Installation of the COTS package in the Development environment	Software is accessible and initially configured.	Iron Data Project Manager
Develop requirements identified in GAP analysis for Versa:Online	Detailed requirements documentation for each GAP that will be converted by Iron Data	Documentation compares existing functionality to the to-be. All requirements are documented.	Iron Data Project Manager
Configure system set-ups for Versa:Online for 200 license types	Configured transactions in the VO system	Transactions are configured as agreed upon from existing set-up in VR and interviews.	Iron Data Project Manager
Provide training of configurations and operations for Versa:Online	Training for SSS staff on configuring transactions in VO	Staff is trained and can complete a VO set-up on their own.	Iron Data Project Manager

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Conduct onsite interviews for Versa:Online	Interviews for VO to gather requirements.	Interview notes are documented and provided to the MQA Project manager	Iron Data Project Manager
Develop online instructions for 200 license types	Instructional text for the website and promotional materials	Instruction information is complete and accurate and in a format that can be used by MQA	Iron Data Project Manager
Support and configure UAT for Versa:Online	Successful delivery of the testing environment to include set-ups and data	Environment meets the specifications for testing as identified	Iron Data Project Manager
Configure workflow to work with Versa:Online	Configuration changes associated with workflow as they relate to VO	Configuration changes are documented and have been demonstrated and tested to work with VO	Iron Data Project Manager
Provide system support service on site after go-live and off site	Vendor system support onsite for the first two weeks after successful Go-Live	System continues to work as indicated	Iron Data Project Manager
VO deployment plan	Document the process the team will follow during deployment activities	Plan must provide detailed, linear tasks and activities required for deployment It should also include go/no go decision points and identified risks in deployment	MQA Project Manager / Iron Data Project Manager

2.9 Key Stakeholders

The following table identifies the key stakeholders and their respective interest in the project.

Key Stakeholder	Project Interest
Office Staff within MQA	Key internal users of target licensing system. Involvement includes participation in JAD sessions, review and approval of requirements and design specifications, and participation in user acceptance testing and training.
Office of the General Counsel / Prosecution Services	Key internal users of target licensing system. Involvement includes participation in JAD sessions, review and approval of requirements and design specifications, and participation in user acceptance testing and training.
Healthcare Practitioners / Consumers	External users will be required to register in the new system to create an online account to conduct business electronically with MQA. Examples include: online applications for licensure, online renewals, and checking status of application online. This will occur in Phase II.
DOH Office of Information Technology (OIT)	Target licensing system must ultimately integrate with the OIT technical architecture. Project must follow PMO standards. Selected OIT staff will provide information pertaining to current systems, participate in JAD sessions and approve technical requirements and design.
Governor's Office of Policy and Budget Florida House of Representatives Florida Senate	Key executive and legislative oversight of project budget appropriation and project outcomes.
Contracted Vendors	Vendor that provides application and hosting services for the MQA Imaging System and continuing education tracking system, which will interface with the target licensing system.

3 Project Organization and Methodology

The Project Organization and Methodology section and subsections provide a written and visual depiction of the project's staffing plan, governance structure and project sponsorship.

3.1 Legal Authority

Proposed legislation for the 2014 session, Section 456.0045, Florida Statutes (F. S.), provides the authority for DOH to replace existing technical infrastructure, upgrade the existing licensing and enforcement database, and integrate existing online service applications with a technology solution that is highly secure and scalable to manage back office operations and online regulatory portals. Further, the project funding has been appropriated by the State of Florida for FY 13-14 and is pending for FY14-15. This legislation was not passed during the 2014 session; however, the project will continue to operate according to the proposed language.

3.2 Project Organizational Chart and Roles and Responsibilities

The MQA Transformation Organization chart and the roles and responsibilities are presented below.

**Note Executive Steering Committee are indicated by an orange box and ** notation next to their name

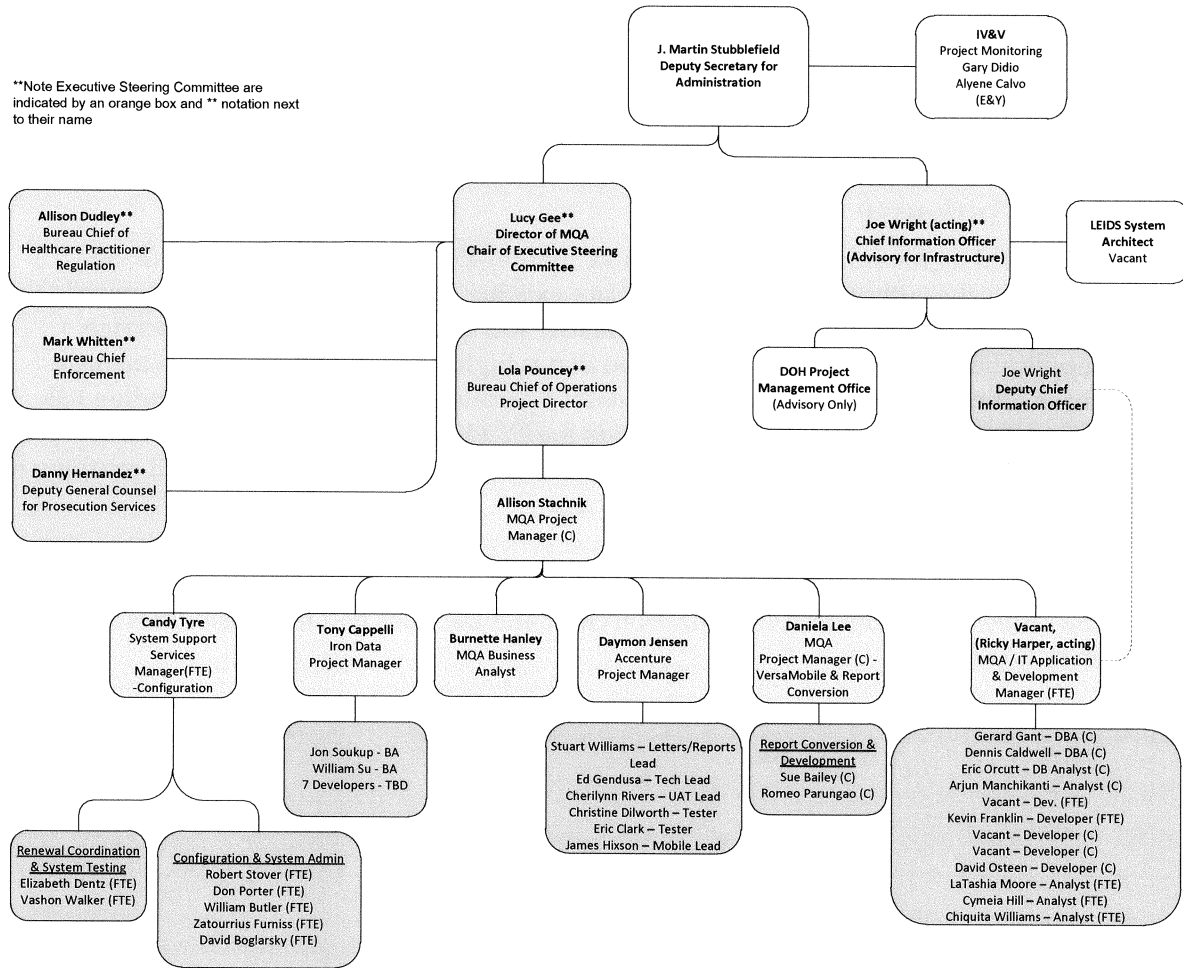


Figure 1 - Project Organizational Chart

The table below provides the *key* project roles and responsibilities and to whom they are assigned.

Role Name	Description	Assigned To
Executive Sponsor	<ul style="list-style-type: none"> • Primary executive to champion the project • Reviews status reports prepared for the Legislature and Office of Policy and Budget • Meets with and oversees efforts by the Independent Verification and Validation vendor 	J. Martin Stubblefield, Deputy Secretary for Administration
Executive Steering Committee	<ul style="list-style-type: none"> • Provide management direction and support to the project management team • Assess the project's alignment with the strategic goals of the department for licensing and regulation of health care practitioners • Review, approve or disapprove, and determining whether to proceed with any major project deliverables • Provide programmatic responsibility for successful development and implementation of the project • Champion the project within the committee member's organization • Recommend suspension or termination of the project to the Governor, the President of the Senate, and the Speaker of the House of Representatives if it determines that the primary objectives cannot be achieved • Establishes policies • Resolves escalated issues • Risk mitigation • Lucy Gee and Robert Dillenschneider report to J. Martin Stubblefield, the 	Lucy Gee Cassandra Pasley <u>Allison Dudley</u> Mark Whitten Lola Pouncey Danny Hernandez Robert Dillenschneider <u>Joe Wright (acting)</u>

Role Name	Description	Assigned To
	Deputy Secretary for Administration. Cassandra Pasley, Susie Love, and Lola Pouncey report to Lucy Gee. Danny Hernandez, Deputy General Counsel for Prosecution Services reports to Jennifer A. Tschetter, General Counsel	
Executive Steering Committee Chair	<ul style="list-style-type: none"> • Programmatic decision making authority • Champions the project within the customer's organization • Provides guidance on overall strategic direction • Provides business resources for project success • Programmatic responsibility for successful development and implementation of the project • Chairs the Executive Steering Committee • Reports to Deputy Secretary Martin Stubblefield 	Lucy Gee
Project IT Sponsor	<ul style="list-style-type: none"> • Has IT decision making authority • Champions the project within the customer's organization • Provides guidance on overall strategic direction • Provides IT resources for project success • Has responsibility for successful development and implementation of the project • Reports to Deputy Secretary Martin Stubblefield 	<u>Joe Wright (acting)</u> Robert Dillenschneider
Project Director	<ul style="list-style-type: none"> • Overall responsibility for the successful development and implementation of the project • Oversees the development and implementation of the project • Oversees the MQA Project Manager and the MQA Project Management Team for the project • Liaison with IT Sponsor for resources 	Lola Pouncey

Role Name	Description	Assigned To
	<ul style="list-style-type: none"> • Liaison with Project Sponsor for business resources and day-to-day activities • Reports to Lucy Gee 	
Project Management Team	<ul style="list-style-type: none"> • Provide daily planning, management, and oversight of the project. • Submit an operational work plan and provide quarterly updates to that plan to the executive steering committee. • Manage project areas including scope, risk, quality and change control • Invoice and deliverable quality • Submit written monthly project status reports to the executive steering committee 	Allison Stachnik Tony Cappelli Daymon Jensen Candy Tyre Daniela Lee Vacant (Joe Wright) <u>Harper - acting</u> Burnette Hanley <u>Ricky</u>
MQA Project Manager	<ul style="list-style-type: none"> • Responsible for day-to-day project oversight • Provides overall guidance and direction to Staff Augmentation vendor (Accenture) and Iron Data Project Managers • Coordinates with the Project Director for resources • Works with Staff Augmentation vendor (Accenture) and Iron Data Project Managers to ensure stakeholder needs are met • Daily decision making authority • Oversees and manages project plan • Coordinates project resources, budgets and contract management • Reviews and provides feedback on project deliverables • Responsible for project management areas including scope, risk, quality and change control • Coordinates project status communications 	Allison Stachnik, PMP

Role Name	Description	Assigned To
	<ul style="list-style-type: none"> • Provides reports to the Executive Steering Committee • Liaison with external agencies as needed • Reports to Lola Pouncey 	
Staff Augmentation Project Manager	<ul style="list-style-type: none"> • Responsible for staff augmentation project management activities • Maintain staff augmentation project documentation • Obtains approval, via the MQA Project Manager regarding scope change requests • Ensures System Integration resources adherence to the process and project management standards and guidelines in the operational work plan • Prepare formal project reports • Ensure deliverables conform to MQA standards 	Daymon Jensen, PMP
Iron Data Project Manager	<ul style="list-style-type: none"> • Responsible for Iron Data project management activities • Maintain all Iron Data project documentation • Obtains approval, via the MQA Project Manager, regarding scope change requests • Ensure adherence to the process and project management standards and guidelines in project management plan • Prepare formal project reports • Ensure deliverables conform to MQA standards 	Tony Cappelli
Independent Verification and Validation Project Manager	<ul style="list-style-type: none"> • Verifies that the system is developed in accordance with validated requirements and design specifications • Validates that the system performs its functions satisfactorily • Monitors project management processes and provides feedback on any deficiencies 	Gary Didio Alyene Calvo (Ernst & Young)

Role Name	Description	Assigned To
	<p>noted</p> <ul style="list-style-type: none"> • Reviews and provides feedback on project deliverables • Presents to Executive Management team on IV&V activities • Reports to the Executive Sponsor, Deputy Secretary Martin Stubblefield 	
Systems Support Services Manager	<ul style="list-style-type: none"> • Subject matter expert for legacy system and system gaps • Responsible for maintaining existing systems during the transition to Versa:Regulation. • Contract manager for the IronData, Accenture and IV&V purchases • Reports to Lola Pouncey 	Candy Tyre
Business Analyst	<ul style="list-style-type: none"> • Assists project manager in preparing and documenting meetings and presentations • Assists project manager in document control and archiving • Serves as subject matter expert for existing Online Systems • Reports to Candy Tyre 	Burnette Hanley
MQA Project Manager and Crystal Reports Conversion lead	<ul style="list-style-type: none"> • Responsible for reports conversion not included in the GAP analysis. These custom reports were created in Business objects • Will take lead on the Versa:Mobile effort 	Daniela Lee, PMP
MQA/IT Application Development Manager	<ul style="list-style-type: none"> • Manages the existing legacy systems • Provides resources in a subject matter expert capacity • Leads efforts by MQA/IT staff as required by the Operational Work Plan • Provides infrastructure updates to include cost, scope and schedule to the project manager on a regular basis • Reports to Bob Dillenschneider 	Vacant (Joe Wright Ricky Harper - Acting)

3.3 Project Governance Structure

Project governance is a framework for how decisions about the project will be made. Well defined governance is critical to project success in that it establishes the roles and responsibilities of all parties involved in the project and determines, in advance, clear decision-making processes and authority.

DOH has an established a governance structure designed to maintain an agency-wide (enterprise) perspective in the planning and management of information resources within the Department of Health.

The governance process assists in the development of the department's strategic goals and objectives, legislative budget requests, policies, procedures and technology standards.

The Department of Health has adopted a 3-tier approach to govern information technology. Each Tier is guided by the following principles:

- Identification of business need and planning are required prior to acquisition and development of information resources
- Development and acquisition of information resources shall be linked to the Department of Health's Strategic Plan
- Information resources shall be integrated as much as possible to create better technology tools for staff and increase efficiency
- Information resources will be acquired, developed and managed according to the department's information technology standards

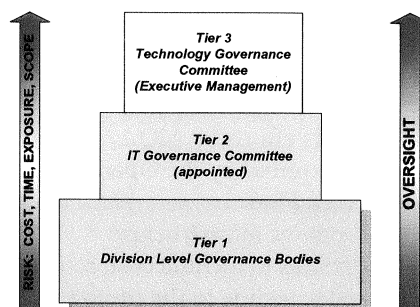


Figure 2 - DOH Tier Structure

The MQA transformation project is considered a Tier 3 project under this methodology:

Tier Level	Project Characteristics
Tier 3 - DOH Executive Management level review and approval board. In this Tier, the Executive management approves projects that meet the following criteria	MQA Transformation Project
Projects that require funding	Yes - funds would need to be appropriated from the MQA trust fund by the legislature
Enterprise initiatives	Yes - project would introduce cloud hosting to DOH and to the SSRC
Projects costing \$1.9 million or greater	Yes - project is projected to cost \$12.6 million over three fiscal years
Involves other agencies	This project includes infrastructure support from the SSRC. The system that is being replaced has interfaces with other state agencies including DOR and AHCA
Critical time lines	Hardware and software has reached end of life and poses a critical risk to system stability

In addition to the DOH governance structure, this project will have its own management and decision making structure, organized into three tiers. Below is a description of these tiers, definitions of the teams and boards and the governance structure.

- Tier 1 - Work stream leaders and their staff as identified in Figure 3 below.
- Tier 2 - Project Director, Project Management Team, Project Leadership Team and Special Identified Boards such as the Changes control Board, the Technical Review Board and the Phase Gate Review Board.
- Level 3 - Executive Steering Committee (ESC).

Project Management Team (PMT): The primary function of the Project Management Team is to support the Project Director and deliver the project objectives as established by the Executive Steering Committee and documented in the project charter. The PMT tracks and controls the project activities throughout the life of the project.

Project Leadership Team (PLT): The primary function of the Project Leadership Team (PLT) is project leadership. The PLT oversees the project execution and, as needed, addresses required issue and risk resolution and escalations. The PLT also serves as the Change Control Board (CCB), Technical Review Board (TRB) and the Phase Gate Review Board (PGRB).

Change Control Board (CCB): The CCB is comprised of the Project Director and PLT. The CCB reviews change requests and evaluates them against scope, schedule, budget, and quality impacts.

Technical Review Board (TRB): The TRB is comprised of the Project Director and PLT, assisted by technical subject matter experts (SMEs). The TRB reviews technical components of the project to ensure alignment with scope, time, budget, and quality.

Phase Gate Review Board (PGRB): The PGRB is comprised of the Project Director and PLT. The PGRB recommends advancement to the next phase

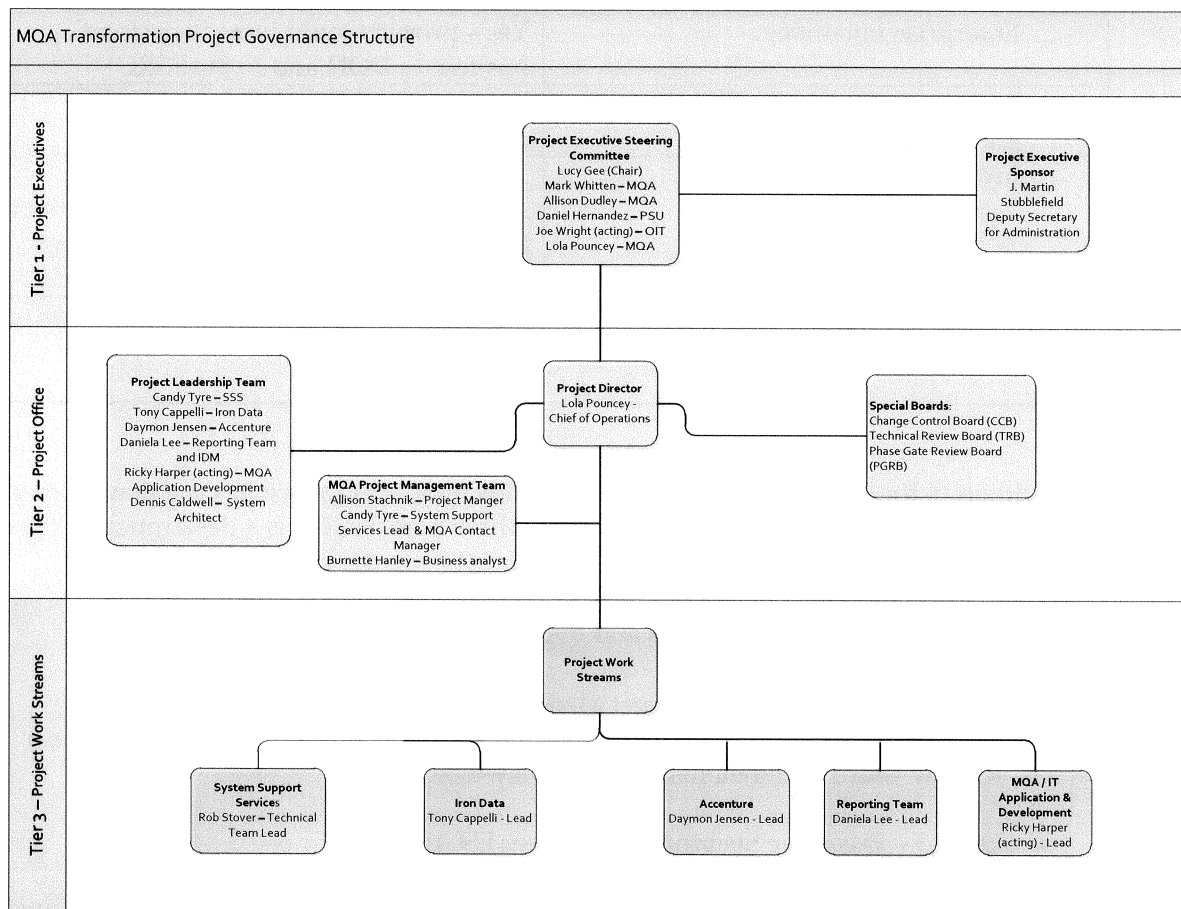


Figure 3 - MQA Project Governance Organization Chart

As provided for in (proposed) Section 456.0045, F. S., the Executive Steering Committee (ESC) members will include senior MQA and DOH management demonstrating commitment to the success of the project by their willingness to provide both oversight and advocacy for the licensing transformation effort. The ESC will be chaired by the Director of MQA and provide guidance and executive support to the team. One of the ESC's most important roles will be to keep the project's charter firmly in view and assist the Project Director in resisting forces that will seek to alter the project's objectives. They

will also support the Project Director in guarding against scope growth and assist him or her in responding to external changes that impact the project. The executive steering committee has the overall responsibility for ensuring that the project meets its primary objectives and is specifically responsible for:

- Providing management direction and support to the project management team.
- Assessing the project's alignment with the strategic goals of the department for licensing and regulating health care practitioners.
- Reviewing and approving or disapproving any changes to the project's scope, schedule, costs, and major project deliverables.
- Providing programmatic responsibility for successful development and implementation of the project.
- Championing the project within the organization.
- Recommending suspension or termination of the project to the Governor, the President of the Senate, and the Speaker of the House of Representatives, if it determines that the primary objectives cannot be achieved.

In addition, DOH shall engage a third party independent consulting firm to provide Independent Verification and Validation services on the project with status reports provided to the executive steering committee.

The project management team shall work under the direction of the executive steering committee and shall be minimally comprised of senior managers and stakeholders from the MQA and the Office of Information Technology. The project management team is responsible for:

- Providing daily planning, management, and oversight of the project.
- Submitting an operational work plan and providing quarterly updates to the plan to the executive steering committee. The plan must specify project milestones, deliverables, and expenditures.
- Managing project areas including scope, risk, quality and change control.
- Submitting written monthly project status reports to the executive steering committee which includes:
 - Planned versus actual project costs.
 - An assessment of the status of major milestones and deliverables.
 - Identification of any issues requiring resolution, the proposed resolution for these issues, and information regarding the status of the resolution.
 - Identification of risks that must be managed.
 - Identification of and recommendations for necessary changes in the project's scope, schedule, or costs. All recommendations must be reviewed and approved by the project management team before submission to the executive steering committee to ensure that the recommendations meet required acceptance criteria.
- Providing post implementation analysis as part of the project closure documentation.

The MQA Transformation Project will follow the following structure and decision escalation as shown in the following tables:

Figure 4- MQA Transformation Project Governance Structure

Group	Members	Drivers	Accountability	Decision Rights	Performance
Executive Steering Committee	High Priority Items				
	<ul style="list-style-type: none"> MQA Division Director Chief of MQA Health Care Practitioner Regulation Chief of MQA Enforcement Chief of MQA Operations Chief Information Officer of DOH Office of Information Technology Deputy General Counsel of DOH Office of the General Counsel, Prosecution Services Section 	<ul style="list-style-type: none"> Benefits realization Regulatory compliance 	<ul style="list-style-type: none"> Overall project performance External entity coordination Internal personnel coordination Budget and staffing Status reviews 	<ul style="list-style-type: none"> Project objectives including scope, budget, and schedule Key personnel assignment Project change request Risk mitigation and issue resolution 	<ul style="list-style-type: none"> Project performance
Project Office	Medium Priority Items				
	<ul style="list-style-type: none"> Project Director Project Management Team Project 	<ul style="list-style-type: none"> Contract compliance Project objectives and business requirements 	<ul style="list-style-type: none"> Project administration and management Project performance 	<ul style="list-style-type: none"> Project objectives, budget, and schedule Project status 	<ul style="list-style-type: none"> Deliverable submission Cost performance Schedule

Group	Members	Drivers	Accountability	Decision Rights	Performance
	<ul style="list-style-type: none"> Leadership Team Special Boards 	<ul style="list-style-type: none"> Project budget and schedule Regulatory compliance 	<ul style="list-style-type: none"> Resource management Deliverable quality 	<ul style="list-style-type: none"> Invoice and deliverable acceptance Personnel assignments Project change requests Issue resolution and escalation 	<ul style="list-style-type: none"> performance Deliverable quality
Project Team Members	<ul style="list-style-type: none"> Project Managers or work stream leaders 	<p style="text-align: center;">Low Priority Items</p> <ul style="list-style-type: none"> Contract compliance Project objectives and business requirements Applicable professional standards Regulatory compliance 	<ul style="list-style-type: none"> Project administration and management Adherence to project processes and procedures Activity and deliverable completion Project performance Resource management Deliverable quality Issue and risk identification 	<ul style="list-style-type: none"> Realistic cost and schedule estimates Status assessments Issue and risk resolution and escalation 	<ul style="list-style-type: none"> Deliverable submission Cost performance Schedule performance Deliverable quality

Figure 5- Decision Escalation Framework

Group	Risk or Issue Potential Impact	Time	Scope	Budget
Tier 1 - Executive Steering Committee	<ul style="list-style-type: none"> High Impact Program results can be heavily impacted No resolution plan for issue 	High Priority Items		
		<ul style="list-style-type: none"> Missed phase gate 	<ul style="list-style-type: none"> Deferral of functionality with impact to business objectives 	<ul style="list-style-type: none"> Impact cannot be handled within the budget Cost performance index (CPI) trending less than 0.95 variance across three or more months
Tier 2 - Project Director and MQA Project Management Team	<ul style="list-style-type: none"> Medium impact Program results impacted 	Medium Priority Items		
		<ul style="list-style-type: none"> Impact to schedule two weeks to thirty days Schedule performance index (SPI) trending less than 0.95 	<ul style="list-style-type: none"> Deferral of functionality but no impact to business objectives Workaround exists 	<ul style="list-style-type: none"> Impact can be handled within the program budget CPI trending less than 1.00
Tier 2 - Project Leadership Team	<ul style="list-style-type: none"> Low Impact Program results not significantly impacted 	Low Priority Items		
		<ul style="list-style-type: none"> Impact to schedule less than two weeks and can be managed with the working team 	<ul style="list-style-type: none"> Requirement delay Workaround exists until resolved 	<ul style="list-style-type: none"> Impact can be managed within the working team

4 Project Management Methodology

The project planning and management methodology used for this project is the Project Management Book of Knowledge (PMBOK®) – ANSI Standard BSR/PMI 99-001-2013.

Traditionally, project management includes a number of elements: four to five process groups, and a control system. Major process groups will include the following and are described in more detail below:

- Initiating - Achieving organizational sponsorship, direction, and commitment.
- Planning - Determining what will be delivered, by when, resources needed, and how the project team will respond to change.
- Executing - Doing the work necessary to create the deliverables.
- Monitoring and Controlling - Keeping the project on track (in place throughout the entire project lifecycle).
- Closing - Bringing the project to an orderly conclusion and learning from what was done.

4.1.1 Initiation

The initial steps within the project initiation set the project management structure and supporting processes. From the outset, the project team has worked closely to develop a project management structure and supporting processes that best fit the goals of the project.

The key outputs from the Initiation Phase are the Project Charter/Operational Work Plan, confirmed Governance structure and the initial Project Schedule.

4.1.2 Planning and Design

The project team and the MQA Project Director will work together to develop, use and update the Operational Work Plan (OWP) and any supporting plans outlined in the OWP. These documents provide the detail necessary to efficiently manage day-to-day task execution. At the Department of Health, projects of this size are tracked using a project workbook. While the entire workbook is listed in Appendix 3.1, where applicable, the methodology, data captured and an example are described in the following sections.

The project team collaboratively develops and completes the project plan, with input from key project stakeholders and other subject matter experts as appropriate.

The Operation Work Plan includes:

- Scope, Time and Cost Management
- Human Resource Management

- Project Spending Plan

The following plans will be maintained separately but are referenced in the OWP.

- Organizational Change Management
- Risk Management
- Communications Management
- Quality Management
- Issue Management
- Document Management
- Capacity Planning

4.1.3 Execution

Execution consists of the processes used to complete the work defined in the project plan to accomplish the project's requirements. Execution process involves coordinating people and resources, as well as integrating and performing the activities of the project in accordance with the project management plan. The deliverables are produced as outputs from the processes performed as defined below. Execution process group include:

- direct and manage project execution
- quality assurance of deliverables
- acquire, develop and manage project team
- distribute information
- manage stakeholder expectations
- conduct procurement
- test the deliverables against the initial design

Deliverables for this section include status reports, meeting minutes, and deliverables listed in Appendix 3.6. An example template of the status report will include sections on the project summary, progress (to include major milestones/deliverables, major tasks/activities, reports/interfaces and scope changes) issues, risks, spending plan and overview.

SECTION I — PROJECT SUMMARY

Table I – Project Summary			
Agency/Department Information		Oversight Information	
Executive Sponsor:		Date Completed:	
Project Manager:		Status Meeting Date:	
Project Director:		Assigned Analysts:	
Answer the following questions based on the last approved Operational Work Plan.		YES	NO
Is the project currently on schedule?			
Do you expect the project to complete on schedule?			
Are there any scope changes?			
Are there any risks or issues that the agency is not successfully managing?			
Is the project currently within budget?			
Do you expect the project to remain within budget?			

- 1) If the project is not on schedule, briefly explain why and what the agency is doing to bring the project back on schedule.
- 2) If the project is not on budget, briefly explain why you do not expect the project to remain within budget and what the agency can do, if anything, to bring the project back within budget.
- 3) Briefly summarize the impact of any necessary scope changes identified in Section II-D of this report.

SECTION II — PROJECT PROGRESS

A. Project Milestones & Deliverables Accepted or in Progress this Reporting Period

From the last approved Operational Work Plan (OWP), list in the following table the major milestones and deliverables that are in progress, accepted, or scheduled for acceptance during this reporting period and the next. Also list major milestones and deliverables that occurred but were not scheduled in the OWP during the reporting period. Identify the status of each line item and explain any actual or anticipated variance greater than 5% in planned vs. actual dates.

Table II-A — Project Milestones & Deliverables this Reporting Period

Major Deliverable/Milestone & Description	Planned Start Date	Planned Acceptance Date	Actual Acceptance Date	Status/Variance Explanation/Comment

B. Major Project Tasks & Activities Accepted or in Progress this Reporting Period

From the last approved OWP, list in the following table the tasks and activities from the project's work breakdown structure that are in progress, accepted or scheduled for acceptance during this reporting period. Explain any actual or anticipated variance greater than 5% in planned vs. actual dates.

Table II-B — Major Project Tasks & Activities this Reporting Period

Task/Activity Item & Description	Planned Start Date	Planned Acceptance Date	Actual Acceptance Date	Status/Variance Explanation/Comment

C. Reports & System Interfaces Accepted or in Progress this Reporting Period

From the last approved OWP, list in the following table the reports and system interfaces that are in progress, accepted or scheduled for acceptance within this reporting period. Indicate whether each item meets federal, state, or local reporting requirements. Explain any actual or anticipated variance greater than 5% in planned vs. actual dates.

Table II-C — Reports & System Interfaces this Reporting Period

Report/System Interface & Description	Planned Start Date	Planned Acceptance Date	Actual Acceptance Date	Status/Variance Explanation/Comment

A. Scope Changes Identified this Reporting Period

List in the following table any changes from the original project objectives and deliverables that impact the project schedule or budget. Items listed should be all scope changes identified during this reporting period, including those that may impact the project in later reporting periods.

Scope Change Description	Cost Impact		Schedule Impact		Explanation of Need and Cost/Schedule Change Impact
	Yes/No	Cost	Yes/No	Schedule Change	

SECTION III — PROJECT ISSUES

An issue is an immediate problem that requires resolution or an important, unanswered question related to the project. Issues can roll in/out as they arise and are dealt with by the project team. Issues can be operational, functional, or technical in nature (e.g. user satisfaction/buy-in, process change requirements, training attendance, reporting, deployment, and staff acquisition), and may impact the project's timeline, resources, and/or quality of deliverables. Unlike a risk, the project team can usually resolve an issue.

Project Issues this Reporting Period

List in the following table any problems requiring immediate resolution. Items listed should include all open issues and those resolved within this reporting period, as well as issues identified during this reporting period, including those that may impact the project in later reporting periods.

Table III — Project Issues					
Issue Description	Status (Open/Closed)	Project Impact	Resolution Approach	Resolution Date	Owner

SECTION IV — PROJECT RISKS

Risks are factors that may cause a failure to meet the project's objectives. Risks usually relate to future events which may not be under the control of the project team and usually cannot be eliminated. Major risks must be mitigated throughout the project lifecycle. Examples of risks include statutory changes, stakeholder resistance, budget reduction, project size/complexity, project duration, project cost, process change requirements, and contractor reliance.

Project Risks this Reporting Period

List in the following table any factors that may cause a failure to meet the project's objectives. Items listed should include all risks recurring within this reporting period, as well as all risks identified during this reporting period.

Table IV — Project Risks					
Risk Description	Probability of Occurrence	Risk Tolerance Level	Mitigation Strategy	Mitigation Status	Owner

SECTION V — PROJECT SPENDING PLAN

The project spending plan portion of the status report consists of this section and an Excel worksheet. After first updating the Excel project spending plan, complete this section based on the worksheet. Also provide the same information planned for the next reporting period.

- A. Discuss the major project costs incurred by the project for this reporting period.
- B. Identify the major project costs planned for the next reporting period.
- C. Specify planned project costs vs. actual project costs based on the last approved OWP. For the major categories, provide the following information:
 1. **Staffing**
 - i. State FTE positions – Indicate the cost and number of all state FTE positions assigned to this project this reporting period and planned for the next reporting period.
 - ii. OPS positions – Identify the cost and number of all OPS positions assigned to this project this reporting period and planned for the next reporting period.
 - iii. Contractor positions – Indicate the cost and number of all contractor (staff augmentation) positions assigned to this project this reporting period and planned for the next reporting period.
 2. **Deliverables**
 - i. Description and purpose – Provide a brief description for each deliverable incurred within this reporting period and planned for the next reporting period.
 3. **Major Project Tasks**
 - i. Description and purpose – Provide a brief description for each major project task incurred within this reporting period and planned for the next reporting period.
 4. **Hardware**
 - i. Description and purpose – Identify and provide the business need for all equipment purchased as a part of this project during this reporting period and planned for the next reporting period.
 - ii. Number purchased – Identify the quantity of each type of equipment purchased this reporting period and planned for the next reporting period.
 5. **COTS Software**
 - i. Description and purpose - Identify and provide the business need for all commercial, off-the-shelf software purchased as a part of this project during this reporting period and planned for the next reporting period.
 - ii. Number of licenses purchased - Identify the quantity of licenses acquired for each item of software purchased within this reporting period and planned for the next reporting period.
 6. **Miscellaneous Equipment** – Identify and provide the business need for all miscellaneous equipment purchased as a part of this project during this reporting period and planned for the next reporting period.
 7. **Other major project costs** – Include any other costs for this reporting period and planned for the next reporting period.
 8. **Progress payments** – Discuss any payments made for partial deliverables or milestones this reporting period and planned for the next reporting period.
- D. Indicate the budget vs. actual costs and variance up to and including the reporting period. Discuss any variance from the approved spending plan in the OWP.
- E. Indicate the specific appropriation amount and discuss any variance between the approved spending plan and the appropriation.

SECTION VI — PROJECT OVERVIEW

This section should provide concise background information (one page or less) regarding the project to a reader of this report who may not be familiar with the project. This information should be similar to what the agency provided in the project charter section of the last approved OWP, unless scope changes have modified the project's objectives and deliverables since the last approved OWP. If the project charter has changed since the last approved OWP, identify the changes and provide the latest project charter.

- A. Scope Statement
 - a.
- B. Business Objectives
 - a.
- C. Critical Success Factors
 - a. Benefits to the State;
 - b. Benefits to the Agency;
 - c. Benefits to the Public;
- D. Key Dates

Figure 6 - Status Report Example

4.1.4 Monitoring and controlling

Monitoring and controlling consists of those processes performed to observe project execution so that potential problems can be identified in a timely manner and corrective action can be taken, when necessary, to control the execution of the project. The key benefit is that project performance is observed and measured regularly to identify variances from the Operational work plan. Monitoring and controlling includes:

- Activities related to the independent verification and validation activities
- Measuring the ongoing project activities
- Monitoring the project variables (cost, effort, scope, etc.) against the project management plan and the project performance baseline
- Identifying corrective actions to address issues and risks properly
- Influencing the factors that could circumvent integrated change control so only approved changes are implemented

These items will be tracked using the DOH project workbook. Many of the tabs will be discussed in the sections below and a complete workbook will be included in Appendix A.

4.1.5 Closing

Closing includes the formal acceptance of the project and the ending thereof. Administrative activities include the archiving of the files and documenting lessons learned.

Closing includes:

- Contract close: Complete and settle each contract (including the resolution of any open items) and close each contract applicable to the project or project phase.
- Project close: Finalize all activities across all of the process groups to formally close the project or a project phase
- Develop lesson learned document
- Properly archive project documentation

4.2 Work Breakdown Structure

The MQA Transformation Work Breakdown Structure is shown below. Please see the attached Project Schedule for the WBS listing.

WBS Level	Number	Title	Description
1	1	MQA Transformation project - V:R & IDM	All work associated with Phase I of the project, the deployment of Versa:Regulation and Versa:Mobile
2	1.X	MQA Transformation Project Phases	These project phases have been mapped to DOH's System Development Life Cycle. For this project, because there is very little design work, this phase has been combined with Construction
3	1.1.X	Task groups	Represents major tasks in a particular phase
4	1.1.1.X	Deliverables groups and Sub tasks	Represents deliverables groups that make up a task or sub-tasks and recurring tasks that need to be completed
5	1.1.1.1.X	Deliverables	Identifies specific deliverables that are associated with the deliverable group
6	1.1.1.1.1.X	Activities	Represents activities that must be done to complete a task

4.3 Resource Loaded Project Schedule

The MQA Transformation Master Project Schedule is provided in Appendix 3.3. This project schedule will be maintained on the project directory at <\\mqanetdata\mqanetdata\MQA Transformation Project\1 - Project Management and Tracking\MQA Project Plan\>.

From this plan and the spending plan, the Project Manager will track the projects performance as it relates to budget, time and schedule and will track and report the project progress as it relates to earned value, including cost and schedule variance.

4.4 Project Spending Plan

The MQA Transformation Project Spending Plan is provided in Appendix 3.4. It will be maintained in the Project SharePoint site and will be updated and reported from monthly. The file is organized by fiscal year and each fiscal year has a detailed breakdown of major tasks/deliverables and a fee associated with it. Below is a summary snapshot of the plan at the beginning of the project.

Month Project Cost	FY 2013-14 Total Budget	FY 2013-14 Year to date costs	FY 2014-15 Total Budget	FY 2015-16 Total Budget	Total Project Budget
OPS Staff	0	0	0		0
# OPSs	0	0	0		0
State Staff	\$182,678	\$8,135	\$243,571	\$81,192	\$515,576
# FTEs	14	5	14	14	14
Contractors	\$4,305,693	\$1,298,607	\$4,447,367	\$1,133,236	\$11,184,903
Project Manager - Allison Stachnik	\$159,908	\$59,915	\$213,210	\$71,072	\$504,105
DOH Staff Augmentation - Project Support	\$223,755	\$34,088	\$361,723	\$16,686	\$636,251
Iron Data, LLC	\$2,510,883	\$951,650	\$2,103,342	\$475,050	\$6,040,925
Staff Augmentation (Accenture)	\$1,243,116	\$238,200	\$1,497,808	\$480,000	\$3,459,124
Independent Verification & Validation Services	\$168,032	\$14,754	\$271,284	\$90,428	\$544,498
Hardware/Infrastructure & Licensing	\$557,688	\$436,878	\$448,906	\$427,287	\$1,870,759
Maintenance Costs	\$6,228	\$0	\$146,456	\$141,956	\$294,640
Versa:Regulation	\$0	\$0	\$121,875	\$162,500	\$284,375
Versa:Mobile	\$0	\$0	\$13,125	\$17,500	\$30,625
Versa:Online	\$0	\$0	\$0	\$67,500	\$67,500
Versa:Online Licenses	\$0	\$0	\$87,500	\$0	\$87,500
Oracle Licenses	\$6,228	\$0	\$12,456	\$12,456	\$31,140
Total Costs (Salary and Project)		\$1,743,619			\$1,743,619
Total Project Costs for FY	\$4,869,609		\$5,042,729	\$1,702,479	\$11,614,817
Progress Payments					\$0
FTE Salary Costs (010000)	\$182,678	\$8,135	\$243,571	\$81,192	\$515,576
Total Project Appropriation (100777)	\$5,100,000		\$5,042,729	\$1,783,671	\$11,926,400
Variance from Project Appropriation					\$0
MQA Trust Fund	\$5,052,287		\$5,286,300	\$1,783,671	\$12,122,258
Project Expenses Balance					\$0
Project Cost (Cummulative)	\$5,052,287		\$10,338,587	\$12,122,258	

Figure 7- Summary Project Spending Plan

4.5 Reporting of Project Time and Expenses

The project has established certain procedures for reporting time and expenses in accordance with DOH policies. Please see the table below for the reporting requirements and process.

Resource	Frequency	Time Reporting	Expenditures	Documentation
MQA Staff	Monthly, by the 5 th of the month	Project time tracked using excel spreadsheet and submitted to the Project Manager	N/A	Time will be stored in the 'State FTEs-14 (2).xls' or the 'DOH Supporting Contractor Cost breakdown.xlsx' file and the uploaded to the MQA Transformation Spending Plan. Tasks on the Project Schedule are updated as needed.
MQA IT Staff	Monthly, by the 5 th of the month	Project time tracked using Trak-IT under the category of Compas-PROJECT. Report is submitted to the Project Manager by the MQA IT manager	N/A	Monthly Time-IT data will be stored stored in the 'State FTEs-14 (2).xls' or the 'DOH Supporting Contractor Cost breakdown.xlsx' file and the uploaded to the MQA Transformation Spending Plan. Tasks on the Project Schedule are updated as needed.
SSRC	Monthly, generally by the third week of the month	N/A	Invoices and invoice detail sent to the MQA Project Manager by the IT Operations manager	Information is uploaded to the MQA Transformation Spending Plan
Accenture	Monthly, by the 5 th of the month	Invoice with hours spent and detail. In addition and vendor's updated project schedule is provided.		Monthly status report, invoice and schedule are used to update the Spending plan and the Project schedule

Iron Data	Monthly, by the 5 th of the month	N/A	Invoice with deliverable detail, project spending plan and updated project schedule are submitted to the Project Manager.	Monthly status report, invoice and schedule are used to update the Spending plan and the Project schedule
Ernst & Young	Monthly with the delivery of each Monthly Assessment		Invoice and Monthly Assessment Reports are submitted to the Project manager	Monthly status report and invoice are used to update the Spending plan and the Project schedule

Table 1 - Time and Cost Reporting Matrix

4.6 Human Resource Management

This section will be handled by a separate document that will document the procedures for both on-boarding and off-boarding project team members. At a high level, team members will need to follow the established DOH and Division policies and procedures for security, access and training and the human resource plan will identify these. This plan will be completed by June 1, 2014.

In addition, each new member will receive a copy of the Operational Work Plan, an orientation to the project, the software and an introduction to the other team members they will be working with.

4.7 Organizational Change Management Plan

Effective Organizational Change Management (OCM) will be integral to the success of this project and a factor for ensuring staff participation in business process workflow improvement, implementation and user acceptance. The MQA Management team will be responsible for the overall OCM effort with assistance from the MQA Project Manager. Significant organizational change is expected as a result of automating workflow for existing business processes. Throughout the MQA Transformation project, OCM will ensure effective implementation through communication, awareness and training.

MQA will adhere to the standards of the PMO for Organizational Change Management. A specific OCM methodology has not been identified at this initial phase, but will be identified in the Organizational Change Management Plan created in the execution phase of the project.

At a minimum, the following will be included in the Organizational Change Management Plan:

- Description of roles, responsibilities and communication between vendor and customer
- Skill/Role gap analysis between the existing system and the proposed system
- OCM Communication Plan

The following key roles will have varying degrees of responsibility for executing the change management plan and delivering constant, positive message about change throughout the project:

- MQA Project Manager
- Project Director
- MQA Executive Steering Committee

4.8 Project Risk Management Plan

4.8.1 Purpose of the Risk Management Plan

A risk is an event or condition that, if it occurs, could have a positive or negative effect on a project's objectives. Risk Management is the process of identifying, assessing, responding to, monitoring, and reporting risks. This Risk Management Plan defines how risks associated with the MQA Transformation project will be identified, analyzed, and managed. It outlines how risk management activities will be performed, recorded, and monitored throughout the lifecycle of the project and provides templates and practices for recording and prioritizing risks.

The Risk Management Plan is created by the MQA Project Manager in the Planning and Design Phase and is monitored and updated throughout the project. The intended audience of this document is the project team, project sponsor and management.

4.8.2 Risk Management Process and Procedure

The MQA Project Manager working with the project team and project sponsors will ensure that risks are actively identified, analyzed, and managed throughout the life of the project. Risks will be identified as early as possible in the project so as to minimize their impact. The steps for accomplishing this are outlined in the following sections. The MQA Project Manager will serve as the Risk Manager for this project.

4.8.3 Risk Identification

Risk identification will involve the project team, appropriate stakeholders, and will include an evaluation of environmental factors, organizational culture and the project management plan including the project scope. Careful attention will be given to the project deliverables, assumptions, constraints, WBS, cost/effort estimates, resource plan, and other key project documents. A Risk Management Register will be generated and updated as needed and will be stored electronically in the project repository and is also attached in Appendix 3.5.

4.8.4 Risk Analysis

All identified risks will be assessed to determine the range of possible project outcomes. Qualification will be used to determine which risks are the top risks to pursue and respond to and which risks can be ignored.

- **Qualitative / Quantitative Risk Analysis**

The probability and impact of occurrence for each identified risk will be assessed by the MQA Project Manager, with input from the project team using the following approach:

- **Probability**
 - 4: Highly likely/probable (76%-100%)
 - 3: Likely (51%-75%)
 - 2: Somewhat likely (26%-50%)
 - 1: Unlikely/improbable (0%-25%) High – Greater than 70% probability of occurrence

- **Impact**
 - 4: Critical: Threatens the viability of the business or represents failure of the project
 - 3: Severe: Threatens the achievement of business vision or severely reduces project benefits
 - 2: Moderate: May delay achievement of the vision or reduce project benefits
 - 1: Minimal/minor: No impact on business vision but may increase project costs and timescales

- **Detectability**
 - 4: Determined after impact has been realized
 - 3: Realized upon trigger event
 - 2: Immediately prior to trigger event; can be mitigated prior to trigger if monitored
 - 1: Determined well in advance of occurrence or trigger event

Risks are scored by their 'Importance' which is measured using the following formula: $\text{Importance} = \text{Probability} \times (2 \times \text{Impact}) \times \text{Detectability}$.

In addition, risks are recorded by their Trigger Event/Indicator defined as the act or event initiates either the risk occurrence or precipitates the response strategy.

4.8.5 Risk Response Planning

Each major risk will be assigned to a project team member for monitoring purposes to ensure that the risk will not "fall through the cracks".

For each major risk, one of the following approaches will be selected to address it:

- **Avoid** – eliminate the threat by eliminating the cause
- **Mitigate** – Identify ways to reduce the probability or the impact of the risk
- **Accept** – Nothing will be done
- **Transfer** – Make another party responsible for the risk (buy insurance, outsourcing, etc.)

For each risk that will be mitigated, the project team will identify ways to prevent the risk from occurring or reduce its impact or probability of occurring. This may include prototyping, adding tasks to the project schedule, adding resources, etc.

For each major risk that is to be mitigated or that is accepted, a course of action will be outlined for the event that the risk does materialize in order to minimize its impact.

4.8.6 Risk Monitoring, Controlling and Reporting

The level of risk on a project will be tracked, monitored and reported throughout the project lifecycle.

A "Top 10 Risk List" will be maintained by the project team and will be reported as component of the project status reporting process for this project.

All project change requests will be analyzed for their possible impact to project risks. Management will be notified of important changes to risk status as a component of the monthly Executive Steering Committee meetings or sooner, if necessary.

4.8.7 Tools and Practices

A Risk Register will be maintained by the MQA Project Manager and will be reviewed as a standing agenda item for project team meetings. The risk register template is included below:

Risk Management Matrix (Risk Register)														
Project												0	Project #	0
Project manager												0	Sponsor	0
Project artifacts												0	Updated	1/0/00
ID	Risk Description	Probability	Impact	Detectability	Importance	Category	Trigger Event/Indicator	Risk Response and Description	Contingency Plan	Owner	Status	Date Entered	Date to Review	
1					0									
2					0									
3					0									
4					0									
5					0									
6					0									
7					0									
8					0									
9					0									
10					0									
11					0									
12					0									
13					0									
14					0									
15					0									

Figure 8 - Example Risk Register

4.9 Project Communication Plan

Purpose: To ensure that effective communication processes are in place to disseminate information and receive feedback from users, participants, and other project stakeholders to facilitate project success.

Communications management is a broad area comprised of the processes necessary to provide effective communications among project stakeholders. It identifies processes used to develop and disseminate communications, identify stakeholder information needs, define materials and frequencies of communications, and identify roles and responsibilities of communicators. Communications management is most effective when there is definition of what needs to be communicated, who is responsible for communicating with whom, when the communications need to occur, and how it will be communicated.

Disseminating knowledge among stakeholders is essential to the project's success. The project director, core project team members and key stakeholders must be kept informed of the project status and how changes to the status affect them. The more people are

kept informed about the progress of the project and how it will help them in the future, the more they will participate and benefit.

At this phase, the specific communication needs of project stakeholders and the methods and frequency of communication have not been established. This will be done during the project planning activities. At a minimum, the following types of communications will be included in this project:

- Project Kickoff Meeting
- Monthly Project Status Reports
- Legislative Office Updates
- System introduction event to staff
- Informational intranet portal
- Regular Email to Division
- Weekly Project Team Meetings
- User Acceptance Testing Meetings
- Deployment Planning Meetings
- Governance (Change Control) Meetings

Generally speaking, the project communication methodology will espouse the following types of information dissemination:

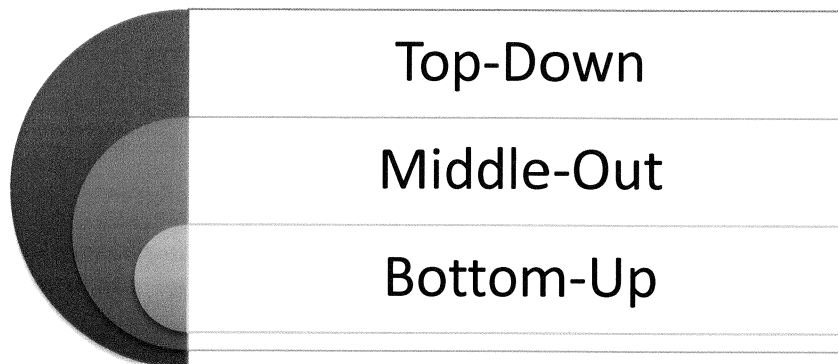


Figure 9 - Communication Tiers

Each type will be utilized on the ensuing project. A brief description of each type follows.

4.9.1 Top-Down

It is crucial that all participants in this project sense a high degree of executive support and guidance for this effort. The executive leadership of the organization (project sponsor) needs to speak with a unified, enthusiastic voice about the project and what it holds for everyone involved. The project will require dedicated, 'hands-on'

organizational change management if it is to be successful. Not only will the executives need to speak directly to all levels of the organization, they will need to listen to all levels as well. The transition from the project management practices of today to the practices envisioned for tomorrow will be driven by a sure and convinced leadership focused on a vision and guided by clearly defined, strategic, measurable goals.

4.9.2 Middle-Out

Full support at all levels of management is important for sustainable improvement. At this level (as with all levels), there must be an effort to find and communicate the specific benefits of the changes. People need a personal stake in the success of the project management practices.

A detailed Communication Plan will be completed. Requirements for effective communication methods will be incorporated into the project for implementing the enhanced system. These will include project kick off, regular status meetings, regular status reports, regular review and evaluation of project issues and risks, milestone reporting, periodic project evaluation, regular product demonstrations and reviews, a web-based discussion board, project website, etc.

4.9.3 Bottom-Up

To solidify the buy-in and confidence of the personnel involved in bringing the proposed changes to reality, it will be important to communicate the way in which the solutions were created. If the perception in the organization is that the core project team created the proposed changes in isolation, resistance is likely to occur. However, if it is understood that all participants were consulted, acceptance will be likely.

The Communication Plan and the implementation documentation can be found at <\\mqanetdata\mqanetdata\MQA Transformation Project\2 - Deliverables and Plans\2.1 Project Plans\Communication Plan>.

4.10 Configuration Management

The project Configuration Management will be based on existing configuration management practices already in place by the Department of Health's Office of Information Technology. These practices are documented in the MQA Transformation Project Folder under 2 - Deliverables and Plans\2.1 Project Plans. This documentation details how software and hardware changes will be controlled and managed and how proposed hardware and software configuration changes are tracked, approved, and implemented. It also addresses the promotion, versioning, release, and delivery of configuration items. The documentation will be reviewed on a quarterly basis and

updates will be made and reported to the Executive Steering Committee in the same manner as changes to the Operational Work Plan.

4.11 Quality Plan

A separate Quality Plan will be developed during planning phase of the project. This plan will detail the quality assurance and control measures that will be tracked as part of this project. This plan will be developed based on the information stored in the project workbook and will be maintained in the Project SharePoint site. The plan will be reviewed on a quarterly basis and updates will be made and reported to the Executive Steering Committee in the same manner as changes to the Operational Work Plan.

4.12 Other Planning, Execution, Monitoring & Control and Closure Tools

4.12.1 Issue Tracking

Project Issues will be tracked in the project work book which will be maintained in the Project SharePoint site. Other issues as they relate to testing will be tracked and reported by Accenture and Iron Data to the Project Manager using an agreed upon method.

The Project Workbook will capture the issue description, project impact, action plan/resolution, owner, importance, date entered, date reviewed and date resolved. Below is an example of the tracking form.

Issues Log								
Project				0	Project #	0		
Project manager				0	Sponsor	0		
Project artifacts				0	Updated	1/0/00		
ID	Issue Description	Project Impact	Action Plan/Resolution	Owner	Importance	Date Entered	Date to Review	Date Resolved
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								

Figure 10 - Project issue Tracking Sheet

4.12.2 Change Log and the Change Management Process

Project changes requests will follow the decision escalation process out lined in section 3.3. Change requests will be submitted in writing to the project leadership team for evaluation. From there it will be presented to the Change Control Board for recommendations. If the change needs to be escalated to the ESC, then it will be placed on the agenda for the next meeting. The Project Workbook will track all changes that are in the process or finalized.

The Project Workbook will capture the change description, priority, originator, date entered, date assigned, evaluator, status, date of decision, revision number. Below is an example of the change log.

Change Control Log									
Project				0		Project #		0	
Project Manager				0		Sponsor		0	
Project Artifacts				0		Updated		1/0/00	
ID	Change Description	Priority	Originator	Date Entered	Date Assigned	Evaluator	Status	Date of Decision	Included in Rev. #
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									

Figure 11 - Project Change log

4.12.3 Decision Log

The Project Workbook, which will be maintained in the project directory, will track all major decisions made during the course of the project.

The Project Workbook will capture the decision description, comments, owner, status and date entered. Below is an example of the decision log.

Decision Log					
Project		0	Project #	0	
Project manager		0	Sponsor	0	
Project artifacts		0	Updated	1/0/00	
ID	Decision Description	Comments	Owner	Status	Date Entered
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

Figure 12 - Project Decision Log

4.12.4 Action Items

Action items will be tracked in the Project Workbook, which will be maintained in the Project SharePoint site. These items are products of meetings, decision points, risk mitigation and change control.

The Project Workbook will capture the action item, owner, status, date entered, planned completion, actual completion and any comments. Below is an example of the action items listing.

Action Items							
Project	0	Project #	0				
Project manager	0	Sponsor	0				
Project artifacts	0	Updated	1/0/00				
ID	Action Item	Owner	Status	Date Entered	Planned Completion	Actual Completion	Comments
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							

Figure 13 - Action Item Listing

4.12.5 Deliverable Acceptance

Deliverable Acceptance will be tracked in the Project Workbook, which will be maintained in the Project SharePoint site. All deliverables will be logged and monitored as they go through the acceptance process. An acceptance criterion for each deliverable has been outlined in the Major Deliverables section of this plan.

The Project Workbook will capture the deliverable description, comments, evaluator, status (in review, accepted, rejected) and date of the decision. Below is an example of the Deliverable Acceptance Log.

Deliverable Acceptance Log					
Project			0	Project #	0
Project manager			0	Sponsor	0
Project artifacts			0	Updated	1/0/00
ID	Deliverable Description	Comments	Evaluator	Status	Date of Decision
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

Figure 14 - Deliverable Acceptance Log

4.12.6 Capacity Planning

Capacity planning involves planning, measuring and monitoring of system capacity in support of delivering a service. When implemented correctly, capacity planning allows an enterprise to manage system costs tightly by capitalizing on the just-in-time availability of hardware. A focus on capacity planning will ensure an appropriate use of resources and sufficient capability is available in time to meet production workload needs.

For purposes of the MQA Transformation project, the MQA Project Manager, Iron Data, in conjunction with IT, have reviewed the current environment, issues associated with the current environment, requirements for the upgraded solution, and the following transaction volumes to extrapolate the necessary infrastructure to effectively support MQA and its needs. In addition, part of the staff augmentation tasks is to provide Technical Architecture Design Consulting Quality Assurance Review. The staff augmentation vendor, Accenture, will provide an evaluation and any recommendations to the technical architecture design. Further decisions based on this evaluation will be made at that time.

The figures below provide a snap shot of the processing volume of the current system.

Online Sales and Logins

Fiscal Year	Logins	Total Online Sales			Other Sales transactions	Total Amount of			
		Transactions	Online Renewals	Initial Application		Online Transactions	Online Renewals	Initial Application	Other Sales Transactions
FY 2007 - 2008	424,551	280,039	257,163	7,390	15,486	\$42,268,141	\$38,644,014	\$1,537,653	\$2,086,474
FY 2008 - 2009	690,992	270,913	247,244	14,617	9,052	\$35,928,232	\$32,643,635	\$3,008,620	\$275,977
FY 2009 - 2010	1,353,519	370,463	324,380	36,849	9,234	\$58,341,023	\$51,245,418	\$6,856,995	\$238,610
FY 2010 - 2011	1,363,178	374,351	326,586	37,373	10,392	\$45,332,553	\$45,332,553	\$5,965,822	\$491,233
FY 2011 - 2012	1,531,101	422,703	366,432	44,322	11,949	\$63,600,010	\$55,552,489	\$7,699,183	\$348,338
FY 2012 - 2013	1,864,871	426,990	364,817	49,418	12,755	\$49,905,798	\$39,735,626	\$9,862,952	\$307,220

Notes:

Source - MQA Services

Online Renewals includes regular renewals and delinquent renewals

Other Sales transactions include duplicate licenses, license certification, CD orders of license data and one time fee assessments.

License Certification and CD orders of license data do not require a login to MQA services

Figure 15 - Online Sales and Logins

Historical Licensees per FTE

	FY04-05	FY05-06	FY06-07	FY07-08	FY08-09	FY09-10	FY10-11	FY11-12	FY12-13
Practitioner	889,326	1,017,772	831,131	863,975	905,237	971,265	1,016,028	1,059,958	1,091,306
Establishment	18,849	18,543	20,116	19,813	21,371	22,031	24,359	23,809	25,286
Total Licensees	908,175	1,036,315	851,247	883,788	926,608	993,296	1,040,387	1,083,767	1,116,592
FTE	561.5	575.5	575.5	596.5	600.5	609.5	609.5	608.5	600
Licensees per FTE	1,617	1,801	1,479	1,482	1,543	1,630	1,707	1,781	1,861

Figure 16 - Historical Licensees per full time employees

5 Appendices

5.1 *Project Work Book*



MQA Transformation
Workbook.xlsx

5.2 *Work Breakdown Structure and Project Schedule as of 8/4/2014*



072014 MQA
Transformation Project

5.3 *Project Spending Plan as of 7/10/2014*



MQA Transformation
Project Spending Plan

5.4 *Risks - Project Workbook version*



MQA Transformation
Project Risks.xlsx

5.5 *Status Report Template*



MQA Transformation
Project Status Report

Project Summary Department of Health
 Medical Quality Assurance

Month Project Cost	FY 2013-14 Total Budget	FY 2013-14 Year to date costs	FY 2014-15 Total Budget	FY 2015-16 Total Budget	Total Project Budget
OPS Staff	0	0	0		0
# OPSs	0	0	0		0
State Staff	\$182,678	\$44,617	\$243,571	\$121,788	\$548,037
# FTEs	14	5	14	14	14
Contractors	\$4,305,693	\$4,079,201	\$3,984,617	\$1,935,280	\$10,225,590
Project Manager - Allison Stachnik	\$159,908	\$147,200	\$213,210	\$106,608	\$479,726
DOH Staff Augmentation - Project Support	\$223,755	\$188,698	\$361,723	\$25,030	\$610,508
Iron Data, LLC	\$2,510,883	\$2,401,657	\$1,640,592	\$1,068,000	\$5,219,475
Staff Augmentation (Accenture)	\$1,243,116	\$1,173,614	\$1,497,808	\$600,000	\$3,340,924
Independent Verification & Validation Services	\$168,032	\$168,032	\$271,284	\$135,642	\$574,958
Hardware/Infrastructure & Licensing	\$557,688	\$514,448	\$448,906	\$549,537	\$1,556,131
Maintenance Costs	\$6,228	\$3,903	\$264,456	\$268,946	\$539,630
Versa:Regulation	\$0	\$0	\$151,375	\$163,865	\$315,240
Versa:Mobile	\$0	\$0	\$13,125	\$19,500	\$32,625
Versa:Online	\$0	\$0	\$0	\$73,125	\$73,125
Versa:Online Licenses	\$0	\$0	\$87,500	\$0	\$87,500
Oracle Licenses	\$6,228	\$3,903	\$12,456	\$12,456	\$31,140
Total Costs (Salary and Project)		\$4,642,169			
Total Project Costs for FY	\$4,869,609		\$4,697,979	\$2,753,763	\$12,321,351
Progress Payments					
FTE Salary Costs (010000)	\$182,678	\$44,617	\$243,571	\$121,788	\$548,037
Total Project Appropriation (100777)	\$5,100,000		\$4,697,979	\$2,753,763	\$12,551,742
Variance from Project Appropriation					
MOA Trust Fund	\$5,052,287		\$4,941,550	\$2,875,551	\$12,869,388
Project Expenses Balance					
Total Project Appropriation Costs	\$4,500,000	\$4,329,822	\$3,914,978	\$2,166,740	
Total Existing Budget costs	\$552,288	\$312,348	\$1,026,572	\$708,811	
Project Cost (Cummulative)	\$5,052,287		\$9,993,837	\$12,869,388	

FY2013-2014 Department of Health
 Medical Quality Assurance

\$4,305,693

Month	FY 2013-14 Total Budget	Jul Budget	Jul Actual	Aug Budget	Aug Actual	Sep Budget	Sep Actual	Oct Budget	Oct Actual	Nov Budget	Nov Actual	Dec Budget	Dec Actual
Project Cost													
OPS Staff													
# OPSs	0.0												
State Staff	\$182,678							\$20,298	\$736	\$20,298	\$668	\$20,298	\$2,452
# FTEs (FTE projected allocation ranges from 15% - 50% and most are at 30%)	14.0							14.0	1.0	14.0	2.0	5.0	5.0
Contracted services	\$4,305,693	\$0	\$0	\$0	\$0	\$0	\$0	\$242,274	\$219,878	\$273,383	\$261,485	\$316,592	\$307,754
Project Manager - Allison Stachnik for 1400 hours	\$159,908	\$0	\$0	\$0	\$0	\$0	\$0	\$17,752	\$11,270	\$17,770	\$14,260	\$17,770	\$15,640
DOH Staff Augmentation - Project Support	\$223,755	\$0	\$0	\$0	\$0	\$0	\$0	\$15,914	\$0	\$15,914	\$7,525	\$15,914	\$9,205
MCA Project manager for Versa Mobile (371 hours)	\$31,518	\$0	\$0	\$0	\$0	\$0	\$0	\$1,313	\$1,313	\$1,313	\$170	\$1,313	\$340
convert DOH developed crystal reports that support the Division)	\$28,389	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Database Administrators (3 positions for a total of 1460 hours to support and advise Iron Data/Accenture and be the go-between for the SSRC)	\$131,402	\$0	\$0	\$0	\$0	\$0	\$0	\$14,600	\$0	\$14,600	\$7,355	\$14,600	\$8,865
Inspection Form Developer (1 position for 464 hours to support Versa Mobile implementation)	\$32,445	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Iron Data, LLC - Installation of V:R and V:M management	\$2,510,883	\$0	\$0	\$0	\$0	\$0	\$0	\$208,608	\$208,608	\$239,700	\$239,700	\$193,800	\$193,800
2.0 Iron Data - Data Conversion Tasks - Includes data migration, configuration of new features & 215 license types, production conversion testing & operations		\$0	\$0	\$0	\$0	\$0	\$0	\$102,000	\$102,000	\$0	\$0	\$0	\$0
3.0 Iron Data - Project management (full time 20 days/month)		\$0	\$0	\$0	\$0	\$0	\$0	\$25,500	\$25,500	\$38,250	\$38,250	\$0	\$0
Identified modifications, pcrs and interfaces, developing identified gaps, integrated existing online systems to VR and OA		\$0	\$0	\$0	\$0	\$0	\$0	\$51,000	\$51,000	\$175,950	\$175,950	\$168,300	\$168,300
5.0 Iron Data - Train the trainer - Includes material preparations and planning and onsite training		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
6.0 Iron Data - System administration training and support - Includes material preparation and training on new features, configuration, batch scheduler and letters and remote support		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
7.0 Iron Data - User acceptance testing - Includes off site support and configuration corrections		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
8.0 Iron Data - Go-Live support - Both onsite and off-site		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
9.0 Iron Data - Upgrade CMIP to Versa Mobile - Includes installation and tech support, forms conversion, GAP analysis and development, and UAT support		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
10.0 Iron Data - Travel		\$0	\$0	\$0	\$0	\$0	\$0	\$4,608	\$4,608	\$0	\$0	\$0	\$0
Staff Augmentation (Accenture - 7 positions to provide technical architecture evaluation, datamart migration, letter/LE report conversion, master test plan and execution for V:R and V:M and project management of these tasks)	\$1,243,116	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$89,109	\$89,109
Independent Verification & Validation Services (Project baseline analysis, monthly status reports and IV&V project plan)	\$168,032	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Project management plan and schedule		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Baseline Assessment		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Monthly Assessment Reports		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Hardware/Infrastructure & Licensing	\$557,688	\$0	\$0	\$0	\$0	\$38,646	\$38,646	\$38,646	\$38,646	\$58,826	\$58,826	\$300,760	\$300,760
Cloud Hosting Services (cancelled) - Original infrastructure solution was cancelled 11/5/13	\$135,685	\$0	\$0	\$0	\$0	\$38,646	\$38,646	\$38,646	\$38,646	\$58,393	\$58,393	\$0	\$0
SSRC Hosting Costs for development, QA and production environments	\$111,922	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$433	\$433	\$544	\$544
SQL Licenses - One time purchase through the SSRC	\$9,865	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Oracle Licenses - One time purchase through the SSRC	\$300,216	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$300,216	\$300,216
Maintenance Costs	\$6,228	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Versa:Regulation (650 users)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Versa:Mobile (50 users)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Versa:Online (1500 Internet Service Units)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Versa:Online Licenses (Base License for software, one time charge in FY14-15)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Oracle Licenses (billed quarterly in arrears)	\$6,228	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Total Costs (Salary and Project)	\$5,052,287																	
Total Project Costs	\$4,869,609																	
Monthly Totals	\$0	\$0	\$0	\$0	\$38,646	\$38,646	\$301,217	\$259,260	\$352,506	\$320,979	\$637,650	\$610,966						
FTE Salary Costs (010000)	\$182,678																	
Total Project Appropriation (100777)	\$5,100,000																	
Variance from Project Appropriation																		
MOA Trust Fund	\$5,052,287																	
Project Expenses Balance	\$4,642,169																	

Project Costs to date

Notes:

The Total Project Appropriation (100777) is \$4,500,000 is non-recurring from GAA line # 567A and \$600,000 recurring from GAA line # 564
The DOH Staff Augmentation and the State staff are existing resources that will have a portion of their time spent on this project. This cost was not projected in the costs considered in the 2013 legislative session.

Total project cost FY13-14 & FY14-15:

Month	Excluding State FTEs		Feb		Mar		Apr		May		Jun		CF-Jul Budget	CF-Jul Actual	Budget to Date	Actual to Date	Variance to Date
	Jan Budget	Jan Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual					
Project Cost																	
OPS Staff																	
# FTEs																	
State Staff	\$20,298	\$4,279	\$20,298	\$1,933	\$20,298	\$4,223	\$20,298	\$14,626	\$20,298	\$8,467	\$20,298	\$7,233			\$182,678	\$44,617	
# FTEs	10.0	10.0	8.0	7.0	7.0	7.0	8.0	8.0	8.0	8.0	7.0	7.0					
Contractors	\$516,568	\$509,490	\$687,291	\$531,302	\$656,578	\$654,875	\$595,359	\$642,568	\$652,950	\$551,249	\$364,699	\$376,181	\$24,419	\$24,419	\$4,330,112	\$4,079,201	\$300,661
Project Manager - Allison Stachnik for 1400 hours	\$17,770	\$18,745	\$17,770	\$15,640	\$17,770	\$17,653	\$17,770	\$16,100	\$17,770	\$17,768	\$17,770	\$20,125	\$0	\$0	\$159,908	\$147,200	\$12,708
DOH Staff Augmentation - Project Support	\$24,604	\$17,358	\$24,604	\$26,508	\$24,604	\$31,190	\$34,067	\$43,338	\$34,067	\$25,455	\$34,067	\$28,120	\$0	\$0	\$223,755	\$188,698	
MOA Project manager for Versa Mobile (370 hours)	\$4,596	\$2,593	\$4,596	\$2,253	\$4,596	\$5,525	\$4,596	\$5,993	\$4,596	\$2,635	\$4,596	\$1,955					
convert DOH developed crystal reports that support the Division)				\$1,690		\$680		\$9,463		\$2,990		\$9,463					
Database Administrators (3 positions for a total of 1460 hours to support and advise Iron Data/Accenture and be the go-between for the SSRC)	\$14,600	\$13,435	\$14,600	\$22,355	\$14,600	\$18,615	\$14,600	\$33,515	\$14,600	\$20,105	\$14,600	\$17,035					
Inspection Form Developer (1 position for 464 hours to support Versa Mobile implementation)	\$5,408	\$1,330	\$5,408	\$210	\$5,408	\$6,370	\$5,408	\$840	\$5,408	\$315	\$5,408	\$8,960					
Iron Data, LLC - Installation of V:R and V:M	\$310,350	\$309,542	\$387,450	\$308,550	\$397,500	\$370,050	\$321,000	\$371,771	\$367,875	\$299,775	\$84,600	\$99,861	\$0	\$0	\$2,510,883	\$2,401,657	\$109,226
management	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$102,000	\$102,000	\$0
2.0 Iron Data - Data Conversion Tasks - Includes data migration, configuration of new features & 215 license types, production conversion testing & operations	\$71,400	\$71,400	\$71,400	\$71,400	\$76,500	\$58,650	\$0	\$0	\$25,500	\$17,850	\$0	\$0	\$0	\$0	\$308,550	\$283,050	\$25,500
3.0 Iron Data - Project management (full time 20 days/month)	\$25,500	\$25,500	\$25,500	\$25,500	\$25,500	\$25,500	\$25,500	\$25,500	\$25,500	\$25,500	\$25,500	\$25,500	\$0	\$0	\$229,500	\$229,500	\$0
identified modifications, pcsr and interfaces, developing identified gaps, integrated existing online systems to VR and QA	\$186,150	\$186,150	\$211,650	\$211,650	\$211,650	\$211,650	\$211,650	\$211,650	\$205,275	\$200,175	\$25,500	\$17,850	\$0	\$0	\$1,447,125	\$1,434,375	\$12,750
5.0 Iron Data - Train the trainer - Includes material preparations and planning and onsite training	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$25,500	\$0	\$0	\$25,500	\$0	\$0	\$25,500	\$25,500	\$0
6.0 Iron Data - System administration training and support - Includes material preparation and training on new features, configuration, batch scheduler and letters and remote support	\$0	\$0	\$17,850	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$17,850	\$0	\$17,850
7.0 Iron Data - User acceptance testing - Includes off site support and configuration corrections	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$12,750	\$12,750	\$0	\$0	\$12,750	\$12,750	\$0
8.0 Iron Data - Go-Live support - Both onsite and off-site	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
9.0 Iron Data - Upgrade CMIP to Versa Mobile - Includes installation and tech support, forms conversion, GAP analysis and development, and UAT support	\$22,500	\$22,500	\$56,250	\$0	\$74,250	\$74,250	\$74,250	\$130,500	\$76,500	\$56,250	\$11,250	\$14,265	\$0	\$0	\$315,000	\$297,765	\$17,235
10.0 Iron Data - Travel	\$4,800	\$3,992	\$4,800	\$0	\$9,600	\$0	\$9,600	\$4,121	\$9,600	\$0	\$9,600	\$3,996	\$0	\$0	\$52,608	\$16,717	\$35,891
Staff Augmentation (Accenture - 7 positions to provide technical architecture evaluation, datamart migration, letter/LE report conversion, master test plan and execution for V-R and V-M and project management of these tasks)	\$149,091	\$149,091	\$201,863	\$180,605	\$192,286	\$180,379	\$198,104	\$186,941	\$208,819	\$183,833	\$203,843	\$203,657	\$0	\$0	\$1,243,116	\$1,173,614	\$69,502
Independent Verification & Validation Services (Project baseline analysis, monthly status reports and IV&V project plan)	\$14,754	\$14,754	\$55,604	\$0	\$24,419	\$55,604	\$24,419	\$24,419	\$24,419	\$24,419	\$24,419	\$24,419	\$24,419	\$24,419	\$168,032	\$168,032	\$0
Project management plan and schedule	\$14,754	\$14,754	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Baseline Assessment	\$0	\$0	\$55,604	\$0	\$0	\$55,604	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Monthly Assessment Reports	\$0	\$0	\$0	\$0	\$24,419	\$24,419	\$24,419	\$24,419	\$24,419	\$24,419	\$24,419	\$24,419	\$24,419	\$24,419	\$24,419	\$24,419	\$0

Hardware/Infrastructure & Licensing	\$13,010	\$531	\$13,010	\$3,196	\$13,010	\$3,251	\$13,010	\$7,864	\$39,318	\$41,180	\$29,453	\$21,548	\$0	\$0	\$557,688	\$514,448	\$0
Cloud Hosting Services (cancelled) - Original infrastructure solution was cancelled 11/5/13	\$0	\$0		\$0											\$135,685	\$135,685	(\$0)
SSRC Hosting Costs for development, QA and production environments	\$13,010	\$531	\$13,010	\$3,196	\$13,010	\$3,251	\$13,010	\$7,864	\$29,453	\$10,058	\$29,453	\$21,548			\$111,922	\$47,425	\$64,497
SQL Licenses - One time purchase through the SSRC									\$9,865	\$31,121					\$9,865	\$31,121	(\$21,256)
Oracle Licenses - One time purchase through the SSRC				\$0											\$300,216	\$300,216	\$0
Maintenance Costs (not in year 1)	\$0	\$0	\$0	\$0	\$3,114	\$3,903	\$0	\$0	\$0	\$0	\$3,114	\$0	\$0	\$0	\$6,228	\$3,903	
Versa:Regulation (650 users)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Versa:Mobile (50 users)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Versa:Online (1500 Internet Service Units)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Versa:Online Licenses (Base License for software)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Oracle Licenses (billed quarterly in arrears)	\$0	\$0	\$0	\$0	\$3,114	\$3,903	\$0	\$0	\$0	\$0	\$3,114	\$0	\$0	\$0	\$6,228	\$3,903	
Monthly Totals	\$549,876	\$514,299	\$720,599	\$536,431	\$693,000	\$666,253	\$628,667	\$665,059	\$712,565	\$600,895	\$417,563	\$404,962	\$24,419		\$5,076,707	\$4,642,169	

FY2014-2015 Department of Health

Medical Quality Assurance

Month	FY 2014-15	Jul	Jul	Aug	Aug	Sep	Sep	Oct	Oct	Nov	Nov	Dec	Dec
Project Cost	Total Budget	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual
OPS Staff													
# FTEs	0.0												
State Staff	\$243,571	\$20,298	\$15,498	\$20,298	\$11,865	\$20,298		\$20,298		\$20,298		\$20,298	
# FTEs	14.0	8.0	8.0	8.0	8.0								
Contractors	\$3,984,617	\$330,511	\$371,547	\$341,761	\$286,511	\$388,136	\$0	\$400,047	\$0	\$280,788	\$0	\$234,161	\$0
Project Manager - Allison Stachnik for 1854 hours	\$213,210	\$17,768	\$20,125	\$17,768	\$18,803	\$17,768		\$17,768		\$17,768		\$17,768	
DOH Staff Augmentation - Project Support	\$361,723	\$46,350	\$46,989	\$46,350	\$46,690	\$46,350	\$0	\$44,380	\$0	\$22,287	\$0	\$22,287	\$0
MQA Project manager for Versa Mobile (718 hours)	\$61,066	\$6,566	\$3,698	\$6,566	\$1,360	\$6,566		\$4,596		\$4,596		\$4,596	
Reports Developers (2 positions for a total of 1854 hours to convert DOH developed crystal reports that support the Division)	\$162,225	\$13,519	\$3,520	\$13,519	\$8,315	\$13,519		\$13,519		\$13,519		\$13,519	
Database Administrators (3 positions for a total of 1298 hours to support and advise Iron Data/ Accenture and be the go-between for the SSRC)	\$116,802	\$20,858	\$38,820	\$20,858	\$25,255	\$20,858		\$20,858		\$4,172		\$4,172	
Inspection Form Developer (1 position for 309 hours to support Versa Mobile implementation)	\$21,630	\$5,408	\$951	\$5,408	\$11,760	\$5,408		\$5,408					
Iron Data, LLC TOTALS	\$1,640,592	\$47,850	\$66,762	\$59,100	\$55,927	\$65,475	\$0	\$125,292	\$0	\$98,127	\$0	\$51,500	\$0
1.0 Iron Data - V-R Installation and Technical project management		\$0		\$0			\$0		\$0		\$0		\$0
2.0 Iron Data - Data Conversion Tasks - Includes data migration, configuration of new features & 215 license types, production conversion testing & operations		\$0	\$12,750	\$0			\$0		\$0		\$0		\$0
3.0 Iron Data - Project management (full time 20 days/month)		\$25,500	\$25,500	\$25,500	\$25,500	\$25,500		\$0		\$0		\$0	
4.0 Iron Data - Custom Code migration - Includes porting of identified modifications, pcs and interfaces, developing identified gaps, integrated existing online systems to VR and QA		\$0		\$0	\$12,750	\$0		\$0		\$0		\$0	
5.0 Iron Data - Train the trainer - Includes material preparations and planning and onsite training		\$0		\$0			\$0		\$0		\$0		\$0
6.0 Iron Data - System administration training and support - Includes material preparation and training on new features, configuration, batch scheduler and letters and remote support		\$0		\$0		\$6,375		\$0		\$0		\$0	
7.0 Iron Data - User acceptance testing - Includes off site support and configuration corrections		\$12,750	\$12,750	\$12,750	\$12,750	\$12,750		\$0		\$0		\$0	
8.0 Iron Data - Travel (V-R and V-M)		\$0		\$0				\$38,250		\$0		\$0	
9.0 Iron Data - Upgrade CMIP to Versa Mobile - Includes installation and tech support, forms conversion, CAP analysis and development, and UAT		\$0	\$11,250	\$11,250		\$11,250				\$0		\$0	
10.0 Iron Data - Travel (V-R and V-M)		\$9,600	\$4,512	\$9,600	\$4,927	\$9,600		\$4,992		\$0		\$0	
11.0 Iron Data - V-O Implementation - Includes project management, V-O installation, technical management and customization budget								\$44,250		\$63,327		\$25,500	
12.0 Iron Data - Implement ~200 License types to online services - Includes requirements gathering, configuration, support for UAT & production and online workflow configuration								\$37,800		\$25,200		\$14,000	
13.0 Iron Data - Training of configuration and								\$0		\$0		\$0	
14.0 Iron Data - Travel (V-O)										\$9,600		\$12,000	
Staff Augmentation (V-R, V-M, & V-O. Need to procure for this fiscal year)	\$1,497,808	\$195,936	\$215,063	\$195,936	\$165,092.00	\$235,936	\$0	\$190,000	\$0.00	\$120,000	0	\$120,000	\$0
Independent Verification & Validation Services (Project baseline analysis, monthly status reports and IV&V project plan and schedule)	\$271,284	\$22,607	\$22,607	\$22,607	\$0	\$22,607	\$0	\$22,607	\$0	\$22,607	\$0	\$22,607	\$0
Project management plan and schedule													
Baseline Assessment													
Monthly Assessment Reports		\$22,607	\$22,607	\$22,607		\$22,607		\$22,607		\$22,607		\$22,607	
Hardware/Infrastructure & Licensing	\$448,906	\$29,453	\$23,166	\$29,453	\$23,662	\$29,453	\$0	\$75,691	\$0	\$35,607	\$0	\$35,607	\$0
SSRC Hosting Costs for development, QA and production environments	\$353,436	\$29,453	\$23,166	\$29,453	\$23,662	\$29,453		\$29,453		\$29,453		\$29,453	
SSRC Costs for Disaster recovery (One time set-up charge of \$40,084 and \$6,154 monthly for 9 months)	\$95,470							\$46,238		\$6,154		\$6,154	

\$3,984,617

Maintenance Costs	\$264,456	\$0	\$0	\$0	\$0	\$0	\$0	\$105,614	\$0	\$15,000	\$0	\$15,000	\$0
Versa:Regulation (650 users) - Prorated for 9 months	\$121,875							\$13,542		\$13,542		\$13,542	
Existing license system maintenance cost	\$29,500												
Versa:Mobile (50 Users) - Prorated for 9 months	\$13,125							\$1,458		\$1,458		\$1,458	
Versa:Online (1500 Internet Service Units) - Maintenance starts in FY15-	\$0	\$0	\$0		\$0			\$0		\$0		\$0	
Versa:Online Licenses (Base License for software, one time charge in FY14-15)	\$87,500			\$0		\$0		\$87,500		\$0		\$0	
Oracle Licenses (billed quarterly in arrears)	\$12,456							\$3,114					
Total Costs (Salary and Project)	\$4,941,550												
Total Project Costs for FY14-15	\$4,697,979												
Monthly Totals		\$380,261	\$410,210	\$391,511	\$322,038	\$437,886	\$0	\$601,649	\$0	\$351,693	\$0	\$305,066	\$0
FTE Salary Costs (010000)	\$243,571												
Total Project Appropriation (100777)	\$4,697,979												
Variance from Project Appropriation													
MOA Trust Fund	\$4,941,550												
Project Expenses Balance													

Notes:
 Projection for FY14-15 is approximately \$1M in costs for integration services to implement Versa:Online. RFO for integration services will be released in third quarter of FY13-14.

Month	Jan Budget	Jan Actual	Feb Budget	Feb Actual	Mar Budget	Mar Actual	Apr Budget	Apr Actual	May Budget	May Actual	Jun Budget	Jun Actual	CF-Jul Budget	CF-Jul Actual	Budget to Date	Actual to Date	Variance to Date
Project Cost																	
OPS Staff																	
# FTEs																	
State Staff	\$20,298		\$20,298		\$20,298		\$20,298		\$20,298		\$20,298						
# FTEs																	
Contractors	\$299,336	\$0	\$284,386	\$0	\$376,786	\$0	\$329,534	\$0	\$386,661	\$0	\$332,511	\$0	\$0	\$0	\$4,660,623	\$4,450,748	\$209,875
Project Manager - Allison Stachnik for 1854 hours	\$17,768		\$17,768		\$17,768		\$17,768		\$17,768		\$17,768				\$195,443	\$186,128	\$9,316
DOH Staff Augmentation - Project Support	\$22,287	\$0	\$22,287	\$0	\$22,287	\$0	\$22,287	\$0	\$22,287	\$0	\$22,287	\$0			\$316,455	\$282,377	\$34,078
MOA Project manager for Versa Mobile (718 hours)	\$4,596		\$4,596		\$4,596		\$4,596		\$4,596		\$4,596						
Reports Developers (2 positions for a total of 1854 hours to convert DOH developed crystal reports that support the Division)	\$13,519		\$13,519		\$13,519		\$13,519		\$13,519		\$13,519						
Database Administrators (3 positions for a total of 1298 hours to support and advise Iron Data/Accenture and be the go-between for the SSRC)	\$4,172		\$4,172		\$4,172		\$4,172		\$4,172		\$4,172						
Inspection Form Developer (1 position for 309 hours to support Versa Mobile implementation)																	
Iron Data, LLC	\$196,675		\$181,725		\$274,125		\$186,873		\$204,000		\$149,850		\$0		\$2,576,501	\$2,487,222	\$89,278
1.0 Iron Data - V-R Installation and Technical project management	\$0		\$0		\$0		\$0		\$0		\$0				\$102,000	\$102,000	\$0
2.0 Iron Data - Data Conversion Tasks - Includes data migration, configuration of new features & 215 license types, production conversion testing & operations	\$0		\$0		\$0		\$0		\$0		\$0				\$308,550	\$295,800	\$12,750
3.0 Iron Data - Project management (full time 20 days/month)	\$0		\$0		\$0		\$0		\$0		\$0				\$280,500	\$280,500	\$0
4.0 Iron Data - Custom Code migration - Includes porting of identified modifications, pcs and interfaces, developing identified gaps, integrated existing online systems to VR and QA	\$0		\$0		\$0		\$0		\$0		\$0				\$1,447,125	\$1,447,125	\$0
5.0 Iron Data - Train the trainer - Includes material preparations and planning and onsite training	\$0		\$0		\$0		\$0		\$0		\$0				\$25,500	\$25,500	\$0
6.0 Iron Data - System administration training and support - Includes material preparation and training on new features, configuration, batch scheduler and letters and remote support	\$0		\$0		\$0		\$0		\$0		\$0				\$17,850	\$0	\$17,850
7.0 Iron Data - User acceptance testing - Includes off site support and configuration corrections	\$0		\$0		\$0		\$0		\$0		\$0				\$38,250	\$38,250	\$0
8.0 Iron Data - Site	\$0		\$0		\$0		\$0		\$0		\$0				\$0	\$0	\$0
9.0 Iron Data - Upgrade CMIP to Versa Mobile - Includes installation and tech support, forms conversion, GAP analysis and development, and UAT	\$0		\$0		\$0		\$0		\$0		\$0				\$326,250	\$309,015	\$17,235
10.0 Iron Data - Travel (V-R and V-M)	\$0		\$0		\$0		\$0		\$0		\$0				\$71,808	\$26,157	\$45,651
11.0 Iron Data - V-O Implementation - Includes project management, V-O installation, technical management and customization budget	\$184,875		\$146,625		\$146,625		\$88,023		\$25,500		\$25,500				\$0	\$0	\$0
12.0 Iron Data - Implement ~200 License types to online services - Includes requirements gathering, configuration, support for UAT & production and online workflow configuration	\$7,000		\$25,500		\$127,500		\$89,250		\$178,500		\$114,750				\$0	\$0	\$0
13.0 Iron Data - Training of configuration and	\$0		\$0		\$0		\$0		\$0		\$0				\$0	\$0	\$0
14.0 Iron Data - Travel (V-O)	\$4,800		\$9,600				\$9,600				\$9,600				\$0	\$0	\$0

Staff Augmentation (V:R, V:M, & V:O. Need to procure for this fiscal year)	\$40,000		\$40,000		\$40,000		\$80,000		\$120,000		\$120,000			\$391,872	\$380,155	\$11,717
Independent Verification & Validation Services (Project baseline analysis, monthly status reports and IV&V project plan and schedule)	\$22,607	\$0	\$22,607	\$0	\$22,607	\$0	\$22,607	\$0	\$22,607	\$0	\$22,607	\$0		\$22,607	\$22,607	\$0
Project management plan and schedule																
Baseline Assessment																
Monthly Assessment Reports	\$22,607		\$22,607		\$22,607		\$22,607		\$22,607		\$22,607					
Hardware/Infrastructure & Licensing	\$35,607	\$0	\$35,607	\$0	\$35,607	\$0	\$35,607	\$0	\$35,607	\$0	\$35,607	\$0	\$0	\$29,453	\$23,166	\$6,287
SSRC Hosting Costs for development, QA and production environments	\$29,453		\$29,453		\$29,453		\$29,453		\$29,453		\$29,453			\$29,453	\$23,166	\$6,287
SSRC Costs for Disaster recovery	\$6,154		\$6,154		\$6,154		\$6,154		\$6,154		\$6,154				\$0	\$0
Maintenance Costs	\$18,114	\$0	\$15,000	\$0	\$15,000	\$0	\$18,114	\$0	\$15,000	\$0	\$15,000	\$0	\$0	\$0	\$0	\$0
Versa:Regulation	\$13,542		\$13,542		\$13,542		\$13,542		\$13,542		\$13,542			\$121,878	\$0	\$0
Versa:Mobile	\$1,458		\$1,458		\$1,458		\$1,458		\$1,458		\$1,458			\$13,122	\$0	\$0
Versa:Online	\$0		\$0		\$0		\$0		\$0		\$0			\$0	\$0	\$0
Versa:Online Licenses	\$0		\$0		\$0		\$0		\$0		\$0			\$87,500	\$0	\$0
Oracle Licenses (billed quarterly in arrears)	\$3,114						\$3,114									
Monthly Totals	\$373,355	\$0	\$355,291	\$0	\$447,691	\$0	\$403,553	\$0	\$457,566	\$0	\$403,416	\$0				

FY2015-2016 Department of Health
Medical Quality Assurance

Month	FY 2015-16	Jul	Jul	Aug	Aug	Sep	Sep	Oct	Oct	Nov	Nov	Dec	Dec
Project Cost	Total Budget	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual
OPS Staff													
# FTEs	0.0												
State Staff	\$121,788	\$20,298		\$20,298		\$20,298		\$20,298		\$20,298		\$20,298	
# FTEs	14.0												
Contractors	\$1,935,280	\$429,147	\$0	\$339,897	\$0	\$429,147	\$0	\$279,297	\$0	\$301,647	\$0	\$72,940	\$0
Project Manager - Allison Stachnik for 927 hours	\$106,608	\$17,768		\$17,768		\$17,768		\$17,768		\$17,768		\$17,768	
DOH Staff Augmentation - Project Support	\$25,030	\$4,172	\$0	\$4,172	\$0	\$4,172	\$0	\$4,172	\$0	\$4,172	\$0	\$4,172	\$0
Database Administrators (3 positions for a total of 278 hours to support and advise Iron Data and be the go-between for the SSRC)		\$4,172		\$4,172		\$4,172		\$4,172		\$4,172		\$4,172	
Iron Data, LLC TOTALS	\$1,068,000	\$264,600		\$175,350		\$264,600		\$114,750		\$137,100		\$51,000	
11.0 Iron Data - V:O Implementation - Includes project management, V:O installation, technical management and customization budget	\$153,000	\$25,500		\$25,500		\$25,500		\$25,500		\$25,500		\$25,500	
12.0 Iron Data - Implement ~200 License types to online services - Includes requirements gathering, configuration, support for UAT & production and online workflow configuration	\$841,500	\$229,500		\$114,750		\$229,500		\$89,250		\$102,000		\$25,500	
13.0 Iron Data - Training of configuration and	\$25,500	\$0		\$25,500		\$0		\$0					
14.0 Iron Data - Travel (V:O)	\$48,000	\$9,600		\$9,600		\$9,600		\$0		\$9,600			
Staff Augmentation (V:R, V:M, & V:O. Need to procure for this fiscal year)	\$600,000	\$120,000	\$0	\$120,000	\$0.00	\$120,000	\$0	\$120,000	\$0.00	\$120,000	\$0	\$0	\$0
Independent Verification & Validation Services (Project baseline analysis, monthly status reports and IV&V project plan and schedule)	\$135,642	\$22,607	\$0	\$22,607	\$0	\$22,607	\$0	\$22,607	\$0	\$22,607	\$0	\$0	\$0
Project management plan and schedule													
Baseline Assessment													
Monthly Assessment Reports		\$22,607		\$22,607		\$22,607		\$22,607		\$22,607		\$22,607	
Hardware/Infrastructure & Licensing	\$549,537	\$45,795	\$0	\$45,795	\$0	\$45,795	\$0	\$45,795	\$0	\$45,795	\$0	\$45,795	\$0
SSRC Hosting Costs for development, QA and production environments	\$475,686	\$39,641		\$39,641		\$39,641		\$39,641		\$39,641		\$39,641	
SSRC Costs for Disaster recovery	\$73,851	\$6,154		\$6,154		\$6,154		\$6,154		\$6,154		\$6,154	
Maintenance Costs	\$268,946	\$45,895	\$0	\$15,281	\$0	\$15,281	\$0	\$58,395	\$0	\$15,281	\$0	\$15,281	\$0
Versa:Regulation (650 users w/annual cost of \$162,000)+ PCR 002 - ICenter maintenance of \$1,365 on	\$163,865	\$13,656		\$13,656		\$13,656		\$13,656		\$13,656		\$13,656	
Existing license system maintenance cost	\$0												
Versa:Mobile (\$15,000 plus 50 users@\$50 each) + additional 40 users approved by ESC 7/2014 for \$2000 annually	\$19,500	\$1,625		\$1,625		\$1,625		\$1,625		\$1,625		\$1,625	
Versa:Online (1500 Internet Service Units) Prorated for 9 months. Full charge of \$90,000 starts in FY2016-17	\$73,125	\$27,500						\$40,000					
Oracle Licenses (billed quarterly in arrears)	\$12,456	\$3,114						\$3,114					
Total Costs (Salary and Project)	\$2,875,551												
Total Project Costs for FY14-15	\$2,753,763												
Monthly Totals		\$541,134	\$0	\$421,270	\$0	\$510,520	\$0	\$403,784	\$0	\$383,020	\$0	\$154,313	\$0
FTE Salary Costs (010000)	\$121,788												
Total Project Appropriation (100777)	\$2,753,763												
Variance from Project Appropriation													
MOA Trust Fund	\$2,875,551												
Project Expenses Balance													

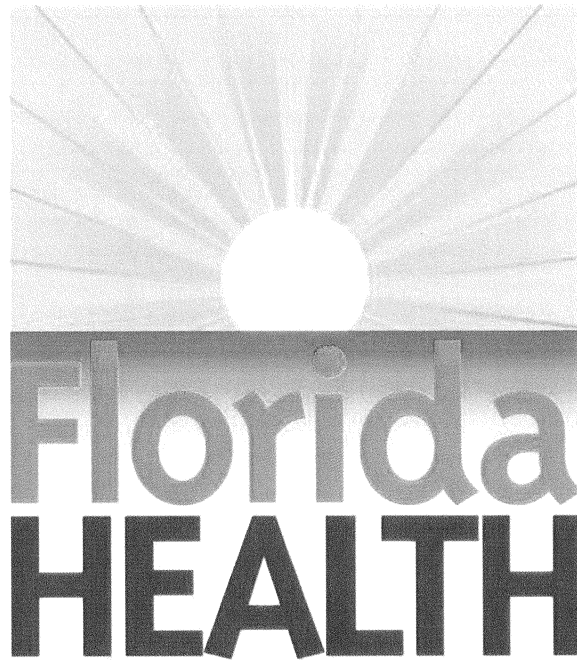
\$1,935,280

Notes:

Month	Jan Budget	Jan Actual	Feb Budget	Feb Actual	Mar Budget	Mar Actual	Apr Budget	Apr Actual	May Budget	May Actual	Jun Budget	Jun Actual	CF-Jul Budget	CF-Jul Actual	Budget to Date	Actual to Date	Variance to Date
Project Cost																	
OPS Staff																	
# FTEs																	
State Staff	\$0		\$0		\$0		\$0		\$0		\$0				\$121,788	\$0	
# FTEs																	
Contractors	\$60,600	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,912,672	\$0	
Project Manager - Allison Stachnik for 1854 hours																	\$0
DOH Staff Augmentation - Project Support	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0					
Database Administrators (3 positions for a total of 1298 hours to support and advise Iron Data/ Accenture and be the go-between for the SSRC)																	
Iron Data, LLC	\$60,600		\$0		\$0		\$0		\$0		\$0		\$0		\$1,068,000	\$0	
11.0 Iron Data - V:O Implementation - Includes project management, V:O installation, technical management and customization budget															\$153,000		
12.0 Iron Data - Implement ~200 License types to online services - Includes requirements gathering, configuration, support for UAT & production and online workflow configuration	\$51,000														\$841,500		
13.0 Iron Data - Training of configuration and															\$25,500		
14.0 Iron Data - Travel (V:O)	\$9,600														\$48,000		
Staff Augmentation (V:R, V:M, & V:O. Need to procure for this fiscal year)	\$0		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0			\$600,000	\$0	
Independent Verification & Validation Services (Project baseline analysis, monthly status reports and IV&V project plan and schedule)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0			\$113,035	\$0	
Project management plan and schedule																	
Baseline Assessment																	
Monthly Assessment Reports																	
Hardware/Infrastructure & Licensing	\$45,795	\$0	\$45,795	\$0	\$45,795	\$0	\$45,795	\$0	\$45,795	\$0	\$45,795	\$0	\$0	\$0	\$549,537	\$0	
SSRC Hosting Costs for development, QA and production environments	\$39,641		\$39,641		\$39,641		\$39,641		\$39,641		\$39,641				\$475,686	\$0	
SSRC Costs for Disaster recovery	\$6,154		\$6,154		\$6,154		\$6,154		\$6,154		\$6,154				\$73,851	\$0	
Maintenance Costs	\$18,395	\$0	\$15,281	\$0	\$15,281	\$0	\$24,020	\$0	\$15,281	\$0	\$15,281	\$0	\$0	\$0	\$268,950	\$0	
Versa:Regulation	\$13,656		\$13,656		\$13,656		\$13,656		\$13,656		\$13,656				\$163,869	\$0	
Versa:Mobile	\$1,625		\$1,625		\$1,625		\$1,625		\$1,625		\$1,625				\$19,500		
Versa:Online							\$5,625								\$73,125		
Oracle Licenses (billed quarterly in arrears)	\$3,114						\$3,114								\$12,456		
Monthly Totals	\$124,790	\$0	\$61,076	\$0	\$61,076	\$0	\$69,815	\$0	\$61,076	\$0	\$61,076	\$0	\$0	\$0			

Division of Medical Quality Assurance, Bureau of Operations

MQA Transformation Project Communications Plan



**Allyson Adolphson, MS, Government Analyst II
Florida Department of Health
Division of Medical Quality Assurance
Strategic Planning Services**

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Objective

Ensure that effective integrated marketing communications processes are in place to disseminate information and receive feedback from users, participants, and other project stakeholders to facilitate a seamless transition from COMPAS to Versa: Regulation.

Background

The Division of Medical Quality Assurance's three key business processes are licensure, enforcement and information. MQA performs its licensure and enforcement business functions using a system called the Customer Oriented Medical Practitioner Administration System (COMPAS). Implemented in 2003, COMPAS limits the business and technical improvements MQA can make due to lack of workflow and real-time processing. Following a Feasibility Study, it was concluded that it is in the best interest of MQA to upgrade COMPAS to Versa: Regulation. This option addresses the mandate for reducing time to license health care professionals, addresses the aging and largely unsupported software and infrastructure, and leverages existing data structure and business processes.

The functions performed by MQA are critical to Florida, and the current software and infrastructure will not allow for efficient licensure and enforcement of licensees. The division is currently functioning in an environment of older technology using batch processing systems with software and infrastructure that is either currently unsupported or will be unsupported in the near future. Without technology modernization, the time to issue licenses will be much longer than MQA, the Legislature, and the public desire.

Phase I Versa: Regulation and Mobile Implementation will begin in October 2014, and Phase II Versa: Online Implementation is estimated to begin October 2015.

SWOT Analysis

Strengths:

- Versa: Regulation database schema is 90% the same as COMPAS which will greatly reduce any data conversion efforts and staff training required.
- Versa is supported by a new high availability technology framework that will provide the foundation for real-time processing of applicant and licensee financial transactions.
- Versa has the functionality and support for staff to conduct remote inspections via mobile devices increasing the efficiency, speed and effectiveness of inspections and reducing the amount of time it takes to complete paperwork.

Weaknesses:

- Disseminating knowledge is essential to the project's success. It is crucial that all participants in this project sense a high degree of support from executive and middle management, who all need to speak with a unified, enthusiastic voice. Not only will management need to communicate directly to all levels of the organization, they will

need to listen to all levels to solidify buy-in. This may prove challenging due to the time constraints and scheduling demands placed on management.

Opportunities:

- Versa provides automated workflow functionality will improve MQA operational efficiencies, including auto-assignment and dashboard management, integration with the existing MQA Imaging system, and improved correspondence functionality.
- Improved automation and efficiencies will deliver positive, measurable impacts to the Florida economy by allowing qualified applicants to be licensed faster.

Threats:

- Veteran staff members who experienced the previous system transition may cause trepidation and stress among coworkers with stories of “last time.”
- Automated workflow functionality has the potential to foster a feeling of distrust between management and employees.

Communications Audit

The following is a brief snapshot of the communications tactics that have been conducted prior to this plan. This list is not intended to be exhaustive.

- **Word of Mouth:**
The majority of communication surrounding the transition from COMPAS to Versa: Regulation has been via word of mouth in professional conversations or more casual “water cooler” discussion. For this reason, most MQA employees are likely aware of the upcoming transition in a general sense, and may have gained a mix of correct and false information.
- **Board Meetings:**
The MQA Transformation Project has been introduced at Board meetings and some other public meetings.
- **New Employee Orientation (NEO) II:**
The transition from COMPAS to VERSA is verbally mentioned at NEO II, but there is no accompanying PowerPoint slide or handout.

Target Audience

Phase I:

- **MQA Office Staff:**
Internal users (including PSU) will be involved in review and approval of system requirements and design specifications, participation in user acceptance testing, training, and serve as primary users throughout the life of the software.

- DOH Office of Information Technology (OIT):
Versa: Regulation must integrate with the OIT technical architecture. Select OIT staff will provide information pertaining to current systems, approve technical requirements and design, and likely be called upon to provide user support post-implementation.
- Board Members and other MQA/DOH Leadership:
These groups may not interact with the system directly but should be prepared to speak about the project if questioned.
- Contracted Vendors
Vendors that provide application and hosting services for the MQA Imaging System and continuing education tracking system (CE Broker), which will interface with the target licensing system.

Phase II:

- Health Care Practitioners
Practitioners will be required to register in Versa and create an online account to conduct business electronically with MQA. Examples include: online applications for licensure, online renewals, and checking the status of online applications.
- Other Stakeholders:
Including professional associations, employers (such as hospitals), CE/CME providers, professional training schools, the Legislature and other state agencies.

Creative Platform

Phase I: Internal Communications

In 2014, MQA plans to apply for the Governor's Sterling Award with the theme Platinum Odyssey-- the thought behind the theme being that platinum is a precious metal of higher quality than sterling silver and an odyssey is an adventurous journey. In that same vein, the Employee Recognition Ceremony theme will be Space Odyssey, signifying exploration and excellence.

Keeping consistent with two of MQA's major upcoming initiatives, the recommended creative platform for the MQA Transformation Project is *Transformation Odyssey*. This platform represents that MQA is undergoing a dramatic, goal-driven journey to reach our final destination of innovation.

It is recommended that all communications materials emphasize futuristic automation, synchronization, and the ways in which these qualities promote efficiency and accuracy.

Phase II: External Communications:

TBD

Recommended Communications Tactics

Phase I: Internal Communications

- **Campaign Logo:**
Begin establishing a brand by developing a recognizable campaign logo to be used on all information, training materials, web pages, and collateral materials. The logo “look and feel” must be consistent throughout all materials to reinforce brand identity. We may elect to use the Versa: Regulation logo if one exists, or make the Versa logo unique to MQA through futuristic “transformative” graphic modifications if permitted by the company.
- **MQA Intranet Information Portal:**
Create a Versa: Regulation information portal within the MQA Intranet pages that will serve as a one-stop-shop for training, resources, FAQs, etc. This should be promoted to employees as the clearinghouse for Versa information. The portal will be constantly changing and updating as implementation begins and we reassess our needs.
 - **Intranet Banner:**
Design and post a Versa web banner (similar to those for the MQA Employee Recognition Ceremony and the Employee Mentoring Program) and link to the information portal.
 - **Versa Feedback Z Box:**
Create a Versa Feedback Z Box where employees can request help, ask questions, contribute ideas, and provide feedback.
 - **Grapevine:**
Promote the MQA Grapevine as an alternative to the Versa Feedback Z Box for employees to ask questions, contribute ideas and provide feedback anonymously.
- **Email Announcement:**
Leadership should send out a positive, enthusiastic email announcing the upcoming transition from COMPAS to Versa: Regulation and what to expect in the months leading up to the transition. Ideally, leadership would also send monthly update emails to inform staff of the progress being made.
- **Project Kickoff Event:**
Invite all internal stakeholders (MQA, Boards, OIT, DOH leadership) to a two-hour project kickoff celebration in the lobby of Building 4042 to learn more about the project and Versa: Regulation system. Employees would not be expected to stay the entire two hours, rather they can mill in and out during that timeframe. The kickoff should include tables with promotional posters, displays, brochures, fact sheets,

giveaway items and cake/cupcakes (if possible) and/or healthy food choices. Project managers will be available to field questions and suggestions.

- **Staff Meeting Discussions:**
Encourage all management to introduce the transition from COMPAS to Versa: Regulation in all staff meetings, including Chat with Lucy's (as time permits) and drafting a slide or handout for NEO II. Ensure that managers are prepared to discuss the transition by providing them with speaking points or offering to send a project manager to the meeting.
- **COMPAS Splash Page:**
Begin posting Versa: Regulation "Hot Topics" on the COMPAS splash page to help build excitement about the system improvements ushered in with Versa. As employees become habituated to the information, the topics should be updated or rotated at least twice per month to maintain interest.
- **Collateral Materials:**
Design customized DOH badge lanyards and/or extendable key rings featuring the Versa: Regulation logo and information portal web link. Distribute to all MQA employees, including field offices, to raise awareness. If funds allow, we may also consider pens, pencils, calendar strips, and coffee mugs or water bottles to be awarded to Director's Thanks-A-Million recipients.
- **Posters:**
Design promotional/educational "Coming Soon" posters to be placed in the building lobby and each office transitioning from COMPAS to Versa: Regulation. The posters should include information on the benefits of Versa, what to expect during the transition, and what employees should do to prepare. Smaller versions of the posters can be displayed in break rooms and on bulletin boards for additional exposure.
- **"What Happened to COMPAS?" Guide:**
Develop a PDF information guide that will serve as a user expectation training that explains the transition from COMPAS to Versa: Regulation, including what we are transitioning, what to expect, what will change, what will stay the same, benefits of the new system, frequently asked questions, and "sneak peek" screenshots. (For an example of user expectation training, please reference the Office 365 E-Mail Migration Guide.) The guide will be posted on the Intranet information portal and disseminated via hard copy at MQA events.
- **"Sneak Peek" Sessions:**
Offer one hour sessions in training/conference rooms to provide "sneak peeks," or previews, of Versa: Regulation navigation, workflow, etc. on computer, iPad, and mobile phones as appropriate. Offer multiple sessions at different days and times so all employees who are interested have an opportunity to attend the sneak peek and ask questions. This will allow employees to start becoming comfortable with the Versa interface and ideally excited to start training and using the new system.
- **Transformation Ambassadors Work Group:**

Ask each office to elect a representative, or ambassador, to serve as the Versa: Regulation point of contact for that office. Transformation Ambassadors should receive additional training to provide basic user support and decrease the reliance on the OIT Helpdesk. It is recommended that the Ambassadors be involved in the transition several months pre- and post-transition to garner their buy-in and use as an informal focus group for ideas.

- **Training Completion Contests:**
As evidenced by the MQA Holiday Decorating Contest, MQA employees can be highly motivated through competition and prizes. If the Executive Management Team is amenable, create a contest during which each office competes to reach 100% completion of the Versa: Regulation online training (or other similar competition). The office in which all employees complete the training first wins a prize, such as a pizza party sponsored by the EMT, or the privilege of wearing jeans one Friday.
- **Text Messages¹:**
Send text messages to MQA employees who conduct business using cell phones, particularly ISU field investigators, with anticipatory announcements, training reminders, and helpful tips.
- **Post-Implementation Sound-Off Sessions:**
After MQA has transitioned from COMPAS to Versa: Regulation, offer one hour sessions in training/conference rooms to facilitate employee feedback. Information gathered during these sessions will assist in evaluating additional training and communication needs.
Responsible Staff: Project manager(s)

Phase II: External Communications

As MQA is still in the early stages of this project, it is recommended that external communication planning be postponed until the external environment and conditions can be better assessed. Such conditions include:

- What is the timeframe during which Versa: Regulation implementation will occur for health care practitioners?
- Will implementation affect the renewal cycles of a particular profession, and how can we best reach that profession?
- Have all professions entered the mandatory CE/CME reporting phase?
- Are there other internal/external contingencies or complications that we should be accounted for?

At a minimum, the following types of communications will be included and can be planned in greater detail at a later date:

¹ The DOH's stance is that it is not acceptable to send a text or MMS message from a DOH cellular phone to another phone (DOH or non-DOH) to conduct DOH business. This action item, if approved would be accomplished through 'Active Campaign'.

MQA Transformation Project Communications Plan
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- Email blasts from DOH leadership
- Website articles/notifications (FLHealthSource.com and Board webpages)
 - Embedded YouTube video/PSA
- Designated email address and toll-free number
- Call center messaging
- Presentations at Board meetings and other public meetings
- Webinars/practitioner trainings and Q&A sessions
- Press releases
- MQA staff email signature blocks
- Inclusion in renewal alert emails
- Subject cards/brochures
- Articles in professional publications
- Social media (Facebook, Twitter, Pinterest)
- Text messaging or robo-calling

Staff Responsibilities

Action	Responsible Staff	In Coordination With
Campaign Logo	Graphic Artist	Project Manager
MQA Intranet Information Portal	Web Designer	Project Manager
Intranet Banner	Graphic Artist	Project Manager
Versa Feedback Z Box	IT (?)	Project Manager
Grapevine	Communications Liaison	Project Manager
Email Announcement	Executive Leaders	Project Manager
Project Kickoff Event	Project Manager	Executive Leaders, Management Team, Transformation Ambassadors, Administrative Support Staff
Staff Meeting Discussions	Management Team	Transformation Ambassadors, Project Manager
COMPAS Splash Page	Project Manager	
Collateral Materials	Project Manager	Graphic Artist (as needed), Administrative Support Staff
Posters	Graphic Artist	Project Manager
"What Happened to COMPAS?" Guide	Project Manager	Graphic Artist (as needed)
"Sneak-Peek" Sessions	Project Manager	Management Team, Transformation Ambassadors, Executive Leaders
Transformation Ambassadors Workgroup	Project Manager	Management Team
Training Completion Contests	Executive Leadership	Management Team, Project Managers, Transformation Ambassadors
Text Messages	Project Manager	IT (?)
Post-Implementation Sound-Off Sessions	Management Team	Transformation Ambassadors; Project Manager

Performance Measures

Quantitative Measures	Target	Data Source
Percentage of MQA employees who report feeling very informed prior to the implementation of VERSA: Regulation.	95%	Post- "sneak peek" session surveys
Percentage of MQA employees who rate the Intranet information portal materials as excellent.	90%	Intranet/email surveys
Percentage of MQA employees who report feeling very prepared to use VERSA: Regulation with minimal to no technical assistance upon implementation.	95%	Training evaluations

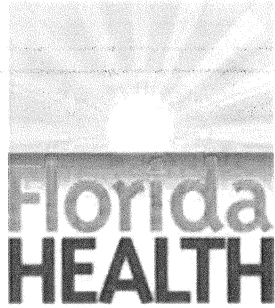
Qualitative Measures:

Additional qualitative data on employee knowledge, abilities, attitudes and opinions will be collected via the Versa Feedback Z Box, Grapevine, staff meeting discussions, "sneak peek" sessions, ambassadors workgroup, and post-implementation sound-off sessions.

Next Steps

Seek input and approval from the Executive Steering Committee. Upon approval, form an implementation committee and implementation plan for Phase I: Internal Communications.

The creative platform and communications tactics planning for Phase II (external) should be revisited no later than October 2014.



Division of Medical Quality Assurance

Florida
Department of
Health

MQA Transformation Project
Phase I Versa: Regulation and Mobile Implementation
Project Quality Plan

Prepared By: Travis McLane

Project Quality Plan Version Control

Version	Date	Author	Change Description
DRAFT	5/6/14	McLaneTR	First draft
DRAFT	5/9/14	McLaneTR	Updates per first review
DRAFT	5/20/14	McLaneTR	Updated per feedback from team
DRAFT	5/30/14	McLaneTR	Updated per feedback from team

Draft

Project Quality Plan

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1 PROJECT QUALITY PLAN PURPOSE

The purpose of the MQA Transformation Project Quality Plan is to define how quality will be achieved and managed throughout various project phases.

2 GLOSSARY OF TERMS/ABBREVIATIONS

Term/Abbreviation	Definition
Term	
ACN	Accenture LLP
CMMI	Capability Maturity Model Integrated
DOH	Department of Health
GBDF	Global Business Development Framework
Iron Data	Iron Data LLC
IV&V	Independent Verification and Validation
MQA	Division of Medical Quality Assurance
OIT	Office of Information Technology
Plan	Quality Management Plan
PMO	Project Management Office
Policy 11	Accenture's internal policy regarding project Quality
PPQA	Process and Product Quality Assurance
QA	Quality Assurance
QA/QC	Quality Assurance/Quality Control
QMP	Quality Management Plan
QPI	Quality and Process Improvement
SOW	Statement of Work

Table 1 - Glossary of Terms

3 QUALITY MANAGEMENT METHOD

Managing project quality requires an approved quality plan encompassing three major quality processes defined in Section 3.1. The quality plan is developed and approved during the project planning phase to confirm major deliverables/milestone acceptance criteria and manage approved project processes. However, because of resource constraints, this plan has been completed during the execution phase of the project.

3.1 Quality Plan Processes

- **Quality Assurance**
Quality assurance activities focus on the processes being used to manage and deliver the solution to evaluate overall project performance on a regular basis. Quality assurance is a method to ensure the project will satisfy the quality standards and will define and record quality reviews, test performance, and customer acceptance.
- **Quality Control**
Quality control activities are performed continually to verify that project management and project deliverables are of high quality and meet quality standards. Quality assurance also helps uncover causes of unsatisfactory results and establish lessons learned to avoid similar issues in this and other projects.
- **Project Deliverables and Processes Acceptance Criteria**
Project team members and key stakeholders agree at the project planning stage on formal project processes and major deliverable acceptance criteria that will be used to evaluate final deliverable results before the results are formally approved.

3.2 Project Overview

To the extent that funds are appropriated for each phase of the upgrade to MQA's Licensing and Enforcement Information Database System by the Legislature, the DOH shall replace existing technical infrastructure, upgrade the existing licensing and enforcement database, and integrate existing online service applications with a web-based COTS solution that is highly secure and scalable to manage back office operations and online regulatory portals.

The scope of Phase I of the MQA Transformation project is to modernize MQA to timely collect, store, track, and deliver accurate licensure information to MQA, healthcare professionals, and the public through the following activities:

- System architecture design
- Install and configure hardware & software systems to house the next generation of licensing and regulatory systems
- Upgrade Versa LicenseEase to latest version of Versa:Regulation
- Install and configure Versa:Mobile on existing stock of mobile devices
- Migration of both configuration and license data from the existing databases
- Configure any new functionality as determined through the gap analysis efforts
- Integration testing to completely test all software components reliability with each other and with any external agencies
- User acceptance testing to include the development of test cases/scripts to validate all business and technical requirements are met

Also included in Phase I Scope:

- Project Management
- Organizational Change Management (OCM)
- Independent Verification and Validation (IV&V) will be provided by a third party vendor and procured via either a Request for Quote or Statement of Work.

Items considered being Out of Scope:

- Implementation of Versa:Online (This is scheduled for Phase II)

- Anything not included in the Project Scope section of this document
- Items that need customization or new features that are not part of the legacy system and were not addressed in the Gap Analysis document

Note: For more details, refer to the Operations Work Plan.

3.3 Quality Standards

Quality is a repeatable continuous process that consists of:

1. Identification of stakeholder values, expectations and issues
2. Identification of measureable project goals and objectives
3. Developing an approach for determining how and when expectations are achieved (quality measures)
4. Tracking and assessing project efforts to meet quality measures
5. Completion of periodic Quality Assessments by the participants
6. Conducting meetings between the Project Manager and participant groups to discuss the Assessments
7. Taking appropriate actions to improve Quality
8. Updating the Quality Plan and redistributing it to the participants

3.4 Quality Tools

QA Testing will be completing using manual and automated testing methods. Below is a description of each tool, including features and benefits.

Tool	Description	Features and Benefits	Project Phase
SalesForce	SalesForce is used to manage all aspects of a project including project deliverables, project cost, project scheduling, issue tracking, and invoicing. This tool is utilized by Iron Data.	<ul style="list-style-type: none"> ✓ Track attachments, changes, components and versions. ✓ Full text searching and powerful filtering. ✓ Map business processes to custom workflows. ✓ Customisable dashboards and real-time statistics. 	All phases.
JUnit	<p>JUnit is a unit testing framework for the Java programming language.</p> <p>Additional information on this tool can be found at: www.junit.org.</p> <p>This tool is utilized by Iron Data.</p>	<ul style="list-style-type: none"> ✓ Allow a developer to write code faster while increasing quality. ✓ Simple to use. ✓ Tests can be composed into a hierarchy of test suites. ✓ Provides immediate feedback of test results. 	Development phase.
Mercury QuickTest Professional (QTP)	<p>QTP is an advanced automated testing solution for building functional and regression test suites. It captures, verifies, and replays user interactions automatically, while providing advanced functionality for tester collaboration.</p> <p>Additional information on this tool can be found at: www.mercury.com.</p> <p>This tool is utilized by Iron Data.</p>	<ul style="list-style-type: none"> ✓ Rapidly isolates and diagnoses defects. ✓ Fast test creation. ✓ Enables thorough validation of applications through a full complement of checkpoints. 	Testing phase.

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Tool	Description	Features and Benefits	Project Phase
Bobby	<p>Bobby is used to validate web pages using the guidelines established by the World Wide Web Consortium's (W3C) Web Access Initiative (WAI) as well as Section 508 guidelines.</p> <p>Since June 2001, legislation ('Section 508') in the United States requires that all IT products that are sold to US government agencies are accessible to people with disabilities. This legislation applies to all federal departments and agencies, including the US Postal Services. Tool utilized by Iron Data.</p> <p>Additional information on this tool can be found at: http://bobby.watchfire.com.</p>	<p>Its primary purpose is to provide access to Federal executive agencies' electronic and information technology (EIT) by individuals with disabilities.</p>	Design, Development and Testing phases.
Concurrent Versions System (CVS)	<p>CVS is a version control system used to record and manage the history of JAVA source files and documents.</p> <p>Additional information on this tool can be found at: http://www.nongnu.org/cvs.</p>	<ul style="list-style-type: none"> ✓ Enables developers scattered by geography or slow modems to function as a single team. ✓ Allows more than one developer to work on the same files at the same time. 	Design and Development phases.
Source Code Control System (SCCS).	<p>This tool is utilized by Iron Data.</p> <p>SCCS is a version control system used to maintain an audit trail of changes on Oracle objects.</p>	<ul style="list-style-type: none"> ✓ Enables developers scattered by geography or slow modems to function as a single team. ✓ Allows more than one developer to work on the same files at the same time. 	Design and Development phases.
IBM Rational Performance Test Suite (RPT)	<p>This tool is utilized by Iron Data.</p> <p>RPT allows for the development of scripts based on the recorded actions completed in a standard web browser. This tool is utilized by MQA IT staff.</p>	<ul style="list-style-type: none"> ✓ Enables testers to create scripts by capturing screen navigation. 	Testing phase.
IBM Rational ClearQuest	<p>ClearQuest will be utilized to track defects and enhancements. This tool is utilized by all MQA Transformation Project staff.</p>	<ul style="list-style-type: none"> ✓ Enables test team to quickly and efficiently document and communicate defects and enhancements. 	Development and Testing phases.

Table 2 - Quality Tools

4 PROJECT QUALITY ASSURANCE

Quality assurance helps to establish if a deliverable is acceptable based on the processes used to create it. Quality assurance processes are used to evaluate overall project performance frequently and to determine that quality reviews were held, deliverables tested, and customer acceptance acquired.

4.1 Quality Assurance Procedures

Review Type	Definition	Input	Output
Peer Review	An informal process or meeting (such as a walkthrough) in which a DRAFT deliverable is presented to the reviewer for review	<ul style="list-style-type: none"> • Draft Deliverable • Approved DAC • Quality Assurance Checklist • Any documentation related to the deliverable, if applicable, SOW 	<ul style="list-style-type: none"> • Comments • Quality Assurance checklist
DAC Review	A process in which the project team agrees on deliverable content and criteria that will be used to determine the acceptance of the deliverable	<ul style="list-style-type: none"> • Draft DAC • Draft Completeness and Correctness Criteria document • SOW 	<ul style="list-style-type: none"> • DAC • Completeness and Correctness Criteria document
Formal Deliverable Review	A process in which deliverable is submitted for approval. (Refer to Document Management Plan)	<ul style="list-style-type: none"> • Deliverable • Approved DAC • Completeness and Correctness Criteria document 	<ul style="list-style-type: none"> • Consolidated Comments • Completeness and Correctness Criteria document
Quarterly Quality Assurance Review	A formal review of a project by a Quality Assurance (QA) Director who is external to the engagement	<ul style="list-style-type: none"> • Meetings with client and project team 	<ul style="list-style-type: none"> • QA Director's QA Assessment reported to management
Q&RM review	Each MQA IV&V project deliverable will undergo two levels of quality review	<ul style="list-style-type: none"> • Review draft deliverable 	<ul style="list-style-type: none"> • Conduct quality review • Create final draft deliverable

Table 3 - Quality Processes

4.2 Project In-Process Quality Monitoring

A quality metric is a “quantitative measure of the degree to which an item possesses a given quality attribute.” The table below identifies the minimum objectives, quality attributes, and measurements for the development of deliverables for the Project. Quality metrics will include but not be limited to the following:

- Schedule and progress
- Resource and cost
- Process performance
- Conformance to requirements
- Technology effectiveness
- Customer satisfaction

Review of...	Objective	Quality Attributes	Deliverable	Measurement
Deliverable	Is the programming code developed following agreed requirements and standards?	Completeness	<ul style="list-style-type: none"> • Quality Assurance Checklist 	<ul style="list-style-type: none"> • Completeness of Quality Assurance Checklist
	Is the programming being developed accurately?	Accuracy	<ul style="list-style-type: none"> • Functioning software 	<ul style="list-style-type: none"> • # of defects found • # of defects fixed • % of defects fixed
	Is the plan traceable to the SOW requirements?	Traceability	<ul style="list-style-type: none"> • Quality Plan • Requirements Matrix 	<ul style="list-style-type: none"> • % of deliverables reflecting SOW requirements

Table 4 - Quality Measurement

5 PROJECT QUALITY CONTROL

5.1 Project Deliverables

These deliverables will be coordinated and tracked utilizing the master project schedule and will be the overall responsibility of the MQA Project Manager. For a complete listing, please refer to the Operational Work Plan found on the MQA Transformation Project Directory.

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Major Deliverable	Deliverable Description	Acceptance Criteria	Measurement
Weekly and Monthly Project Status Reports	Weekly status reports provided to the MQA Project Manager from the vendor project managers and monthly status reports to the Executive Steering Committee	Reports must provide detailed information on overall project status, risks, issues, deliverables and milestones since last reporting period	Completed reports
Project Management	Provide management of all aspects of the project lifecycle	Provide project management skills, tools, and experience to drive the project to success	Project lifecycle maintains timely progress
Project Schedule	Create baselined project schedule to manage tasks, resources, deliverables and payments	Successful completion of the project schedule	Project schedule is updated in timely manner
Technical Architecture Design	Documentation outlining the overall technical design of the project	Design must be documented and provide specifics of the design visually	Completed design
Technical Architecture Design Consulting Quality Assurance Review	Staff augmentation vendor, Accenture, will provide evaluation and any recommendations to the Technical Architecture Design	Technical Architecture reviewed and deemed in line with project's architectural needs. Recommendations must be categorized by priority and projected costs	Completed review
Construction of Work Plan	Vendor construction of work plan and sub plans for documentation and quality for the Accenture pieces only	Must have detailed tasks and activities with expected completion dates	Completed plan
Datamart Migration Plan	Document the process the team will follow when Datamart migration occurs	Plan must provide detailed tasks and activities with expected scope of migration activities	Completed plan
Reports/Letters Migration Plan	Document the process the team will follow when migrating reports and letters	Plan must provide detailed tasks and activities with expected scope of impacted reports and letters	Completed plan
Master Test Plan	Document outlining the UAT process and methodology. Plan will include the list of modules, test cycles, schedule and identified testers. In addition, the test scripts will be included as an appendix	Plan must provide detailed tasks, schedule, test scripts and activities with expected test scenario count. A checklist for each module and profession will be used in the evaluation process	Completed plan

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Major Deliverable	Deliverable Description	Acceptance Criteria	Measurement
Deployment Plan	Document the process the team will follow during deployment activities	Plan must provide detailed, linear tasks and activities required for deployment. It should also include go/no go decision points and identified risks in deployment.	Completed plan
Test Defect Tracking	The repository the team will utilize to track test defects identified when testing.	All test defects have to be identified and a plan to categorize and rectify the defects. At a minimum, the following should be tracked for each issue: date entered, date completed, who worked on the issue and who tested the issue and who approved to have it marked complete.	Test defects are reported and addressed.
Letters/Reports Closure Report	Report listing the Letter and Reports that have been successfully migrated.	Report must provide specific detailed accomplishments and copy of each artifact to accept closure.	Completed report
User Acceptance Closure Report	Report detailing the UAT process, schedule and sign-off.	All User Acceptance items have been tested successfully and each testing module has been signed off. The report must have a signed-off artifact for each module from the testers that have tested.	Completed report
Performance Closure Report	Report indicating that Performance Testing has been completed.	Report will provide accomplishments and proof of performance testing to accept closure.	Completed report
Datamart Closure	Report indicating Datamart has been successfully migrated.	Report will provide accomplishments and proof to accept closure.	Completed report
Provide Configured and Migrated Licensure Data	Licensure data configured and migrated for new system upgrade.	All configured data has been migrated successfully. Data will be compared to existing data for quality checks. The report will also provide the query and results for the number of records expected and what was actually delivered. Any differences will need to have a detailed explanation.	Completed report and successful data migration.
Deliver Configuration System Set-ups for Testing	Configuration of systems to be utilized in testing.	All configuration systems set-ups have been identified and delivered for testing.	Configurations completed to enable testing.

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Major Deliverable	Deliverable Description	Acceptance Criteria	Measurement
Port Identified LicenseEase Modifications, Project Change Request and Interfaces	Any modification, interface or changes to legacy system	All identified modifications, project change request and interfaces have been successfully ported	Changes completed
Develop Modifications and Extension in Versa:Regulation	Modification and extensions made in the Versa:Regulation system	Successful development of modifications and extensions have been approved	Modifications completed
Integrate existing internal interfaces to Versa:Regulation	Provide integration of internal interfaces from the existing to the new system	Successful transfer and/or receipt of data with no data impacts to business users. Data users will provide sign-off artifact	Internal interfaces integrated successfully
Integrate existing external interfaces and web services to Versa:Regulation	Provide integration of external interfaces and web services from the existing to the new system	Successful transfer and/or receipt of data with no data impacts to business users. Data users will provide sign-off artifact	External interfaces integrated successfully
Conduct Quality Assurance Unit and Integration Testing	Perform quality assurance unit and integration testing	All unit and integration items tested satisfactorily using an established list of clients and modules	Unit and integration testing completed
Conduct Onsite Train-The-Trainer Training for Versa:Regulation and Versa:Mobile	Provide material, services and other items necessary for MQA Trainers to train others	Documentation that training has been received by the trainers. Copies of training modules, to include documentation and any electronic materials	Training and materials provided
Conduct Onsite System Administration Training and Support	Provide material, services and other items necessary for System Administrators to train others	Documentation that training has been received by System Administrators. Copies of training modules, to include documentation and any electronic materials	Onsite training and support completed
Versa:Regulation - Provide User Acceptance Testing	Successful delivery of the testing environment to include set-ups and data	Environment meets the specifications for testing as identified	User Acceptance Testing begins successfully and on time
Install Versa:Mobile Application Installation	Installation of the Versa:Mobile Application	Versa:Mobile has been successfully installed	Successful installation
Versa:Mobile Application - Provide User Acceptance Testing	Successful delivery of the testing environment to include set-ups and data	Environment meets the specifications for testing as identified	User Acceptance Testing begins successfully and on time
Deliver Converted Inspection Forms from COMPAS Mobile Inspection to Versa:Mobile	All inspection forms have to be converted from the existing system to the new system	Successful testing and approval of inspection forms	Conversion completed

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Major Deliverable	Deliverable Description	Acceptance Criteria	Measurement
Deliver Requirements Identified in the Gap Analysis for Versa:Mobile	Create document providing detailed requirements for items identified in the gap analysis	Approval and acceptance of identified gap requirements provided	Completed requirements provided
Provide System Support Onsite First 2 Weeks After Go-Live and Offsite First Month	Vendor system support onsite for the first two weeks after successful Go-Live	System continues to work as indicated	Successful implementation
Versa:Mobile - User Acceptance Testing Closure Report	Report detailing the UAT process, schedule and sign-off	All User Acceptance items have been tested successfully and each testing module has been signed off. The report must have a signed-off artifact for each module from the testers that have tested	User Acceptance Testing completed successfully
IV&V Project Management Plan for MQA Transformation Project	IV&V Project Management Plan, to include: <ol style="list-style-type: none"> 1. IV&V methodology 2. Communication plan 3. Risk management plan 4. Information security plan 5. Conflict resolution plan 6. Quality management plan 7. Document management plan 	Plan must provide detailed tasks and activities including all sub-parts	Completed plan
Baseline Project Schedule for MQA Transformation Project	<ol style="list-style-type: none"> 1. IV&V project schedule based on key project deliverables and monitoring activities for all phases of the project 	Successful and timely delivery of the project's tasks, deliverables and milestones	Completed schedule and delivery of project tasks, deliverables, and milestones
Assessment Report for MQA Transformation Project	<ol style="list-style-type: none"> 1. Identify the scope and objectives of the project 2. Review the project's initial artifacts, resources, tasks, structures, processes, procedures, and management to assess the project 	Successful and timely delivery of the assessment in the format described in the Appendix of the OWP	Completed assessment report

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Major Deliverable	Deliverable Description	Acceptance Criteria	Measurement
	<ol style="list-style-type: none"> 3. Assess the project's initial organization process and procedures, including executive sponsorship and participation 4. Identify and analyze the initial project constraints 5. Assess the project's initial project control processes, including: <ol style="list-style-type: none"> a. Project management b. Project budget c. Project schedule d. Performance metrics e. Software development methodology f. Project scope management 6. Use an industry-standard risk management methodology to identify the major project risks and to validate the risks already identified by the project 7. Assess project staffing approach and staffing levels 		
<p>Monthly Assessment Reports for MQA Transformation Project</p>	<ol style="list-style-type: none"> 1. Assess the overall project status: 2. Assess any changes to the project's control processes 3. Meet with MQA's 	<p>Reports must provide detailed information using the specified templates. The report must also include the weekly status reports, meeting minutes and documentation from the weekly status meetings in the appendix</p>	<p>Completed reports</p>

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Major Deliverable	Deliverable Description	Acceptance Criteria	Measurement
	Steering Committee and Executive Management Team and/or designee each month to discuss findings, deficiencies, and recommendations		
Deliverable Review Reports	<ol style="list-style-type: none"> 1. Examine each identified project deliverable for completeness, accuracy, and quality 2. Examine project deliverables for compliance with procurement documents and contract requirements 	Reports must provide detailed information using the specified templates	Completed reports
Project notebook for each phase of the project	<ol style="list-style-type: none"> 1. Maintain a project log and record and document issues raised and their resolution, if any 2. Maintain the monitoring work documents necessary to substantiate the IV&V findings, factual conclusions, and recommendations (These work papers must be available during the weekly status meetings and supplied to MQA at the conclusion of the project) 3. Record all comments and changes to draft IV&V monitoring reports agreed to 	Shall be reviewed as part of the final Monthly Assessment Report	Notebook maintained and kept current throughout project lifecycle

Major Deliverable	Deliverable Description	Acceptance Criteria	Measurement
	during comment review meetings		

Table 5 - Deliverables

5.2 Quality Plan Deliverable Workflow

MQA Transformation Project Quality Plan Deliverable Workflow Diagram

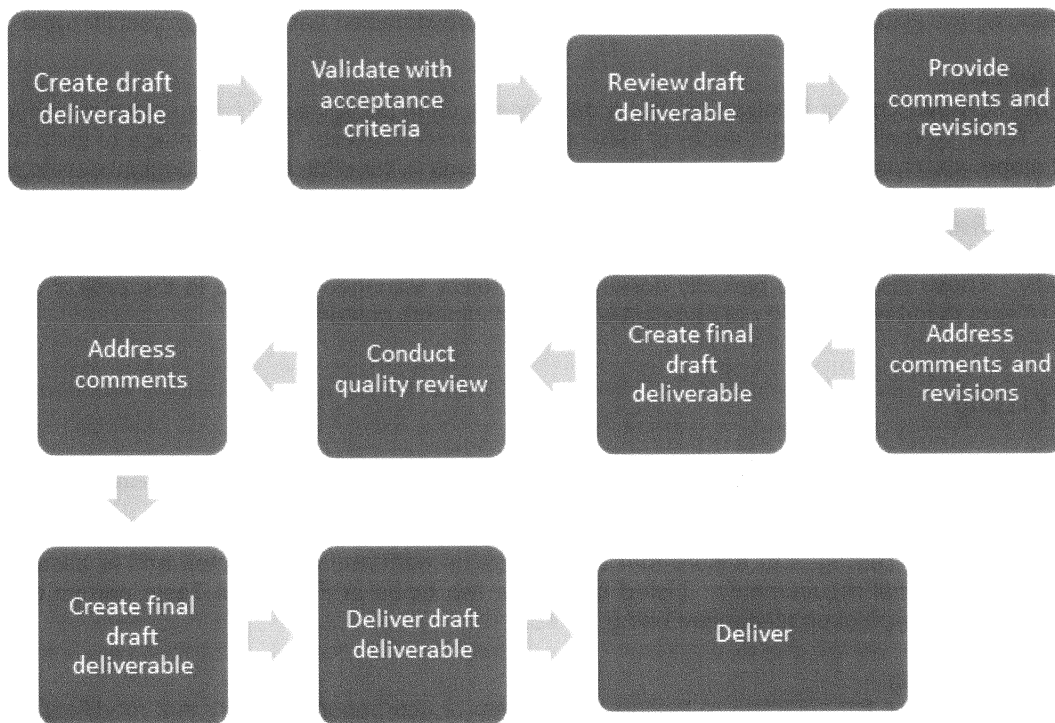


Table 6- Deliverable Workflow Diagram

5.3 Project Quality Control Procedures

Listed below are the quality processes that are currently being used by members of the project team.

5.3.1 Scope Definition

One of the key elements in quality planning is to determine the scope of the gaps, changes requests or enhancements of a project. The scope is typically defined in the Functional Specifications document which must be approved by the client before development effort can begin. Based on this definition, the Quality Assurance Team can identify the quality standards that will apply to each deliverable for the project as well as developing the testing processes necessary to confirm that these enhancements comply with these standards and adhere to the documented requirements.

5.3.2 Reviews

Members of the project team conduct various reviews throughout a project's lifecycle in order to ensure that defects/issues are identified and addressed as early as possible. The philosophy being that defects/issues identified and dealt with early in the project are less costly than if they were identified and addressed at a later date.

Reviews conducted include:

1. Design Review:

The Design Review process involves having the Design Team review the developer's design prior to commencing the actual coding in order that design flaws are identified early in the project lifecycle.

2. Peer Review:

The Peer Review process involves having a developer's changes reviewed by a senior member of the Project Team, typically a Team Leader or Senior Programmer/Analyst. The advantage of such a review is that others are much more likely to identify faults/omissions in the code than the original developer.

3. Document Review:

All project documents are reviewed prior to release to a client in order ensure completeness and accuracy. These reviews are typically done by the Project Manager assigned to the project and other Project Team members that did not participate in the documents content.

5.3.3 Testing

The project team conducts various types of testing which can be divided into two main categories: Functional Testing and Non-Functional Testing.

The purpose of Functional Testing is to ensure that the application performs as expected and is based on test cases derived from functional requirements. Listed below are two types of Functional Tests performed by the project team based on the type of enhancement being tested:

1. Regression Testing:

Regression testing is the selective re-testing of a system or component to verify that modifications have not caused unintended effects and that the system or component still complies with its specified requirements.

2. End-to-End Testing:

End-to-End testing verifies that a set of interrelated systems performs correctly. This is typically performed when enhancements for a client that uses both the LicenseEase back office system and the Web Application User Interface (LEGateway/eGateway).

Non-Functional Testing involves testing aspects of software applications that do not relate to the functionality of the applications. Listed below are two types of Non-Functional Tests performed by the project team based on the type of enhancement being tested:

1. Usability Testing:

Usability testing evaluates how easily users can learn the application.

2. Stress and Load Testing:

Load testing mimics the conditions under which the application will be used in real life. Stress testing involves testing the application under unusually heavy loads to determine the maximum stress it can handle.

5.3.4 Product Evaluation

Any and all changes made to software must be evaluated by the project team before changes are released to a client. The team is responsible for the overall quality assurance processes which include:

1. Testing Processes: Test Strategy, Test Plan and Design, Test Execution and Test Results Reporting,
2. Issue Tracking Processes: Issue Assignment and Issue Reporting, and
3. Code Promotion Processes.

Each issue is given a status of OPEN when first entered into the database and will be issued a status of CLOSED when it has been resolved and thoroughly re-tested.

5.3.5 Version Control

As software is developed and deployed, it is extremely common for multiple versions of the same software to be deployed at different client sites, and for the software's developers to be working simultaneously on updates. Bugs and other issues with software are often only present in certain versions (because of the fixing of some problems and the introduction of others as the program develops). Therefore, for the purposes of locating and fixing bugs, it is vitally important to be able to retrieve and run different versions of the software to determine in which version(s) the problem occurs.

The MQA Transformation Project Team is responsible for ensuring that the correct version of related objects is promoted and that no objects are missing.

6 PROJECT AUDITS & QUALITY REVIEWS

Project audits provide an opportunity to discuss the issues, concerns, and challenges encountered in the execution of a project. MQA Transformation Project audits are anticipated to occur quarterly with staff augmentation vendor. These audits will be recorded in the project workbook and will capture the information found below:

Project Quality Audit Review	Planned Date	Quality Review Auditor	Comments

Table 7 - Audit Log

6.1 MANAGEMENT ESCALATION PLAN

Any issues or risks identified through the quality process will be elevated using the decision matrix found in the Operational Work Plan.

7 QUALITY TEAM ROLES & RESPONSIBILITIES

7.1 MQA Transformation Project Quality Management Roles & Responsibilities

Project Quality involves and is the responsibility of every member of the project team. Other internal staff and external stakeholders have specific roles that are essential to the project's quality management effort. For a complete list, please refer to the Operational Work Plan.

Role Name	Description	Assigned To
Executive Sponsor	<ul style="list-style-type: none"> Reviews status reports prepared for the Legislature and Office of Policy and Budget Meets with and oversees efforts by the Independent Verification and Validation vendor 	J. Martin Stubblefield, Deputy Secretary for Administration
Executive Steering Committee	<ul style="list-style-type: none"> Provide management direction and support to the project management team Review, approve or disapprove, and determining whether to proceed with any major project deliverables Resolves escalated issues Risk mitigation 	Lucy Gee Cassandra Pasley Susie Love Lola Pouncey Danny Hernandez Robert Dillenschneider
Executive Steering Committee Chair	<ul style="list-style-type: none"> Provides business resources for project success Programmatic responsibility for successful development and implementation of the project 	Lucy Gee
Project IT Sponsor	<ul style="list-style-type: none"> Provides IT resources for project success Has responsibility for successful development and implementation of the project 	Robert Dillenschneider
Project Director	<ul style="list-style-type: none"> Overall responsibility for the successful development and implementation of the project 	Lola Pouncey

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Role Name	Description	Assigned To
	<ul style="list-style-type: none"> • Oversees the MQA Project Manager and the MQA Project Management Team for the project • Liaison with IT Sponsor for resources • Liaison with Project Sponsor for business resources and day-to-day activities 	
Project Management Team	<ul style="list-style-type: none"> • Manage project areas including scope, risk, quality and change control • Invoice and deliverable quality • Reviews DACs and deliverables. • Provides written comments to the MQA Project Manager Author regarding the DACs and related deliverables based on their knowledge and expertise • May participate in Quarterly Quality Assurance Review • Submit written monthly project status reports to the executive steering committee 	Allison Stachnik Tony Cappelli Daymon Jensen Candy Tyre Daniela Lee Joe Wright Travis McLane
MQA Project Manager	<ul style="list-style-type: none"> • Responsible for day-to-day project oversight • Provides overall guidance and direction to Staff Augmentation vendor (Accenture) and Iron Data Project Managers • Reviews and provides feedback on project deliverables • Responsible for project management areas including scope, risk, quality and change control • Reviews DAC's and deliverables • Actively participates in Quarterly Quality Assurance Reviews • Makes quality improvement suggestions 	Allison Stachnik, PMP
Staff Augmentation Project Manager	<ul style="list-style-type: none"> • Responsible for staff augmentation project management activities • Obtains approval, via the MQA Project Manager regarding scope change requests • Implements peer review comments and suggestions • Performs peer reviews for other DACs and related deliverables • Prepare formal project reports 	Daymon Jensen, PMP

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Role Name	Description	Assigned To
	<ul style="list-style-type: none"> Ensure deliverables conform to MQA standards 	
Iron Data Project Manager	<ul style="list-style-type: none"> Responsible for Iron Data project management activities Obtains approval, via the MQA Project Manager, regarding scope change requests Prepare formal project reports Ensure deliverables conform to MQA standards 	Tony Cappelli
Independent Verification and Validation Project Manager	<ul style="list-style-type: none"> Verifies that the system is developed in accordance with validated requirements and design specifications Validates that the system performs its functions satisfactorily Monitors project management processes and provides feedback on any deficiencies noted Reviews and provides feedback on project deliverables 	Gary Didio Alyene Calvo (Ernst & Young)
Systems Support Services Manager	<ul style="list-style-type: none"> Subject matter expert for legacy system and system gaps Responsible for maintaining existing systems during the transition to Versa:Regulation Verifies DAC's and deliverables are in compliance with contract requirements and project quality standards 	Candy Tyre
Business Analyst	<ul style="list-style-type: none"> Assists project manager in preparing and documenting meetings and presentations Assists project manager in document control and archiving 	Travis McLane
MQA Project Manager and Crystal Reports Conversion lead	<ul style="list-style-type: none"> Responsible for reports conversion not included in the GAP analysis. These custom reports were created in Business objects 	Daniela Lee, PMP
MQA/IT Application Development Manager	<ul style="list-style-type: none"> Manages the existing legacy systems Provides infrastructure updates to include cost, scope and schedule to the project manager on a regular basis 	Vacant (Joe Wright – Acting)

Table 8 - Quality Roles and Responsibilities

8 QUALITY PLAN AUDIT LOG

The Quality Plan Audit Log contains details of estimated and actual quality check dates and their outcomes. The audit log will be stored in the Project Workbook and will be reported as part of the monthly Executive Steering Committee meetings.

Quality Review Date	Activity Reviewed	Issue	Resolution

Table 9 - Quality Plan Audit

9 QUALITY PLAN APPROVALS

Prepared by _____
Business Analyst (Travis McLane)

Approved by _____
Project Manager (Allison Stachnik)

Project Team (Candy Tyre)

Project Team (Daniela Lee)

Project Team (Daymon Jensen)

Project Team (Tony Cappelli)

Project Team (DJ Caldwell)

Project Director (Lola Pouncey)

Executive Sponsor (Marty Stubblefield)



A. General Information

Information to be provided in this section gives a specific name to the project as well as pertinent information about the personnel involved in the creation of this document.

Project Name: _____ Date: _____
Governance Project #: _____ Project Manager: _____
Controlling Bureau:: _____ Prepared By: _____

B. Requestor Information

Proposed Change Description and References:

The requestor will provide information concerning the requested change along with any supporting documentation.

Justification:

Impact of Not Implementing Proposed Change:

Alternatives:

C. Initial Review Results of the Change Request

Initial Review Date: _____ Assigned to: _____

Approve for Impact Analysis

Reject

Defer Until: _____

Reason: _____



D. Initial Impact Analysis

Baselines Affected:

Configuration Items Affected:

Cost / Schedule Impact Analysis Required? Yes No

Impact on Cost:

Impact on Schedule:

Impact on Resources:

Final Review Results:

Review Date:

Classification: HIGH MEDIUM LOW

E. Impact Analysis Results

Specific Requirements Definition:

Additional Resource Requirements	Work Days	Cost
TOTAL		

Impact of Not Implementing the Change:

Alternatives to the Proposed Change:

Final Recommendation:



**Bureau of Planning and Quality Improvement
Project Management Office
Change Control Request**

F. Signatures

Signatures within this document represent concurrence to and acceptance of the information presented in this document.

Name	Role	Signature	Date
	Project Manager		mm/dd/yyyy
	Business Lead		
	Technical Lead		
	Project Sponsor		
	Stakeholders (as appropriate)		



A. General Information

Information to be provided in this section gives a specific name to the project as well as pertinent information about the personnel involved.

Project Name: _____ **Date:** _____
Governance Project #: _____ **Project Manager:** _____
Controlling Bureau: _____ **Prepared By:** _____

B. Project Results/Completion Criteria

State what will be created in terms of deliverables (and their characteristics) and/or what constitutes a successful phase completion. Describe the "What" and "When" of the project.

C. Content of the Project

Define what work is to be done, the "How" of the project. Include relevant business requirements.

D. Assumptions and Dependencies of the Project

Define any assumptions or dependencies that are associated with this project. Include relevant business requirements.

E. Exclusions

Define what work is not to be done. Include relevant business requirements.



Bureau of Planning and Quality Improvement
Project Management Office
Project Scope Change Request

F. Signatures

Signatures within this document represent concurrence to and acceptance of the information presented in this document.

Name	Role	Signature	Date
	Project Manager		mm/dd/yyyy
	Business Lead		
	Technical Lead		
	Project Sponsor		
	Stakeholders		

Appendix F

F. LicenseEase (COMPAS) Enhancement List

Following identifies code enhancements made to LicenseEase (COMPAS). Analysis needs to be performed to determine how many of these will be addressed with upgrade.

Reference #	Type of Change	Description
2004-011		N1 Default security level.doc
2004-013		N3 Letter button on compliance screen.doc
2004-016A		N6 Discipline Disp Tolled and Stayed.
2004-020A		N10 Confidential Work Product Notes
2004-001		A8 Changes to AAA4 - Expire Applications
2004-002		A10 Add detail records to confirmation of print file processing
2004-003		A13 Web Account and Password
2004-005 (and Gap AL27)		A12 FDLE Background Check Submission
2004-006		E2 Add exam history in EX13
2004-009		I3 Inspection List.doc
2004-018		Default Complaint Status
2004-023		N12 Enforcement- Inspection exports
2004-024		RN/ANRP Upgrade Temp License
2004-025		Additional Training LE Sys Admin
2004-020B		N10 Confidential Work Product Notes
2004-026		Ability to Change Profession code in NF12
2004-028		We need to have the ability to run the chronological reports from the NF12 screen.
2004-029		Amendments to the Chronological Report
2004-016B		N6 Discipline Disp Tolled and Stayed.
2004-031		RSD Indicator columns .doc
2004-030		Education RSD (Exam Stats Report)
2004-027		Add the responsible party code to the name
2004-032		Deposit number and date displayed on CA16 Find Cash Receipts
2004-033		Final Order Reference Number
2004-034		Validation number Automatic/Manual
2004-035		Discipline Alerts - Modifier Alerts
2004-036	Vendor	Provide Certificate Number History

Reference #	Type of Change	Description
2004-039	Vendor	Add validation number
2004-041	Vendor	Grade Report Query
2004-043	Vendor	Admission Card Formatting
2004-037	Vendor	Mass discipline update
2004-044	Vendor	Display the disciplinary status of the delinquent licensee
2004-045	Vendor	Ability to record cash batches with non-sequential validation numbers
2004-046	Vendor	Scope for web account and password
2004-051	Vendor	Make RSD Configurable in the AFP view - to resolve printing Prescriber Numbers and other data from hisotric RSDs that are not printing
2004-052	Vendor	Create Maintenance screen for Configurable RSDs - Companion PCR to PCR 2004-051
2004-053	Vendor	Add Mail Date to the Grade Report
2004-054	Vendor	Change the restriction for the requirement of a FO# to allow entry of Accession # and/or Rec Control # within the complaint on the FO tab and on the Mass Final Order Update screen.
2004-055	Vendor	Addition of client code to the chronology report
2004-056	Vendor	Exam provider management - modify Education RSD to allow for In State, Out of State, and Foreign codes.
2004-059	Vendor	Automatic Population of Repetitive Data in Fields on the Mass Final Order Update Screen (flmq03)
2004-062	Vendor	FLMQ39 Report needs to allow option to select sort order similar to parameter screen for Master Inspection Report
2004-063	Vendor	Replace county code with Country for the FTP interface and the demographics update.
2004-064	Vendor	Score report formatting and score upload.
2004-065	Vendor	ALB4 - Reset License Status
2004-066	Vendor	Alphabetize the Eligible Candidate List on the EX11 screen.
2004-067	Vendor	Modifications to FLMQ39 Write Inspections Report
2004-068 and CQ 18198	Vendor	Modify the ALC4 report to include the certificate number.
2004-069	Vendor	Add the PRAES Document Number to LicenseEase (COMPAS) flmq16 screen.
2004-070	Vendor	Modify AL24 list screen to include the license number
2004-073	Vendor	EMS Address Clean Up Data Patch
2004-074	Vendor	EMS License Status Data Patch

Reference #	Type of Change	Description
2004-075	Vendor	Assign License Number to Temporary licenses for Rad Techs to maintain the same # throughout temporary and permanent license.
2005-076	Vendor	NREMT Interface file needed to upload EMT scores into LicenseEase (COMPAS).
2005-077	Vendor	Make se20 name search case insensitive
2005-078 and CQ 20710	Vendor	Exclude Military Only License Status from FDLE Batch Process Extract - flmq53
2005-084	Vendor	Compliance Monitoring Enhancement
2005-079	Vendor	Modify the programs for batch scheduling of inspections to allow fiscal year scheduling.
2005-080 and CQ 23450	Vendor	Establish default values for CE Credit Code, CE Provider Number, CE Start Date, CE End Date, CE Credit Hours, and CE Requirement fields when creating new 7611 CE courses via the 1020 transaction (board 8076)
2005-082	Vendor	Product Registration Functionality Gap
2005-083	Vendor	Modify application transactions to search for all open, pending or closed complaints/cases no matter if it is a public case. Also, need enforcement module modified to search for respondents in the license module if there is no license tied to the respondent to confirm that they did not receive a license after the case was opened.
2006-085	Vendor	Modify flmq63 to calculate the derived score for Exam Type 'L'. The formula is overall score from ARRT divided by 145 multiplied by 100.
2006-086	Vendor	Addition of both the enhanced imaging functionality and the Drugs, Devices and Cosmetics (DDC) requirements to the existing mobile inspection (CMIP) functionality.
2006-087	Vendor	Modify LicenseEase (COMPAS) inspector's admin setup include a clone feature that would clone the setup for one inspector to a newly created inspector. The purpose is to provide a quick and easy feature to copy one inspector's setup to another.
2007-089	Vendor	Password protection when accessing LicenseEase (COMPAS) from CMIP
2007-091	Vendor	CMIP-Update Schema.
2007-092 and CQ 33537	Vendor	Add a method to conduct audits on financial responsibility (similar to CE32)
2004-004	Vendor	A14 App & Cash APIs
2004-014B	Vendor	N4 Carry forward compliance data.doc
2004-058	Vendor	Experior/C.N.A Interface for exchange of testing data.

Reference #	Type of Change	Description
Gap AL1	Vendor	Unassociated Documents function See also AL20. Document repository screen
Gap AL2	Vendor	(Use algorithms to set expiration dates for Nursing, Medicine, and CNAs.) Renewal cycles and expiry dates RELEASE NOTES\RN060.doc RELEASE NOTES\RN061.doc 'Changeover' method in PRAES based on ALPSO values. see RAES\RAESspecs\al\alz1spec
Gap AL5	Vendor	Link county to inspection region in set-up table IRM20022.doc
Gap AL6	Vendor	In AL12 display status imposed by enforcement on license (suspension) in addition to status imposed by expiry of license (delinquency). \RELEASE NOTES\IRM20025.doc \RELEASE NOTES\IRM20038.doc
Gap AL7	Vendor	This is for CE audit select and report. Include activity status in selection criteria for ALBE and ALCE \RELEASE NOTES\IRM20039.doc
Gap AL13	Vendor	AL11 - selection by certificate number.
Gap AL17	Vendor	Micrographics Index (Conversion - RBDMDT, RBDMGI)
Gap AL19	Vendor	Required Supporting Modifiers (Conversion - RBDPSM)
Gap AL32	Vendor	The following APIs are needed to service requests from the MQA web site code. create Application apply cash to application create miscellaneous charge apply cash to miscellaneous charge
Gap AL33	Vendor	The RAES program ALB2 is used to assign new statuses to licenses after a given period of time in the current status. LicenseEase (COMPAS) does not have such a program.
Gap CA2	Vendor	"Separate cash batches for Image API" Need separate streams of batch numbers and validation numbers for Image API.

Reference #	Type of Change	Description
Gap CA5	Vendor	The SAMAS interface access to the individual transactions in any summary batch through the on-line system
Gap CA6	Vendor	The SAMAS interface needs the ability to 1.) process returned checks information; 2.) process unassigned cash and report on it when it is assigned; 3.) process refund information
Gap CA9	Vendor	The SAMAS interface - a method to research a single check that paid for multiple licenses across professions
Gap CA17 and Gap CA05	Vendor	Allow miscellaneous payments to be searched by Name or SS#. Once found need to see payment amount, receipting information and source codes. RELEASE NOTES\RN039.doc
Gap CA20	Vendor	Payment by journal transfer "without recording to FLAIR". Password needed for administrative checks. RELEASE NOTES\RN055.doc
Gap CA24	Vendor	New programs FEA1 & FEA2 modifications needed to display accounting transaction program to provide for name search. RELEASE NOTES\RN039.doc
Gap CA27	Vendor	Fee' Reports - Cash Report Enhancements: Bad Check Report, Unassigned Cash Report
Gap CA28	Vendor	Default Remitter: Modify Cash Entry and RP so that a remitter record is automatically created for each receipt using a default "Unknown remitter" entity. Set bad check alerts for all beneficiaries of a receipt.
Gap EX2	Vendor	Exam Sites RELEASE NOTES\RN004.doc to allow for selection of exam sites.
Gap EX3	Vendor	Exam Structure RELEASE NOTES\RN005.doc RELEASE NOTES\RN008.doc (retake frequency, retake count)
Gap EX4	Vendor	Exam Scheduling RELEASE NOTES\RN006.doc RELEASE NOTES\RN009.doc
Gap EX5	Vendor	School Categories RELEASE NOTES\RN007.doc

Reference #	Type of Change	Description
Gap EX6	Vendor	Multi-part grade reports and admission cards RELEASE NOTES\RN012.doc RELEASE NOTES\RN013.doc
Gap EX7	Vendor	Rosters and exports (5 Reports) RELEASE NOTES\RN015.doc RELEASE NOTES\RN016.doc RELEASE NOTES\RN017.doc RELEASE NOTES\RN018.doc
Gap EX8	Vendor	Approved Candidates list RN052.doc
Gap EX14	Vendor	Modify Exam Statistics Report RELEASE NOTES\RN010.doc
Gap EX16	Vendor	LicenseEase (COMPAS) does not allow addition of exam history through the maintenance form. The PRAES version of exam history maintenance does
Gap IN1	Vendor	Next Periodic Inspection rules
Gap IN2	Vendor	Change the default setting when requesting the next periodic inspection for new or change of location / ownership to always be "Routine" and then if a change needs to be made, it can be done manually RELEASE NOTES\RN048.doc
Gap IN3	Vendor	When requesting the next periodic inspection after a new or change of location / ownership inspection, the next periodic inspection defaults to be the same as the completed inspection. This causes a problem with the new or changes of location / ownership reports in that the inspection has already been done.

Reference #	Type of Change	Description
Gap IN4	Vendor	<p>Inspections are based on the current PL address. IN70 only will pull inspections that are scheduled using the current (PL) address. When an address is changed, the License Address Number referenced by the Inspection no longer refers to a current address. There then is now a new License Address Number for this individual or facility, which means the requested inspection that exists, is for a historical address. When an address is changed in License Maintenance and an incomplete inspection is created for the record, a new inspection for the new address should be scheduled in order for that inspection to appear on the Master Inspection List (IN70). This situation will reoccur whenever an address is changed for a license that has a scheduled inspection.</p> <p>RELEASE NOTES\RN050.doc</p>
Gap NF1	Vendor	<p>Automatic Letters on status change or addition of activity</p> <p>\RELEASE NOTES\RN003.doc</p> <p>RELEASE NOTES\RN021.doc</p>
Gap NF2	Vendor	<p>Mass entry of compliance due dates</p> <p>\RELEASE NOTES\IRM20028.doc</p>
Gap NF3	Vendor	<p>Streamline complaint entry</p> <p>\RELEASE NOTES\RN003.doc</p>
Gap NF4	Vendor	<p>Custom sorting of complaint search.</p> <p>RELEASE NOTES\RN036.doc</p>
Gap NF5	Vendor	<p>Closed health claims (3 in 5 rule)</p> <p>\RELEASE NOTES\RN002.doc</p>
Gap NF6	Vendor	<p>Create an easy selection of one or more complaints from the MQ01-U screen to view multiple complaints without having to go to the cc50 screen to pull up each complaint individually and then return to MQ01-U screen. Include respondent's first name or initial for identification of appropriate respondent with multiple complaint/cases. Primary sort should be by last name, first name with secondary sort by complaint/case number. Complainant name should be blocked or sanitized for all public cases.</p> <p>SEE ALSO NF16</p>
Gap NF8	Vendor	<p>Prevent closure depending on disposition code.</p> <p>SEE ALSO NF13</p>

Reference #	Type of Change	Description
Gap NF9	Vendor	Mass Final Order update. Request data entry screen similar to MQ02 and MQ03 screen for mass entry of state record control and accession numbers and microfilm roll and batch numbers assigned to closed cases.
Gap NF10	Vendor	Identify the operator responsible for changes to complaints/cases in the PRAES system.
Gap NF11	Vendor	Enforcement Measurement Statistics Report RELEASE NOTES\RN040.doc RELEASE NOTES\RN041.doc
Gap NF13	Vendor	Block changes to status or activities after a case has been closed excepting a certain specified list of items. These mods limited changes to complaints after a given status was reached and required that the changes be applied to the subsequent cases instead. They also limited the changes that could be done to cases after closure. RELEASE NOTES\IRM20006.doc \RELEASE NOTES\IRM2001001.doc SEE ALSO NF8
NF14 CQ52574	Vendor	After entering information on the MQ02 Mass Status Update screen, the option to print the report upon completion is presented. The report currently pulls the Respondent name into the report along with all the information that was entered. This request is to pull the Respondent Profession Code into the report as well. \RELEASE NOTES\IRM20028.doc CQ Ticket: LicenseEase (COMPAS) labels located under the Mass Status Update screen (nf17). A request to change how the labels print
Gap NF16	Vendor	MQA specific programs RELEASE NOTES\RN026.doc SEE ALSO NF6
Gap NF17	Vendor	LABELS ??? RELEASE NOTES\RN014.doc
Gap NF18	Vendor	Involved party letters. RELEASE NOTES\RN020.doc
Gap NF19	Vendor	Complaint chronology RELEASE NOTES\RN024.doc

Reference #	Type of Change	Description
Gap NF21	Vendor	Delete disposition changes RELEASE NOTES\RN044.doc
Gap NF24	Vendor	Appeal Decision LOV (Conversion - RBDAPD)
Gap NF25	Vendor	Enforcement Reports (3 Reports)
Gap IS1	Interface	Nursing interface
Gap IS4	Interface	Image API RELEASE NOTES/IRM0100146.doc RELEASE NOTES/IRM2002001.doc From Contract item 4: Print confirmation by license Batch update interface for demographics, addresses, RSDs
Gap IS5	Interface	CNA interface RELEASE NOTES\RN042.doc RELEASE NOTES\IRM2001005.doc
Gap IS7	Interface	Lockbox
Gap IS8	Interface	Validation printing RELEASE NOTES\RN035.doc
Gap IS9	Interface	AFP table (License and Renewal Print) Report for "ALB7" (License Run) currently provides very limited information. Request that the report be modified to include the following information: File Number, Rank Code, License Number, Name, Document Type, Approved Transaction (i.e., 1020, 2020, etc.), and Certificate Number
Gap IS10	Interface	The program that inserts records into the AFP table has been modified to include Account ID's and Passwords for all host document types. Additionally, the program that inserts records into AFP table has also been modified to create the account and password upon approval of a licensure transactions, host document type of 02, when an account id and password do not exist. The program that extracts information from the AFP table has also modified to include the Account Ids and Passwords in the AFP extract. This is the file sent to the vendor for license printing. IRM20022924.pdf

Reference #	Type of Change	Description
Gap IS11	Interface	Print Confirmation Interface
Gap IS17	Interface	FLAIR Interface
Gap IS22	Interface	Batch Control Subsystem
CQ049835	Defect	Cash Record Error
CQ037235 CQ052887 CQ052896	Defect	Miscellaneous sales receipt shows paid cash receipt shows in unassigned payment; Miscellaneous sales issue with administrative fines and cost fees; Misc. Fee Calculation Error
CQ050699	Defect	Cash Error
CQ052565	Defect	Delete LicenseEase (COMPAS) Complaint #200904140
CQ053639	Defect	Add Validation to NF18 for clnt_publ_cse_rsn_id
CQ053710	Defect	Modify inspection trigger for Pharmacy inspections
	Conversion and Configuration	Move email address from RSDs (RSD10/Optional Information) to Address module. Also allow multiple current email addresses.
CQ046917	Interface	Modify upload program for Rad Tech/EMT & Paramedics (FLMQ63 and FLMQ68)
CQ047960	Screen	Sort order on Complaint History screen (nf32) and Disposition date on nf17
CQ048886	Interface	Need an automated uploaded for background screening results
CQ049562	Screen	LicenseEase (COMPAS) force a disposition code entry for status 120
CQ049855 CQ051886	Interface	Nursing Orders Transmitting to NURSYS
CQ050119 CQ050998 CQ051546 CQ052853	Interface	Automation of file uploads for national vendors. Score Automation for PT/PTA; Automation of score upload for Occupational Therapy; Dental Score Extract and Dental Hygiene; Opticianry
CQ50882	Interface	Automate approval of examination applications for EMT
CQ051608	Interface	Report modification flmq58 Exam Upload Report
CQ052334	Screen	PMC Inspection form 440 - deficiency code be assigned for violation entry in LicenseEase (COMPAS)
CQ053806	Schema/View	letter view modification ==> uv_disc_by_lic, uv_crim_by_lic, uv_disc_by_app, uv_crim_by_app <==
CQ052398	Screen	LicenseEase (COMPAS) Enforcement Disposition Closed Date Validation
CQ048478	Interface	FLMQ63 - Validate file name has not been run in update mode
CQ043685	Interface	Place individual school report from FLMQ34 into seperate module

Reference #	Type of Change	Description
CQ053777	Screen	Changes to license denial process
CQ053017	Screen	Maintain Involved Parties Address Issue
CQ053119	Schema/ Trigger	Automatically add Matching SSN Modifier to All new files with matching SSN's
CQ050112	Schema/ Trigger	Request for Change in 1401 3010 Upgrade
CQ050224 CQ051414 CQ051416 CQ052466 CQ053613	Interface	Mobile Inspections
CQ046658	Screen	Ability to Add and Change within Compliance Module (nf21)
CQ047849	Screen	New other payer configuration screens for client 9801. (dhal01)
CQ049312	Screen	Modify flmq01 Find Public Complaint by Respondent Screen
CQ053712	Screen/ Schema	LicenseEase (COMPAS) - Compliance needs additional Fields and Logic added to NF26 Screen
CQ050592	Screen	Mass Filing Update Changes for LicenseEase (COMPAS)
CQ050791	Interface	Request for enhancement/modification to flmq58 (CNA Exam Import)
CQ049168	Screen	LicenseEase (COMPAS) validation program extension
CQ043219	Screen	Create a form in LicenseEase (COMPAS) to Update Missing License Methods in the Lic table
CQ043770	Screen	Develop screen to enter multiple violations
CQ045078	Interface	ex26 and ex27 LicenseEase (COMPAS) Report Changes
CQ050668	Report	Unassigned Cash Report- Exporting to Excel
CQ052106	Screen	flmq73 - Complaint Compliance Tracking Screen - Typographical Error
NEW	Screen	Mass Address Update - develop the ability to update all of the address for an involved party for open cases. For example: An attorney changes office locations.
NEW	Screen/Letter	PSU Closure letters - develop functionality to support generating closure letters based upon specific disposition and closure codes. Create contact history record.
NEW	Interface	Ability to generate letter and save image record in Department's image repository

Reference #	Type of Change	Description
NEW	Business Analysis	Analysis of enforcement processes to determine modifications to VR base package to accommodate their business processes. (ISU, PSU, CSU, CMU, ULA, and Central Records/Clerk's office)
NEW	Alerts	Add alert to enforcement screen if respondent address is not marked as confidential, but license address is marked confidential
NEW	Screen	Need ability to change involved party type without deleting the entire involved party record and re-entering the information. For example, moving/changing an attorney from the current attorney to the former attorney
CQ13767		Develop an automated process for contact history interfacing through the LicenseEase (COMPAS) application modeled on the flmq33 - Demographics Update Interface. Contact history table (cntct_hist) elements should be updated as a result of the process as well as a RSD Type: RSD1, Table: RSD12 Admin Tasks, RSD column: RSD55 Date Verified (if value is present in file).
CQ20711	Schema	Task: Exclude Military Only License Status from FDLE Batch Process Extract - flmq53 Due: 10/01/2005
CQ25224 / CQ25225	Schema	Complaint Screen (nf12) - Notify respondent address change Complaint Screen (nf12) - Error check on the address (zip code and county)
CQ25660	Report	Develop a report to support the compliance monitoring project:
CQ26456	Schema	When creating a complaint in LicenseEase (COMPAS), the user is given 2 options for saving the complaint. One is to click the "Save" button and they remain in the complaint and the other option is to click on the "OK" button and this will save the complaint and then take you out of the complaint so that another one can be created. Currently the user receives no notification that the complaint was save in the enforcement module. Task: Create a message indicating that the complaint was saved.
CQ27511	Schema/ Screen	Modify the alc1 screen to allow querying of a range of license numbers and file numbers.

Reference #	Type of Change	Description
CQ27807	Report	Create Oracle report for RSD Date Validation based on SQL in Attachments. Search parameters will be the Client Code. Sort order can be defined by user, have them choose from the fields listed in the order by statement in the SQL attachment. Report name should be "RSD Date Validity Report"
CQ27808	Report	Create DOB Data Integrity Report for Birthdates < 18 and > 100
CQ27859	Schema/ Screen	Modify LicenseEase (COMPAS) address module so that users are given a warning when they attempt to modify the PL address for certain professions (establishments only).
CQ27865	Schema/ Screen	Research the possibility of adding a supervisor to the security screens in LicenseEase (COMPAS) (maybe SE20). Determine if functionality already exists in LicenseEase (COMPAS) to capture the supervisor for each user, otherwise add a field to capture this. This will be used for Enforcement reporting purposes to provide staff productivity reports. Currently, the on-line reporting team maintains a table in the datamart that has to be manually updated when a change in staff occurs.
CQ27994	Report	Develop a report in LicenseEase (COMPAS) to display all revenue transactions approved during a time period. The parameters that should be user defined are the following: breakdown of counts by board code or by client code, date range of approved applications. The sort order can be fixed to order by the client code, this option does not need to be defined by the user. Fields required for display are client code/board code, client/board description, count of approved revenue transactions.
CQ28468	Report	Create a LicenseEase (COMPAS) report display One Time Fees paid by mail-in (do not include fees paid online). See attached email for specifications.
CQ28504	Interface	Interface crystal reports with LicenseEase (COMPAS) using URLs.
CQ28814	Schema/ Screen	Research the ability to add a field to display the licensee file number. Please see attached.
CQ28815	Report	Report: Alc4 Related License Report Issue: Not pulling relationship SU-ME Task: Investigate changes made to the report and correct.
CQ28823	Report	Please add a report to the Reports in LicenseEase (COMPAS) under applications that will allow users to run a report of all applications by transaction and status. The report should allow users to choose basic data (name, ssn, birthdate) to be included in the report.

Reference #	Type of Change	Description
CQ29505	Report	Create a report for a Data Integrity Missing Data Report for the following missing items in a pick list for the FDLE project: S...
CQ30143	Report	Create a data integrity report that identifies open manual hold transactions. Model form after AAAB (Open Application Report). A similar query can be found under AAAA (Open Application Deficiency Report). Model report after AAAB.
CQ30144	Report	Create a data integrity report that identifies any applicant or licensee that has a missing address for MA or PL. Model form and report after DI03 (PO Box Clean-Up).
CQ30145	Report	Create a report for flmq24 that captures the '06' document types when a print file is created. Model after the current flmq24 reports.
CQ30217	Report	Testing Services needs to have a custom report created either in LicenseEase (COMPAS) OR on the Datamart. This report will bring together information from 3 currently-existing LicenseEase (COMPAS) reports (flmq27, ex26, and flmq34) and add information that is currently not available from any location, but that was previously available from PRAES.
CQ30227	Schema	Modify the print file packages (flmq24.pkg, flmq24_afp_extract & vw_flmq_afp) to make the print file the correct length when extracting 06 document type.
CQ30427	Schema/ Screen	Addresses: Has been disciplined al12.fmb : Set msg and msg_sta ALIGNMENT property to ALIGNMENT_CENTER ** IMPORTANT: This ticket to be promoted in combination with CQ30425 for nf19.fmx.
CQ30432	Report	Modify CE32 report to include subtotals for the total number of licensees that have passed the audit (have 'P' in pass_status column) and the total number of licensees that have failed the audit. These totals should be displayed similar to the ALC1 'Final Report Summary'.
CQ30559	Schema/ Screen	Research the ability to modify flmq68 to allow the new file format. Please see attached.

Reference #	Type of Change	Description
CQ30594	Schema/ Screen	<p>Add the security questions asked on MQA Services Reporting System (questions staff are to ask licensee before giving ID and password) to LicenseEase (COMPAS) for the Web ID and Password RSD.</p> <p>History and Modification Description: (1/29/2007)</p> <p>Currently, MQA staff can look up licensee's web account user ID and password that is needed to login to the MQA Online Services using the MQA on-line intranet application, Licensee Account Information. There is a series of 4 questions that must be answered correctly before providing this information to a customer. This is the standard procedure followed by the Call Center when distributing this information to a licensee.</p> <p>There also exists a screen in LicenseEase (COMPAS), flmq43 Maintain Web User, that displays the web user ID and password. Some staff in the board office currently use this screen and provide the information to the licensee or caller. It can be accessed from the Work Selection menu.</p> <p>In an effort to reduce the risk of providing a web user ID and password to the incorrect person:</p> <ol style="list-style-type: none"> 1. Modify the LicenseEase (COMPAS) flmq43 screen to include the same 4 security questions that are used in the MQA Licensee Account Information Lookup Application. The Response fields will pre-populate with the licensee's account information. The 4 questions are: <ul style="list-style-type: none"> • What is the licensee's name? • What are the last four digits of the licensee's SSN? • What is the licensee's date of birth? • What is the licensee's current mailing address?
CQ30610	Interface	Modify flmq58 to check the length of the remaining fields in the file to avoid an incomplete load of applicant demographic & address information.
CQ30692	Report	Modify the flmq56 Score Report to update the mail date on the candidate record, even if a date already exists and the score is PASS. The program should be modified to update the candidate's mail date in all instance, regardless of Pass or Fail status, and regardless of if the mail date is null or populated.
CQ31000	Report	Data Integrity Report - Clean up report for Profiling records with data but no check mark

Reference #	Type of Change	Description
CQ31084	Report	<p>flmqa26 (Exam Roster Report) does not function properly for any of the six exams that require it. The Board 8007 Board of Dentistry Dental Examination – New Format has the following issues:</p> <p>'X' printed in every box Too many columns Not enough space to enter in a booklet number Booklet heading is too narrow</p> <p>Expected Outcome:</p> <p>Boxes are only populated with an 'X' if the candidate is not scheduled for the particular part/section. This will also eliminate some of the columns that are not needed. Please see attachment '8020 - Opticianry State Board Exam.jpg' for an example of how to populate the 'X'. Please see outcome in #1 above. Box to write the booklet number needs to be widened The heading for 'Booklet' needs to be widened so that it will fit all on one line</p> <p>Additional Information:</p> <p>There are 6 different exams that use this report. The Dental exam is the next scheduled exam where this report is required (March 22 – 25, 2007). In the past this report has been coded to handle exams that have only parts and exams that have parts and sections; however all six exams have issues and none function as expected. There is some hard coding in the program because the report for this profession/exam has an 'Orientation' section that is required for the report but is not part of the exam set-up in LicenseEase (COMPAS). Please see the attached Issue Matrix and exam screen shots as examples. Need to determine if a separate program is required for each report or for each type (parts only and parts/sections).</p>
CQ31114	Schema	Optimize flmq22 to exclude I and X class xacts after 3 days.
CQ31365	Schema	Modify LicenseEase (COMPAS) login with validate to prevent the special character '#' in the password since this causes some reports not to run.
CQ31566	Schema	Remove characters zero, one, lower case L, and upper case O from from the password generation routine for new applicants.
CQ32024	Schema	Modify se20 to update Event Time Stamp and Event Oper Id in stff_supvr

Reference #	Type of Change	Description
CQ32082	Schema/ Screen	Please increase the number of characters allowed in the units field on Misc Sales screen ca13. Please see attachedment
CQ32093	Interface	Optimize FLMQ34. Users are receiving time outs. Also, correct issues stated in e-mail attachment.
CQ32270	Schema	<p>Jeane is requesting that we add functionality for SSS to configure the professions for the inspection delete functionality (when lic status goes to 46 or higher), however, I think her needs might be accommodated without a screen and new functionality. The professions that delete an inspection when the license status goes to 46 or above are hard coded (from the PCR 79 code drop). They are in trigger trg_flmq92_lic. We need to include additional professions in this trigger.</p> <p>Currently, if the profession code is 704, 1402, 2205, 2003 or 6502 and the license status > 46, then any open inspection requests are removed.</p> <p>Modify the trigger "trg_flmq92_lic" to also remove the inspection requests when the license status > 46 to include the following additional professions: 1501, 1506, 1507, 1513, 1901, 1701, 701, 2101 and 1801.</p> <p>Program Name : flmq92_lic.trg Version : 4.2 Author : jbilton and the license type is one of 704, 1402, 2205, 2003 or 6502 Create Date : Jul 23, 2006</p>
CQ32352	Schema	Please add responsible party first name and last name added to the LV_COMPLAINT view in the LE schema. This is the same info found in the LV_COMPLAINT.CO_STFF_KEY_NME column (in last name, first name), but the info is needed in 'First name Last Name' order. We would like this info in two separate columns so it can used in future letters as required. In addition, we would like this information formatted in proper case (First letter capitalized with all remaining letters in lowercase). The use of the INITCAP function should take care of this requirement.
CQ32590	Schema	Please update the time stamp and user id trigger on AA45 when exam history is deleted from ex13.

Reference #	Type of Change	Description
CQ32794	Report	<p>It was brought to our attention last night that MQA was sending out grade reports for client 2501 and 7601 with the wrong pass/fail status. Upon investigation, it was determined that staff was not using LicenseEase (COMPAS) to generate these grade reports. After meeting with the staff this morning, it was determined that the formats that are currently available in LicenseEase (COMPAS), does not give the user everything that they need. Below are suggestions on how we can accommodate their needs:</p> <p>Client 2501 - Clone ex27 and make a few modifications to be specific to 2501 Only print fails for 2501 Modify the grade report to exclude the minimum pass field Allow printing of grade reports by upload date range Print text from ex27 on bottom of grade report</p> <p>Client 7601 - Has its own grade notice program flmq66 Modify to only print, fails, no shows and expired grade notices Create a text box like ex27. Then print on bottom of grade report</p>

Reference #	Type of Change	Description
CQ33023	Report	<p>I tried the alcg report in lepard and received the following error. 'Can not display report at this time. Report not found.' I'm not sure if this report has ever functioned. Please submit a ClearQuest ticket so we can get an Oracle Reports developer to investigate this for us.</p> <p>Cindy</p> <p>*** 6/13/2007 3:27:59 PM: SWIER, CINDY - Ticket reassigned to MQA00 - SYSTEMS SUPPORT - COMPAS/PRAES</p> <p>*** 6/13/2007 3:08:49 PM: ANDRES, JESSICA X - Ticket reassigned to APPLICATION SUPPORT - MQAAPPS</p> <p>*** 6/13/2007 3:04:57 PM: OSTERHOUSE, DONALD - This ticket needs to be re-assigned; came to Data Management Reports in error. Thank you.</p> <p>*** 6/13/2007 3:04:57 PM: OSTERHOUSE, DONALD - Ticket reassigned to DOH IT CUSTOMER SERVICE CENTER</p> <p>*** 6/13/2007 2:50:52 PM: ANDRES, JESSICA X - Ticket reassigned to MQA01 - SYSTEMS SUPPORT - DATA MANAGEMENT- REPORTS</p> <p>*** 6/13/2007 2:49:36 PM: Stover, Robert - Please forward to Linda Day's group in IT. Thanks.</p> <p>Rob</p> <p>*** 6/13/2007 2:49:36 PM: Stover, Robert - Ticket reassigned to DOH IT CUSTOMER SERVICE CENTER</p> <p>*** 6/12/2007 9:26:09 AM: GALLO, CHRISTOPHER - Rob is researching this.</p> <p>*** 6/4/2007 9:39:19 AM: GALLO, CHRISTOPHER - Rob is researching this.</p> <p>*** 5/30/2007 2:51:49 PM: Stover, Robert - Rob is researching this.</p> <p>*** 5/30/2007 2:51:49 PM: Stover, Robert - Status updated to IN PROGRESS</p> <p>*** 5/30/2007 2:44:53 PM: ANDRES, JESSICA X - Ticket reassigned to MQA00 - SYSTEMS SUPPORT - COMPAS/PRAES</p> <p>*** 5/30/2007 2:43:23 PM: - I am unable to generate a report using the "Unsupported Related License Report" (alcg). I have tried it using client 8005 and client 501 with no luck.</p>
CQ33031	Report	<p>ex27 admission card grade report - For client 2001 (OPI) our psychometrician has requested that the pass/fail status be removed for the sections of the clinical exam. There should be a pass/fail status for the clinical part as a whole, for the Lens Neutralization part, and for the overall exam, but not for the individual sections of the clinical.</p>
CQ33033	Report	<p>The title in the header of the nfa2 Compliance Due/Overdue Report needs to be updated to be consistent with the report title on the menu. Currently, when you run the report, the header says ' Compliance History Report'.</p>

Reference #	Type of Change	Description
CQ33194	Report	<p>Develop a report to support the compliance monitoring project:</p> <p>4 Referral Report Monthly Batch Report – Data Mart MQA IT</p> <p>Please see attached document for report samples/layout.</p>
CQ33358	Report	<p>Modify the nfa2 - compliance due/overdue report to allow the option of generating the report by Board or by compliance officer.</p>
CQ33444	Report	<p>Research the ability to modify the Compliance Due/Overdue Report so that anything with a referral date "falls off" the report for overdue.</p>
CQ33555	Schema	<p>A new method is being requested for conducting an audit of licensee's required to have financial responsibility.</p> <p>Currently we audit licensees for compliance with their continuing education credits through the CE32 screen in LicenseEase (COMPAS). This list is then compared to the CEBroker file and marks everyone as "passed" that is compliant in CEBroker. The rest are asked to provide proof of their continuing educations credits.</p> <p>CEBroker does not collect information on financial responsibility. A method is being requested to pull a list of names for a financial responsibility audit that will not "compare" to the CEBroker system.</p> <p>We are requesting a module similar to CE32 for financial responsibility with the modifier.</p> <p>Generate a random list of active licensees 30 - 60 days after the renewal period ends (use module similar to CE32). These licensees will be required to show proof of their financial responsibility selection they made at the time of renewal.</p> <p>Most of the professions that require financial responsibility at the time of renewal were previously being audited by the Board offices. This responsibility is now in the Practitioner Auditing Services Unit. They will have a documented process very similar to CE audits.</p>
CQ33882	Screen	<p>a new LicenseEase (COMPAS) screen to be used for Mass IP Address Updates, similar to Mass Activity Update and Mass Status Update screens</p>

Reference #	Type of Change	Description
CQ34243	Schema	Modify apz3 to allow user id to be captured when running datamart reports for Workforce Survey
CQ35186	Interface	7601 BMO only The system (LicenseEase (COMPAS)) converts the raw score received from the vendor to a derived score and appears to be rounding up those scores. A raw score of 95 and above is passing. LicenseEase (COMPAS) appears to be rounding scores of 93 and 94 up to passing derived score of 65. Please fix this so we do not license anyone in error.
CQ35209	Interface	As part of the Application Status check application, the program that creates the web user Id and password will be run when the initial transaction is opened instead of just at renewal and license approval. In addition, the program will continue to run at renewal. This will also be useful as part of the online initial application project once the data is uploaded to LicenseEase (COMPAS) and the initial transaction is opened.
CQ35325	Interface	The new testing vendor is requesting a different exam eligibility format. Please see the attached e-mail. I need to know if this is a change that can be made by your office.
CQ35584	Schema	Create the form, package, etc. to move open applications to expired similar to the Cancel Application module (aa14) under the application drop-down.
CQ35607	Schema	12/4 - Update API call to check for duplicate address line 1 and 2. If Line 2 is a duplicate, then ignore it (don't use it) and proceed with creating the print file.
CQ35634	Schema/ Trigger	Modify the batch inspections trigger (trigger trg_flmq92_lic) to include the DDC professions (board 8023). Create a data patc...
CQ35692	Report	CE entered on the "flmq74" screen does not show in the chronology report or in history. Please add this to LicenseEase (COMPAS).
CQ35833	Report	dxa501 - Profession Transaction Summary Report - Selection Criteria is misspelled after running the report
CQ35886	Report	di05 - Missing PL Address Report - Its pulling files that do not have an active status.(Example Error, Delete, Expired, Withdrew
CQ35887	Schema/ Screen	Please change the find screen for License RSD's data to come up in alpha order by description. Please see attachment for detail of screen.

Reference #	Type of Change	Description
CQ36038	Schema/ Screen	Please add a disposition date in the nf17- Mass Status update screen. Right now the disposition code is the only feature that is available in LicenseEase (COMPAS). A disposition date is needed when a disposition code is entered. Please see attached document.
CQ36298	Interface	Modify the flmq63 report/exam upload to be similar to the ex24 report where you can run the report before actually doing the upload. The user can then correct errors in the file before actually running the upload so that they will not get rejects. Also need to correct the 'page can not be displayed error' that occurs when the report is executed. An error report should be produced when running the upload to identify records that were successfully loaded and those that were not. Currently, the user has to manually go into LicenseEase (COMPAS) and check which ones loaded and which were rejected.
CQ36422	Schema/ Screen	<p>Add Completion Date, Action Date, and Action Reason to Application Header Screen (aa21). These are the dates used for HCPR Performance Measure Tracking of 30 and 90 Day Measures.</p> <p>The Completion Date field needs the following edit checks:</p> <ol style="list-style-type: none"> 1. Completion Date cannot be in the future 2. Completion Date cannot be prior to Application Date <p>The Action Date field needs the following edit checks:</p> <ol style="list-style-type: none"> 1. Action Date cannot be in the future 2. Action Date cannot be prior to Completion Date 3. Can not have an Action Date if Completion Date does not exist. <p>The Action Reason field needs to be a drop down LOV. These values can be found in le.appl_hcpr_act_desc.</p> <p>Once the user enters data into Completion Date, Action Date, or Action Reason fields, a row will need to be inserted into table le.appl_hcpr to populate the corresponding columns app_comp_dte, app_closed_dte, appl_hcpr_act_desc_id. le.appl_hcpr is a child table that references le.appl via applc_id. The primary key for le.appl_hcpr is applc_id, so once a record exists for the application, changes to will need to be updated instead of inserted. Table appl_hcpr will also need to have the timestamp (evnt_tme_stmp) and the stff_oper_id populated with the appropriate data with each insert or update.</p>

Reference #	Type of Change	Description
CQ36764	Schema/ View	<p>We need to pull the Licensee's Web User Name and Password into LicenseEase (COMPAS) into our letters. We've added the view into to LicenseEase (COMPAS) so that it appears in the pull down menu in Test, but when I ran test on it those areas didn't populate. I didn't get an error message or anything it just didn't populate. Please Help!</p> <p>This is the view that we entered into LicenseEase (COMPAS) LV_WEB_BASIC_DATA</p>
CQ36820	Schema/ Interface	<p>Review current business processes and LicenseEase (COMPAS) functionality. Identify areas where the business process may be supported by LicenseEase (COMPAS) and make modifications needed to reduce manual manipulation of data. Include review and modify LicenseEase (COMPAS) set-ups, review and modify exam upload to support the business process and modify licensure methods to support the business process.</p>
CQ36821	Schema	<p>Objid5036 (20070524) meant to fix Enforcement data (Create compliance type "Fine" is not generating a "Misc" sales item) instead created records where the xent_id was incorrectly changed.</p>
CQ36944	Interface	<p>For the Prometric (client 4401) exam interface, please map all request coming in from Prometric as a code 7- Puerto Rican, to our code in LicenseEase (COMPAS) of 6- Hispanic. This will allow MQA to create CNA applicants using the exam interface for this code.</p>

Reference #	Type of Change	Description
CQ36970	Schema/ Screen	<p>Per discussions, if a SSN is entered on the xe10 screen (not PIN or FEIN type) please add the following validation. Check data against a set of data validity rules* Check for the proper 9 digit pattern: 111-11-1111 Check for special numbers which will never be valid:</p> <p>a. Currently, a valid SSN cannot have an area number above 772, the highest area number which the Social Security Administration has allocated.[2]</p> <p>There are also special numbers which will never be allocated:</p> <p>Numbers with all zeros in any digit group (000-xx-xxxx, xxx-00-xxxx, xxx-xx-0000). Numbers of the form 666-xx-xxxx, probably due to the potential controversy (see Number of the Beast). Though the omission of this area number is not acknowledged by the SSA, it remains unassigned. Numbers from 987-65-4320 to 987-65-4329 are reserved for use in advertisements. Finally, there is a set of numbers that have been invalidated: 078051120,042103580, 062360749, 078051120, 095073645, 128036045, 135016629, 141186941, 165167999, 165187999, 165207999, 165227999, 165247999, 189092294.</p> <p>Also, please keep in mind that the SSN is NOT a required field</p>
CQ37181	Report	<p>The board offices would like to remove all non-valid and bad checks from the (ca37) Unassigned Payment Report. They are in the process of cleaning of cleaning up the payments, but a lot of the payments are of these types.</p>
CQ37233	Interface	<p>Right now when we receive new info from the (4401) vendor and the licensee has a null and void license (Status 60) the name does not update when the new file is created. It also does not populate the PL address. This causes licenses to not to automatically be issued when the scores come in. Is there any way to change this so the address and name will update when the new file is created?</p>
CQ37238	Schema/ Screen	<p>The CE component (flmq74) in the compliance module does not automatically flag the licensure side when a CE obligation is in default. We need the information under the CE tab (flmq74) to flag the licensure side when in default just as the information under the compliance tab (nf26)</p>

Reference #	Type of Change	Description
		currently does.
CQ37310	Schema	This project involves cloning the existing Level 1 Interface program (used by Profiling) for CNA Level 1 requests required for Licensure applicants. Applicants in this profession don't have a file number/profession on the file coming in because they complete this step prior to applying to the Department. This ticket will build on the work in CQ Ticket 35499.
CQ37538	Report	When running the Unassigned Cash Report (ca37), I noticed as you get farther into the report that eventually the batch numbers are getting cut off of the report, usually after about page 8. Please see the attached document for the example.
CQ37637	Interface	Requesting to have the vendor download for client 4401 not change addresses in any other client besides 4401
CQ37696	Report	http://dohswas10.doh.state.fl.us:7781/batchreports/flmq68_425647_03272008152815.pdf Entire report says license already issued and all 181 rejected. Same as the 141 from 3/10/2008 Please help so we dont have to hand enter. client 2501
CQ37812	Schema/ Screen	xe15 Contact History screen does not show the Application # for the letter. For example, with client 1701, file number 363443, the application number of 1188402 is not shown for the Deficiency Letter sent on 12/28/07 (even though the appl id is in the database for this contact history record). The data is in the database when you query it, it looks like the query is just not selecting the fields back for display. Same for complaint number, inspection #, etc.
CQ37850	Schema/ Screen	The board offices would like for there to be a withdrew application module in the application drop-down at the top of the LicenseEase (COMPAS) screen. This would work exactly like the deny application module works right now in LicenseEase (COMPAS). It would set the open transaction to withdrew, and set the license status to withdrew. Please see attachment for where to find in LicenseEase (COMPAS).
CQ37890	Report	The Unassigned Cash reports in LicenseEase (COMPAS) are not working at all. Please see attached copy of the request for 7/1/07-4/1/08 for 8025 and 8076. Other offices are reporting the same. Please look at this as soon as possible. Please see attachment.

Reference #	Type of Change	Description
CQ38119	Schema	Licensing and Auditing Services Unit would like to request a new status added to the CE23 screen for audit status. We need a status called "LASU Hold". Please see attachment for example.
CQ38197	Report	We would like to add some fields to the Remittance Processing Payment and Application Approval Report. We would like to add a field for Transaction Type after the License #. Also we would like to add a user id from LicenseEase (COMPAS) that worked the transaction. This would come after the "status" field on the report. Let me know if you need more info from me.
CQ38252	Interface	Please change the Experior interface to uppercase the city, regardless of the case in the file we get from Experior.
CQ38532	Alerts	Enforcement is requesting that LicenseEase (COMPAS) generate an alert when a case is pulled up on the enforcement side and the MA address is different than on the licensure side. This is just for the mailing address. The alert could state "Enforc. address differs than license".
CQ38553	Schema	Create new table on dohsdb10 to track report module request statistics
CQ38273	Report	Create a report to identify stranded RP records in -3 status
CQ38849	Interface	flmq54 (FDLE Background Check Results Upload) is not uploading correctly.
CQ38971	Report	FDLE FLMQ54 report needs a column added to include the name of the unsuccessful record
CQ39066	Extract	Modify the Rad Tech extract files that are sent to ARRT based on their proposed file layout. Combine 3 extract files and only send one extract file. Work with Data Integration team to get the daily file encrypted and moved. Keep the date in the file name.
CQ39585		An PLSQL error is thrown ORA-06502: PL/SQL: numeric or value error ORA-01403: no data found on complaint 200601534 in the Mass Activity Update screen.
CQ39686	Schema	Remove the error in CA11 that the user with View only access sees if there are no Open batches.
CQ39971	Report	Please modify the ca34 (Refund Report) to include the date the refund was issued.
CQ40069	Interface	Client 4401, we are still having problems with some files where the PL address is not being created when the file is received from our vendor (Experior).
CQ40071	Interface	Gary, this is a follow-up to our meeting with the EMS board. They would like an electronic exchange with NREMT on the exams.

Reference #	Type of Change	Description
CQ40157	Report	Please add professions 2001 - Optician and 2203 - Consultant Pharmacist to the drop down list for report dxa505 - Generate Renewal Notice.
CQ40237	Extract	Please add the following professions to dxa505 - generate renewal notice 1501 - Medical Doctor 1515 - Anesthesiologist Assistant 6001 - Diagnostic Radiological Physicist 6002 - Therapeutic Radiological Physicist 6003 - Medical Nuclear Radiological Physicist 6004 - Medical Health Physicist
CQ40435	Trigger	Modify the trigger that deletes pending inspections (disposition 'RQST', definition 'D', and status 'O') if the status is >=46. Add 2320, 2329, 2331, 2332, and 2355 to the trigger. There are some duplicates that look like they can be removed (i.e. 2327). Please remove 2399, 2326, and 2380 from the trigger.
CQ40649	Schema	Is it possible to make the collections date field in the Compliance Module limited to "todays" date only? Please see attached screen shot.
CQ40650	Schema/ Screen	The Compliance Unit would like a referred date field added to the flmq74 LicenseEase (COMPAS) screen.
CQ40652	Schema/ Screen	The Compliance Unit is wanting to add a received date to the LicenseEase (COMPAS) flmq74 module. Please see the attachment.
CQ40664	Report	Please add the following clients to the dxa505 report: 5201 - Clinical Social Work, 5202 - Marriage and Family Therapist, 5203 - Mental Health Counselor, 5207 - Social Work Intern, 5208 - Marriage and Family Intern, 5209 - Mental Health Intern, 5401 - Certified Master Social Worker.
CQ40683	Report	Please add the following clients to the dxa505 report: 1801 - Optometry, 1802 - Optometry Branch, 2205 - Pharmacy, 3601 Hearing Aid Specialist, 5601 - Occupational Therapist, 5602 - Occupational Therapy Assistant.

Reference #	Type of Change	Description
CQ40764	Schema	<p>Modify LicenseEase (COMPAS) to match PL Address validation in MQA Online Services. (see ticket 40686)</p> <p>We have found that licensees are putting in None or N/A in the PL address field at time of renewal. Please see the attached print screens.</p> <p>from ticket 34378: Need to add a quality check to on-line address updates to NOT ALLOW the following list for the PL type Address 1, Address 2, Address 3 and City :</p> <p>Unknown, NA, N/A, N.A. Not practicing, Currently Not practicing None, Confidential (No indicator set) Not Applicable.</p>

Reference #	Type of Change	Description
CQ40808	View	<p>Please create a new letter view so that the deficiencies from all of the checklist items can be pulled instead of just the ones in write letter. Please see James's sql below from Test:</p> <pre> SELECT NVL(DC.defcn_txt, DC.defcn_desc) as deficiency from DEFCN_HIST DF, APPL AP, LIC L, DEFCN_RSN_CDE DC, CKLST_ACTV CA , XACT_ACTV_DEFN XD where AP.applc_id = DF.applc_id and L.lic_id = AP.lic_id and DC.defcn_id = DF.defcn_id and CA.cklst_actv_id = DF.cklst_actv_id and XD.xact_actv_defn_id = CA.xact_actv_defn_id --AND XD.xact_actv_cde = 'LETTER' and df.clr_tme_stmp is null and l.clnt_cde = 2501 and l.file_nbr = 87078 </pre> <p>Signature missing from application. CPR/ACLS No Back Showing Date of Birth Insufficient money received</p>
CQ40925	Schema	<p>I want to know if the "Has Been disciplined" indicator that is generated by going to LicenseEase (COMPAS) screen flmq52 can be automatically generated any time a status of Suspension, Revocation, Probation, Obligations, Disciplinary Relinquishment, Reprimand is added to the Compliance Discipline field.</p>
CQ41071	Schema	<p>The reset program (flmq57) cannot handle null secondary statuses. This prevents many licenses from moving over to their intended statuses. Make changes to the program to allow NULL secondary statuses to be affected by the program as well.</p>

Reference #	Type of Change	Description
CQ41283		<p>I researched this back to 2006, see the below screen shot that demonstrates the issued occurred at that time as well for a deposit in 2006 , deposit number 167198 for profession 2502. With that, I feel it is safe to say that it is not related to the missing application number issue.</p> <p>As Nicole stated, RP was not originally intended to handle bulk Remitter/Beneficiary receipts however since the functionality is being utilized, the issue is now to determine why RP is assigning the money in duplicate and verify if a program code modification will correct future use of RP for bulk renewals.</p>
CQ41337	Schema/ Screen	Add a field to the flmq16 Document Repository screen for the Team #. This should be a drop down value containing the values Team 1 - Team 10. The field should be located under the Assigned Checkbox and above the Application ID field. This will be used by boards for routing mail that is scanned prior to working the file (Paperless Project with BON - upfront scanning).
CQ41424	Schema	Client 2501 and 2502 - The board office is unable to input a PO box into the PL address. This is currently enabled for online systems however LicenseEase (COMPAS) will not allow it. Example: Client 2502 License # 235 - Unable to change PL to match MA.
CQ41458		Add unique constraint for Device Name on the device table and Display Message on lp41 screen.
CQ41579	Schema	Do not allow users to enter alpha characters in the transaction code field in the ap53 form.

Reference #	Type of Change	Description
CQ41838	Interface	<p>Gary, these are the scores that need to be changed to a zero. The following is the message from Candy:</p> <p>File number Part 17872 7 17900 7 17883 5 17323 7 17533 7 17741 7 17547 4 & 7 17769 5 & 7 17800 4 17632 7 17876 7 17921 5 & 7 17885 5 17886 5 17917 7 17923 5 17898 7</p> <p>Gary - Currently the candidates have a score of .01</p>
CQ41846		<p>Please modify the reset program to move delinquent licenses that have a manual hold on their records to null and void. Also, please modify the expiry program to move licenses that have a manual hold on their record to delinquent status.</p>

Reference #	Type of Change	Description
CQ41869	Report	<p>"Optimize FLMQ34. Users are receiving time outs. Also, correct issues stated in e-mail attachment." I have attached your e-mail for your review.</p> <p>The notes in the ticket stated: "Report optimized and SQL separated into multiple .sql files. Report will be promoted to LicenseEase (COMPAS) Production Wednesday August 29, 2007. Individual school report will be complete as adhoc requests by Abby's group."</p> <p>I will be happy to reopen the ticket. Can you please provide examples of the reports and what the correct numbers should be. I will attach it to the ticket.</p> <p>Testing Services would like to have a date range field added to the FLMQ34 report.</p>
CQ41920	Interface	<p>As part of the Rad Tech flmq63 upload for failed candidates, (CQ38620) we are cancelling licensure transactions when a candidate fails. Due to this please add Cancelled Applications to the aa11 Advanced Search.</p>
CQ41923	Report	<p>Add date range as a required parameter and validate that the date range is not greater than 3 years. Modify report font to look like other LicenseEase (COMPAS) reports too.</p> <p>Adding this validation will prevent long running report formatting jobs. For instance, on 01/28 a user ran the report for all approved 2020's for profession 2201 with the total count of 83212. This report was long running and hung other reports preventing them from completing. The dhap01 had to be cancelled by the DBA. Although some professions like 1701 may return a large count, adding this validation will reduce the chances of small professions causing other users reporting needs to hang.</p>
CQ42053	Alerts	<p>Need an alert that will pop-up on an open case when a practitioners license status has been moved to deceased.</p>

Reference #	Type of Change	Description
CQ42099	Report	<p>Create a summary report to generate when flmq35 is run nightly.</p> <p>It will be similar to flmq35...</p> <p>Title will be FLAIR Extract Summary Report</p> <p>It will be grouped by Deposit #, Batch #</p> <p>Ordered by Deposit #, Deposit Date, Batch #</p> <p>Columns will be Deposit #, Deposit Date, Batch #, Batch Total</p> <p>And where BI (Bookkeeping Indicator) <> 'N'.</p>
CQ42206	Schema/ Screen	As part of the PRO Project - add a new screen in LicenseEase (COMPAS) Enforcement Module that will support tracking the orders and filings for each complaint. Please see attached requirements document.
CQ42207	Schema	Heres a little problem that I found... The application date that Image API enters when they are entering our profile info must not have any safety parameters set on it. At the beginning of the new year they forgot and put January 2008 on some of our files. One slipped through unnoticed and was worked and approved- now its on a report as being over a year old when we first worked it. Can you put a restriction in LicenseEase (COMPAS) so staff cannot enter a date further than 120 days from the past.
CQ42208	Report	Testing Services would like to have a date range field added to the FLMQ34 report. Thanks.
CQ42416	Schema	Based on discussions for Pharmacy Techs, Cindy brought up the point that manual holds disappear when the 'regenerate' button is pushed on the header screen. This ticket is to make sure that this checklist item remains on the transaction until it is manually cleared.
CQ42614	Extract	Develop extract to create the file for the 120 day letters to replace the current Image API process. Mindy and Cindy will generate the file at the same time that the renewal print file is created and also update the contact history.
CQ42651	Report	Please add the license numbers to the flmq63(Radiologic Technician Exam Score flmq63) and flmq68(EMT Exam Results Import) reports.

Reference #	Type of Change	Description
CQ42768	Extract	<p>Found a BXMO on the export file that has not been approved to test- just a 9013 has been approved.</p> <p>The checklist items for the applicants 1010 were all checked off but the app wasn't set to approve. I approved the 1010 and the follow-up has been opened.</p> <p>I haven't done anything with the follow-up (add modifiers, etc...).</p> <p>User only needs this to work when they have approved applications.</p>
CQ42774	Trigger	Please modify the inspection trigger that assigns the periodic inspections so that client 2302 receives a periodic inspection every year.
CQ43197	Schema	Allow from broad assignment of codes with multiple payer codes for an entity linked to multiple transaction definitions to granular with one payer code for one transaction definition.
CQ43216	Schema	I have been meeting with the PL address workgroup and they have come up with several recommendations on how to eliminate the issue that we have with practitioners that hold an active license but are not currently practicing their profession.
CQ43227	Extract	LicenseEase (COMPAS) module flmq57 will not run successfully if scheduled for later (i.e. run through the batch scheduler). The problem is with the expiry date parameter in the procedure call. All dates should be passed in as a VARCHAR and then casted back to the date format within the procedure code. This causes an execution error and the program never runs. This same issue was found with pkg_doh09.
CQ43577	Schema/ Screen	I need for the feature that populates an automatic date in the Collection tab on the nf26 screen to be removed. When this feature is tabbed through to get to the note section it is sending this case to the collections data base. We need to have to manually enter this date.
CQ43578	Schema	On screen nf25, I need for the Ternination date to be manually entered when the length and duration information is entered.
CQ43839	Schema	Profession 502 (Chiropractic Faculty Certificate) does not have have a age limit for applicants in their laws and rules. They have an applicant right now that is 15 that needs to be put into LicenseEase (COMPAS). Please adjust the birthdate field in LicenseEase (COMPAS) for this profession.

Reference #	Type of Change	Description
CQ43899	Schema	On the flmq16 Document Repository Screen - any time you make a change or save the record, the message that the SSN of the file selected and the SSN entered on the Doc Repos screen do not match. This occurs even if no file has been selected. The message should only be displayed when a file # has been selected into the record. If one of the SSN fields is blank, then it should not attempt to match and should not display an error message.
CQ44024	View	Please create a letter view that pulls the Other Payer Code (other_payer_codes.OP_CDE), Start Date (other_payer_codes.START_DTE), End Date (other_payer_codes.END_DTE), Profession Name (clnt.clnt_long_nme) and transaction description (xact_defn.xact_desc) where the xact_other_payer_codes.CURR_IND is 'Y' .
CQ44536	Schema	Please allow P O Boxes for PL addresses for Rad Techs in LicenseEase (COMPAS) and Online Systems. This request is the same that we had done for EMT/Paramedics several months ago.
CQ44620	Schema	On flmq16, when searching on the last name D'Amico, the results do not come back with the correct names. Can this be changed so apostrophes in name fields are searchable? They also have requested to ability to keep the information in the search screen, so they can correct misspellings without having to re-enter the entire search again. Sometimes they will search from the flmq16 screen, but maybe have a misspelling in last name, so their results do not come back on the results screen. So when they return to searching, they'd like to have a way to keep the info that they had previously input.
CQ44779	View	Is there a way that we can have a view that will pull in info from the Parties Tab. Right now I'm only able to pull in the patient's information when using the FULL_NME1 => uv_patient_info and also I can use IP_FULL_NME => lv_invl_party to pull in the Patient's information as well. But I don't see a way to pull in parties such Subject Attorney's, Risk Managers, Physicians etc.

Reference #	Type of Change	Description
CQ44820	Schema/ Screen	<p>Create a data edit on the LicenseEase (COMPAS) screen(s) where name additions or changes are made to trim any leading spaces.</p> <p>Do a data patch to correct all name records with the leading space issue.</p> <p>This issue was identified by searching for ARNP9214586 on License Verification using her name. She could not be found by her last name, only by her license number. After researching in LicenseEase (COMPAS), we determined that her last name had a leading space, " Stewart", and that was why she could not be found on the website.</p>
CQ45647	Interface	Modify SB1986 upload program to accept a file from Image API, load the responses, and insert Image API into the operator ID field. Need to set up a naming convention, file layout, and FTP location.
CQ45654	Schema/ Screen	Add Deficiency Reason Codes to the Manual Hold checklist item in LicenseEase (COMPAS) for Manual Hold Types in MQA Initial Apps
CQ45892	Interface	Please modify the upload program to identify the users as Prometric instead of Experior.
CQ45893	Interface	Automatic download of the file received on the FTP site for the CNA exam candidates from the test vendor Prometric to LicenseEase (COMPAS).
CQ45894	Interface	Add Prometric's "file" number as an identifier in LicenseEase (COMPAS) during the daily download from the FTP site. This will assist the Board with identifying duplicates
CQ46121	Schema	Modify dhal01 Other Payer to validate on Board Code - please refer to ticket 43197 if needed for full screen specs.
CQ46292	Extract	The daily export to the NREMT for 2501 only is sending information that is really messing up our folks trying to test. All appli...
CQ46319	Interface	Please modify the LicenseEase (COMPAS) upload program to recognize the Under 18 modifier alert. Modifications to the Online system will be mad...
CQ46378		Please see the attached print screen. Upon our research, it was discovered the the money that is being received by credit card...
CQ46474	Extract	Would it be possible to include "expired" licensees in the FLMQ60 report. We would like to be able to dump ASRT continuing education in expired licensees.
CQ46590	View	We need a LicenseEase (COMPAS) letter merge field that would pull in the applicant's completion date from the AP90 screen in LicenseEase (COMPAS).

Reference #	Type of Change	Description
CQ46915	Schema	It occurred to me this morning that our deficiency letter view will pick the manual hold deficiency and add it to the letter. The users that I have talked with don't want this. Is there anyway to exclude this from being returned in the letter.
CQ46919	Schema	Is there a way to use BD_RANK_CDE and BD_RANK_DESC codes on the Enforcement side of LicenseEase (COMPAS). Right now the LV_BASIC_DATA view won't work on the Enforcement side.
CQ46930		<p>Update the 21 Day Deficiency/Confirmation Job to Include Group 1 Initial Apps Professions and add adhoc report in LicenseEase (COMPAS)</p> <p>21 day DEFCN_LTR e-mail: clnt_cde = 1801 and xact_cde = 1010 clnt_cde = 1802 and xact_cde in (1010, 1015) clnt_cde = 1805 and xact_cde = 1020 clnt_cde = 4401 and xact_cde = 1021 clnt_cde in (5501,5502) and xact_cde in (1010,1021)</p> <p>Confirmation e-mail (LL1): clnt_cde = 4401 and xact_cde = 1021</p> <p>Also will include CC/From changes from CQ46765.</p>
CQ46966	Report	<p>I talked with Mindy about the RP report that we monitor. We have to do quite a bit of research to determine issues with R, E, and M class transactions that don't approve. It would be helpful if we could see the validation, or at least the leading number, for each record on the report so we will know how the request was processed; online, RP Cash, or Manual. Mindy mentioned that, at a glance, there is at least one error message that takes up nearly the remainder of the page. So, she will have to see if there is space. I also don't know if other offices use this report, so I don't want to make changes that would affect others' work.</p> <p>We also talked about the possibility of a separate report instead of altering the RP report. As you know, all of the online application transactions appear on the 5:00 report that we review. Until recently, it only included online app transactions for nursing. As new online apps are rolled out, our report continues to grow. If we can't add payment information to the current report, her recommendation of a separate report would be</p>

Reference #	Type of Change	Description
		worth exploring for both reasons. Please submit a ticket to them so that they can look into this.
CQ47276	Trigger	Please research flmq73, nf12, nf19, nf23, nf17, flmq52, dhnf02 and nf25 enforcement screens to determine if any event triggers or forms logic cause the HBD indicator to be added or removed to a license. This is for the AC and Discipline workgroup and system enhancements.
CQ47490	Schema	Please increase team numbers in the document repository to include 16-20.
CQ48081	Schema	In AL24 - Maintain License Relations - add the 100 year date validation to this form for both Effective and End Dates.
CQ48123	View	Requesting a view to be modified to pull in the following information => the medical school name, date of degree, and date of action.
CQ48912	Report	Add the batch job parameters used from the screen to the report header.
CQ49314	Schema/ Screen	<p>We need a field added to the flmq16 Document Repository screen called the Date Entered. This field should be placed between the Document # field and the Received field. This will be used by the boards to enter the date the document is input into the repository. This is needed for the upfront scanning project. Contacts are Tammy Collins and Ivy Shivers. We will also need to modify the dxl533 Document Repository report to include this new field.</p> <p>per PM request at 12/13 CQ mtg: Correct the search/query functionality for organization names.</p>

Reference #	Type of Change	Description
CQ49348		<p>*****IMPORTANT WHEN PROMOTING THE CA21.PL SCRIPT*****</p> <p>The file MUST be in this location: [oracle@dit00swas11]: /opt/oracle/product/10.1.2/licenseease/code/prod [iasforms10> cp ca21.pl /opt/oracle/product/10.1.2/bin/</p> <p>Please correct the IAPI location number on the endorsement stamp of the validation machine from 6400168 to 6400167. This location will correspond with validations beginning with 2 and 9.</p>
CQ49526	Schema	<p>Add error handling for the prep/commit job when the CyberCashMCK.socket.1 error, /renewalrpt2k/cyber_prep.asp, line 142 occurs. Per discussion with DBA, an IF statement can be added to sleep when the error is received and retry in two minutes. See below SQL solution:</p> <p>[oracle@dohsdb10]:/opt/oracle/admin/LicenseEase/batch [leprod:> vi run_cybercash_prep.ksh</p> <p>Add bolded code:</p> <pre> if [[\$? -ne 0]] then echo "ASP call for commit failed at `date`." >> \$log STATUS=1 cat \$html_log mail \$GLOB_MAIL_LIST cat \$html_log mail DLMQA_Finance exit \$STATUS else timeout=`grep "Timed out waiting for a response" "\$html_log"` if [[\$timeout]] then sleep 120 /opt/sfw/bin/curl \$url4commit >> \$html_log 2>>\$log fi fi </pre>

Reference #	Type of Change	Description
CQ49557	Trigger	Need to develop a Q modifier for the board of medicine to enter on a PMC license. When the modifier is added to a license, it will automatically request a periodic routine inspection with an inspect before date of 6/30/the FY entered. When the modifier is removed, any pending open inspections will be automatically deleted. This will closely mirror the current automation for dispensing practitioners.
CQ49563	View	Please create a letter view that would pull in the RESPONDENT'S file number. It can be tied to the same table as the LIC_NBR field pulling from the Enforcement side.
CQ49564	View	Requesting a letter view that will pull in the following Criminal Offense information (ap90 screen) listed below 1. Record Name 2. Level of Offense 3. Offense Description 4. Pleading Type 5. Date Offense This information can be tied to the LV_BASIC_DATA table.
CQ49565	View	Requesting a letter view that will pull in the following Disciplinary information (ap90 screen) listed below 1. Record Name 2. Discription Body 3. Discription Date 4. Disc Viol Desc 5. Disc Action Des This can be tied to the LV_BASIC_DATA table.
CQ49655	Schema/ Screen	When running a query in the document repository the team number box does not go past team number 15 for anyone in the Board of Nursing. There should be up to team 20. Teams 1-20 appear when adding, but when querying you can only get teams 1-15.

Reference #	Type of Change	Description
CQ49865		<p>SQL2008 issue....</p> <p>This survey extract is the first since upgrading to 2008 to have more than 32767 records. Starting at line 32768 in the upload file, we have roughly 20K occurrences of the following: "SQLGetDiagRec failed"</p> <p>Osql appears to limit to smallint the number of records one can process with a cursor. If true, there may be implications for other scheduled sqlserver jobs.</p> <p>Work around:</p> <p>In TSQL run, sp_print_survey_txn</p> <p>Save output to local disk. In this case file_name = survey_txn.0131.1600</p> <p>Copy file to \\dohsdb10\survey</p> <p>Run update stmt: update response set extrc_flag = 'Y', extrc_dte = getdate() where resp_id in (select resp_id from compas_survey_txn)</p>
CQ50183	Schema/ Screen	<p>We need to get a license number field, and a license name field added to the LicenseEase (COMPAS) License Relationship History (al31) screen. This will be for all professions in LicenseEase (COMPAS). I have attached a screenshot of what it looks like now.</p>
CQ50346	Schema/ Screen	<p>We need to modify the Miscellaneous Sales (ca13) screen in LicenseEase (COMPAS) to be able to search upon the Sale #. Please see attachment for screen.</p>

Reference #	Type of Change	Description
CQ50467	Schema/ Screen	<p>This needs to be completed by 3/31/11, if possible. This is needed for both the upfront scanning of mail project and the transition of scanning to iCenter project. Modify the flmq16 Document Repository screen to add a new field, just above the Type field, called 'iCenter Doc Type'. This field will be a drop down list of values and should be populated with the codes in the attached document. Also, rename the 'Type' field label to 'Repository Doc Type'. See attached screen shot of doc repository.</p> <p>Rolling CQ50494 into this request so all changes can be moved at the same time:</p> <p>We would like to request that a field be added to the LicenseEase (COMPAS) Document Repository, (flmq16) that will allow us to capture the number of pages that are attached to a document. Please title the field "page count" and we would like to be able to type in the number of pages. Thanks.</p> <p>Also, the following needs to be added per telephone conversation btwn Linda and Daniela, 3-22-11:</p> <ul style="list-style-type: none"> - update the nightly release to iAPI for Document Repository - there will be a data patch for existing records
CQ50845	Alerts	<p>On the application header of the aa21 screen, please add field validation that will provide an alert to indicate to the processor that they have entered an action date that is more than 90 days after the completion date. The alert should give the user the option to correct the date or indicate the date entered is the correct action date and proceed with saving the changes. This will help prevent data entry errors.</p>
CQ51148	Schema/ Screen	<p>Need increase priority field on enforcement screen NF12 (Maintain Complaints) to 2 characters and change to text/numeric. For example, 1A This is a high priority request for improvement in tracking emergency actions against health care licensees.</p>
CQ51592	Interface	<p>the ARRT Exam Vendor changed the format of the file used to upload the exam scores via flmq63.</p>
CQ51691	View	<p>We need a letter field created to pull in ML_Address Routing info into LicenseEase (COMPAS) letters. Practioners have begun utilizing this field as part of their address.</p>

Reference #	Type of Change	Description
CQ51750	Schema	<p>The SSN Administration has changed the way they issue SSN Numbers. The following is taken from the Social Security website.</p> <p>"Previously unassigned area numbers will be introduced for assignment excluding area numbers 000, 666 and 900-999. "</p>
CQ51855	Schema/ Screen	<p>The boards would like to add a 100 to the team numbers for the LicenseEase (COMPAS) Document Repository. They will be using this as a "Not Received".</p>
CQ52616	View	<p>Please modify the following views to include the Notes section under the ap90 screen. Sometimes text is entered into these areas that they would also need to be included into the letter.</p> <p>uv_disc_by_lic uv_crim_by_lic uv_disc_by_app uv_crim_by_app</p>
CQ52821	Schema/ Screen	<p>Please promote the revision made in test to the Name Change Field on the renewal forms in production.</p>

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MQA Transformation Project – Updated Schedule IV-B for FY2015-16

The following sections had changes:

Section 1.2.1 – Updated information for current fiscal year

Section 2.1.1 - Updated information for current fiscal year

Section 2.1.3 – Updated the support status

Section 3.1.1 – Updated the section to include the source of the data

Section 3.2 – Updated the benefits realization strategy section

Section 3.4 – Updated the cost benefit analysis with the new figures

Section 4.2 – Added the risk assessment tool reference

Section 5.1.1.1 - Updated the software support status

Section 6.1.1 – Updated with current information; updated the numbers

Section 6.1.7 – Reference to the list of milestones in the Operational Work plan

Section 6.5 – Replaced organization chart with current chart and updated roles and responsibilities

Section 6.6 – Referenced the Quality Plan

DEPARTMENT OF HEALTH

SCHEDULE IV-B

FOR

MQA TRANSFORMATION PROJECT

FOR

UPDATED FOR FISCAL YEAR ~~2014-15~~2015-16



State of Florida

*The Florida Legislature
Governor's Office of Policy and Budget*

Updated October 15, 2013
Amended February 20, 2014
Updated October 15, 2014

DOCUMENT CONTROL

Change Record

Date	Author	Version	Change Reference
10/6/12	Lola Pouncey	1.0	Initial Version
3/12/13	Lola Pouncey	1.1	Amended project costs
10/1/2013	Lola Pouncey	2.0	Update Schedule IV-B
12/2/2013	Lola Pouncey	2.1	Amended project costs and technology solution and changed the project sponsor on the signature page
2/20/2014	Lola Pouncey	2.2	Amended project costs and project schedule
9/30/2014	Lola Pouncey	3.0	Update Schedule IV-B for FY2015-16

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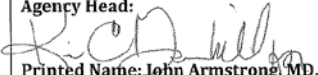
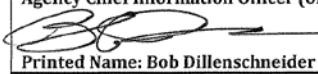
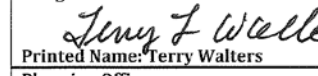
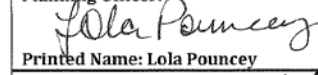
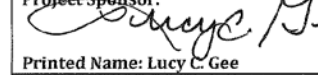
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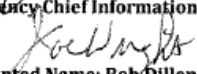
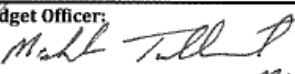

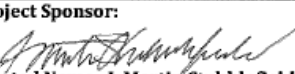
1. Cover Sheet and Executive Summary
1.1. Cover Sheet

UPDATED FOR FY 2014-15 SCHEDULE IV-B FOR
MQA TRANSFORMATION PROJECT

1. Cover Sheet and Executive Summary

1.1. CoverSheet

Schedule IV-B Cover Sheet and Agency Project Approval	
Agency: Department of Health	<ul style="list-style-type: none"> Original Schedule IV-B Submission Date: 10/15/2012 Amended IV-B Submission Date: 03/12/2013 Updated Version for Fiscal Year 2014-15 Submission Date: 10/15/2013
Project Name: MQA Transformation Project	Is this project included in the Agency's LRPP? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
FY 2013-14 LBR Issue Code:	FY 2013-14 LBR Issue Title: Versa Regulation Upgrade
Agency Contact for Schedule IV-B (Name, Phone #, and E-mail address): Lola Pouncey, 850-245-4064, Lola_Pouncey@doh.state.fl.us	
AGENCY APPROVAL SIGNATURES	
I am submitting the attached Schedule IV-B in support of our legislative budget request. I have reviewed the estimated costs and benefits documented in the Schedule IV-B and believe the proposed solution can be delivered within the estimated time for the estimated costs to achieve the described benefits. I agree with the information in the attached Schedule IV-B.	
Agency Head:  Printed Name: John Armstrong, MD, FACS	Date: 10/14/13
Agency Chief Information Officer (or equivalent):  Printed Name: Bob Dillenschneider	Date: 14 October 2013
Budget Officer:  Printed Name: Terry Walters	Date: 10/14/13
Planning Officer:  Printed Name: Lola Pouncey	Date: 10/14/13
Project Sponsor:  Printed Name: Lucy C. Gee	Date: 10/14/13
Schedule IV-B Preparers (Name, Phone #, and E-mail address):	
Business Need:	Lola Pouncey
Cost Benefit Analysis:	Daniela Lee, Allison Stachnik, Candy Tyre, Scott Adkins
Risk Analysis:	Lola Pouncey
Technology Planning:	Bob Dillenschneider, Angela Harrison
Project Planning:	Daniela Lee, Allison Stachnik, Candy Tyre, Scott Adkins

Schedule IV-B Cover Sheet and Agency Project Approval	
Agency: Department of Health	<ul style="list-style-type: none"> Original Schedule IV-B Submission Date: 10/15/2012 Amended IV-B Submission Date: 03/12/2013 Updated Version for Fiscal Year 2014-15 Submission Date: 10/15/2013 Amended Updated Version for Fiscal Year 2014-15 Submission Date: 2/20/2014
Project Name: MQA Transformation Project	Is this project included in the Agency's LRPP? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
FY 2013-14 LBR Issue Code:	FY 2013-14 LBR Issue Title: Versa Regulation Upgrade
Agency Contact for Schedule IV-B (Name, Phone #, and E-mail address): Lola Pouncey, 850-245-4064, Lola_Pouncey@flhealth.gov	
AGENCY APPROVAL SIGNATURES	
I am submitting the attached Schedule IV-B in support of our legislative budget request. I have reviewed the estimated costs and benefits documented in the Schedule IV-B and believe the proposed solution can be delivered within the estimated time for the estimated costs to achieve the described benefits. I agree with the information in the attached Schedule IV-B.	
Agency Head:  Printed Name: John Armstrong, MD, FACS	Date: 3/3/14
Agency Chief Information Officer (or equivalent):  Printed Name: Bob Dillenschneider	Date: 2/27/2014
Budget Officer:  Printed Name: Terry Walters	Date: 2/27/14
Planning Officer:  Printed Name: Lola Pouncey	Date: 2/26/14
Project Sponsor:  Printed Name: J. Martin Stubblefield	Date: 2/27/14
Schedule IV-B Preparers (Name, Phone #, and E-mail address):	
Business Need:	Lola Pouncey
Cost Benefit Analysis:	Daniela Lee, Allison Stachnik, Candy Tyre
Risk Analysis:	Lola Pouncey
Technology Planning:	Bob Dillenschneider, Angela Harrison
Project Planning:	Daniela Lee, Allison Stachnik, Candy Tyre

Schedule IV-B Cover Sheet and Agency Project Approval	
Agency: Department of Health	Schedule IV-B Submission Date: October 15, 2014
Project Name: MQA Transformation Project	Is this project included in the Agency's LRPP? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
FY 2015-16 LBR Issue Code:	FY 2013-14 LBR Issue Title: Versa Regulation Upgrade
Agency Contact for Schedule IV-B (Name, Phone #, and E-mail address): Lola Pouncey, 850-246-4064, Lola.Pouncey@flhealth.gov	
AGENCY APPROVAL SIGNATURES	
I am submitting the attached Schedule IV-B in support of our legislative budget request. I have reviewed the estimated costs and benefits documented in the Schedule IV-B and believe the proposed solution can be delivered within the estimated time for the estimated costs to achieve the described benefits. I agree with the information in the attached Schedule IV-B.	
Agency Head:	Date:
Printed Name: John Armstrong, MD, FACS	
Agency Chief Information Officer (or equivalent):	Date:
Printed Name: Joe Wright	
Budget Officer:	Date:
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Technology Planning:	Joe Wright
Project Planning:	Allison Stachnik, Candy Tyre, Melinda Simmons

1.2. Executive Summary

1.2.1. Introduction and Proposed Project

The Florida Department of Health, through its Division of Medical Quality Assurance (MQA), determines if health care practitioners meet minimum licensure requirements. At the end of FY 2011-12, MQA licensed, registered, or certified 1,083,767 health care practitioners, 23,809 facilities and establishments, and 48,330 continuing education providers. 100,958 initial license applications were received and 94,761 new licenses were issued.

~~At the end of last fiscal year FY2013-14, MQA licensed, registered, or certified 1,091,306 healthcare practitioners, 25,286 facilities and establishments, and 5,949 continuing education providers. 102,860 initial license applications were received and 87,554 new licenses were issued. 89.11% of the 420,618 licenses renewed were renewed using the online renewal system.~~

~~At the end of last fiscal year, MQA licensed, registered, or certified 1,126,122 healthcare practitioners and 24,294 facilities and establishments, and 5,949 continuing education providers. 102,860 initial license applications were received and 87,554 new licenses were issued. 92.32% of the 410,369 licenses renewed were renewed using the online renewal system.~~

MQA, in conjunction with 22 boards and 6 councils, is responsible for regulatory activities of 200-plus license types in more than 41 health care professions and 8 types of facilities. MQA's three key business processes are licensure, enforcement and information.

The division performs its licensure and enforcement business functions using a system called the Customer Oriented Medical Practitioner Administration System (COMPAS). This system is based on a 2003 upgrade of PRAES system that was originally purchased in 1998 when the division was formed.

The Department has performed an analysis of best practices from within the division and other state agencies with similar functions, a consultation with its regulatory boards, an exploration of technology and other business solutions that have resulted in an efficiency improvement plan. From this analysis the division has determined a transformational effort is required to increase productivity and provide stability including the following:

- Implement a licensing system, like Versa:Regulation, that will provide the functionality, flexibility and sustainability needed by the MQA program.
- Update current processes to attain efficiencies through the use of workflow and other enabling technologies.
- Establish an infrastructure that is completely supported and stable.

The primary drivers for this effort are:

- The need for timelier licensure of practitioners, facilities and providers.
- The need to increase automation in order to meet increasing demand with current staff levels.
- Mission critical system reaching the end of renewable licensing and support.
- Supports the following Governor's priorities:
 - Improve the efficiency and effectiveness of government agencies at all levels.
 - Ensure state, regional and local agencies provide collaborative, seamless, consistent and timely customer service to businesses and workers.

In today's economy, States around the nation are looking to gain a competitive edge by attracting the most skilled members of the workforce. If Florida is to remain competitive it must focus on making the State one that is easy to conduct business in and reducing if not eliminating barriers to entry for professionals, this includes reducing delays in the time it takes to get licensed as a healthcare practitioner, facility or provider. If the division is to be able to reduce the average length of time for a qualified applicant to receive initial and renewal licensure certification or registration, it must modernize the MQA licensing system (COMPAS) implemented in 2003.

The current system limits the business and technical improvements the Department can make due to the lack of workflow and real-time processing. Unlike the system currently employed by the Department of Business and Professional Regulation (DBPR), which allows for same day issuance of licenses, the COMPAS system requires the use of batch processing to complete the licensing process. These limitations result in multi-day delays in the time it takes to renew a license and issue a new license, resulting in significant foregone wages and increasing the time it takes for the applicants to gain employment. The shortcomings of the current processes and system ultimately results in a negative impact on Florida's economic engine estimated at \$16,009,349 annually. [In the summer of 2013, MQA revamped the process for applying credit card payments to the licensing system, which has reduced the number of days to renew a license. Batch processes are still used for other parts of the licensing process.](#)

Even if the COMPAS system provided the functionality needed to meet the demands of the current environment, which it does not, much of the software and backend infrastructure is reaching (or has already reached) the end of its life. Most significantly, the LicenseEase software that COMPAS is based on is rapidly approaching the end of its software life as it will no longer be supported after December 31, 2013. In addition, the Sun servers used to run the software will not be supported after June 2013 and the Dell tablets being used by inspectors for mobile inspections are already unsupported. Moreover, much of the backend software (J-Initiator, Windows XP, Oracle DB and Oracle Application Server) is either unsupported or will be within the next year or two.

Within the next 12 months the system's risk of failure will grow exponentially as it is compounded by the lack of options to handle any system failures. Due to the critical licensure business supported by the COMPAS system, it is simply not a viable option to allow the system to age into such an unsupported state.

The technology maximization effort allows for several other benefits to be realized as well:

- Functionality and support for staff to conduct remote inspections via mobile devices like tablets, increasing the efficiency, speed and effectiveness of inspections and reducing the amount of time it takes to complete paperwork.
- Consistency and alignment with other state agencies who have either implemented or upgraded to Versa:Regulation (this also opens the possibility of a common back-office across state agencies for these systems).
- Increasing competition by removing the reliance on a single database vendor.

1.2.2. Costs and Benefits

The MQA Transformation Project is estimated to deliver annually recurring tangible benefits of \$ ~~15-315.7~~ million.

The enhancements included with the transformation project will include self-service functionality allowing users to obtain answers to many questions online that currently require interaction with

the MQA call center. It also provides workflow functionality that represents the single biggest functional improvement offered in the upgrade and has the potential of dramatically improving operational efficiencies at MQA. It will assign applications or cases to MQA staff and allow managers to set assignment rules, create and manage work queues, monitor deadlines, set work alerts and more. Functionality will also be implemented to modernize inspections, allowing all inspections to be completed utilizing electronic forms and routing. These enhanced features will be supported by a new high availability IT infrastructure that will provide the foundation for real time processing of applicant and licensee financial transactions.

Improved automation and efficiencies throughout these areas will deliver positive, measurable impacts to the Florida economy by allowing qualified applicants to be licensed faster – getting Floridians to work, a critical initiative to rebuild Florida’s economy. The MQA transformation is estimated to deliver the following annual recurring tangible benefits:

Estimated Annual Benefit	Description of Benefit
\$15,956,706	Reducing time to process an initial application by five days – conservatively estimated at accelerating revenue into the State of Florida economy at \$15,956,706 annually.
\$15,956,706	Total Estimated Annual Benefit

Table 1-1 – Annual Recurring Tangible Benefits

The estimated total cost of implementing the MQA Transformation Project is ~~\$12,358,258~~ \$12,869,386 over a three year period as follows:

FY 13-14	FY 14-15	FY 15-16
\$5,052,287	\$5,404,300 <u>\$4,941,550</u>	\$1,901,671 <u>\$2,875,549</u>

1.2.3. Recommendation

The Feasibility Study process has concluded that it is in the best interest of MQA to proceed with the upgrade of LicenseEase (COMPAS) version 4 to Versa:Regulation 2.5. This option addresses the mandate for reducing time to license healthcare professionals, addresses the aging and largely unsupported software and infrastructure, and leverages existing data structure and business processes and from a cost perspective, makes the most sense. Other alternatives were considered including:

1. Status Quo with Windows 7 Workaround
2. Upgrade Backend Infrastructure Only
3. Procure New Licensing Software and Upgrade Infrastructure
4. Upgrade LicenseEase (COMPAS) to Versa:Regulation and Upgrade Infrastructure

Alternatives 1-4 are discussed in more detail in the Alternatives Analysis section of this document. The Department also considered the addition of staff as an alternative to meet its objectives. The analysis indicated that Alternative 4 was the clear choice and that all other alternatives should be ruled out as they either do not sufficiently address the critical issues MQA is facing or would significantly increase the cost and risk. This alternative will allow MQA to achieve its goal of reducing the time for a qualified applicant to receive initial and renewal licensure certification or registration. In fact without this transformational effort the current system’s performance will continue to degrade further elongating the time it takes to license healthcare professionals. In

addition, the estimated recurring tangible benefits of implementing the solution outweigh the estimated costs to implement the upgrade.

Additional advantages of upgrading from LicenseEase (COMPAS) to Versa:Regulation include:

- Real-time system. Includes real-time connection to online payments through interface for Florida ePay interface (payment service provider.) Issue with licenses not being approved until funds have physically been deposited would be corrected
- Automated workflow. Includes auto-assignment and dashboard management, integration with the existing MQA Imaging system, and improved correspondence functionality and ability to email. It is believed this could be the single biggest improvement associated with the upgrade and will be a key contributor to reaching MQA's goals to improve the time it takes to license healthcare professionals
- Ability to pull images from database as system integrates the imaging solution into one where images are available real-time
- Database schema is 90% the same as LicenseEase (COMPAS) which will greatly reduce any data conversion effort required
- Technology alignment with other state licensing agencies including the potential for a common back-office for these agencies

This study recommends that the MQA Transformation project be conducted according to best practices in a phased plan to transition to a solution that meets the business process requirements and user needs. A preliminary, high-level project timeline is shown in the following figure.

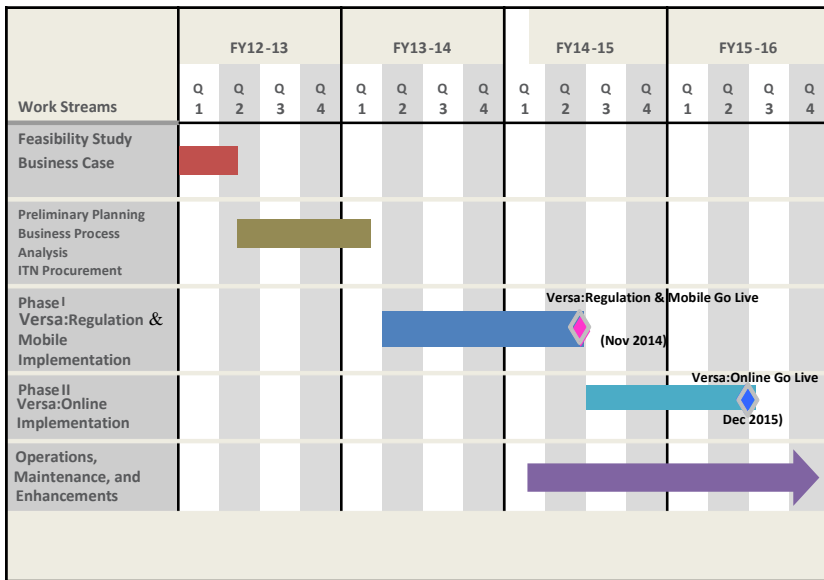


Figure 1 - MQA High-Level Project Timeline

1.2.4. Project Risks

As with any project, there are a number of project risks that need to be recognized and appropriately mitigated. The Project Management section of this document details the risks associated with the project, but most probable risks associated with this project include the following:

- Internal technical staff will not have sufficient experience with the proposed technology in the production environment
- Moderate changes to business processes impacting 650+ MQA employees directly, a new online component will be required as part of the move toward greater self-sufficiency and away from manual processes; some productivity may initially be impacted as users are trained in and become adept in the new system's business processes
- The Division does not have the necessary knowledge, skills and abilities to staff the project team with in-house resources
- Delays in contracting with appropriate vendors

Several strategies to mitigate these risks have been identified and include the following:

- Include architectural consulting services in the scope of work for the project to assess the current environment against the proposed production environment(s) to identify gaps in technology infrastructure.
- Internal technical staff will work closely with the vendor technical resources to provide knowledge transfer and increase understanding of production environment(s).
 - Internal technical staff will take part in technical systems training to be included within the scope of work for the awarded vendor.
- A clear vision of project objectives will be defined and maintained by executive leadership throughout the life of the project in order to minimize the real or perceived impact of process changes on key stakeholders
- The Organizational Change Management Plan will address mitigation strategies associated with expected changes as they are identified
- Organizational Change Management activities must be given top priority throughout the project in order to facilitate the transition of the Department from its current mode of operation toward the efficiencies of a modern business system
 - Plan for and provide adequate training for user community
 - The Division will use the state's competitive procurement process to engage qualified and reputable vendors who are able to provide the necessary knowledge, skills and abilities

1.2.5. Conclusion

The functions performed by MQA are critical to Florida and the current software and infrastructure will not allow for efficient issuance and enforcement of licenses. The division is currently functioning in an environment of older technology using batch processing systems with software and infrastructure that is either currently unsupported or will be unsupported in the near future. Without the technology modernization project, the time to issue licenses will be much longer than MQA, the Legislature, and the public would desire and MQA will continue to operate in an environment filled with the risk of an unrecoverable catastrophic failure. The project has experienced contractual delays pushing the project start date into the second quarter of fiscal year 2013-14. The delays may require possible re-appropriation of funds.

2. Schedule IV-B Business Case

Business Case Section	\$1-1.99M	\$2 - 10 M		> \$10 M
		Routine upgrades & infrastructure	Business or organizational change	
Background and Strategic Needs Assessment			X	X
Baseline Analysis			X	X
Proposed Business Process Requirements			X	X
Cost Benefit Analysis		X	X	X

2.1. Background and Strategic Needs Assessment

2.1.1. Agency Background

The Division of Medical Quality Assurance (MQA) was established under section 20.43(3)(g), Florida Statutes, to regulate health care practitioners for the preservation of the health, safety, and welfare of the public through licensing health care professionals as well as enforcement of state laws and guidelines that pertain to licensed health care professionals. The following boards, councils and department-regulated professions are established to carry out this charge.

BOARDS

Acupuncture	Medicine	Pharmacy
Athletic Training	Nursing	Physical Therapy Practice
Chiropractic Medicine	Nursing Home Administrators	Podiatric Medicine
Clinical Laboratory Personnel	Occupational Therapy	Psychology
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	Opticianry	Respiratory Care
Dentistry	Optometry	Speech-Language Pathology and Audiology
Hearing Aid Specialists	Orthotists and Prosthetists	
Massage Therapy	Osteopathic Medicine	

COUNCILS

Certified Nursing Assistants	Electrolysis	Medical Physicists
Dietetics and Nutrition Practice	Licensed Midwifery	Physician Assistants

DEPARTMENT REGULATED PROFESSIONS

Emergency Medical Technicians	Radiologic Technicians
Paramedics	School Psychologists

At the end of FY 2011-12, MQA licensed, registered, or certified 1,083,767 healthcare practitioners, 23,809 facilities and establishments, and 48,330 continuing education providers. 100,958 initial license applications were received and 94,761 new licenses were issued. 91.42% of the 400,393 licenses renewed were renewed using the online renewal system.

~~At the end of FY2012-13 last fiscal year, MQA licensed, registered, or certified 1,091,306 healthcare practitioners, 25,286 facilities and establishments, and 5,949 continuing education providers. 102,860 initial license applications were received and 87,554 new licenses were issued. 89.11% of the 420,618 licenses renewed were renewed using the online renewal system.~~

At the end of last fiscal year, MQA licensed, registered, or certified 1,126,122 healthcare practitioners and 24,294 facilities and establishments. 102,860 initial license applications were received and 87,554 new licenses were issued. 92.32% of the 410,369 licenses renewed were renewed using the online renewal system.

To support the regulation of health care practitioners, MQA performs the following functions:

- **Examinations** – Monitoring all national examination and vendor contracts, as well as planning, coordinating and directing the development, scheduling, scoring, score reporting, post-examination reviews, defense, and security of all examinations administered by the department
- **Inspections** – Conducting on-site inspections of pharmacies, dispensing practitioners, dental laboratories, electrolysis and massage establishments with field staff located in twelve offices throughout the state
- **Application & Licensure:** Evaluating credentials of applicants for initial licensure to determine if statutorily-established minimum standards are met
- **Renewals:** Evaluating credentials of practitioners and establishments for license renewal to determine if statutorily-established minimum standards are met
- **Enforcement & Compliance** – Analyzing and investigating complaints, inspecting facilities, assisting in prosecuting violations of Florida’s regulatory statutes and administrative rules, monitoring compliance of licensees with disciplinary final orders, and combating unlicensed activity

2.1.2. Statement of Need

A conservative study was performed by MQA and found the estimated statewide daily salary impact to medical professionals not being able to obtain a license is more than \$5 million. MQA needs to modernize the software and infrastructure supporting the licensure and related processes to ensure licenses are issued as quickly and efficiently as possible.

In addition, modernization of MQA would allow for all related software and infrastructure to be supported with an effective disaster recovery strategy and process. Without the modernization effort, the division runs the risk of an unrecoverable catastrophic failure costing the healthcare industry millions of dollars on a daily basis.

MQA currently uses a system called the Customer Oriented Medical Practitioner Administration System (COMPAS) that supports the licensing of healthcare professions regulated under MQA. COMPAS is a software product entitled LicenseEase (version 4) COMPAS was implemented over a 22-month period from July 2003 to May 2005 and replaced the Department’s legacy system known as PRAES, operating in an Informix environment.

The purpose of the project would be to modernize MQA to timely collect, store, track, and deliver accurate licensure information to MQA, healthcare professionals, and the public through the following activities:

- Replacing the current COMPAS system via a migration of an end-of-life product to Versa: Regulation 2.5
- Implementing Versa: Online and Versa: Mobile (using existing equipment)
- Implementing workflow functionality to improve automation and reduce licensing time (available as part of Versa: Regulation) for each licensed profession
- Replacing database and other backend infrastructure

The enhancements associated with the upgrade will utilize new database and application system technologies. Automated workflow is also one of the primary enhancements associated with this upgrade and will dramatically change the way people do their jobs at MQA. To ensure full realization of this enhancement, extensive analysis of current process flows, work queues, and work assignment will be reviewed to ensure maximum efficiency is realized relating to automated workflow. Moreover, the solution will also provide for greater self-service as enhancements to the upgraded system would be through end-user configuration instead of custom IT development.

2.1.3. Mission Critical Application at End of Life

The LicenseEase software that COMPAS is based on will no longer be supported as of December 31, 2013. In addition, multiple components of the hardware and backend infrastructure of COMPAS are either unsupported or quickly aging to the point where they will soon be unsupported as well. (More information on the technological issues can be found in the Technology Planning section of this document.)

The following components of the system are either currently or nearly unsupported:

Technology	Description	Support Status
LicenseEase (COMPAS)	Software providing the functionality needed for MQA to perform its business functions and meet its statutory obligations	Expires December 2013, <u>but is still supported</u>
Sun Servers	Servers used to run LicenseEase (COMPAS), Oracle DB, Oracle App Server, and J-Initiator	<u>Server has reached its End of Service Life (EOSL), but currently under extended maintenance contract Expires June 2013</u>
Dell XT Tablets	Tablets used for inspections	Expired, <u>being replaced by iPads as part of Phase I of the project</u>

Oracle Database (10.2.0.5 10gR2)	Database platform used for LicenseEase (COMPAS)	<u>EOSL in July 2010 (no patches after this date). Under extended support that expired July 2013 Expires July 2013</u>
Oracle App Server (10.1.2)	Backend application server used for LicenseEase (COMPAS)	<u>Expired Dec 2011 Current, but likely to expire in the next couple of years</u>
J-Initiator	Backend application used render the UI	Expired
Windows XP	Desktop operating system used by users of LicenseEase (COMPAS)	<u>Expired April 2014 minimal support still available, (no patches) Expires April 2014</u>
<u>Windows 2003 R2</u>		<u>Expires 7/14/2015</u>

Table 2-2 - Mission Critical Infrastructure and Software at End of Life

The organization has reached a critical point where the system must be updated to new technology platforms or face the real risk of having a mission critical application that will not be supported in the event of any system failure. Failure would result in significant delays in licenses being issued, renewed, and monitored. As previously mentioned, a very conservative study was performed by MQA and found the estimated daily salary impact to medical professionals not being able to obtain a license is more than \$5 million.

2.1.4. Stakeholders

The Project Management Institute defines a stakeholder as “anyone who may be positively or negatively impacted by the project.” The below table lists the project’s stakeholders identified-to-date and how each will be affected by, or will participate in, the system transformation project.

Stakeholder	How affected and/or how they participate
MQA Board Office Staff	Key internal users of target system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and functional design specifications
MQA Enforcement Unit (including Consumer Services, Investigation Services, Prosecution Services, and Compliance Monitoring)	Key internal users of target system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and functional design specifications
MQA Call Center	Key internal users of target system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and functional design specifications

MQA Clerk's Office	Key internal users of target system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and functional design specifications
MQA Practitioner Reporting and Exam Services	Key internal users of target system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and functional design specifications
MQA License Services Unit	Key internal users of target system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and functional design specifications
MQA Systems Support Services	Key internal users and system administrators of target system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and functional design specifications
Department of Health/Division of Information Technology	Target system must ultimately integrate with DIT technical architecture. Project must follow PMO standards. Selected DIT staff will provide information pertaining to current systems, participate in JAD sessions and approve technical requirements
Consumers	Key external users of the target system. External users will be required to register in the new system to create an online account to conduct business electronically with MQA. Examples include: online applications for licensure, online renewals, and checking status of application online
Image API	Vendor that provides application and hosting services for the MQA Imaging System, which interfaces with the existing LicenseEase (COMPAS) system

Table 2-3 - Transformation Project Stakeholders

2.1.5. Program Objectives

The Department of Health (DOH) has documented its goals and strategic objectives in a Long-Range Program Plan (LRPP). Specific business objectives and outcomes were defined and aligned with the goals for public assistance services. The Goals are depicted below:

1. Prevent and Treat Diseases of Public Health Interest
2. Provide Access to Care for Children with Special Health Care Needs
3. Ensure Florida's Health and Medical System Achieves and Maintains National Preparedness Capabilities
4. Improve Access to Basic Family Health Care Services
5. Prevent Diseases of Environmental Origin
6. Prevent and Reduce Tobacco Use
7. Ensure Health Care Practitioners meet Relevant Standards of Knowledge and Care

8. Enhance and Improve Emergency Medical Systems
9. Process Medical Disability Determinations

As part of this plan, the division of Medical Quality Assurance has identified 5 operational goals to assist with goal #7 from above (Ensure Health Care Practitioners meet Relevant Standards of Knowledge and Care). The following identifies those goals and how MQA transformation will help achieve these goals:

#	Operational Goals from LRPP	Key Elements of MQA Transformation to assist with Goal
1	License expeditiously all health care practitioners who meet statutorily mandated minimum standards of competency	<ul style="list-style-type: none"> • Move from batch to real-time processing will reduce the length of time for a qualified applicant to receive initial and renewal licensure certification or registration. • Automated workflow (includes auto-assignment and dashboard management) • Integration with existing MQA imaging system • Improved correspondence methods
2	Enforce health care standards through education, remediation, and timely discipline of health care practitioners found in violation of the law	<p>Reduction in time to process cases resulting from:</p> <ul style="list-style-type: none"> • Integration with imaging system for case related information • Workflow functionality to assist with management of workload, case assignments, elevation and notification of high priority cases, and e-mail notifications to enforcement staff <p>As a result of all inspectors and investigators having a mobile solution, modernization will allow for real-time updates in the licensing system, reduced data entry errors (thus greater data integrity), and the ability to sort workload on-demand</p>
3	Inform stakeholders by providing accessible, timely, and accurate information to assist them in making health care, business, and policy decisions	Solution is browser based providing for easier access by remote field offices or field workers
4	Motivate the workforce to achieve excellence	Ability to attract and retain talented employees due to exposure to newer, more efficient applications and systems
5	Minimize licensure costs, while maintaining a sufficient cash balance, through cost effective operations to ensure that all fees are reasonable, fair, and do not serve as a barrier to licensure	Many of the benefits identified have resulted in cost avoidance contributing to the effort to minimize licensure costs. Examples of these benefits include reduced time for incoming calls to the call center (not having to increase staff to reduce response times), reduced postage and handling costs, etc.

Table 2-4 - Alignment of LRPP and Transformation Project

2.2. Baseline Analysis

Purpose: To establish a basis for understanding the business processes, stakeholder groups, and current technologies that will be affected by the project and the level of business transformation that will be required for the project to be successful.

2.2.1. Current Business Process Requirements

Currently, business process requirements for MQA are primarily met through LicenseEase (COMPAS) along with other custom developed solutions. The project team worked to identify and elaborate requirements for the new system. During this stage the project team members worked to analyze current business processes and systems, identify requirements for the new system, specify the technical architecture considering architectural and security standards and constraints, analyze requirements for interfaces and reports to elicit requirements for the system.

The benefits delivered to MQA during this stage

- Business process improvement recommendations
- Identification of key requirements and early resolution of issues
- Change control established before design and development
- Detailed and stable information for user interface, system interface, and report requirements
- Business process requirements that are tightly integrated with the system requirements
- Project activities that are clearly defined and maintained through design activities

Key outcomes

- Business processes identification and mapping
- Requirements identification, documentation, and approval
- Change readiness assessment

Discovery Process

The team started by reviewing the existing environment. This process included compiling the background information needed to develop the process and technology requirements. Key activities in this step included:

1. Review of existing organization structure
2. Compiling documents and data for relevant background information
3. Review of existing technology systems
4. Review of existing legal and regulatory policies (e.g., records retention)
5. Identification and review of existing business metrics (volumes, staffing, performance measures, etc.)
6. Development of the system context diagram

2.2.2. Issues with Current Process and Technology

- Not able to meet mandate and goal to improve time it takes to license health care professionals with the current processes, hardware and infrastructure.
- Risk of unrecoverable catastrophic system failure due to various components of the software and hardware infrastructure either not being supported or near end of support. Technical and manual process alternatives are being utilized in some cases to keep systems functioning in an unsupported environment

- Current disaster recovery process would likely yield extended business outage and inability for licenses to be issued during the outage period
- Not all inspectors have tablets resulting in a lag between inspections performed and updates made in the system
- Current environment requires regular downtime due to the current software/hardware infrastructure

More detail can be found in the technology section of this document

2.2.3. Business Process Improvement Recommendations

During the course of the MQA Transformation feasibility project, process improvement opportunities were identified. A couple of the key improvement opportunities identified as part of the MQA Transformation included:

- Move from batch to real-time processing environment
- Update software and infrastructure to current and supported technology

Inherent to the technologies proposed as part of the MQA Transformation are numerous efficiencies gained by implementing this system. For example, by leveraging workflow and document management technologies in the proposed system, current manual processes and tracking of paper documents becomes streamlined. While these efficiencies are fairly significant, there are other opportunities for process improvement that have not been identified. Through a structured Business Process Reengineering (BPR) exercise these efficiencies could be identified and incorporated into the new system.

2.2.4. Business Process Descriptions and Benefits

The following section describes the various functions of MQA and the perceived benefit of modernizing MQA.

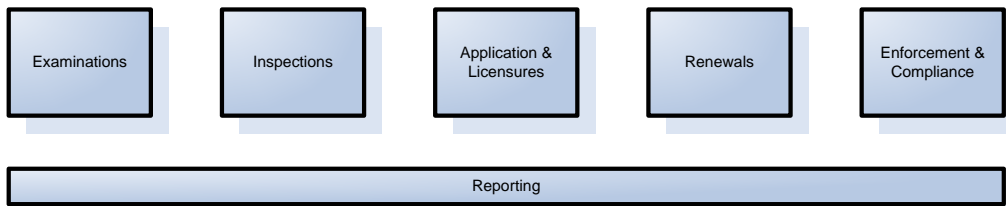


Figure 2-1 - High-Level MQA Functions

2.2.4.1. Examinations

Practitioner Reporting & Examination Services (PRES)

- Monitors all national examination and vendor contracts
- Plans, coordinates and directs the development, scheduling, scoring, score reporting, post-examination reviews, defense, and security of all examinations administered by the department
- Conducts background screenings of profiled professions at renewal, interfacing with data from FDLE and NPDB and entering this data into the licensing system
- Reports disciplinary adverse actions taken against all licensees by the licensing Boards to the Healthcare Integrity & Protection Data Bank (HIPDB)
- interfaces with the MQA Imaging system

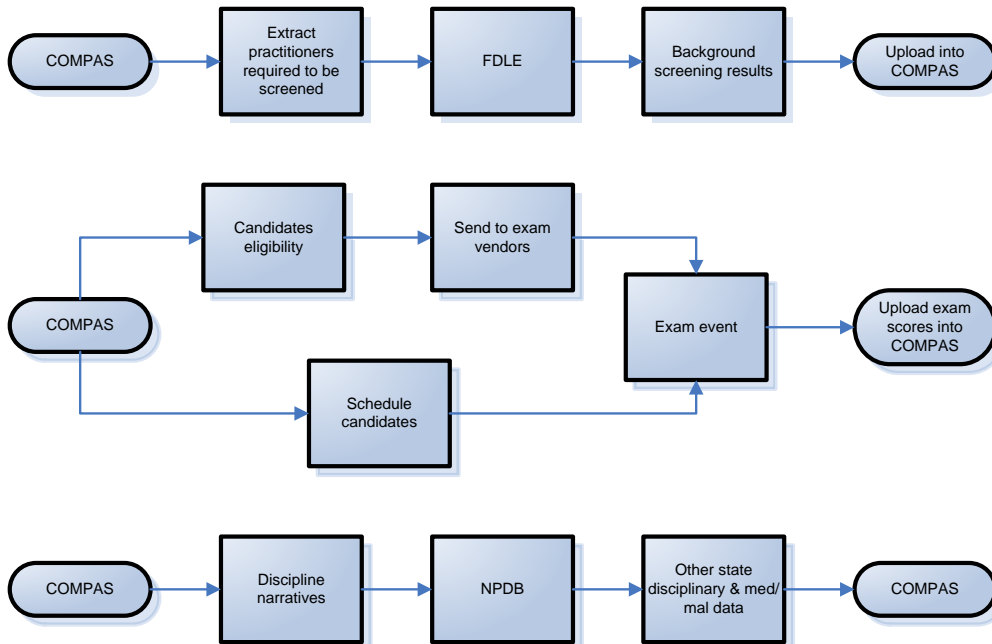


Figure 2-2 - Current Process for Examinations

As a result of the analysis of this process, the following anticipated benefits of the MQA Transformation project include:

- Reduced processing time by providing additional functionality such as workflow, which includes auto-assignment and dashboard management, integration with the existing MQA Imaging system, and improved correspondence functionality and ability to email
- Streamlined menu navigation with fewer clicks to perform current tasks, breadcrumb navigation, and improved notes functionality

2.2.4.2. Inspections

MQA conducts on-site inspections of pharmacies, dispensing practitioners, dental laboratories, electrolysis and massage establishments with field staff located in twelve offices throughout the state. The staff completed 24,169 inspections in FY11-12. Inspections enter the licensing system through manual entry of inspection forms or upload of electronic inspections through the LicenseEase (COMPAS) Mobile Inspection Partner (CMIP) which utilizes tablet technology. Inspections are assigned through the licensing system and managed through reporting. Inspectors also interface with the MQA imaging system.

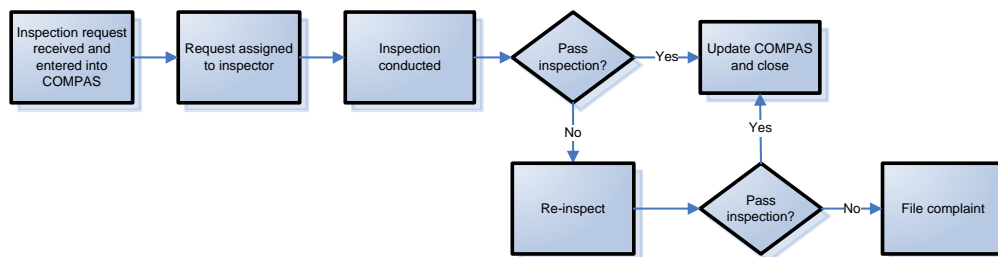


Figure 2-3 – Current Process for Inspections

As a result of the analysis of this process, the following anticipated benefits of the MQA Transformation project include:

- Streamlined inspection process through the workflow functionality
- More inspections to be done electronically by both investigative and inspection staff using Versa: Mobile and tablets. This also provides for a lower cost alternative to the current tablet
- Real-time data in the licensing system and to inspectors in the field (via the mobile solution)
- Reduced data entry errors and greater data integrity (due to all inspectors and investigators having mobile devices)
- Ability to sort the inspection workload on demand due to mobile devices and real-time processing

2.2.4.3. Application & Licensures

MQA evaluates the credentials of applicants for initial licensure to determine if statutorily-established minimum standards are met. More than 100,000 initial applications are processed annually, and over 94,700 initial licenses were issued in FY11-12. Applications are received both on paper via mail and electronically through MQA's Initial Application website. Upon receipt of an application, money is received into the system and an initial file is created for the applicant. Application processors review the file information and primary source verify credentials prior to issuing a license. Processing staff interface with both the LicenseEase (COMPAS) system and MQA Imaging system to process the files. For professions that require background screening,

the staff accesses the FDLE system to verify screening results. Primary source verification may require interfaces with other national systems such as Nursys, NPDB, Certification/Exam Providers, and other state license verifications.

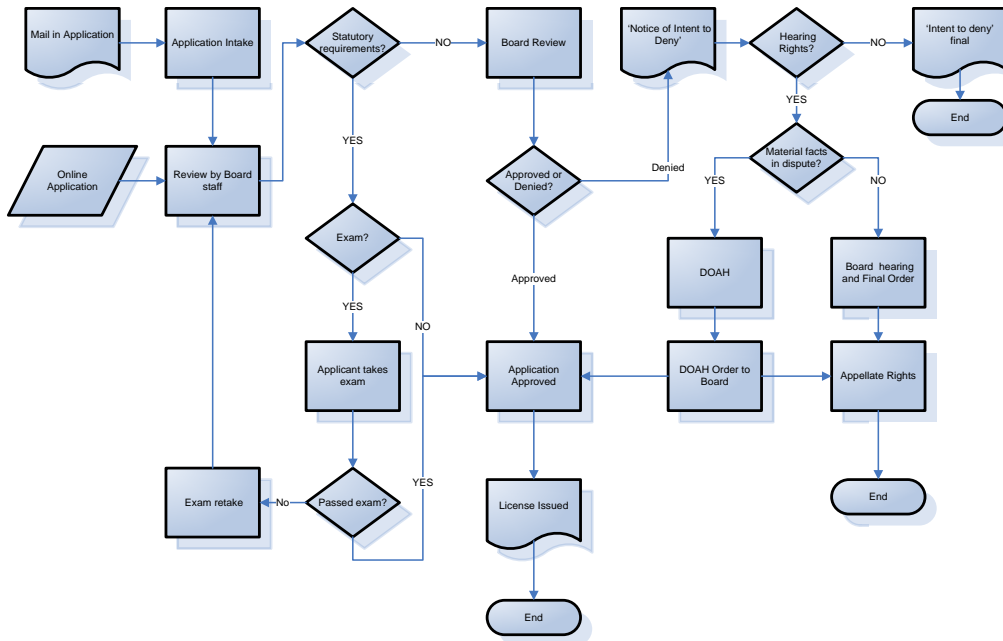


Figure 2-4 - Current Process for Applications and Licensures

As a result of the analysis of this process, the following anticipated benefits of the MQA Transformation project include:

- Reduced processing time through additional functionality such as workflow, which includes auto-assignment and dashboard management
- Integration with the existing MQA Imaging system
- Improved correspondence functionality and ability to email directly from the solution
- Streamlined menu navigation with fewer clicks to perform current tasks, breadcrumb navigation, and improved notes functionality

2.2.4.4. Renewals

MQA evaluates the credentials of practitioners and establishments for license renewal to determine if statutorily-established minimum standards are met. More than 400,000 renewal applications are processed annually. In FY11-12, 91.42% of these renewals were completed online.

Currently, 120 days prior to renewal, practitioners receive a postcard in the mail with renewal instructions - 78% of licensed practitioners renew this way. Practitioners log onto MQA Systems and either renews online or prints and mails the renewal form with payment. All practitioners have the opportunity to update their address, answer mandatory questions about convictions and Medicare fraud, and affirm their continuing education requirements have been met. Some professions have additional renewal requirements including updating their practitioner profile, statutorily required workforce surveys, and emergency treatment plans. For renewals completed

online, practitioners print out a credit card receipt and a confirmation of license that indicates they have renewed their license. Once credit card fees are deposited in FLAIR and in the licensing system, the renewal is approved and the practitioner receives an official license in the mail. Renewals received through the mail are processed by a vendor and the money is receipted into LicenseEase (COMPAS). Any renewals that require further processing are sent to MQA. Once the money for the renewal is deposited, a nightly process is run to approve the renewal and the practitioner receives an official license in the mail. Renewing establishments and some practitioners (22%) are sent their renewal form in the mail but have the option to renew online.

The MQA Services renewal system, back-end programs and processing staff interface with the following systems: LicenseEase (COMPAS), MQA Datamart, MQA Imaging system, FLAIR, Bank of America, SERVFL (the State of Florida's online system for managing public health and medical disaster responders), and MQA's continuing education electronic tracking system. Post renewal, the processing staff interfaces with other systems, depending on the profession including: the FDLE review system, the National Practitioner Data Bank (NPDB) and the HHS List of Excluded Individuals and Entities (LEIE).

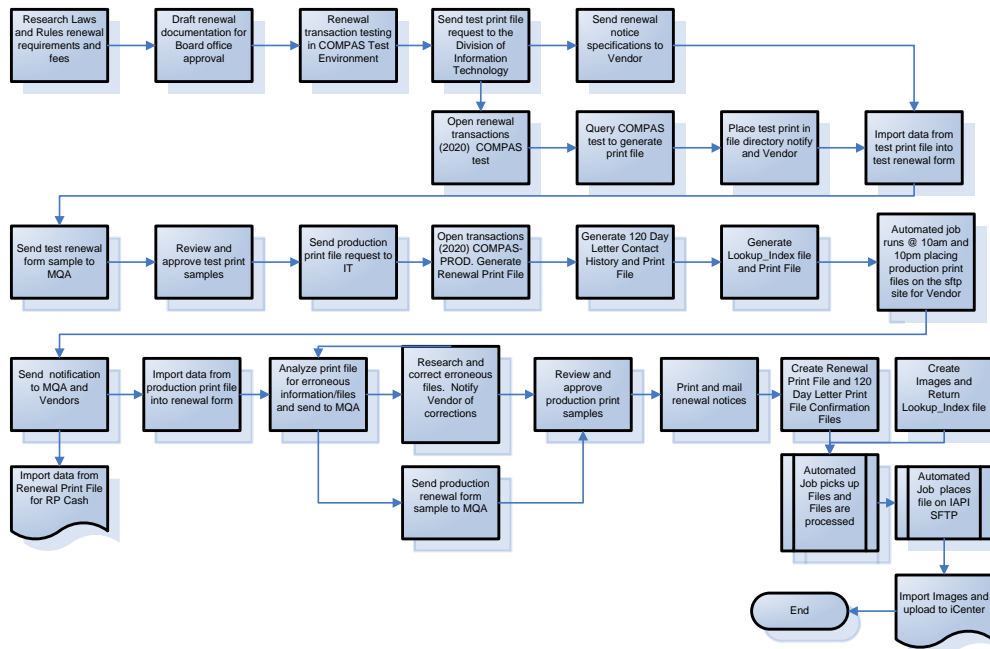


Figure 2-5 – Current Process for Renewals

As a result of the analysis of this process, the following anticipated benefits of the MQA Transformation project include:

- Reduced processing time by completing the online transaction in real time
- Other benefits including multi-language capability, forgotten password retrieval, E-mail transaction confirmation and configurable expert rules-based design

2.2.4.5. Enforcement & Compliance

MQA analyzes and investigates complaints, inspects facilities, assists in prosecuting violations of Florida regulatory statutes and administrative rules, monitors compliance of licensees with disciplinary final orders, and combats unlicensed activity. In FY 2011-12, MQA received 21,035 complaints, completed 28,167 inspections, issued 1,542 citations, and resolved 2,325 cases through final orders. Eight hundred and seventy-one unlicensed activity cases were investigated, and 395 were referred to law enforcement for criminal prosecution. Last fiscal year, MQA received 15,019 complaints, completed 5,407 inspections, issued 106 citations, and resolved 1,978 cases through final orders. Five hundred and forty-two unlicensed activity cases were investigated, and 233 were referred to law enforcement for criminal prosecution.

MQA Consumer Services staff reviews every complaint received by the Department to determine if there is legal sufficiency. Each complaint is entered into the LicenseEase (COMPAS) system. Activities, allegations, violations and findings that occur on the case are tracked in the LicenseEase (COMPAS) system. MQA is moving to an electronic case management system and paper case files will no longer be used. Case related information will be scanned and stored in the MQA Imaging system.

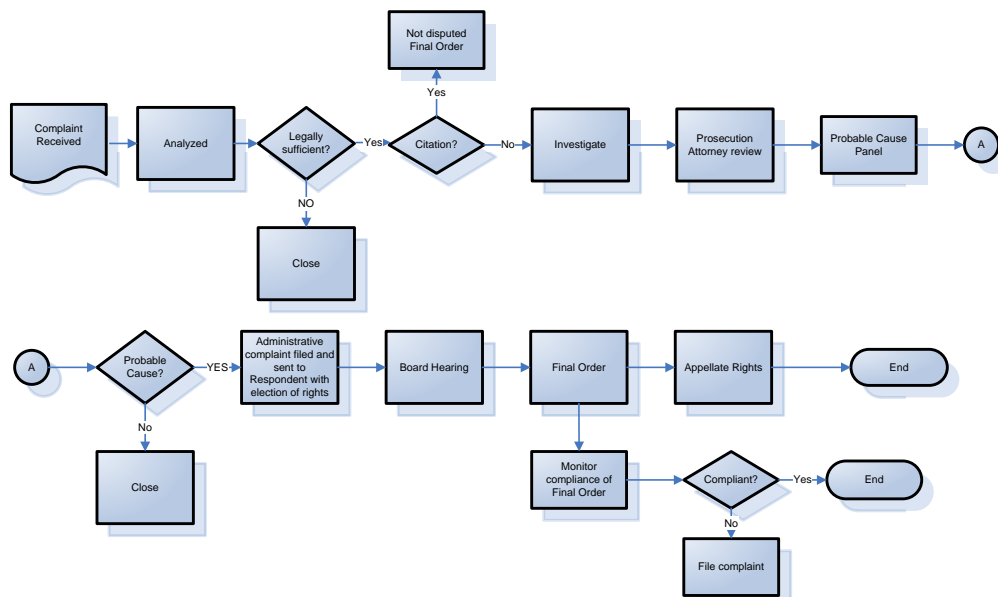


Figure 2-6 – Current Process for Enforcement and Compliance

As a result of the analysis of this process, the following anticipated benefits of the MQA Transformation project include:

- Reduction in time to process case using automated workflow functionality that assists with management of workload, case assignments, elevation and notification of high priority cases, and email notifications to enforcement staff

2.2.4.6. Reporting

To facilitate reporting, data from LicenseEase (COMPAS) is loaded into a reporting database. Users of MQA access this data to view various reports around applications, licenses, renewals, enforcement, and inspections. This data is used to manage workload and measure performance of the division. Crystal Reports (Business Objects) is primarily used for reporting today and would continue to be used in the upgraded environment. The Division of Information Technology has created a workgroup to explore alternative reporting solutions. At this time no recommendations have been made and MQA is continuing to use Crystal Reports (Business Objects).

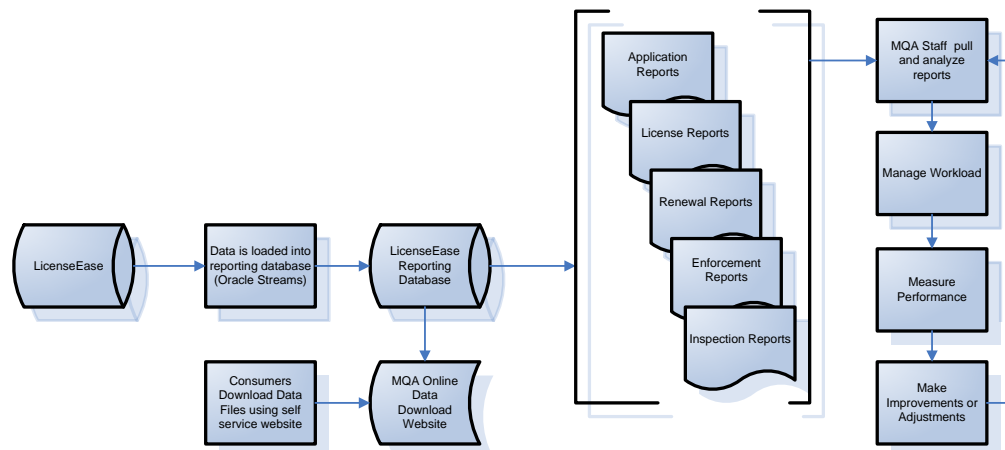


Figure 2-7 – Current Process for Reporting

2.2.5. Assumptions and Constraints

2.2.5.1. Assumptions

- Timely availability of project funding
- Multi-year, multi-phase project
- Roles, responsibilities, and level of effort defined in project charter with commitment from participants
- The upgraded system must be able to interface with state, local, and federal systems using industry standard technology (web services, XML, secure FTP, etc.)
- Enhancements to existing systems will be managed through a rigid change control process
- Data mart migration must be performed
- Versa:Regulation upgrade project (including mobile inspection upgrade) completed in 12 month period and will start in FY 2013-14 and end in the second quarter of FY 2014-15
- Versa:Online will be implemented in year two of the project
- Additional resources identified and included in this proposal will be engaged to support MQA and DOH IT who have limited capacity

2.2.5.2. Constraints

- Availability of funds
- General system development and implementation risk
- Time for source selection and contracting impacts benefit realization
- The software tools supporting desired capabilities will be determined based on the solution proposed by the selected implementation vendor.

- Cost-benefit tradeoffs for gaps between requirements and component-based features/functions

2.3. Proposed Business Process Requirements

Purpose: To establish a basis for understanding the business processes requirements the proposed solution must meet and outline criteria the project will use in selecting an appropriate solution.

In order to meet the ever increasing needs of medical professionals, the MQA program requires a modern and integrated licensure system that provides more efficient transaction processing, greater consistency and improved data integrity with supported and stable platforms. During the project, detailed “To-Be” business process flows incorporating many proposed process and automated workflow improvements will be designed. These improved process flows, as well as the high-level requirements documented in this section, will be used as a starting point for the more detailed requirements gathering process.

The following high-level business requirements were gathered from a preliminary business analysis. These high-level requirements will certainly be updated as the project approaches initiation. The business solution alternatives and recommended business solution can be found in Section 5.5.

2.3.1. Overall

The following high-level business requirements should be met by all modules of the proposed system:

- System should utilize automated workflow to reduce processing time through auto-assignment, dashboard management, and integration with the existing MQA imaging system
- System should provide for improved correspondence functionality and ability to e-mail
- System should provide for breadcrumb navigation and improved notes functionality
- System should have ability to cashier funds
- System should have the ability to send information to an IVR (to support possible future need)
- System should maintain cash deposit history
- System should provide for online password retrieval and resets
- System should provide accurate performance reporting to stakeholders
- System should allow legislative changes to be quickly implemented
- System should have detailed timekeeping functionality to record internal and external effort applied to specific licensing and enforcement activity
- System should not require additional work-around for functionality and stability
- System should have advanced business process configuration functionality and not require core programming
- System should provide ability to store and retrieve historical transaction detail for all MQA elements
- System should be able to calculate all relevant fees
- System should protect data and information to MQA and DOH standards
- System should have built-in audit ability

2.3.2. Examinations

The existing processes for this function supports the planning, coordinating, scheduling, scoring, reporting, reviews, and security of all examinations administered by the department. The following high-level business requirements necessary to support these functions in the new system are:

- System should have ability to track all examination activities
- System should have the ability to set up and schedule an examination

- System should track should be able to update examination results
- System should provide functionality to support the planning, coordinating, scheduling, scoring, and reporting around examinations administered by the department

2.3.3. Inspections

The existing processes for this function include conducting on-site inspections of pharmacies, dispensing practitioners, dental laboratories, electrolysis facilities, and massage establishments. The following high-level business requirements necessary to support these functions in the new system are:

- System should provide the ability for all inspections to be performed electronically through a mobile device
- System should update real-time from the mobile devices from the field
- System should provide basic data validation input filters on the mobile device to provide for greater data integrity and reduced data entry errors
- System should provide the ability to sort the inspection workload on demand through mobile devices and real-time processing
- System should have the ability to track all inspection activities and record inspection findings
- System should provide automated “ticklers” to follow-up on inspections and other outstanding items

2.3.4. Applications & Licensure

The existing processes for this function include evaluating the credentials of applicants for initial licensure to determine if statutorily-established minimum standards are met. The following high-level business requirements necessary to support these functions in the new system are:

- System should be directly integrated with the existing MQA imaging system
- System should track all application and licensure activities
- System should centrally locate and protect licensee personal data
- System should provide ability for licensees to be able to submit an information update and have it automatically applied to all related licenses
- System should provide the ability for a licensee to pay an application fee online and update the system in real time (thus eliminating the current delay between online payments, funds receipt, and posting in the system)
- System should provide the ability for online users to sign under penalty of perjury
- System should provide the ability to process applications and assist with the qualification of applicants
- System should be able to issue license documents
- System should maintain history of license information
- System should have the ability to produce data in response to requests for public information
- System should allow users to submit applications
- System should provide ability to track requirements met/not met for licensees
- System should provide ability for users to view license information
- System should be able to maintain history of pending applications
- System should have the ability to send renewal notices and delinquency notices via e-mail or regular mail

2.3.5. Renewals

The existing processes for this function include evaluating the credentials of applicants for license renewal to determine if statutorily-established minimum standards are met. The following high-level business requirements necessary to support these functions in the new system are:

- System should be directly integrated with the existing MQA imaging system
- System should track all renewal activities
- System should centrally locate and protect licensee personal data
- System should provide ability for licensees to be able to submit an information update and have it automatically applied to all related licenses
- System should provide the ability for a licensee to pay an application fee online and update the system in real time (thus eliminating the current delay between online payments, funds receipt, and posting in the system)
- System should provide the ability for online users to sign under penalty of perjury
- System should be able to issue license documents
- System should maintain history of license information
- System should have the ability to produce data in response to requests for public information
- System should allow users to apply for renewal
- System should provide ability to track requirements met/not met for licensees
- System should provide ability for users to view license information
- System should be able to maintain history of pending renewals
- System should have the ability to provide to users the required continuing education programs completed
- System should have the ability to send renewal notices and delinquency notices via e-mail or regular mail
- System should have the ability to generate renewed license

2.3.6. Enforcement & Compliance

The existing processes for this function include analyzing and investigating complaints, inspecting facilities, assisting in prosecuting violations of Florida regulatory statutes and administrative rules, monitoring compliance of licensees, and combating unlicensed activity. The following high-level business requirements necessary to support these functions in the new system are:

- System should provide reports identifying costs associated with enforcement
- System should allow consumers to access a licensee's professional standards violations
- System should have ability to record complaints and assist with conducting investigations
- System should monitor compliance and voluntary/disciplinary actions
- System should have ability to provide the ability to trend complaints
- System should provide ability to record compliant information, monitor enforcement and disciplinary cases, and initiate disciplinary action
- System should provide the ability to process petitions and appeals
- System should provide ability to enforce citation and penalty / probations
- System should maintain investigation information
- System should provide enforcement reports
- System should provide the ability to create enforcement letters
- System should provide ability to review enforcement information

3. Schedule IV-B Cost Benefit Analysis

Purpose: To calculate and document the expected return on investment for the proposed IT project.

The MQA Transformation Project is the foundation for enhancing the applications and IT infrastructure supporting DOH's licensing and inspection operations. These enhancements include self-service functionality that will allow users to obtain answers to many questions online that currently require interaction with the MQA call center. It also provides workflow functionality that represents the single biggest functional improvement offered in the upgrade and has the potential of dramatically improving operational efficiencies at MQA. It is a rules-based software product that is integrated with Versa:Regulation. It will assign applications or cases to MQA staff and allow managers to set assignment rules, create and manage work queues, monitor deadlines, set work alerts and more. Functionality will also be implemented to modernize inspections, allowing all inspections to be completed utilizing electronic forms and routing. These enhanced features will be supported by a new high availability IT infrastructure that will provide the foundation for real time processing of applicant and licensee financial transactions.

Improved automation and efficiencies throughout these areas will deliver positive, measurable impacts to the Florida economy by allowing qualified applicants to be licensed faster – getting Floridians to work, a critical initiative to rebuild Florida's economy.

3.1. Benefits Realization Table

The following table provides a breakdown and explanation of the benefits expected to be realized through the MQA Transformation Project:

Benefits Realization Table						
#	Description of Benefit	Tangible or Intangible	Who receives benefit?	How is benefit realized?	How will the realization of the benefit be assessed / measured?	Realization Date (MM/YY)
1	Reducing time to process an initial application by five days – conservatively estimated at accelerating revenue into the State of Florida economy at \$15,956,706 annually.		Applicants Employers Florida Economy	Accelerate business revenue	Reducing the average number of days to process an initial application	10/15
3 2	Reducing call center volume by providing online password reset – allowing for reduction in call wait times and improved customer service	Intangible	Applicants Licensees Citizens	Upgrading online services	Reducing call wait times and dropped calls	07/15

Table 3-1 – Benefit Realization Table

3.1.1. Reducing time to process an initial application by five days

This benefit is calculated by targeting the highest profile professions regulated by MQA:

1. Medical Doctor
2. Registered Nurse

3. Dentist
4. Pharmacist
5. Physical Therapist, and
6. Massage Therapist

These practitioners have an average starting salary of \$69,850 – with an average daily earning potential of \$269. If the MQA processing time is reduced by five days and assuming that 50% of the new initial licensees from these professions (representing a portion of the 200 license types administered by MQA) could start earning salary when licensed, results in a \$ 15,956,706 acceleration of input to the Florida economy. Recent studies support a much higher percentage of health professionals that have awaiting jobs. The research also shows a multiplier effect of economic impact resulting from other positions and expenses that support the primary licensed professional. These studies would support a more aggressive and larger economic impact; however, a more conservative estimate is included for purposes of establishing this MQA Transformation Project benefit. [The data used for establishing this benefit can be found at www.floridawages.com as of 8/20/2013 \(Florida Department of Economic Opportunity website\)](http://www.floridawages.com)

3.1.2.Reducing call center volume

Currently, 40% of incoming calls are related to user login and password reset requests. These calls contribute significantly to an unacceptable level of dropped calls. By implementing enhanced self-service features anticipated in the MQA Transformation Project, current staffing levels can support the current call volume and eliminate dropped calls, thus improving overall customer satisfaction.

3.2. MQA Transformation Benefits Realization Strategy

MQA has developed a strategy for realizing the estimated benefits expected from modernizing its licensing system to improve business processes and their outcomes. The following figure summarizes how DOH will track and manage the MQA Transformation Project benefits realization:

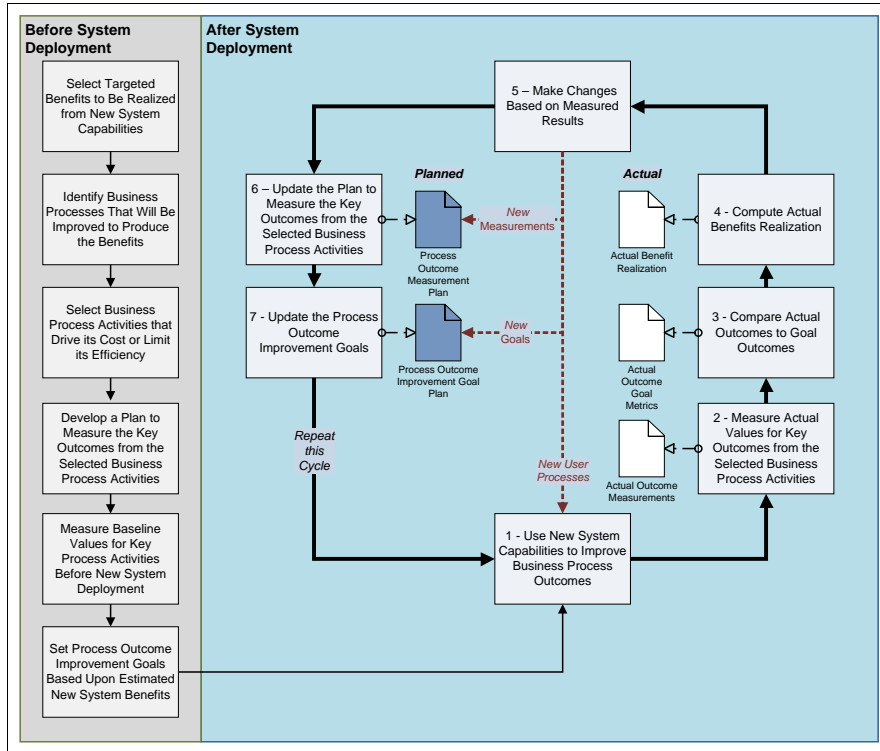


Figure 3-1 - Benefits Realization Process

The thoughtful and intentional realization of benefits cannot begin until a process is in place – with strong leadership, broad understanding and support from all stakeholders – to regularly obtain meaningful measurements of business process outcomes. The following paragraphs explain the benefits realization management activities. The management of MQA Transformation benefits realization begins by taking a number of preparatory steps before the new system deploys.

These steps will only be performed once and include:

Select the targeted benefits to be realized from the new system capabilities. This step has been started with the benefits identified in this feasibility study.

Identify the processes that will be improved to produce the benefits. The business processes related to the target benefits will be analyzed and validated in conjunction with key MQA program staff.

Select key activities from each business process that may serve as indicators of process improvement. The relevant business processes will be broken into smaller sub-processes and activities in

order to facilitate discussions and analysis of current costs and opportunities for improvement using the new system’s capabilities. Estimated cost elements for each sub-process will be assembled into an MQA Transformation Project Benefits Realization Workbook. This will produce a large number of cost elements, which will be impractical to routinely track. Therefore, the values for a few key activities will be chosen as meaningful measurements of process improvement and cost reduction.

These values will include the following measures:

Measure	Benefit
<u>M4. Average # of days to process an initial licensure application</u>	<u>Reducing time to process an initial application by five days</u>
<u>M32. Average time (in seconds) customers are waiting in the queue</u>	<u>Reducing call center volume by providing online password reset – allowing for reduction in call wait times and improved customer service</u>
<u>M129. # of calls received</u>	<u>Reducing call center volume by providing online password reset – allowing for reduction in call wait times and improved customer service</u>

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Develop a plan to measure these key activities (e.g. labor, duration, resources, quantity, quality, etc.). MQA’s strategic plan and balanced score card have outlined what is to be measured. The plan should include what is to be measured and by whom and should fully describes the method for taking the measurements so that different individuals would obtain the same results.

Measure baseline values for key process activities before the MQA Transformation Project is deployed. The measurement plan should be carried out until it is understood by all participants. Then baseline measurements should be taken before system deployment occurs so that before-and-after comparisons may be made.

MQA has established the following baseline measurements for realizing the benefits of this project:

Measure	Baseline (from FY2013-14)
<u>M4. Average # of days to process an initial licensure application</u>	<u>12.02 days for all professions</u> <ul style="list-style-type: none"> • <u>1501 Medical Doctors – 19.58 days</u> • <u>1701 Registered Nurses – 16.08 days</u> • <u>701 Dentists – 5.74 days</u> • <u>2201 Pharmacists – 9.38 days</u> • <u>5501 Physical Therapists – 13.51 days</u> • <u>1401 Massage Therapists – 6.87 days</u>
<u>M32. Average time (in seconds) customers are waiting in the queue</u>	<u>397 seconds</u>
<u>M129. # of calls received</u>	<u>517,053 calls</u> <ul style="list-style-type: none"> • <u>128,101 of the 517,053 calls where help service calls for assistance with userIDs and passwords</u>

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Set process outcome improvement goals based upon the estimated system benefits. The cost reduction benefits from using the new system have been conservatively estimated. Once the estimated benefits are being realized, outcome improvement goals may be revised to obtain even greater benefits. The benefits realization management cycle can be employed as part of on-going continuous process improvement activities.

After implementation of the MQA Transformation Project, benefits realization management will consist of

recurring cycles of the following actions:

1. Use the new system's capabilities to improve business process outcomes (e.g. lower cost, higher output, improved quality, etc.)
2. Measure the actual process outcomes
3. Compare the actual outcomes to the goal outcomes
4. Compute actual benefits realization
5. Make changes to system user processes or procedures, to the measurement plan, or to the process outcome goals – based upon the actual measurement results
6. Review and update the key process outcomes measurement plan, as required
7. Review and update process outcomes improvement goals, as required

3.3. Cost Benefit Analysis (CBA) Forms

This section contains an explanation of the Trust Funds that DOH plans to use for this project and includes the required CBA forms from the Schedule IV-B Feasibility Study Guidelines.

CBAForm 1 - Net Tangible Benefits

Agency Department of Health Project MQA Transformation

Net Tangible Benefits - Operational Cost Changes (Costs of Current Operations versus Proposed Operations as a Result of the Project) and Additional Tangible Benefits -- CBAForm 1A															
Agency (Operations Only -- No Project Costs)	FY 2014-15			FY 2015-16			FY 2016-17			FY 2017-18			FY 2018-19		
	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a)+(b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project
A. Personnel -- Total FTE Costs (Salaries & Benefits)	\$31,711,153	\$0	\$31,711,153	\$31,850,107	\$0	\$31,850,107	\$31,989,756	\$0	\$31,989,756	\$32,130,103	\$0	\$32,130,103	\$32,271,152	\$0	\$32,271,152
A.b Total	880.00	0.00	880.00	880.00	0.00	880.00	880.00	0.00	880.00	880.00	0.00	880.00	880.00	0.00	880.00
A-1.a. State FTEs (Salaries & Benefits)	\$27,790,824	\$0	\$27,790,824	\$27,929,778	\$0	\$27,929,778	\$28,069,427	\$0	\$28,069,427	\$28,209,774	\$0	\$28,209,774	\$28,350,823	\$0	\$28,350,823
A-1.b. State FTEs (# FTEs)	597.00	0.00	597.00	597.00	0.00	597.00	597.00	0.00	597.00	597.00	0.00	597.00	597.00	0.00	597.00
A-2.a. OPS FTEs (Salaries)	\$1,832,653	\$0	\$1,832,653	\$1,832,653	\$0	\$1,832,653	\$1,832,653	\$0	\$1,832,653	\$1,832,653	\$0	\$1,832,653	\$1,832,653	\$0	\$1,832,653
A-2.b. OPS FTEs (# FTEs)	269.00	0.00	269.00	269.00	0.00	269.00	269.00	0.00	269.00	269.00	0.00	269.00	269.00	0.00	269.00
A-3.a. Staff Augmentation (Contract Cost)	\$2,087,676	\$0	\$2,087,676	\$2,087,676	\$0	\$2,087,676	\$2,087,676	\$0	\$2,087,676	\$2,087,676	\$0	\$2,087,676	\$2,087,676	\$0	\$2,087,676
A-3.b. Staff Augmentation (# of Contract FTEs)	14.00	0.00	14.00	14.00	0.00	14.00	14.00	0.00	14.00	14.00	0.00	14.00	14.00	0.00	14.00
B. Data Processing -- Costs	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452
B-1. Hardware	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
B-2. Software	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452
B-3. Other <i>Specify</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C. External Service Provider -- Costs	\$1,030,013	(\$3,394)	\$1,024,619	\$1,030,013	\$227,311	\$1,257,324	\$1,030,013	\$244,186	\$1,274,199	\$1,030,013	\$244,186	\$1,274,199	\$1,030,013	\$244,186	\$1,274,199
C-1. Consultant Services	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-2. Maintenance & Support Services	\$118,000	\$58,956	\$176,956	\$118,000	\$150,946	\$268,946	\$118,000	\$167,821	\$285,821	\$118,000	\$167,821	\$285,821	\$118,000	\$167,821	\$285,821
C-3. Network / Hosting Services	\$473,172	(\$64,350)	\$408,822	\$473,172	\$76,365	\$549,537	\$473,172	\$76,365	\$549,537	\$473,172	\$76,365	\$549,537	\$473,172	\$76,365	\$549,537
C-4. Data Communications Services	\$438,841	\$0	\$438,841	\$438,841	\$0	\$438,841	\$438,841	\$0	\$438,841	\$438,841	\$0	\$438,841	\$438,841	\$0	\$438,841
C-5. Other <i>Specify</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
D. Plant & Facility -- Costs (including PDC service)	\$1,780,982	\$0	\$1,780,982	\$1,780,982	\$0	\$1,780,982	\$1,780,982	\$0	\$1,780,982	\$1,780,982	\$0	\$1,780,982	\$1,780,982	\$0	\$1,780,982
E. Others -- Costs	\$37,159,423	\$0	\$37,159,423	\$37,159,423	\$0	\$37,159,423	\$37,159,423	\$0	\$37,159,423	\$37,159,423	\$0	\$37,159,423	\$37,159,423	\$0	\$37,159,423
E-1. Training	\$136,525	\$0	\$136,525	\$136,525	\$0	\$136,525	\$136,525	\$0	\$136,525	\$136,525	\$0	\$136,525	\$136,525	\$0	\$136,525
E-2. Travel	\$868,403	\$0	\$868,403	\$868,403	\$0	\$868,403	\$868,403	\$0	\$868,403	\$868,403	\$0	\$868,403	\$868,403	\$0	\$868,403
E-3. Other <i>Specify</i>	\$36,154,495	\$0	\$36,154,495	\$36,154,495	\$0	\$36,154,495	\$36,154,495	\$0	\$36,154,495	\$36,154,495	\$0	\$36,154,495	\$36,154,495	\$0	\$36,154,495
Total of Operational Costs (Rows A through E)	\$71,715,023	(\$3,394)	\$71,709,629	\$71,853,977	\$227,311	\$72,081,288	\$71,993,626	\$244,186	\$72,237,812	\$72,133,973	\$244,186	\$72,378,159	\$72,275,022	\$244,186	\$72,519,208
F. Additional Tangible Benefits:		\$0			\$15,956,706			\$15,956,706			\$15,956,706			\$15,956,706	
F-1. <i>Reduced License Time</i>		\$0			\$15,956,706			\$15,956,706			\$15,956,706			\$15,956,706	
F-2. <i>Specify</i>		\$0			\$0			\$0			\$0			\$0	
F-3. <i>Specify</i>		\$0			\$0			\$0			\$0			\$0	
Total Net Tangible Benefits:		\$5,394			\$15,729,395			\$15,712,520			\$15,712,520			\$15,712,520	

CHARACTERIZATION OF PROJECT BENEFIT ESTIMATE -- CBAForm 1B		
Choose Type	Estimate Confidence	Enter % (+/-)
Detailed/Rigorous <input type="checkbox"/>	Confidence Level	
Order of Magnitude <input checked="" type="checkbox"/>	Confidence Level	15%
Placeholder <input type="checkbox"/>	Confidence Level	

CBAForm 1 - Net Tangible Benefits

Agency Department of Health Project MQA Transformation

Net Tangible Benefits - Operational Cost Changes (Costs of Current Operations versus Proposed Operations as a Result of the Project) and Additional Tangible Benefits -- CBAForm 1A															
Agency (Operations Only -- No Project Costs)	FY 2014-15			FY 2015-16			FY 2016-17			FY 2017-18			FY 2018-19		
	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a)+(b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project
A. Personnel -- Total FTE Costs (Salaries & Benefits)	\$31,711,153	\$0	\$31,711,153	\$31,850,107	\$0	\$31,850,107	\$31,989,756	\$0	\$31,989,756	\$32,130,103	\$0	\$32,130,103	\$32,271,152	\$0	\$32,271,152
A.b Total FTE	880.00	0.00	880.00	880.00	0.00	880.00	880.00	0.00	880.00	880.00	0.00	880.00	880.00	0.00	880.00
A-1.a. State FTEs (Salaries & Benefits)	\$27,790,824	\$0	\$27,790,824	\$27,929,778	\$0	\$27,929,778	\$28,069,427	\$0	\$28,069,427	\$28,209,774	\$0	\$28,209,774	\$28,350,823	\$0	\$28,350,823
A-1.b. State FTEs (# FTEs)	597.00	0.00	597.00	597.00	0.00	597.00	597.00	0.00	597.00	597.00	0.00	597.00	597.00	0.00	597.00
A-2.a. OPS FTEs (Salaries)	\$1,832,653	\$0	\$1,832,653	\$1,832,653	\$0	\$1,832,653	\$1,832,653	\$0	\$1,832,653	\$1,832,653	\$0	\$1,832,653	\$1,832,653	\$0	\$1,832,653
A-2.b. OPS FTEs (# FTEs)	269.00	0.00	269.00	269.00	0.00	269.00	269.00	0.00	269.00	269.00	0.00	269.00	269.00	0.00	269.00
A-3.a. Staff Augmentation (Contract Cost)	\$2,087,676	\$0	\$2,087,676	\$2,087,676	\$0	\$2,087,676	\$2,087,676	\$0	\$2,087,676	\$2,087,676	\$0	\$2,087,676	\$2,087,676	\$0	\$2,087,676
A-3.b. Staff Augmentation (# of Contract FTEs)	14.00	0.00	14.00	14.00	0.00	14.00	14.00	0.00	14.00	14.00	0.00	14.00	14.00	0.00	14.00
B. Data Processing -- Costs	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452
B-1. Hardware	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
B-2. Software	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452	\$33,452	\$0	\$33,452
B-3. Other Specify	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C. External Service Provider -- Costs	\$1,030,013	(\$5,394)	\$1,024,619	\$1,030,013	\$96,071	\$1,126,084	\$1,030,013	\$118,571	\$1,148,584	\$1,030,013	\$118,571	\$1,148,584	\$1,030,013	\$118,571	\$1,148,584
C-1. Consultant Services	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-2. Maintenance & Support Services	\$118,000	\$68,956	\$176,956	\$118,000	\$141,956	\$259,956	\$118,000	\$164,456	\$282,456	\$118,000	\$164,456	\$282,456	\$118,000	\$164,456	\$282,456
C-3. Network / Hosting Services	\$473,172	(\$64,350)	\$408,822	\$473,172	(\$45,885)	\$427,287	\$473,172	(\$45,885)	\$427,287	\$473,172	(\$45,885)	\$427,287	\$473,172	(\$45,885)	\$427,287
C-4. Data Communications Services	\$438,841	\$0	\$438,841	\$438,841	\$0	\$438,841	\$438,841	\$0	\$438,841	\$438,841	\$0	\$438,841	\$438,841	\$0	\$438,841
C-5. Other Specify	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
D. Plant & Facility -- Costs (including PDC services)	\$1,780,982	\$0	\$1,780,982	\$1,780,982	\$0	\$1,780,982	\$1,780,982	\$0	\$1,780,982	\$1,780,982	\$0	\$1,780,982	\$1,780,982	\$0	\$1,780,982
E. Others -- Costs	\$37,159,423	\$0	\$37,159,423	\$37,159,423	\$0	\$37,159,423	\$37,159,423	\$0	\$37,159,423	\$37,159,423	\$0	\$37,159,423	\$37,159,423	\$0	\$37,159,423
E-1. Training	\$136,525	\$0	\$136,525	\$136,525	\$0	\$136,525	\$136,525	\$0	\$136,525	\$136,525	\$0	\$136,525	\$136,525	\$0	\$136,525
E-2. Travel	\$868,403	\$0	\$868,403	\$868,403	\$0	\$868,403	\$868,403	\$0	\$868,403	\$868,403	\$0	\$868,403	\$868,403	\$0	\$868,403
E-3. Other Specify	\$36,154,495	\$0	\$36,154,495	\$36,154,495	\$0	\$36,154,495	\$36,154,495	\$0	\$36,154,495	\$36,154,495	\$0	\$36,154,495	\$36,154,495	\$0	\$36,154,495
Total of Operational Costs (Rows A through E)	\$71,715,023	(\$5,394)	\$71,709,629	\$71,853,977	\$96,071	\$71,950,048	\$71,993,626	\$118,571	\$72,112,197	\$72,133,973	\$118,571	\$72,252,544	\$72,275,022	\$118,571	\$72,393,593
F. Additional Tangible Benefits:		\$0			\$15,956,706			\$15,956,706			\$15,956,706			\$15,956,706	
F-1. Reduced License Time		\$0			\$15,956,706			\$15,956,706			\$15,956,706			\$15,956,706	
F-2. Specify		\$0			\$0			\$0			\$0			\$0	
F-3. Specify		\$0			\$0			\$0			\$0			\$0	
Total Net Tangible Benefits:		\$5,394			\$15,860,635			\$15,838,135			\$15,838,135			\$15,838,135	

CHARACTERIZATION OF PROJECT BENEFIT ESTIMATE -- CBAForm 1B		
Choose Type	Estimate Confidence	Enter % (+/-)
Detailed/Rigorous <input type="checkbox"/>	Confidence Level	
Order of Magnitude <input checked="" type="checkbox"/>	Confidence Level	15%
Placeholder <input type="checkbox"/>	Confidence Level	

Figure 3-2 - Net Tangible Benefits

Department of Health		MQA Transformation		CBAForm 2A Baseline Project Budget															
Costs entered into each row are mutually exclusive. Insert rows for detail and modify appropriation categories as necessary, but do not remove any of the provided project cost elements. Reference vendor quotes in the Item Description where applicable. Include only one-time project costs in this table. Include any recurring costs in CBA Form 1A.				FY2014-15			FY2015-16			FY2016-17			FY2017-18			FY2018-19			TOTAL
				\$ 4,934,137	\$ 4,355,772	\$ 2,057,068	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 11,346,977		
Item Description (remove guidelines and annotate entries here)	Project Cost Element	Appropriation Category	Current & Previous Years Project-Related Cost	FY2014-15			FY2015-16			FY2016-17			FY2017-18			FY2018-19			TOTAL
				YR 1 #	YR 1 LBR	YR 1 Base Budget	YR 2 #	YR 2 LBR	YR 2 Base Budget	YR 3 #	YR 3 LBR	YR 3 Base Budget	YR 4 #	YR 4 LBR	YR 4 Base Budget	YR 5 #	YR 5 LBR	YR 5 Base Budget	
Costs for all state employees working on the project.	FTE	S&B	\$ 182,678	14.00	\$ 243,571	\$ -	14.00	\$ 121,788	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 548,037
Costs for all OPS employees working on the project.	OPS	OPS	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -
Staffing costs for personnel using Time & Expense.	Staff Augmentation - Assists with Datamart migration and UAT	Contracted Services	\$ 1,243,116	7.00	\$ 1,497,808	\$ -	4.00	\$ 600,000	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 3,340,924
Project management personnel and related deliverables.	Project Management	Contracted Services	\$ 159,908	1.00	\$ 213,210	\$ -	1.00	\$ 106,608	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 479,726
Project oversight (IV&V) personnel and related deliverables.	Project Oversight	Contracted Services	\$ 168,032		\$ 271,284	\$ -	0.00	\$ 135,642	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 574,958
Staffing costs for all professional services not included in other categories.	Consultants/Contractors	Contracted Services	\$ 223,755	7.00	\$ 361,723	\$ -	3.00	\$ 25,030	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 610,508
Separate requirements analysis and feasibility study procurements.	Project Planning/Analysis	Contracted Services	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Hardware purchases not included in Primary Data Center services.	Hardware	OCO	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Commercial software purchases and licensing costs.	Commercial Software	Contracted Services	\$ -		\$ 87,500	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 87,500
Professional services with fixed-price costs (i.e. software development, installation, project documentation) ¹	Project Deliverables	Contracted Services	\$ 2,510,883		\$ 1,640,592	\$ -		\$ 1,068,000	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 5,219,475
All first-time training costs associated with the project.	Training	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Include the quote received from the PDC for project equipment and services. Only include one-time project costs in this row. Recurring, project-related PDC costs are included in CBA Form 1A.	Data Center Services - One Time Costs for Oracle & SQL Licenses	PDC Category	\$ 310,080		\$ 40,084	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 350,164
Other project expenses not included in other categories. SSRC costs	Data Center Services - Year 1 Costs	PDC Category	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Other project expenses not included in other categories. Cancelled Cloud hosting contract with Iimmix	Other Expenses - Cloud hosting services (canceled)	Contracted Services	\$ 135,685	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 135,685
Include costs for non-PDC equipment required by the project and the proposed solution (detail)	Equipment	Expense	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Include costs associated with leasing space for project personnel.	Leased Space	Expense	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Other project expenses not included in other categories.	Other Expenses	Expense	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Total			\$ 4,934,137	29.00	\$ 4,355,772	\$ -	22.00	\$ 2,057,068	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 11,346,977

Department of Health			MQA Transformation			CBA Form 2A Baseline Project Budget														
<i>Costs entered into each row are mutually exclusive. Insert rows for detail and modify appropriation categories as necessary, but do not remove any of the provided project cost elements. Reference vendor quotes in the Item Description where applicable. Include only one-time project costs in this table. Include any recurring costs in CBA Form 1A.</i>						FY2014-15		FY2015-16			FY2016-17			FY2017-18			FY2018-19			TOTAL
						\$ 4,934,137	\$ 4,818,522	\$ 1,214,426	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 10,967,085		
Item Description <i>(remove guidelines and annotate entries here)</i>	Project Cost Element	Appropriation Category	Current & Previous Years Project-Related Cost	YR 1		YR 2		YR 3		YR 4		YR 5		TOTAL						
				#	LBR	#	LBR	#	LBR	#	LBR	#	LBR	#	LBR					
Costs for all state employees working on the project.	FTE	S&B	\$ 182,678	14.00	\$ 243,571	\$ -	14.00	\$ 81,190	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 507,439	
Costs for all OPS employees working on the project.	OPS	OPS	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	
Staffing costs for personnel using Time & Expense.	Staff Augmentation - Assists with Datamart migration and UAT	Contracted Services	\$ 1,243,116	7.00	\$ 1,497,808	\$ -	4.00	\$ 480,000	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 3,220,924	
Project management personnel and related deliverables.	Project Management	Contracted Services	\$ 159,908	1.00	\$ 213,210	\$ -	0.00	\$ 71,072	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 444,190	
Project oversight (IV&V) personnel and related deliverables.	Project Oversight	Contracted Services	\$ 168,032		\$ 271,284	\$ -	0.00	\$ 90,428	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 529,744	
Staffing costs for all professional services not included in other categories.	Consultants/Contractors	Contracted Services	\$ 223,755	7.00	\$ 361,723	\$ -	0.00	\$ 16,686	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 602,164	
Separate requirements analysis and feasibility study procurements.	Project Planning/Analysis	Contracted Services	\$ -	0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Hardware purchases not included in Primary Data Center services.	Hardware	OCO	\$ -	0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Commercial software purchases and licensing costs.	Commercial Software	Contracted Services	\$ -		\$ 87,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 87,500	
Professional services with fixed-price costs (i.e. software development, installation, project documentation)	Project Deliverables	Contracted Services	\$ 2,510,883		\$ 2,103,342	\$ -	\$ 475,050	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 5,089,275	
All first-time training costs associated with the project.	Training	Contracted Services	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Include the quote received from the PDC for project equipment and services. Only include one-time project costs in this row. Recurring, project-related PDC costs are included in CBA Form 1A.	Data Center Services - One Time Costs for Oracle & SQL Licenses	PDC Category	\$ 310,080		\$ 40,084	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 350,164	
Other project expenses not included in other categories. SSRC costs	Data Center Services - Year 1 Costs	PDC Category	\$ -	0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Other project expenses not included in other categories. Cancelled Cloud hosting contract with Immix	Other Expenses - Cloud hosting services (canceled)	Contracted Services	\$ 135,685	0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 135,685	
Include costs for non-PDC equipment required by the project and the proposed solution (detail)	Equipment	Expense	\$ -	0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Include costs associated with leasing space for project personnel.	Leased Space	Expense	\$ -	0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Other project expenses not included in other categories.	Other Expenses	Expense	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Total			\$ 4,934,137	29.00	\$ 4,818,522	\$ -	18.00	\$ 1,214,426	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 10,967,085	

Figure 3-3 - CBA Form 2A - Baseline project Budget

CBAForm 2 - Project Cost Analysis

Agency Department of Health

Project MQA Transformation

PROJECT COST SUMMARY	PROJECT COST SUMMARY (from CBAForm 2A)					TOTAL
	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	
TOTAL PROJECT COSTS (*)	\$4,355,772	\$2,057,068	\$0	\$0	\$0	\$11,346,977
CUMULATIVE PROJECT COSTS <i>(includes Current & Previous Years' Project-Related)</i>	\$9,289,909	\$11,346,977	\$11,346,977	\$11,346,977	\$11,346,977	
Total Costs are carried forward to CBAForm3 Project Investment Summary worksheet.						

PROJECT FUNDING SOURCES	PROJECT FUNDING SOURCES - CBAForm 2B					TOTAL
	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	
General Revenue	\$0	\$0	\$0	\$0	\$0	\$0
Trust Fund	\$4,355,772	\$2,057,068	\$0	\$0	\$0	\$6,412,840
Federal Match <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Grants <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Other <input type="checkbox"/> Specify	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL INVESTMENT	\$4,355,772	\$2,057,068	\$0	\$0	\$0	\$6,412,840
CUMULATIVE INVESTMENT	\$4,355,772	\$6,412,840	\$6,412,840	\$6,412,840	\$6,412,840	

Characterization of Project Cost Estimate - CBAForm 2C			
Choose Type		Estimate Confidence	Enter % (+/-)
Detailed/Rigorous	<input checked="" type="checkbox"/>	Confidence Level	10%
Order of Magnitude	<input type="checkbox"/>	Confidence Level	
Placeholder	<input type="checkbox"/>	Confidence Level	

CBAForm 2 - Project Cost Analysis

Agency Department of Health Project MQA Transformation

PROJECT COST SUMMARY	PROJECT COST SUMMARY (from CBAForm 2A)					TOTAL
	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	
TOTAL PROJECT COSTS (*)	\$4,818,522	\$1,214,426	\$0	\$0	\$0	\$10,967,085
CUMULATIVE PROJECT COSTS <i>(includes Current & Previous Years' Project-Related)</i>	\$9,752,659	\$10,967,085	\$10,967,085	\$10,967,085	\$10,967,085	
Total Costs are carried forward to CBAForm3 Project Investment Summary worksheet.						

PROJECT FUNDING SOURCES	PROJECT FUNDING SOURCES - CBAForm 2B					TOTAL
	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	
General Revenue	\$0	\$0	\$0	\$0	\$0	\$0
Trust Fund	\$4,818,522	\$1,214,426	\$0	\$0	\$0	\$6,032,948
Federal Match <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Grants <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Other <input type="checkbox"/> Specify	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL INVESTMENT	\$4,818,522	\$1,214,426	\$0	\$0	\$0	\$6,032,948
CUMULATIVE INVESTMENT	\$4,818,522	\$6,032,948	\$6,032,948	\$6,032,948	\$6,032,948	

Characterization of Project Cost Estimate - CBAForm 2C		
Choose Type	Estimate Confidence	Enter % (+/-)
Detailed/Rigorous	<input checked="" type="checkbox"/>	Confidence Level 10%
Order of Magnitude	<input type="checkbox"/>	Confidence Level
Placeholder	<input type="checkbox"/>	Confidence Level

Figure 3-4 - CBA Form 2B & C Project Cost Analysis

CBAForm 3 - Project Investment Summary

Agency Department of Health Project MQA Transformation

COST BENEFIT ANALYSIS -- CBAForm 3A						
	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	TOTAL FOR ALL YEARS
Project Cost	\$4,818,522	\$1,214,426	\$0	\$0	\$0	\$10,967,085
Net Tangible Benefits	\$5,394	\$15,860,635	\$15,838,135	\$15,838,135	\$15,838,135	\$63,380,434
Return on Investment	(\$9,747,265)	\$14,646,209	\$15,838,135	\$15,838,135	\$15,838,135	\$52,413,349
Year to Year Change in Program Staffing	0	0	0	0	0	

RETURN ON INVESTMENT ANALYSIS -- CBAForm 3B		
Payback Period (years)	1 2/3	Payback Period is the time required to recover the investment costs of the project.
Breakeven Fiscal Year	2015-16	Fiscal Year during which the project's investment costs are recovered.
Net Present Value (NPV)	\$44,786,588	NPV is the present-day value of the project's benefits less costs over the project's lifecycle.
Internal Rate of Return (IRR)	151.04%	IRR is the project's rate of return.

Investment Interest Earning Yield -- CBAForm 3C					
Fiscal Year	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19
Cost of Capital	1.94%	2.07%	3.18%	4.32%	4.85%

CBAForm 3 - Project Investment Summary | Agency Department of Health | Project MQA Transformation

COST BENEFIT ANALYSIS -- CBAForm 3A						
	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	TOTAL FOR ALL YEARS
Project Cost	\$4,355,772	\$2,057,068	\$0	\$0	\$0	\$11,346,977
Net Tangible Benefits	\$5,394	\$15,729,395	\$15,712,520	\$15,712,520	\$15,712,520	\$62,872,349
Return on Investment	(\$9,284,515)	\$13,672,327	\$15,712,520	\$15,712,520	\$15,712,520	\$51,525,372
Year to Year Change in Program Staffing	0	0	0	0	0	

RETURN ON INVESTMENT ANALYSIS -- CBAForm 3B		
Payback Period (years)	1 2/3	Payback Period is the time required to recover the investment costs of the project.
Breakeven Fiscal Year	2015-16	Fiscal Year during which the project's investment costs are recovered.
Net Present Value (NPV)	\$43,986,202	NPV is the present-day value of the project's benefits less costs over the project's lifecycle.
Internal Rate of Return (IRR)	151.78%	IRR is the project's rate of return.

Investment Interest Earning Yield -- CBAForm 3C					
Fiscal Year	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19
Cost of Capital	1.94%	2.07%	3.18%	4.32%	4.85%

Figure 3-5 - Project Investment Summary

3.4. CBA Analysis and Results

The benefits that will be realized by the MQA Transformation Project are sizeable and make an extremely compelling business case to support the investment from the related Trust funds. The MQA Transformation Project is estimated to deliver the following annually recurring tangible benefits of \$15,838,135 when fully implemented.

3.4.1. Project Costs

The estimated **total** cost of implementing the MQA Transformation Project is \$ 12,358,258 over a three year period as follows:

FY 13-14	FY 14-15	FY 15-16
\$5,052,287	\$5,404,300 \$4,941,550	\$1,901,671 \$2,875,549

DOH has computed the following summary values for the MQA Transformation Project:

Investment Term	Computed Value
Total Cost	\$12,358,258 M \$12,869,386 distributed over three fiscal years
Net Tangible Benefits	\$ 63,462.9 M benefits over five years
Return on Investment	\$ 52,545.53 M over five years
Breakeven Fiscal Year	FY 15-16
Net Present Value	\$ 44,844.0 M
Internal Rate of Return	151. 0678 %

Table 3-2 – Investment Value Summary

DOH recommends that this proposed MQA Transformation Project be approved and authorized as vital to meeting the required operational requirements of Section 20.43, F. S.

4. Major Project Risk Assessment Component

The Major Project Risk Assessment Component identifies the risks faced by the project so the Department can enact appropriate mitigation strategies for managing those risks. **This Feasibility Study Component is required for all IT projects.**

4.1. Risk Assessment Tool

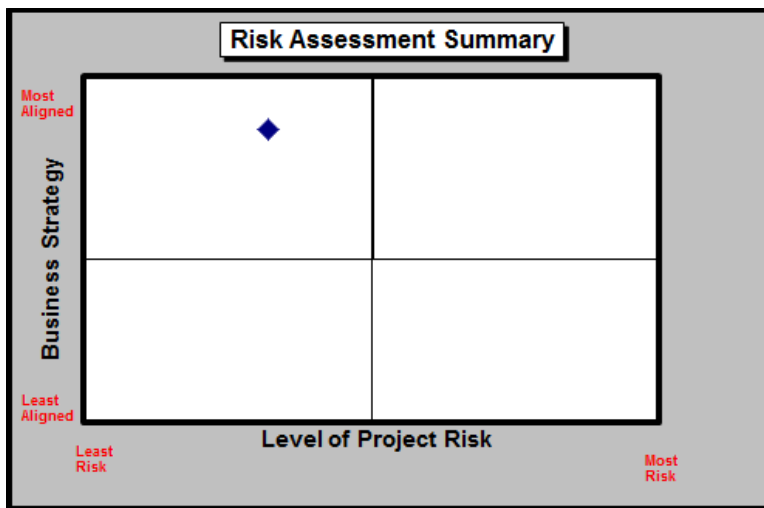
Purpose: *To provide an initial high-level assessment of overall risk incurred by the project to enable appropriate risk mitigation and oversight to improve the likelihood of project success.*

An in-depth risk assessment of the MQA Transformation project was performed using the risk assessment tool provided by the Technology Review Workgroup. The tool involves answering 86 questions about the project being considered, divided into eight assessment categories. The results of the assessment are summarized below. The actual file for the risk assessment containing the figures below can be found in Appendix D of this document.

4.2. Risk Assessment Summary

Purpose: *To identify the overall level of risk associated with the project and provide an assessment of the project's alignment with business objectives.*

Figure 4-1 ~~Figure 4-1~~ is a graphical representation of the results computed by the risk assessment tool. It shows the MQA Transformation project is on its way to achieving solid business strategy alignment with a manageable amount of risk. The results of this risk assessment are discussed in detail in Section 6 along with the Department's plan to continually identify, assess, and mitigate risk throughout the life of the project. [In addition, an updated risk assessment tool is located in Appendix D of this document.](#)



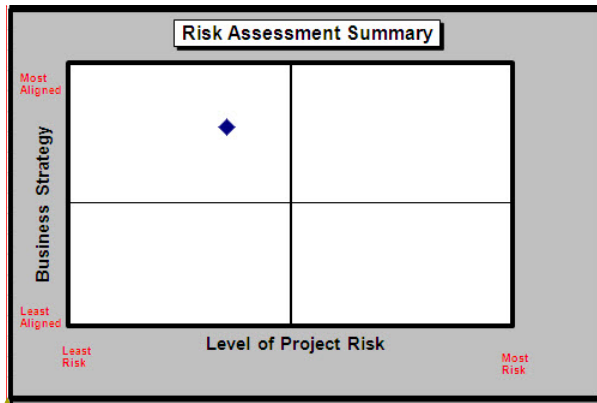


Figure 4-1 – Risk Assessment Summary

Comment [A1]: This is the Risk Assessment from the FY2013-14 Schedule IV-B.

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Figure 4-2 illustrates the risk assessment areas that were evaluated and the breakdown of the risk exposure assessed in each area. The results of this risk assessment are discussed in detail in Section 6 along with the Department’s plan to continually identify, assess, and mitigate risk throughout the life of the project.

Project Risk Area Breakdown	
Risk Assessment Areas	Risk Exposure
Strategic Assessment	LOW
Technology Exposure Assessment	MEDIUM
Organizational Change Management Assessment	MEDIUM
Communication Assessment	LOW
Fiscal Assessment	MEDIUM
Project Organization Assessment	MEDIUM
Project Management Assessment	LOW
Project Complexity Assessment	MEDIUM
Overall Project Risk	MEDIUM

Project Risk Area Breakdown	
Risk Assessment Areas	<i>Risk Exposure</i>
Strategic Assessment	LOW
Technology Exposure Assessment	HIGH
Organizational Change Management Assessment	MEDIUM
Communication Assessment	LOW
Fiscal Assessment	MEDIUM
Project Organization Assessment	MEDIUM
Project Management Assessment	LOW
Project Complexity Assessment	MEDIUM
<i>Overall Project Risk</i>	MEDIUM

Figure 4-2 - Project Risk Area Breakdown

Comment [A2]: This is the Project Risk Area Breakdown from the FY2013-14 Schedule IV-B.

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5. Technology Planning Component

Technology Planning Section	\$1-1.99M	\$2 - 10 M		> \$10 M
		Routine upgrades & infrastructure	Business or organizational change	
Current Information Technology Environment		X	X	X
Proposed Solution Description	X	X	X	X
Capacity Planning	X	X	X	X
Analysis of Alternatives	X	X	X	X

5.1. Current Information Technology Environment

5.1.1. Current System

5.1.1.1. Description of current system

MQA currently uses a system called the Customer Oriented Medical Practitioner Administration System (COMPAS) that supports the licensing of health care professions regulated under MQA. COMPAS is the business name for the product entitled LicenseEase (COMPAS). This system was implemented over a 22-month period from July 2003 to May 2005 and replaced the Department's legacy system known as PRAES, operating in an Informix environment. There are several factors driving the need for the MQA Modernization from a technology perspective.

1. **Hardware Nearing End-of-Life** – The Sun servers which LicenseEase (COMPAS) currently runs on will be out of support on June 30, 2013. After that date the servers may be impossible to repair based upon availability of replacement parts. In addition, the ~30 to 35 Dell XT Tablets running Windows XP, used by some (not all) of the inspectors, will no longer be supported after April 2014; however, Versa:Mobile will enable the use of existing iPads to mitigate this risk.

2. **Front-End Software is or is Nearly Unsupported** – LicenseEase (COMPAS) was implemented in 2003 is built on technology platforms, standards, and development tools used in the 1990s. Much of the software supporting this application is or is nearly unsupported as depicted in the following chart:

Software	Status
LicenseEase (COMPAS) Version 4	Will be unsupported after December 31, 2013. Vendor is no longer making enhancements
J-Initiator	No longer supported. <u>Support expired in December 2011.</u> Backend software used to generate letters in LicenseEase (COMPAS)
Windows XP	Will be out of support in April 2014. The team is exploring “work-arounds” to move towards Windows 7 but it still involves using J-Initiator which, as previously mentioned, is an unsupported platform as well. <u>A work-around was found and MQA moved to Windows 7 in FY2013-14</u>
Oracle Database 10.2.0.5 10gR2	Was originally released in July 2005. Premier support lasted through July 2010 and extended support ends in July 2013. It will not be supported beyond this date
Oracle App Server 10.1.2	Premier support expired December 2011. It is believed support for this will end in the next year or so. <u>No extended support was offered for this version.</u>
<u>Windows 2003 R2</u>	<u>Support for this version will expire July 14, 2015.</u>

Table 5-1 – Support Status of Software

4. **Other Process Issues Related to Technology** - There are a several other serious issues related to technology that have been identified as additional reasons the MQA Transformation effort is required including:
- *Current environment requires regular downtime* – When changes are necessary in the current LicenseEase (COMPAS) environment, modifications are performed through custom development of Oracle Forms. Because the current infrastructure is not “high availability” and does not include clustering, the environment has to be brought down when changes are made to Oracle forms. Although not always utilized, downtime is scheduled to take place on Tuesdays from 6:15p – 10p (EST). This maintenance window can have a negative impact to those operating on CST.
 - *Disaster Recovery*– The DOH disaster recovery site in Tampa is not in synch with Tallahassee with respect to MQA business functions and is an incomplete solution. The Oracle database and Oracle application server are the only system components at the disaster site. No datamart or Windows IIS or DB servers exist. All complimentary Windows servers would need to be configured and setup in order to fully restore MQA services. During the restoration period, which could be extensive, LicenseEase (COMPAS) would likely only be available in a “view only” mode until services could be restored. More detail can be found in the Backup and Disaster Recovery section of this document.
 - *“Work-arounds” being utilized to keep systems functioning in Unsupported Environment* – LicenseEase (COMPAS) relies on software from Sun called J-Initiator that allows a web-enabled Oracle Forms client application to be run inside a web browser. Windows 7

desktop clients are certified only with the native Sun Java Runtime Engine (JRE). Oracle J-Initiator was built on top of Java 1.3. Java 1.3 is no longer supported by Sun and not compatible with Windows 7. Sun has no plans to certify Oracle J-Initiator with Windows 7. The workaround to address this issue involves replacing a file in J-Initiator with an updated version, which will then allow LicenseEase (COMPAS) to work on Windows 7. This workaround is not supported by Sun.

- *MQA Locked into single database platform* – LicenseEase (COMPAS) locks MQA into using Oracle as its database platform. Generally speaking, MS SQL Server is the DB platform standard for the Department. If MQA were to upgrade to Versa:Regulation, MQA would likely stay with Oracle database from an ease of migration standpoint. This said, by migrating to Versa:Regulation, MQA would have the option to migrate to MS SQL Server and eliminate the need for very costly infrastructure to support Oracle.
- *No path for upgraded technology* – MQA currently owns a copy of the code contained within LicenseEase (COMPAS.) As a result, they are responsible for all customization and upgrades. That said, the vendor is no longer providing any upgrades or enhancements to the existing software.
- *System updates require customization* – When enhancements are made to the current environment, the backend code (Oracle forms) is modified if there is not a configurable solution. MQA is able to modify the Oracle forms because they own a copy of the LicenseEase code. If MQA upgraded to Versa:Regulation, these customizations would be addressed as part of the gap between the two systems. In addition, any further modifications after system implementation that cannot be addressed through configuration will utilize Iron Data's PCR (enhancement) process.

5.1.1.2. Current LicenseEase (COMPAS) Software

Customer Oriented Medical Practitioner Administration System (COMPAS) that supports the licensing of health care professions regulated under MQA. COMPAS is the business name for the product entitled LicenseEase. This system was implemented over a 22-month period from July 2003 to May 2005 and replaced the Department's legacy system known as PRAES, operating in an Informix environment. The system supports the following MQA functions:

- Licensing
- Application
- Revenue Receipt
- Enforcement
- Compliance
- Reporting
- Exams

The current system utilizes batch processing and the following technologies:

- Oracle forms and reports based GUI for internal users
- Object oriented platform for custom portal .net framework for web GUI
- Procedural language for batch processing and interfaces

There are 650 licensed LicenseEase (COMPAS) users, about 350 MQA reports, and more than 12,500 web visitors per day (based on current usage pattern.) At its peak (December 2011), there were over 64,000 e-commerce transactions in a month including initial online applications, renewals, license certifications, other payer invoices, and delinquent renewals, and other transaction types. There are 3 types of users including administrative users (system support

services who is front line between customers and IT), board office processors and enforcement staff (power users), and data entry IAPI (vendor who handles document storage.)

5.1.1.3. Internal and External Interfaces

There are number of major internal and external interfaces that support the MQA related to the LicenseEase (COMPAS) system.

Internal Interfaces for LicenseEase (COMPAS) extracts and imports

Interface	Description (if needed)
MQA Services Reporting	Web-based intranet application for reporting and managing the e-Renewal and Profiling Updates applications. Pulls data from LicenseEase (COMPAS) and MSSQL, through SQL Server
LicenseEase (COMPAS) Datamart	Summarization, aggregation, and denormalization of data
License Verification(License Lookup)	Extract for web users to provide public-accessible view of all basic license information contained in LicenseEase (COMPAS.) Pulls data from LicenseEase (COMPAS), through SQL Server
Practitioner Profile Application	Extract for web users to provide public-accessible view of physician profiling information contained in LicenseEase (COMPAS.) Pulls data from LicenseEase (COMPAS), through SQL Server
Hospital Discipline Reporting	Extract for web users to provide hospital discipline information (available only to hospitals.) Data maintained through intranet application
Online Exam Test Scores	Extract for web users for license candidates to view exam information. Pulls data from LicenseEase (COMPAS), through SQL Server
Final Order Look-up	Extract for web users to provide public-accessible image of final orders issued by the Dept. of Health against licensees. Pulls data from LicenseEase (COMPAS), through SQL Server
License Certification	Extract for web users to purchase license certification letters from MQA Compliance unit of licensee's practicing status with MQA. Batch processes to feed data into LicenseEase (COMPAS)
COOP	Extract for web users for extracting Continuous Operations information. Pulls data from Datamart
Image API	Exchange of information with Image API to facilitate printing of licenses

Table 5-2 - Internal Interfaces

External Interfaces for LicenseEase (COMPAS) extracts and imports

Interface	Description (if needed)
Datamart Data Download	Web-based intranet application for downloading license data. Pulls data from Datamart
Data Download (DBPR)	Intra-agency application for downloading license data for pharmacy. Pulls data from Datamart
Daily release file for ImageAPI	Internal application for extracting PDFs to load into iCenter. Pulls data from MSSQL. Performed at 6:00a and 4:30p
Daily extract for NURSYS	Internal application for extract for NURSYS. Pulls data from Datamart
CE Broker	Application for downloading and loading continuing education data. Pulls data from ISF
CE Broker License Status extract	Application for extracting license status file loading continuing education data. Pulls data from ISF
Datamart extract	Nightly process to extract and transform LicenseEase (COMPAS) data for reporting schema. Pulls data from LicenseEase (COMPAS)
DOR	Application for downloading child support and enforcement. Creates data file for DOR
DFS - FLAIR	Application for downloading financial data to DOR. Creates data file for DOR
AHCA	Application for extracting Medicaid data for AHCA. Pulls data from datamart
FDLE	Application for importing FDLE results. FDLE files
American Registry of Radiologic Technologists	Application for extracting RADTECH data for AART. Pulls data from LicenseEase (COMPAS)
Veridoc	Application for extracting data for vendor Veridoc. Pulls data from datamart
HCCE	Application for extracting data for Health Care Clinic Establishment. Pulls data from datamart
FCN	Application for extracting survey data for FCN. Pulls data from datamart
FSMB	Application for extract data for FSMB. Pulls data from Datamart
LEIE	Application for importing Medicaid data. Inserts data to Datamart
MLI	Application for renewal vendor. Creates extract file for MLI
Remittance Processing (RP)	Application for applying money to licenses to LicenseEase (COMPAS)
Renewal Generation 1, 2 & 3	Application for applying money to licenses to LicenseEase (COMPAS)
Image API	Exchange of information with Image API to facilitate printing of licenses
National Practitioner Data Bank	Receipt of medical practitioner federal mandated disciplinary and medical malpractice data

Table 5-3 - External Interfaces

5.1.1.4. Current Hardware Infrastructure

The following diagram depicts the high level architecture of the **Production LicenseEase (COMPAS)** system:

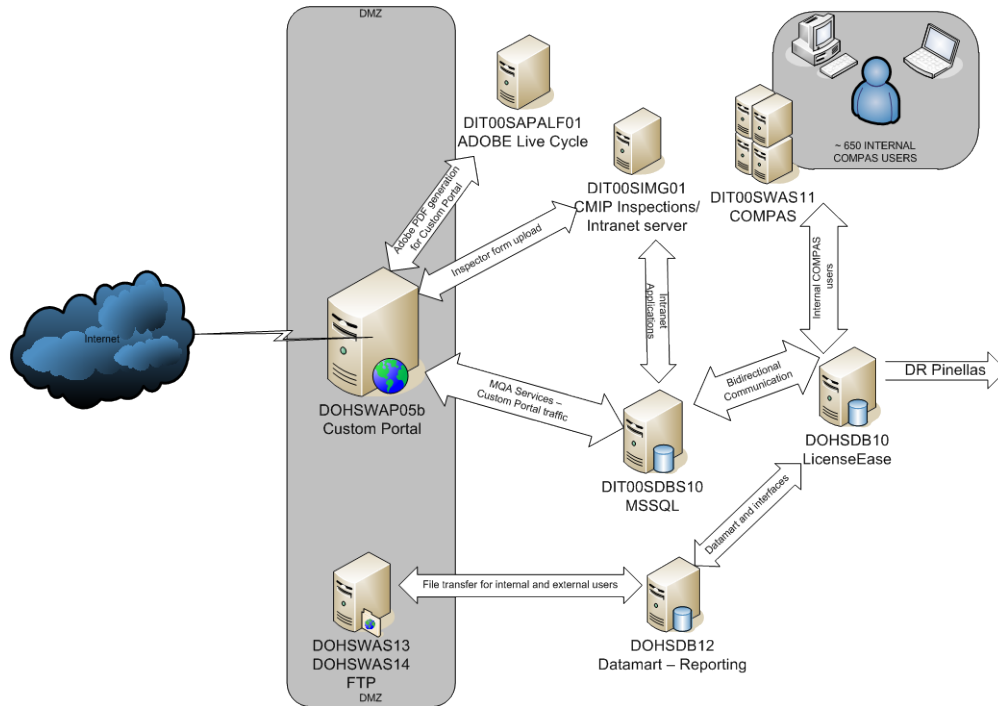


Figure 5-1 - Current Production Infrastructure

The following diagram depicts the high level architecture of the **Test** environment:

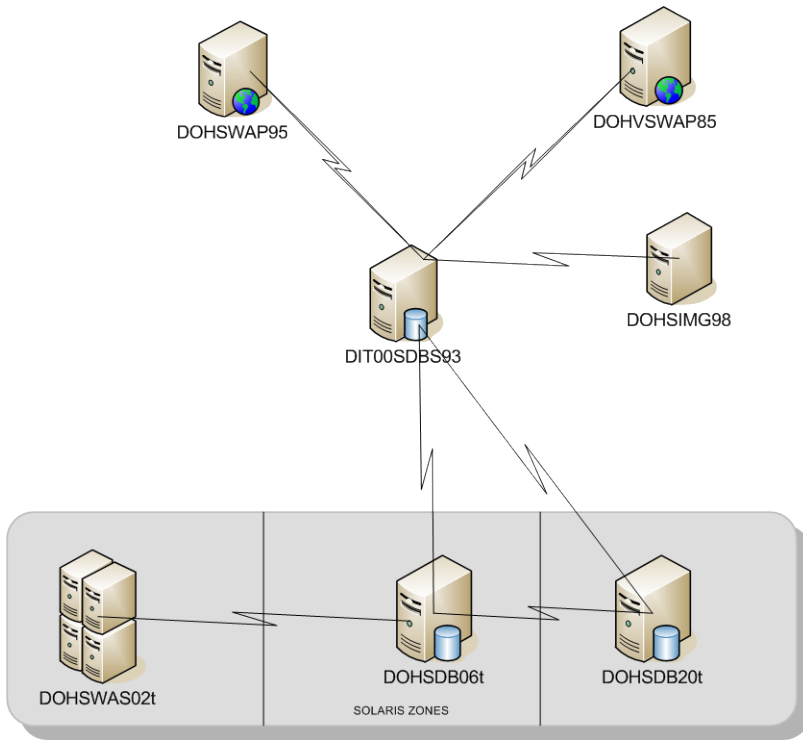


Figure 5-2 - Current Test Infrastructure

The following diagram depicts the high level architecture of the **Development** environment:

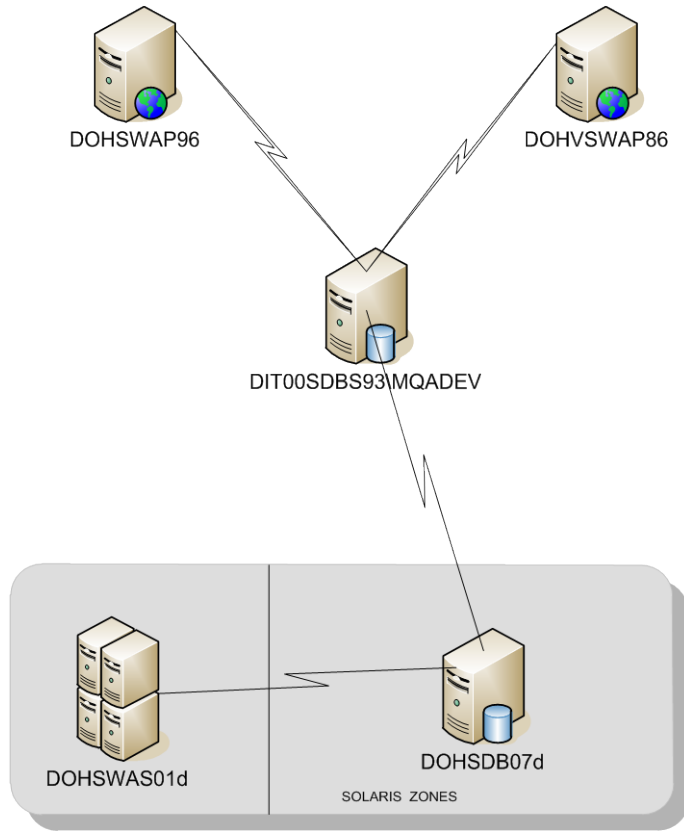


Figure 5-3 - Current Development Infrastructure

The following diagram depicts the high level architecture of the **Disaster Recovery** environment:

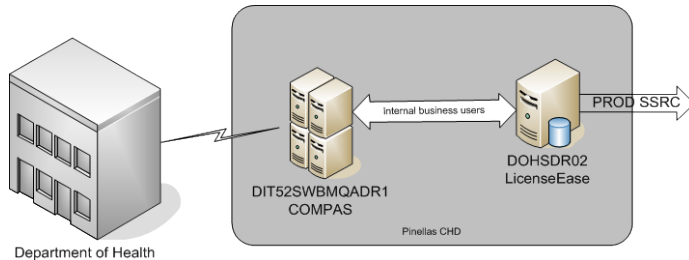


Figure 5-4 – Current Disaster Recovery Infrastructure

Some of the hardware characteristics of the existing infrastructure includes:

- Domain host – DMS,
- Servers – web, application, database
 - Webservice – Windows 2003, Virtual machine, 2 CPU, 4GB ram
 - Database server – Solaris 10, Sun V480, 8 CPU, 32GB ram
 - Application server – Solaris 10, Sun,
 -
- Network – Gig e, fabric VLAN switching, firewalls
- Storage: SAN storage for database server
- Archival – media server

5.1.1.5. Scheduled Software/Hardware Maintenance

Servers have very good availability. In a recent report, all related servers had average 24x7 availability of 99.7%. As previously mentioned, though, a weekly maintenance is scheduled on Tuesdays from 6:15p to 10p (although not always utilized.) This downtime is not included in availability percentages as it is scheduled downtime. When changes are necessary in the current LicenseEase (COMPAS) environment, modifications are performed through custom development of Oracle Forms. Because the current infrastructure is not “high availability” and does not support clustering, the environment has to be brought down when changes are made to Oracle forms. This can negatively impact those operating on Central Standard Time. Activities that may take place during this scheduled downtime may include:

- ASP promotion to the public facing web server - (UI)
- MSSQL db object promotion (stored procedure, triggers, views etc) - backend
- MSSQL data patch script - backend
- Oracle db object promotion (stored procedure, triggers, views, packages, functions etc) - backend
- Oracle forms and report objects (application server pages for LicenseEase (COMPAS) UI) - internal
- Oracle data patch script - backend
- Unix shell script for interfaces - backend
- Crystal Report objects - internal
- Create new scheduled jobs (Window Scheduler/cron)
- Any other Clear Quest activities

In addition to the weekly scheduled downtime, the first Tuesday of the month is reserved for code promotion, followed by OS level patching performed by the SSRC. This window is managed by the

SSRC. The SSRC begins posting maintenance messages on the public facing Initial Application and MQA Services websites @ 6:00 pm and lets the connections drain over 20 - 30 minutes while MQA monitors the database sessions. This allows applicants to complete payments in process. The remaining systems are shut down and the SSRC completes the system maintenance.

- Occasionally maintenance activities require LicenseEase (COMPAS) to be stopped @ 6:15.
- An Oracle form promotion requires a 15 minute outage. An example of a one hour outage is letter temporary table maintenance. This usually occurs every other month or as needed.
- If our vendor Bank of America has maintenance that will impact the public facing ecommerce applications, we partially take down the website to limit the impact on cash receipt process.

5.1.1.6. Backup and Disaster Recovery

The backup responsibility is performed by the SSRC. Following is a schedule provided by IT identifying the schedule of backups by server:

Server	Database	Backup type	Start time	Retention
DOHSBD10	LEPROD	Rman full	3:00	3 years
DHOSDB12	LEDMPROD	export	5:00	full export - 1 year on disk, schema export - 5 days on disk
DOHSDB07D	LEDEV	Rman full	23:30	3 years
DOHSDB06T	LEUA	Rman full	22:00	3 years
DOHSDB20T	DM_DEV	Rman offline backup	00:15 / Sunday	3 years
DIT00SWAS11	Application Server	OS full	19:00	3 years
DOHSWAS01D	Application Server	OS full	18:00	NA
DOHSWAP02T	Application Server	OS full	18:00	NA
DIT00SDBS93	MQADEV	SQLSafe full	Full Saturday Differential daily	NA
	DEFAULT (TEST)	SQLSafe full	Full Saturday Differential daily	NA
DIT00SDBS10	DEFAULT	SQLSafe full	Full daily transaction log 30 minutes	2 weeks on disk one set of tapes each month
DIT00SAPALF01	TBD	TBD	TBD	Information not available at time of study
DIT00SIMG01	TBD	TBD	TBD	Information not available at time of study

Server	Database	Backup type	Start time	Retention
DIT00SWAP05b	TBD	TBD	TBD	Information not available at time of study
DOHSWAS02t	TBD	TBD	TBD	Information not available at time of study

Table 5-4 – Server Data Retention Schedule

The failover process for disaster recovery involves making the physical standby server the master by “breaking” Oracle Data Guard and opening the database as READ/WRITE. The application server will also have to be started and any additional configuration changes to communicate with Tallahassee servers still in production. This approach has never been tested.

The Pinellas County disaster recovery site is not in synch with the production environment at the SSRC located in Tallahassee. The Oracle database and Oracle application server are the only system components at the disaster site. The disaster recovery site contains no Oracle datamart, no Windows IIS server(s), and no MSSQL DB servers. All complimentary Windows servers would need to exist and be stood up in order to restore MQA Services fully. The licensing application, LicenseEase (COMPAS), would be best used for a “view only” environment until services can be restored as the disaster site is not setup to handle batch processing or receipt money. In the event a partial recovery site is acceptable, servers in Tallahassee and those processes would need to be reconfigured to point to the Pinellas CHD site.

5.1.1.7. Batch Processes

The current environment is setup to process in batch mode. Because MQA cannot move to real-time processing in the current environment, this is a contributing factor to the current inability of MQA to reduce processing time and meet some of the specific legislative objectives. The following diagrams depict the necessary batch processes that take place in the current environment.

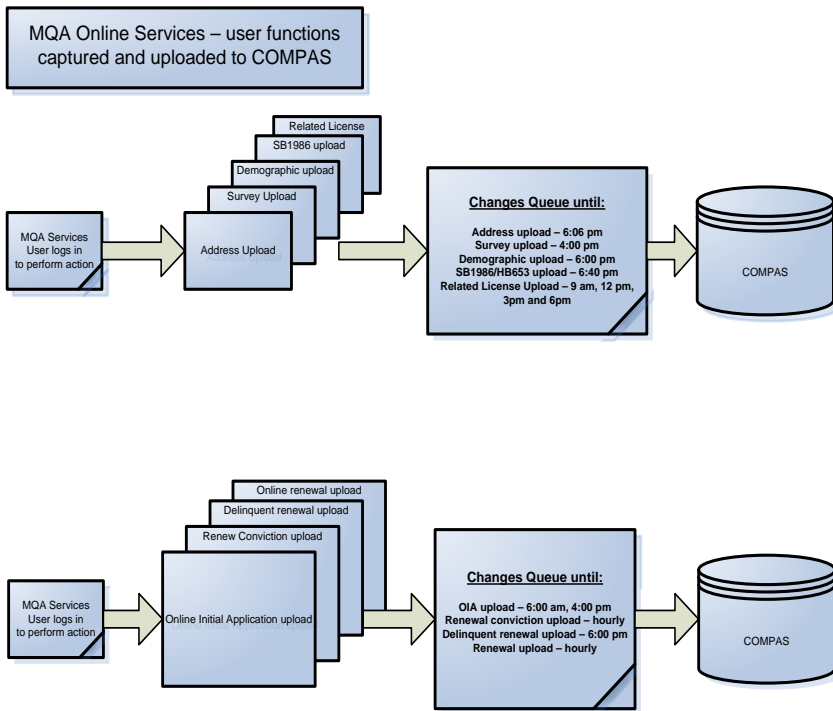


Figure 5-5 - Batch Process Flow

Comment [A3]: This is the Batch Process Flow from the original FY2013-14 Schedule IV-B

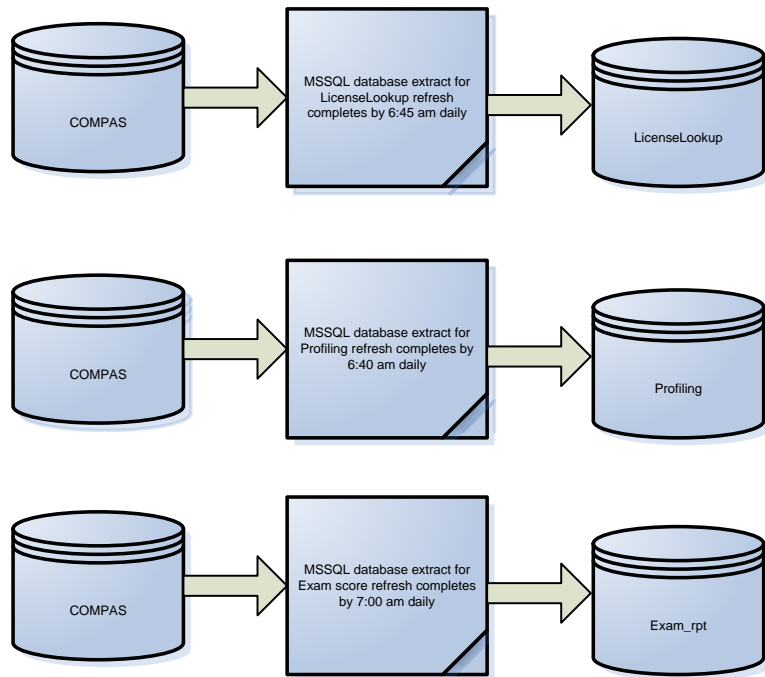


Figure 5-6 - Batch Processing Diagram

5.1.1.8. Current system resource requirements

System Name	# of users / user types	Hardware Platform	Operating System	Database Software	Access	Programming Language / Software Characteristics	Internal / External
Online Renewals	licensed practitioners (over 1.1 million)	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & javascript) e-commerce interface (BoA) real-time payment txn batch processing of practitioner data	External
Online Initial Application	Public	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (.NET & javascript) e-commerce interface (BoA) real-time payment txn batch processing of practitioner data	External
Online Application Status Check	applicants	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & javascript)	External
Online Address Updates	licensed practitioners (over 1.1 million)	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & javascript) batch processing of practitioner data	External

System Name	# of users / user types	Hardware Platform	Operating System	Database Software	Access	Programming Language / Software Characteristics	Internal / External
Online Profiling Updates	licensed profiled practitioners (over 93,000)	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & javascript) batch processing of practitioner data	External
Online Duplicate License	licensed practitioners (over 1.1 million)	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & javascript) e-commerce interface (BoA) real-time payment txn batch processing of practitioner data	External
Online OneTime Fee Assessment	licensed practitioners (over 1.1 million)	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & javascript) e-commerce interface (BoA) real-time payment txn batch processing of practitioner data	External
Other Payer Invoicing	subset of licensed practitioners	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & javascript) e-commerce interface (BoA) real-time payment txn batch processing of practitioner data	External

System Name	# of users / user types	Hardware Platform	Operating System	Database Software	Access	Programming Language / Software Characteristics	Internal / External
Batch Reconciliation	F&A staff (< 5)	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp) batch processing of financial data	Internal
MQA Services Reporting	MQA staff (<50)	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & Crystal Rpts) batch processing of financial data	Internal
Online WorkForce Survey	subset of licensed practitioners	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp & javascript) batch processing of practitioner data Survey setups (question text,etc) reside in LicenseEase (COMPAS)	Internal (setups) External
Final Order & Emergency Action	Public	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	public access	GUI interface (.NET)	External
License Verification	Public	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	public access	GUI interface (classic asp & javascript)	External

System Name	# of users / user types	Hardware Platform	Operating System	Database Software	Access	Programming Language / Software Characteristics	Internal / External
Practitioner Profile	Public	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	public access	GUI interface (classic asp & javascript)	External
Data Download	Public	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	public access	GUI interface (.NET)	External
License Certification	Public	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	public access	GUI interface (classic asp & javascript)	External
Time Tracking	MQA staff (approx 600)	DELL PE 2950 - 4 CPU, 4GB RAM, 1.1 TB disk storage - DIT00SIMG01	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (classic asp) real time	Internal
Online Exam Test Scores	MQA staff & licensed practitioners	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (.NET) real time	Internal & External
Prescription Pad Vendor Monthly Reporting	licensed practitioners who prescribe controlled substances	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	Secured - requires login contains confidential info	GUI interface (.NET) batch processing of data	External

System Name	# of users / user types	Hardware Platform	Operating System	Database Software	Access	Programming Language / Software Characteristics	Internal / External
MQA Services - NursingCompare	Public	VM - ESX host, 2CPU 2GB RAM, 40GB disk storage - DOHSWAP05b	Windows 2003 - IIS 6	SQL2008 (with linked server to Oracle 10g)	public access	GUI interface (.NET) real time	External

Table 5-5 – Current System Resource Requirements

5.1.1.9. Application Descriptions

LicenseEase 4 (COMPAS - Customer Oriented Medical Practitioner Administration System)

Oracle web based - MQA Division accessible - system for tracking Health Practitioner licensing, regulation, enforcement and profiling information.

MQA Services

Web-based entryway offering access to a wide-range of license services-oriented applications for licensee professions regulated under MQA, health care businesses, citizens and visitors to Florida.

- MQA Services portal is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS) system
- The primary interaction with LicenseEase (COMPAS) is to validate user logins

MQA Services - Online Renewal Application:

Provides the licensee the ability to renew licenses online and pay the appropriate fees.

- Online Renewals is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS). The online renewal application also contains an e-commerce component which has an interface with Bank of America
- Licensee data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can then update their data and either pay for their renewal transaction, or enter an Other Payer Code (coupon code). Any updated licensee data is stored in SQL Server. Those updates are then batched for upload into LicenseEase (COMPAS). The financial transactional data is also stored in SQL Server, and uploaded into LicenseEase (COMPAS) once the settlement process and remittance process has been run. If an Other Payer code was entered, the Third Party Payer will be responsible for logging in to pay for the invoice (see Other Payer Invoicing)

MQA Services - Online Initial Licensure Application:

Provides the public the ability to apply online for initial licensure.

- Online Initial Application is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS). The online initial application also contains an e-commerce component which has an interface with Bank of America
- Applicants create an account, and then provide the data required according to the license requirements for that profession. At completion of data entry, the user can either pay for their initial application transaction or enter an Other Payer Code (coupon code). The applicant data is stored in SQL Server. Those updates are then batched for upload into LicenseEase (COMPAS). The financial transactional data is also stored in SQL Server, and uploaded into LicenseEase (COMPAS) once the

settlement process and remittance process has been run. If an Other Payer code was entered, the Third Party Payer will be responsible for logging in to pay for the invoice (see Other Payer Invoicing). Upon payment, their completed application is stored as a document in iCenter, the third party tool created and housed by Image API. The user has the ability to login to the system at a later time, to print a copy of their completed application, as well as any required supporting documentation. The application documents are retrieved from iCenter. The supporting documents are created at run-time, using an application developed in-house by DOH

MQA Services - Application Status Check:

Provides the applicant the ability to check the status of license applications online.

- Application Status Check is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Application Status data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user has the ability to print a copy of their completed application. The application documents are retrieved from iCenter

MQA Services - Online Address Changes:

Provides the licensee the ability to change their addresses (Mailing & Practice Location), phone numbers and email address.

- Online Address Changes is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Licensee data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can then update their data. Any updated licensee data is stored in SQL Server. The updates are then batched for upload into LicenseEase (COMPAS)

MQA Services - License Confirmation:

Provides the licensee the ability to print a confirmation of license executed after an on-line license renewal or delinquent renewal. This is to be used to confirm a license while the practitioner is waiting on the printed official paper license.

- License Confirmation is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Licensee data is retrieved from LicenseEase (COMPAS) to generate the confirmation of license and displayed to the end user

MQA Services - Profiling Updates:

Provides the licensee the ability to change their Profile data online.

- Profiling Updates is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Licensee data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can then update their data. Any updated licensee data is stored in

SQL Server. Those updates are then batched for upload into LicenseEase (COMPAS). Some of the professions require that Profiling data goes through a Board Approval process. Once the updates have been approved, the updates are uploaded into LicenseEase (COMPAS)

MQA Services - Online Request for Duplicate License:

Provides the licensee the ability to order duplicate licenses online and pay the appropriate fees.

- Online Request for Duplicate License is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS). The online duplicate license request system also contains an e-commerce component which has an interface with Bank of America
- Licensee data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can then pay for their duplicate license transaction. The request for the license and the financial transactional data is stored in SQL Server, and uploaded into LicenseEase (COMPAS) once the settlement process and remittance process has been run

MQA Services - Online One Time Fee Assessment:

Provides the licensee the ability to pay for fees that are assessed by medical boards.

- Online One Time Fee Assessment is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS). The one-time fee assessment system also contains an e-commerce component which has an interface with Bank of America
- Licensee data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can then pay for their one-time fee assessment transaction. The financial transactional data is stored in SQL Server, and uploaded into LicenseEase (COMPAS) once the settlement process and remittance process has been run

MQA Services - Other Payer Invoicing:

Provides a third-party payer the ability to pay for an invoice. The invoice could contain licensees that have renewed online with an Other Payer Code, or applicants that have paid for an initial application with an Other Payer Code.

- Other Payer Invoicing is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS). Also contains an e-commerce component which has an interface with Bank of America
- Invoice data is retrieved from SQL Server and displayed to the end user. The user can then pay for their invoice transaction. The financial transactional data is stored in SQL Server, and uploaded into LicenseEase (COMPAS) once the settlement process and remittance process has been run

MQA Services - Relationship Management:

Provides licensees with the ability the manage their relationships with other professions

online.

- Relationship Management is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Relationship data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can add/update their data. The updates are stored in SQL Server, and uploaded into LicenseEase (COMPAS)

MQA Services – Batch Reconciliation:

Provides DOH Finance & Accounting staff the ability to reconcile MQA e-commerce transactions.

- Batch Reconciliation is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS). It is an Intranet application that is a subsystem of the MQA Services Reporting System
- Financial data is retrieved from SQL Server and displayed to the end user. The user can then reconcile the batches of financial transactions, and assign batches to deposits. The data is stored in SQL Server, and uploaded into LicenseEase (COMPAS)

MQA Services Reporting System:

This Intranet system consists of four categories of functions designed for MQA business staff to control internet activity and report on internet activity from MQA Internet Services. The four functions are as follows:

1. MQA internet activity controls include: Address Change Approval, Licensee Account Look-up, Licensee Activity Look-up, Update Set-Up Flags, Profile Change Approval, iPortal Message/Alert
2. Finance and Accounting internet activity controls include: Batch Reconciliation
3. Activity reporting: a wide range of business and financial reports provided to monitor activity from MQA Internet Services.
4. Renewal Forms Setups

MQA Services Reporting System is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS).

Data is retrieved from either SQL Server or LicenseEase (COMPAS) and displayed to the end user. Updates can be made for Address Change Approval and Profiling Change Approval. These updates are batched and uploaded to LicenseEase (COMPAS). Updates to Profession Setup data are stored in SQL Server. Reports are executed against data in SQL Server

MQA Services – Work Force Survey:

Provides the licensee the ability to respond to the required Physician's Workforce Survey online.

- Online Work Force Survey is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Survey questions are stored in LicenseEase (COMPAS) RSD's. The questions are retrieved from LicenseEase (COMPAS) via SQL Server stored procedures (using linked servers), and presented to the licensee. The licensee responds to the survey questions and that data is stored in SQL Server, and then uploaded into via batch processing

MQA Services – Final Order & Emergency Action Lookup:

Provides the public with the ability to search for disciplinary action taken against practitioners licensed with the Department of Health, Division of Medical Quality Assurance. Final Order and Emergency Action documents have been imaged and stored in a repository for retrieval.

- Final Order Lookup is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Licensee data is retrieved from LicenseEase (COMPAS) and displayed to the end user. In addition, images of the final order and emergency action documents are retrieved from iCenter

MQA Services – License Verification:

Provides the public with the ability to search for basic license information for all health care professions regulated by MQA.

- License Verification is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Key elements of data related to a licensee search are downloaded from LicenseEase (COMPAS) on a daily basis, and stored in a SQL Server database. When a search is performed, the search results are retrieved from the SQL Server database. When the end user drills down to the details of the individual licensee, the data is retrieved from LicenseEase (COMPAS) via SQL Server stored procedures (using linked servers), and presented to the end user

MQA Services – Practitioner Profiling Search:

Provides the public with the ability to search for license information for all profiled health care professions regulated by MQA.

- Practitioner Profiling Search is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Key elements of data related to a profiled licensee search are downloaded from LicenseEase (COMPAS) on a daily basis, and stored in a SQL Server database. When a search is performed, the search results are retrieved from the SQL Server database. When the end user drills down to the details of the individual licensee, the data is retrieved from LicenseEase (COMPAS) via SQL Server stored procedures (using linked servers), and presented to the end user

MQA Services – Data Download:

Provides the public with the ability to download, free of charge, board-profession data files as per Chapter 119 of the Florida Statutes. The data available for downloading are the board-profession licensure data files, profiling data files, and exam list data files.

- Data Download is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)

MQA Services – License Certification:

Provides the public with the ability to request license certification letters from MQA Compliance unit.

- License Certification is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS). Also contains an e-commerce component which has an interface with Bank of America
- The user provides address information (where the certification letter should be mailed), and then the user can pay for their transaction. The data request is stored in SQL Server. Those updates are then batched for upload into LicenseEase (COMPAS). The financial transactional data is also stored in SQL Server, and uploaded into LicenseEase (COMPAS) once the settlement process and remittance process has been run

MQA Services - Prescription Pad Vendor Monthly Reporting:

Provides the licensees that prescribe controlled substances the ability to provide a monthly report of the number of blank, counterfeit-proof prescription blanks that are purchased from DOH approved vendors.

- Prescription Pad Monthly Reporting is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Prescription Pad data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can add/update their data. The updates are stored in SQL Server, and uploaded into LicenseEase (COMPAS)

MQA Services – Pain Management Clinic Quarterly Reporting:

Provides pain clinics the ability to report their data on a quarterly basis. Designated physicians log into a secure website to submit the reports for their associated pain clinics. The information submitted is available on the MQA data download. Compliance reports have been developed to support the office in administrative functions in determining which clinics have not reported.

- Pain Management Clinic Reporting is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Pain Management Clinic data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can add/update their data. The updates are stored in SQL Server, and uploaded into LicenseEase (COMPAS)

Time Tracking:

This Intranet system provides DOH staff with an automated means of tracking time and expenses. Primary users include Department of Health Enforcement staff, employees in the Bureau of Health Care Practitioner Regulation, Bureau of Management Services, and Bureau of Operations.

- Time Tracking is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Users charge the time spent on different activities to the appropriate board offices, professions/occupations, cases/complaints, or administrative duties. Users can also charge expenses to a particular case/complaint. This system is also used to maintain the staff information and activity codes. The data is stored in SQL Server. This system only interacts with LicenseEase (COMPAS) for validation purposes (validation of Board Codes, Profession Codes, Staff Codes, and Case/Complaint numbers). This system does not upload data to LicenseEase (COMPAS)

Online Exam Test Scores:

This 2-part application system consists of a web-based public-accessible Examination Grade Report Search Page and an intranet administration application. The public search page is used by applicants, who have taken various board exams, to search online by professional board, exam title, exam date, and their candidate identification number in order to retrieve their exam scores. The Intranet Administration application allows for selection of professions for online exam services and selection of which exams to display.

- Online Exam Test Scores is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Exam data is retrieved from LicenseEase (COMPAS) via SQL Server stored procedures (using linked servers), and presented to the end user

Hospital Discipline Report System:

This system is a security web-based system at the Department of Health (DOH) that will be used by Hospitals and other medical facilities to report disciplinary actions to the department, and used by DOH to review, retrieve and retain those reports.

- Hospital Discipline System is a web-based, front end GUI interface built using ASP, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Discipline data is retrieved from LicenseEase (COMPAS) and displayed to the end user. The user can add/update their data. The updates are stored in SQL Server, and uploaded into LicenseEase (COMPAS)

MQA Services – Nursing Compare:

Provides the public with the ability to search and compare Nursing Schools that are registered in the State of Florida.

- Nursing Compare is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- The data is retrieved from LicenseEase (COMPAS) via SQL Server stored procedures (using linked servers), and presented to the end user

iCenter:

Document storage and retrieval application authored and supported by Image API. Provides the public, as well as internal users, with the ability to view practitioner documents.

- iCenter is a web-based, front end GUI interface built and supported by a third party vendor, which interfaces with many of DOH's applications

Inspection Reporting System:

This Intranet system provides DOH staff with the ability to print reports designed for MQA Enforcement, Inspections. Alleviated the need for additional LicenseEase (COMPAS) licenses for users who only needed LicenseEase (COMPAS) reports.

- Inspection Reporting System is a web-based, front end GUI interface built using ASP, which interfaces with the Crystal Reports server, and the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS) datamart. The datamart is a non-transactional database designed for reporting. The data is a replica of LicenseEase (COMPAS) production and is created by way of Oracle's streaming replication technology. In normal operating circumstance, the date stamp on the datamart is only seconds in difference from the production database
- Data is retrieved from the LicenseEase (COMPAS) Datamart, and displayed to the end user in a Crystal Report

NPDB Data Review System:

This Intranet system provides DOH staff a licensure system interface to NPDB (National Practitioner Data Bank) enabling import/export of licensee data required for the NPDB screening process. A review component of the interface enables data comparison between licensure system information and violations information returned from NPDB.

- NPDB Data Review System is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Data is retrieved from the LicenseEase (COMPAS), and displayed to the end user

FDLE Data Review System:

This Intranet system provides DOH staff a licensure system interface to FDLE (FL Dept of Law Enforcement) enabling import/export of licensee data required for the FDLE criminal background screening process. A review component of the interface enables data comparison between licensure system information and information returned from FDLE.

- FDLE Data Review System is a web-based, front end GUI interface built using ASP.NET, which interfaces with the middle-tier SQL Server database. SQL Server uses stored procedures to link with the LicenseEase (COMPAS)
- Data is retrieved from the LicenseEase (COMPAS), and displayed to the end user

MQA LicenseEase (COMPAS) – FLAIR Interface:

Manages the daily financial transaction export from LicenseEase (COMPAS) to FLAIR. Interface is manually executed by IT staff.

- LicenseEase (COMPAS) – FLAIR Interface system is a front end GUI interface VB Desktop Application

Comment [A4]: As of August 2013 this interface is no longer applicable.

MQA Customer Functional Directory:

This Intranet system helps MQA serve customers by providing an online index of all MQA units, basic service information, job functions, and employees responsible for each job function.

- Customer Functional Directory is a web-based, front end GUI interface built using ASP which interfaces with the SQL Server database
- Does not have an interface with LicenseEase (COMPAS); however this application provides link to other online MQA Services applications, and there could be changes involved to the links as part of the VR upgrade

Web Services:

For additional information regarding web services, please see spreadsheet of internal/external interfaces.

MQA AHCA Criminal Background Screening Web Services:

HB 943 (2012) created the Care Provider Background Screening Clearinghouse under the Agency for Health Care Administration (AHCA) which provides for specified agencies to share results of criminal history checks. This bill also created s. 456.0135 F.S., which allows DOH to retain fingerprints for professions already required to undergo a criminal history check at initial licensure (medical doctors, osteopathic physicians, chiropractic physicians, podiatrists, advanced registered nurse practitioners and certified nursing assistants). The intent of this bill is to reduce costs to the applicant associated with background screenings and to reduce duplicative background screenings amongst agencies. Data that is received through the web service is uploaded into the Licensing and Enforcement database and available for staff to review and process applications for licensure.

MQA Public Licensure Information Web Service:

The SERVFL system is a new application sponsored by the Office of Public Health Nursing. MQA coordinated with this office, the Project Management Office, and CFI (vendor of the FEHVR application) to develop a web service that allows the SERVFL system to look up licenses in the LicenseEase (COMPAS) database for verification purposes. Practitioners can

register as a volunteer using the SERVFL website and then their license is automatically verified against LicenseEase (COMPAS). The SERVFL system continues to verify each volunteer every 30 days so they can pick up changes in license status. In cases of emergency or disaster, the SERVFL system will organize teams of volunteers and do a final verification against the LicenseEase (COMPAS) database before deployment of practitioners.

Prescription Drug Monitoring Program (PDMP) Web Service:

The web service is established by the DOH for use by the PDMP to automate the license verification process. The PDMP will call the web service, passing identifying criteria for a practitioner, and the web service will return a verification code to indicate if there is a match or not. This will eliminate the manual verification workload that is being performed by staff currently.

5.1.2. Strategic Information Technology Direction

The Department has identified the following as the strategic direction for Information Technology:

- Incorporate real-time renewal processing
- Implement cost effective approach in provisioning a redundant high available solution
- Incorporate cloud services where appropriate and in compliance with HIPAA and security best practices
- Follow Software Development Life Cycle including FIPS publication 199 and FIPS publication 200
- Limit manual processes
- Integrate external customer self-service through public interface
- Incorporate document and workflow change management into the business processes
- Evaluate enterprise information system integration with similar Department solutions
- Implement a flexible platform to accommodate legislative and policy changes

5.2. Proposed Solution Description

The proposed solution is to modernize MQA by upgrading from LicenseEase (COMPAS) Version 4 to Versa:Regulation 2.5 and upgrading the related infrastructure that is or is close to being unsupported. The costs of the project will include not only the upgrade to Versa:Regulation and the infrastructure cost, but will also include system integrator and PMO related costs. Part of the need for the system integrator and PMO is to support MQA who currently does not have the staff capacity to 100% dedicate to the transformation efforts. DBPR performed a similar effort, but had the ability to dedicate some of the staff and did not implement automated workflow, so their cost to upgrade was less than what is being proposed for MQA.

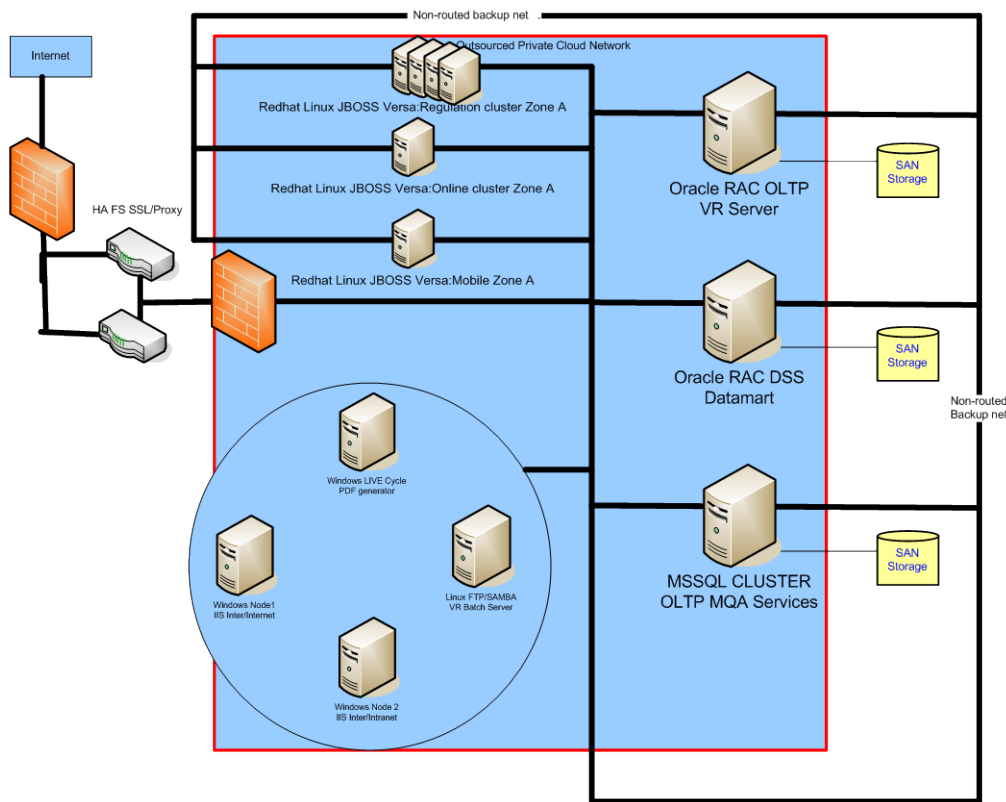


Figure 5-7 – Proposed System Architecture

More information on the proposed solution can be found in the “Analysis of Alternatives” section of this document.

5.3. Capacity Planning

Capacity Planning involves planning, measuring and monitoring of system capacity in support of delivering a service. When implemented correctly, a well-maintained Capacity Plan allows an enterprise to manage system costs tightly by capitalizing on the just-in-time availability of hardware. A focus on capacity planning will ensure an appropriate use of resources and sufficient capability is available in time to meet production workload needs.

For purposes of the MQA Transformation project, the vendor (Iron Data) for the proposed solution (Versa:Regulation) in conjunction with IT and the SSRC have reviewed the current environment, issues associated with the current environment, requirements for the upgraded solution, and the following transaction volumes to extrapolate the necessary infrastructure to effectively support MQA and its needs. A copy of the estimated infrastructure needs can be found in Appendix B of this document.

Online Sales & Logins

Fiscal Year	Logins	Total Online Sales Transactions	Online Renewals	Initial Application	Other Sales transactions	Total Amount of Online Transactions	Online Renewals	Initial Application	Other Sales Transactions
FY 2007 - 2008	424,551	280,039	257,163	7,390	15,486	\$42,268,141	\$38,644,014	\$1,537,653	\$2,086,474
FY 2008 - 2009	690,992	270,913	247,244	14,617	9,052	\$35,928,232	\$32,643,635	\$3,008,620	\$275,977
FY 2009 - 2010	1,353,519	370,463	324,380	36,849	9,234	\$58,341,023	\$51,245,418	\$6,856,995	\$238,610
FY 2010 - 2011	1,363,178	374,351	326,586	37,373	10,392	\$45,332,553	\$45,332,553	\$5,965,822	\$491,233
FY 2011 - 2012	1,531,101	422,703	366,432	44,322	11,949	\$63,600,010	\$55,552,489	\$7,699,183	\$348,338
FY 2012 - 2013	1,864,871	426,990	364,817	49,418	12,755	\$49,905,798	\$39,735,626	\$9,862,952	\$307,220

Notes:
Source - MQA Services
Online Renewals includes regular renewals and delinquent renewals
Other Sales transactions include duplicate licenses, license certification, CD orders of license data and one time fee assessments.
License Certification and CD orders of license data do not require a login to MQA services

Figure 5-8 – Historical Transaction Volumes

Historical Licensees per FTE									
	FY04-05	FY05-06	FY06-07	FY07-08	FY08-09	FY09-10	FY10-11	FY11-12	FY12-13
Practitioner	889,326	1,017,772	831,131	863,975	905,237	971,265	1,016,028	1,059,958	1,091,306
Establishment	18,849	18,543	20,116	19,813	21,371	22,031	24,359	23,809	25,286
Total Licensees	908,175	1,036,315	851,247	883,788	926,608	993,296	1,040,387	1,083,767	1,116,592
FTE	561.5	575.5	575.5	596.5	600.5	609.5	609.5	608.5	600
Licensees per FTE	1,617	1,801	1,479	1,482	1,543	1,630	1,707	1,781	1,861

Figure 5-9 – Historical Licensees per FTE

5.4. Analysis of Alternatives

This section describes the analysis of alternative approaches considered for modernizing the MQA environment. Four options are presented: Status Quo with Windows 7 Workaround, Upgrade Backend Infrastructure Only, Procure New Licensing Software and Upgrade Infrastructure, and Upgrade LicenseEase (COMPAS) to Versa:Regulation and Upgrade Infrastructure.

To conduct the alternatives analysis the following steps were performed:
Identified and defined a list of potential alternative system implementation methods.

- Developed high-level business and technical requirements that the new system must be capable of addressing
- Established a set of uniform evaluation criteria against which each alternative was measured
- Evaluated each of the alternatives through the application of the evaluation criteria
- Determined the best alternative for the Department

5.4.1. Alternative 1 – Status Quo with Windows 7 Workaround (Not Recommended)

For this alternative, the current processes would be utilized, using the existing LicenseEase (COMPAS) system and infrastructure and a work-around would be utilized to overcome to allow for LicenseEase (COMPAS) to be used with Windows 7. This option is essentially the option to simply “live” in the current environment.

The following depicts the changes made/not made to the software and infrastructure for this alternative:

Hardware / Software Element	Current Issue	Change Made or Not Made
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Hardware / Software Element	Current Issue	Change Made or Not Made
LicenseEase (COMPAS) Version 4	Will be unsupported after December 31, 2013. Vendor is no longer making enhancements	Not Upgraded
Sun Servers	Will be out of support on June 30, 2013	Not Upgraded
Oracle Database 10.2.0.5 10gR2	Was originally released in July 2005. Premier support lasted through July 2010 and extended support ends in July 2013. It will not be supported beyond this date	Not Upgraded
Oracle App Server 10.1.2	Premier support expired December 2011. It is believed support for this will end in the next year or so	Not Upgraded
J-Initiator	No longer supported. Backend software used to generate letters in LicenseEase (COMPAS)	Not Upgraded
Windows XP Workstation	Will be out of support in April 2014	Upgraded to Windows 7 and configured with work around involving installation of in-house developed specific .dll allowing desktop to work with unsupported J-Initiator

Table 5-6 – Alternative 1 Hardware / Software Impacts

LicenseEase (COMPAS) relies on software from Sun called J-Initiator allowing a web-enabled Oracle Forms client application to be run inside a web browser. Windows 7 desktop clients are certified only with the native Sun Java Runtime Engine (JRE). Oracle J-Initiator was built on top of Java 1.3. Java 1.3 is no longer supported by Sun and is not compatible with Windows 7. Sun has no plans to certify Oracle J-Initiator with Windows 7. The workaround is to replace a file in J-Initiator with an updated version, which will then allow LicenseEase (COMPAS) to work on Windows 7. This workaround is not supported by Sun.

The advantages and disadvantages for this option include:

Advantages	Disadvantages
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Advantages	Disadvantages
<ul style="list-style-type: none"> • Will allow use of LicenseEase (COMPAS) to continue • Lowest cost and level of effort alternative 	<ul style="list-style-type: none"> • LicenseEase (COMPAS) will no longer be supported after December 31, 2013 • Does not address other unsupported elements of the software / hardware infrastructure • Uses “work-arounds” which the business would like to avoid as much as possible • Work-around itself would not be a supported feature either • Risk of an unrecoverable catastrophic failure remains with this option due to the unsupported hardware and software that would still be in place • MQA would be out of alignment with other state agencies who have installed or upgraded to Versa:Regulation

Table 5-7 – Alternative 1 Advantages & Disadvantages

5.4.2. Alternative 2 – Upgrade Backend Infrastructure Only (Not Recommended)

For this alternative, the current processes would be utilized; using the existing LicenseEase (COMPAS) system and the backend architecture would be upgraded.

The following depicts the changes made/not made to the software and infrastructure for this alternative:

Hardware / Software Element	Current Issue	Change Made or Not Made
LicenseEase (COMPAS) Version 4	Will be unsupported after December 31, 2013. Vendor is no longer making enhancements	Not Upgraded
Sun Servers	Will be out of support on June 30, 2013	Upgraded
Oracle Database 10.2.0.5 10gR2	Was originally released in July 2005. Premier support lasted through July 2010 and extended support ends in July 2013. It will not be supported beyond this date	Upgraded
Oracle App Server 10.1.2	Premier support expired December 2011. It is believed support for this will end in the next year or so	Upgraded
J-Initiator	No longer supported. Backend software used to generate letters in LicenseEase (COMPAS)	Upgraded to JRE
Windows XP Workstation	Will be out of support in April 2014	Upgraded to Windows 7 and JRE to match server

Table 5-8 – Alternative 2 Hardware / Software Impacts

The advantages and disadvantages for this option include:

Advantages	Disadvantages

Advantages	Disadvantages
<ul style="list-style-type: none"> Addresses other unsupported elements of the software / hardware infrastructure 	<ul style="list-style-type: none"> LicenseEase (COMPAS) will no longer be supported after December 31, 2013 Iron Data has stated there is an issue with compatibility between JRE and LicenseEase (COMPAS) Requires installing JRE on same server as server used to compile custom development necessary to support LicenseEase (COMPAS). IT has expressed serious concerns around server being shared with JRE and possible impact to integrity and stability of the development environment Risk of an unrecoverable catastrophic failure remains with this option due to LicenseEase (COMPAS) being unsupported and possible issues with JRE and License Issues and JRE and the development server MQA would be out of alignment with other state agencies who have installed or upgraded to Versa:Regulation

Table 5-9 – Alternative 2 Advantages & Disadvantages

5.4.3. Alternative 3 – Procure New Licensing Software and Upgrade Infrastructure (Not Recommended)

This option replaces LicenseEase (COMPAS) with a new Licensing system from a new vendor. Just as with the upgrade to Versa:Regulation, this option would require upgrading the supporting infrastructure as well.

The following depicts the changes made/not made to the software and infrastructure for this alternative:

Hardware / Software Element	Current Issue	Change Made or Not Made
LicenseEase (COMPAS) Version 4	Will be unsupported after December 31, 2013. Vendor is no longer making enhancements	Retired and different and new licensing system implemented
Sun Servers	Will be out of support on June 30, 2013	Upgraded
Oracle Database 10.2.0.5 10gR2	Was originally released in July 2005. Premier support lasted through July 2010 and extended support ends in July 2013. It will not be supported beyond this date	Upgraded
Oracle App Server 10.1.2	Premier support expired December 2011. It is believed support for this will end in the next year or so	Upgraded

Hardware / Software Element	Current Issue	Change Made or Not Made
J-Initiator	No longer supported. Backend software used to generate letters in LicenseEase (COMPAS)	Upgraded to JRE or replaced
Windows XP Workstation	Will be out of support in April 2014	Upgraded to Windows 7

Table 5-10 – Alternative 3 Hardware / Software Impacts

As part of this option, MQA would need to go through an extensive selection process and would be required to redefine all requirements to ensure functionality realized in the LicenseEase (COMPAS) environment in combination with the benefits that would have been expected with an upgrade to Versa:Regulation (Alternative 4.) In addition, the solution selection would not leverage the existing database structure or processes previously developed. The cost for this option is anticipated to be the highest. The cost to upgrade the backend infrastructure is expected to be the same for alternatives 2, 3, and 4 since all of these options upgrade the infrastructure, but this option adds additional cost for the additional elements and complexity required including:

- Data migration between dissimilar structures
- More detailed requirements gathering and design
- Additional change management with transition to completely new system

As part of the analysis of alternative 4, MQA performed a market scan and found several other options that could be available. The following chart best describes the pros and cons of the other available licensing solutions:

PRODUCT	FUNCTIONALITY USED										
	License Application	Enforcement	Renewals	Online Portal	Continuing Education	License Verification	Inspections	Document Imaging	Exams	Coresponse	Related License
License2000	✓	✓	✓	✓		✓	✓			✓	
GL Suite	✓	✓	✓	✓		✓				✓	✓
CAVU	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
License2000 - My License Suite	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
License2000 and Pearson VUE PULSE			✓	✓	✓	✓	✓				
Versa:Regulation Suite	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CSDC, Inc. AMANDA	✓	✓	✓	✓		✓	✓	✓		✓	✓
ALMS - Maine	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Utah Interactive - NIC Inc.	✓		✓	✓	✓	✓					

Figure 5-10 – Market Scan of Licensure Systems

License 2000 - License 2000 is a rules-based, commercial-off-the-shelf (COTS) application with a proven track record of success. License 2000 provides regulatory agencies with an end-to-end credentialing management solution integrating application processing, licensee administration, enforcement management (complaint, compliance, and rehabilitation) , examination tracking and scheduling, reporting, and automated renewal processing.

GL Suite - GL Suite is a browser-based, commercial off-the-shelf (COTS) software system that handles all aspects of government regulation and licensing. GL Suite is easy to use, configurable, and tailored to customer needs.

CAVU - (Purchased by IronData in 2010) - CAVU is a highly-secure, Web-based commercial-off-the-shelf (COTS) solution that is ideally suited for agencies that prefer cost effective Microsoft technology and a SQL Server database. It is designed to meet the diverse needs of regulatory agencies of all sizes, from single autonomous boards to multi-board agencies and large centralized departments.

License2000 - My License Suite - MyLicense Office is the next generation of the License 2000 product family re-architected as a three tier (n-tier) application. MyLicense Office is an end-to-end system for regulation management that combines all of an Department’s licensing and enforcement functions into an integrated solution.

PULSE is Pearson VUE’s Uniform Licensing Solution for E-Government—a multiboard licensing and certification management system that helps agencies streamline their processes, maximize efficiencies, and minimize cost. PULSE provides complete beginning-to-end processing that streamlines your Department’s examination, application, licensing, renewal, enforcement, and compliance operations.

AMANDA is a web-based commercial-off-the-shelf (COTS) product that enables business process automation for local, county, state and provincial government agencies. Its flexible and configurable design provides an ideal platform for configuring powerful licensing, permitting, planning, compliance, and courts justice solutions.

NIC is the nation’s leading provider of official government web sites, online services, and secure payment processing solutions. The NIC family of companies provides eGovernment solutions for more than 3,000 federal, state, and local agencies that serve 97 million people in the United States.

A recent implementation in California for a brand new system installation (as opposed to an upgrade) had a total price tag of over \$53.5 million. Although the scope varies to some degree, the cost alone provides an indicator of how much a new installation would cost compared to an upgrade of the existing solution..

The advantages and disadvantages for this option include:

Advantages	Disadvantages
<ul style="list-style-type: none"> • Addresses other unsupported elements of the software / hardware infrastructure • Risk of unrecoverable catastrophic failure is minimized 	<ul style="list-style-type: none"> • Additional cost (over Alternative 4) would be realized because of data migration, more detailed requirements and design efforts, and additional change management • MQA would be out of alignment with other state agencies who have installed or upgraded to Versa:Regulation • Alternatives with the most project risk

Table 5-11 – Alternative 3 Advantages & Disadvantages

5.4.4. Alternative 4 – Upgrade LicenseEase (COMPAS) to Versa:Regulation and Upgrade Infrastructure (Recommended)

This option upgrades LicenseEase (COMPAS) version 4 to Versa:Regulation. Versa:Regulation is the upgrade to LicenseEase (COMPAS) offered by the vendor. In addition, this option would also include upgrading the supporting infrastructure as well.

The following depicts the changes made/not made to the software and infrastructure for this alternative:

Hardware / Software Element	Current Issue	Change Made or Not Made
LicenseEase (COMPAS) Version 4	Will be unsupported after December 31, 2013. Vendor is no longer making enhancements	Upgraded to Versa:Regulation
Sun Servers	Will be out of support on June 30, 2013	Upgraded
Oracle Database 10.2.0.5 10gR2	Was originally released in July 2005. Premier support lasted through July 2010 and extended support ends in July 2013. It will not be supported beyond this date	Upgraded
Oracle App Server 10.1.2	Premier support expired December 2011. It is believed support for this will end in the next year or so	Upgraded
J-Initiator	No longer supported. Backend software used to generate letters in LicenseEase (COMPAS)	No longer required
Windows XP Workstation	Will be out of support in April 2014	Upgraded to Windows 7

Table 5-12 – Alternative 4 Hardware / Software Impacts

As part of this option, MQA would be able to leverage the requirements and modifications made to LicenseEase (COMPAS) and the data structures are expected to be 90% the same between the current LicenseEase (COMPAS) and the Versa:Regulation systems. In addition, the upgrade offers desired additional functionality around workflow, online, and mobile inspections. The cost for this option would be less than Alternative 3 due to the following:

- Data migration is between structures 90% the same (per the vendor)
- Data migration between dissimilar structures
- More detailed requirements gathering and design
- Additional change management with transition to completely new system

The advantages and disadvantages for this option include:

Advantages	Disadvantages
------------	---------------

<ul style="list-style-type: none"> • Addresses other unsupported elements of the software / hardware infrastructure • Risk of unrecoverable catastrophic failure is minimized • Less cost option than procuring completely new and different licensure system • Data migration and business should be significantly easier than Alternative 3 • MQA would be in alignment with other state agencies who have installed or upgraded to Versa:Regulation 	<ul style="list-style-type: none"> • Still more expensive than alternatives 1 & 2 • More project risk than alternatives 1 & 2
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Table 5-13 – Alternative 4 Advantages & Disadvantages

5.4.5 Assessment Process

Six evaluation criteria were used to evaluate the alternatives, based on key objectives for. The following sections outline the evaluation criteria, criteria weighting, and criteria scoring used to determine the “best business solution alternative” for the development of the MQA Transformation effort.

Evaluation Criteria	
Criteria	Factors
1. Reduction in Time for License Issuance	<ul style="list-style-type: none"> • Meets goal/legislative mandate to reduce time to issue license
2. Addresses Software / Hardware Support / End-of-Life Issues	<ul style="list-style-type: none"> • Addresses issues with front end and back end software and hardware that is or is nearly unsupported • Mitigates risk of unrecoverable catastrophic system failure
3. Ease of Implementation	<ul style="list-style-type: none"> • Difficulty in transition to new system
4. Cost	<ul style="list-style-type: none"> • Project costs • Affordability • Feasibility • Expected changes in operations and maintenance costs • Benefits, ROI and payback period

Evaluation Criteria	
Criteria	Factors
5. Project Risk	<ul style="list-style-type: none"> • Cost – potential that the project will exceed defined budgetary constraints • Schedule – potential that the project timeline will be exceeded • Resources – potential that necessary staff will not be available or may be reassigned after project initiation • Scope – potential that the baseline project requirements will be exceeded • Technology – potential that the chosen technology platform will become obsolete or unsupported prior to the solution achieving its desired results • Organizational – potential that the project will not receive internal/external support to the extent necessary to achieve a successful outcome • Goals – potential that the project will not achieve its stated purposes • Resistance – potential that the solution will be unacceptable to the end users

Table 5-14 – Alternative Evaluation Criteria

5.4.6. Evaluation Weighting Criteria

Each of the five criteria was weighted for overall strategic importance to MQA. The justification and weighting can be found in the table below.

Criteria Weighting Factors		
Criteria	Weighting	Factors
1. Reduction in Time for License Issuance	40	Extent as to how much time is reduced for issuing licenses to medical practitioners
2. Addresses Software / Hardware Support / End-of-Life Issues	20	Extent to how much the issues are addressed with software and infrastructure being at the end of their life
3. Ease of Implementation	10	Level of effort and difficult to implement the identified solution
4. Cost	20	The overall costs associated with procurement, application preparation (whether enhancement, development, or configuration), deployment, operations, and maintenance
5. Project Risk	10	The extent to which the alternative mitigates the perceived risks associated with the MQA transformation effort

Table 5-15 – Alternative Weighing Factors

5.4.7. Evaluation Scoring Criteria

A four-point scale was used to score each of the alternatives. Categorical scores for each alternative were determined by multiplying the evaluation scoring and the weighting factor to derive a total score for each criterion.

Scoring Scale	
Score	Criteria
0	The alternative does not enable or add value to MQA.
1	The alternative will provide some small value to MQA.
2	The alternative will provide significant value to MQA.
3	The alternative will provide maximum value to MQA.

Table 5-16 – Alternative Scoring Criteria

5.4.8. Scoring Results for the Four Alternatives

#	Categories	Weight	Alternative 1 Windows 7 Workaround		Alternative 2 Backend Infrastructure Upgrade		Alternative 3 Implement Different Licensing System		Alternative 4 Upgrade to Versa:Regulation	
			Score	Total	Score	Total	Score	Total	Score	Total
1	Reduction in Time for License Issuance	25	0	0	0	0	3	75	3	75
2	Addresses Software / Hardware Support / End-of-Life Issues	25	0	0	1	25	3	75	3	75
3	Ease of Implementation	20	3	60	1	20	1	20	2	40
4	Cost	20	3	60	2	40	0	0	1	20
5	Project Risk	10	3	30	2	20	1	10	2	20
				150		105		180		230

Figure 5-11 – Alternative Scoring Results

5.4.9. Scoring Results Explained

Rationale for each score is provided for each alternative below.

Alternative 1 – Windows 7 Workaround		
Criteria	Score	Rationale
1. Reduction in Time for License Issuance	0	Because this option continues to use batch processing, does not utilize automated workflow, and does not enhance provide tablets for all inspectors, this option is not anticipated to reduce the time it takes to license a medical professional.
2. Addresses Software / Hardware Support / End-of-Life Issues	0	The only software being updated in this option is Windows. The LicenseEase (COMPAS) , backend systems and infrastructure are not upgraded. This alternative does not deal with the risk of a unrecoverable catastrophic failure.

Alternative 1 – Windows 7 Workaround		
Criteria	Score	Rationale
3. Ease of Implementation	3	As the patch has already been developed, implementation for this option should be easy. The option still needs to be tested, but then would just require installing the .dll on the client machines.
4. Cost	3	There is virtually no cost with this option as IT has already developed the solution. There could be some minimal costs associated with the time it takes the staff to fully test and deploy the solution.
5. Project Risk	3	Because the solution is relatively simple and low cost, there is not expected to be any material amount of risk associated with this effort.

Table 5-17 – Alternative 1 Scoring Rationale

Alternative 2 – Backend Infrastructure Upgrade		
Criteria	Score	Rationale
1. Reduction in Time for License Issuance	0	Because this option continues to use batch processing, does not utilize automated workflow, and does not enhance provide tablets for all inspectors, this option is not anticipated to reduce the time it takes to license a medical professional.
2. Addresses Software / Hardware Support / End-of-Life Issues	1	With this alternative, the backend infrastructure is upgraded, but the alternative does not upgrade LicenseEase (COMPAS) which will be out of support after December 31, 2013. This alternative does not fully deal with the risk of an unrecoverable catastrophic failure. It could actually make it worse as there are known compatibility issues with JRE and LicenseEase (COMPAS). In addition, there are concerns with JRE and it running on the development server.
3. Ease of Implementation	1	The actual upgrade of the hardware should not be a difficult undertaking, but it is very possible difficulties would arise due to the incompatibility of JRE and LicenseEase (COMPAS) as well as the possible issues with JRE and the development environment.
4. Cost	2	This cost of this option would be the same cost for the infrastructure upgrade for alternatives 3 & 4. This option is less expensive, however, as it does not require upgrading or replacing the licensing system.
5. Project Risk	2	The reasons for this score are essentially the same as “Ease of Implementation”. The actual upgrade of the hardware should not be a difficult undertaking. There is some level of project risk for this option around timeline as due to the incompatibility of JRE and LicenseEase (COMPAS) as well as the possible issues with JRE and the development environment.

Table 5-18 – Alternative 2 Scoring Rationale

Alternative 3 – Implement Different Licensing System		
Criteria	Score	Rationale
1. Reduction in Time for License Issuance	3	Option should provide for real-time processing, should utilize automated workflow, and should put tablets in the hands of all inspectors. As a result, there should be a reduction in the time for licenses to be issued to medical professionals.
2. Addresses Software / Hardware Support / End-of-Life Issues	3	This option upgrades all necessary software and hardware to a supported state. As a result, it addresses the current risk of an unrecoverable catastrophic system failure.
3. Ease of Implementation	1	This is anticipated to be the most difficult implementation of the identified alternatives. This would require a potentially difficult data mapping and migration exercise. In addition, current requirements and design could not be leveraged resulting in the need to perform full requirements and design sessions. Furthermore, this alternative provides for more difficult change management as the entire face and backend of the system would be different than the current LicenseEase (COMPAS) solution.
4. Cost	0	Because this alternative is essentially a complete replacement, it is the highest cost alternative.
5. Project Risk	1	This alternative brings in a new vendor with potentially new technology. The same project risks with any brand new solution would exist with this alternative. New implementations often bring greater risk of timeline and cost slippage due to project difficulties.

Table 5-19 – Alternative 3 Scoring Rationale

Alternative 4 – Upgrade to Versa:Regulation		
Criteria	Score	Rationale
1. Reduction in Time for License Issuance	3	Option should provide for real-time processing, should utilize automated workflow, and should put tablets in the hands of all inspectors. As a result, there should be a reduction in the time for licenses to be issued to medical professionals.
2. Addresses Software / Hardware Support / End-of-Life Issues	3	This option upgrades all necessary software and hardware to a supported state. As a result, it addresses the current risk of an unrecoverable catastrophic system failure.
3. Ease of Implementation	2	Because this is an upgrade, the backend data structure between LicenseEase (COMPAS) and Versa:Regulation is estimated be 90% the same. This simplifies the transition to the new system dramatically over alternative 3. In addition, existing functionality can be leveraged for requirements and design of the new solution. This said, this alternative is certainly going to be more difficult than alternative 1 and alternative 2 is a component of this option.
4. Cost	1	The costs associated with this option would be less than alternative 3 but would be more than the other two options due to the elements mentioned in “Ease of Implementation”.
5. Project Risk	2	This alternative leverages a known software vendor as it is the same vendor as the current solution. This brings a level of knowledge on how migration should take place that is not available with alternative 3. It does have more complexities and moving parts than alternatives 1 & 2 so there is more project risk associated with this alternative.

Table 5-20 – Alternative 4 Scoring Rationale

5.4.10. Technology Recommendation

The Feasibility Study process has concluded that it is in the best interest of MQA to proceed with the upgrade of LicenseEase (COMPAS) version 4 to Versa:Regulation 2.5. This option addresses the mandate for reducing time to license medical professionals, addresses the aging and largely unsupported software and infrastructure, and leverages existing data structure and business processes and from a cost perspective makes the most sense. The other alternatives considered either do not sufficiently address the critical issues MQA is facing or would significantly increase the cost and risk associated to get to a place where MQA needs to be.

Additional advantages of upgrading from LicenseEase (COMPAS) to Versa:Regulation include:

- Real-time system. Includes real-time connection to online payments through interface for Florida ePay interface (payment service provider.) Issue with licenses not being approved until funds have physically been deposited would be corrected
- Ability to leverage new functionality with Versa:Mobile and Versa:Online (included with Versa:Regulation upgrade)
- Automated workflow. As mentioned before this is probably the single biggest improvement associated with the upgrade and will be a key contributor to reaching the Governor's and MQA's goals for the time it takes to license medical professionals
- Not requiring Java to be installed
- Ability to expand online services through configuration (instead of custom develop as required in today's environment)
- Ability to pull images from database as system integrates who imaging solution into one. Images are available real-time
- Because MQA would no longer "own" the code, regular upgrades would be included as part of the solution
- Database schema is 90% the same as LicenseEase (COMPAS)
- Technology alignment with other state licensing agencies including the potential for a common back-office for these agencies

6. Project Management Planning Component

6.1. Project Charter

Purpose: To document the agreement between a project's customers, the project team, and key management stakeholders regarding the scope of the project and to determine when the project has been completed. It is the underlying foundation for all project related decisions.

****Note: The following project charter is a draft. The final version will be completed after a vendor has been selected through procurement. MQA and the selected vendor will negotiate the final scope, deliverables, delivery dates, and milestones required for the MQA Transformation project.**

The signed project charter is included as part of the Operational Work Plan in Appendix E.

6.1.1. Project Executive Summary

The Florida Department of Health, through its Division of Medical Quality Assurance (MQA), determines whether health care practitioners meet minimum licensure requirements. Currently, Florida has over 1,126,122 1,091,306 licensed health care practitioners. The division, in conjunction with 22 boards and 6 councils, is responsible for regulatory activities of 200-plus license types in more than 41 health care professions and 8 types of facilities. MQA's three key business processes are licensure, enforcement and information as depicted in Figure 6-1.

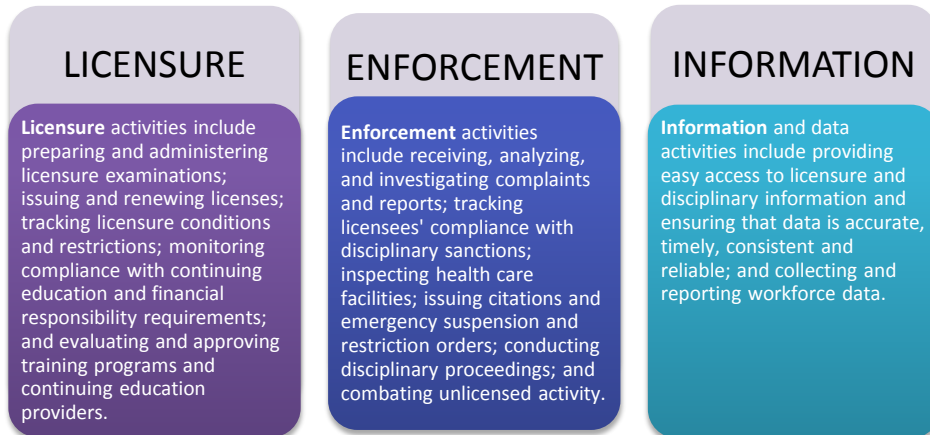


Figure 6-1 – MQA Key Business Processes

The Division of Medical Quality Assurance (MQA) is established under section 20.43(3)(g), F.S., to regulate health care practitioners for the preservation of the health, safety, and welfare of the public. The following boards and professions are established to carry out this charge:

- Board of Acupuncture
- Board of Medicine
- Board of Osteopathic Medicine
- Board of Chiropractic Medicine
- Board of Podiatric Medicine.
- Naturopathy
- Board of Athletic Training
- Board of Orthotists and Prosthetists
- Electrolysis Council
- Board of Massage Therapy
- Board of Clinical Laboratory Personnel

- Board of Optometry
- Board of Nursing
- Council on Certified Nursing Assistants
- Board of Pharmacy
- Board of Dentistry
- Council of Licensed Midwifery
- Board of Speech-Language Pathology and Audiology
- Board of Nursing Home Administrators
- Board of Occupational Therapy
- Board of Respiratory Care
- Advisory Council of Medical Physicists
- Board of Opticianry
- Board of Hearing Aid Specialists
- Board of Physical Therapy Practice
- Board of Psychology
- School Psychologists
- Board of Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling
- Emergency Medical Services Advisory Council
- Dietetics and Nutrition Practice Council

At the end of FY 2011-12, MQA licensed, registered, or certified 1,083,767 health care practitioners, 23,809 facilities and establishments, and 48,330 continuing education providers. 100,958 initial license applications were received and 94,761 new licenses issued.

~~Last In fiscal year 2013-14, MQA licensed, registered, or certified 1,091,306 healthcare practitioners, 25,286 facilities and establishments, and 5,949 continuing education providers. 102,860 initial license applications were received and 87,554 new licenses were issued. 89.11% of the 420,618 licenses renewed were renewed using the online renewal system.~~

~~Last fiscal year, MQA licensed, registered, or certified 1,126,122 healthcare practitioners and 24,294 facilities and establishments, and 5,949 continuing education providers. 102,860 initial license applications were received and 87,554 new licenses were issued. 92.32% of the 410,369 licenses renewed were renewed using the online renewal system.~~

MQA's current licensing system, LicenseEase (COMPAS), is rapidly approaching the end of its software life. MQA is a long time user of LicenseEase, which was implemented in 2003 as an upgrade to the original 1994 PRAES system. The design, build, and implementation of the Versa commercial off-the-shelf (COTS) product, LicenseEase, created an enterprise licensing solution for MQA and replaced 4 legacy licensing systems in use at the time. This comprehensive system supports the Division's application processing, licensing, permitting, enforcement, discipline, and compliance functionalities. MQA has invested heavily in staff training and business processes that have made the system a success.

The current version of the LicenseEase software will soon no longer be supported. As with any software solution, over the past 10 years Versa (which was purchased by Iron Data Solutions, LLC, in January 2010) has dramatically improved the software's capabilities and functionalities. The enhanced licensing and regulation product is known as Versa:Regulation. The Iron Data's Versa product suite also offers Versa:Online to support online services and Versa:Mobile to support mobile inspections on tablets.

Finally, upgrades to the technical infrastructure, which will allow real-time renewal processing and other business efficiencies, will require additional expenditures to MQA. The managed service costs for four environments (Development, Quality Assurance, Production and Disaster Recovery, will be as follows:

- ~~One-time Oracle and SQL Server License costs: \$ 310,080~~
- ~~One-time Oracle and SQL Server License costs: \$ 331,337~~
- One-time Disaster Recovery Cloud setup costs \$40,084.00
- Recurring annual Oracle maintenance: \$12,456.11

- FY13-14 maintenance costs \$119,320.08
- ~~Recurring annual maintenance costs \$549,537.00~~
- ~~Recurring annual maintenance costs \$427,286.96~~

MQA is now embarking on a major project to modernize the current licensing and regulatory system and enhance the capabilities to better serve the citizens of the State of Florida. To accomplish this major business modernization effort MQA will upgrade the current LicenseEase (COMPAS) system to Versa:Regulation, install Versa:Online and Versa:Mobile. MQA's intent is to upgrade to Versa:Regulation and Versa:Mobile during FY 2013-2014 with full implementation by the second quarter of FY 2014-15. Versa:Online would be fully implemented by the second quarter of FY 2015-16. Although in-house resources will be devoted to this project, a Legislative Budget Request for a special appropriation is necessary to fund the total systems integration costs associated with this much needed licensing/regulation modernization effort.

6.1.2. Project Overview and Purpose

The project outlined in this feasibility study not only sets out to deliver an enhanced licensing and regulatory system by upgrading the current LicenseEase system but also to enrich the capabilities available to the citizens of Florida by installing an enhanced online portal component and utilizing a more cost effective tablet-based mobile solution for conducting field inspections.

6.1.3. Project Objectives

The primary objectives of the MQA Transformation project are to:

- Replace the existing infrastructure that has reached its end of life and expand on the existing architecture. Currently, MQA has one database server, one application server, and one internet server to support the LicenseEase system and web based services. The current architecture is minimal and does not offer redundancy, reaches performance peaks, and requires weekly scheduled downtime in order to perform maintenance and promote system changes
- Implement workflow functionality available on the Versa:Regulation package and configure for each profession
- Implement Versa:Online and configure online applications for licensure for each profession
- Implement Versa:Mobile and configure professions to have the ability to conduct mobile inspections on tablets
- Complete the project in multiple phases reducing the risk of MQA SME resource contention and take advantage of the enhanced licensing and regulatory capabilities early on in the project
- Review backlog of change requests and enhancements pending for the current LicenseEase system and determine which requests are still needed, what functionality exists in the Versa:Regulation product, and any enhancement requests that will need to be incorporated into the Versa:Regulation upgrade
- Leverage existing Oracle database technology investment and knowledge
- Move to a product that is fully web-based and at the early stages of its product life cycle
- Take advantage of new functions and features that have been developed within the Versa licensing and regulation product suite over the past 10 years

- Benefit from future enhancements available only with current levels of Versa products
- Manage the risk of a significant upgrade with current staff resources, knowledge, and skills
- Stay with a trusted partner that knows and supports MQA 's business processes
- Preserve the major investment in MQA's existing database structures and efficient business processes
- Leverage the existing knowledge of staff resulting in minimal training necessary because the system approach and database design are upwards compatible to LicenseEase
- Provide better customer service to the citizens of Florida

6.1.4. Project Scope

Upon receipt of budget approval, a Request for Quote (RFQ) will be prepared and disseminated to elicit responses from capable providers with relevant experience in Versa licensing systems upgrades and modernizations (workflow) on systems using LicenseEase (COMPAS).

The project will re-engineer existing business processes with a focus on using the licensing COTS functionality out-of-the-box. This means that the conversion will be more of a migration that mitigates the risk and effort encountered in the last major licensing upgrade.

Tasks included in the scope of this project include:

- System architecture design
- Install and configure hardware & software systems to house the next generation of licensing and regulatory systems
- Upgrade Versa LicenseEase to latest version of Versa:Regulation
- Install and configure Versa:Online for access by the user community
- Install and configure Versa:Mobile existing stock of mobile devices
- Migration of both configuration and license data from the existing databases
- Conversion of all letter templates and reports
- Upgrade MQA's Datamart for compatibility with the Versa:Regulation schema
- Configure any new functionality as determined through the gap analysis efforts
- Integration testing to completely test all software components reliability with each other and with any external agencies
- User acceptance testing to include the development of test cases/scripts to validate all business and technical requirements are met
- Conduct performance testing to adhere to system performance requirements
- Provide workflow process re-engineering for specified business processes
- Project Management
 - The project lifecycle will include:
 - Project Initiation
 - Project Planning
 - Project Monitoring and Controlling
 - Project Execution
 - Project Closure
 - Overall Project Management responsibilities reside with the MQA Project Manager with the software and staff augmentation vendors, Iron Data and Accenture, being responsible for their respective resources and deliverables. The vendor Project Managers will communicate project status and other pertinent project information to the MQA Project Manager who in turn will report to the MQA Project Director.

- Operations and maintenance planning
- Organizational Change Management (OCM)
 - Overall OCM responsibilities reside with MQA's Management Team with assistance from the MQA Project Manager.
 - A "Train the Trainer" training approach for each of the functional components of the system The training materials and modules will be incorporated into the MQA training curriculum
 - Provide training for 650 users of the system in their areas of responsibility
- Independent Verification and Validation (IV&V) will be provided by a third party vendor and procured via either a Request for Quote or Statement of Work.

Items considered being Out of Scope:

- Anything not included in the Project Scope section of this document
- Items that need customization that are not part of the legacy system

6.1.5. Project Deliverables

Table 6-1 contains a list of project deliverables. The Deliverables below represent those that are associated with contract payments. These general deliverables will be coordinated and tracked utilizing the master project schedule and will be the overall responsibility of the MQA Project Manager. [A complete list of deliverables are identified in the Operational Work Plan.](#)

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Weekly and Monthly Project Status Reports	Weekly status reports provided to the MQA Project Manager from the vendor project managers and monthly status reports to the Executive Steering Committee	Reports must provide detailed information on overall project status, risks, issues, deliverables and milestones since last reporting period and be in the format found in Appendix E of the Operational Work Plan	MQA Project Manager / Iron Data Project Manager / Accenture Project Manager
Project Management	Provide management of all aspects of the project lifecycle	Provide project management skills, tools, and experience to drive the project to success	MQA Project Manager / Iron Data Project Manager / Accenture Project Manager
Project Schedule	Create baselined project schedule to manage tasks, resources, deliverables and payments	Successful and timely delivery of the project's tasks, deliverables and milestones	MQA Project Manager / Iron Data Project Manager / Accenture Project Manager
Technical Architecture Design	Documentation outlining the overall technical design of the project	Design must be documented and provide specifics of the design visually.	A/IT Applications Development Manager
Technical Architecture Design Consulting Quality Assurance Review	Staff augmentation vendor, Accenture, will provide evaluation and any recommendations to the Technical Architecture Design	Technical Architecture reviewed and deemed in line with project's architectural needs Recommendations must be categorized by priority and projected costs	Accenture Project Manager
Construction of Work Plan	Vendor construction of work plan and sub plans for documentation and quality for the Accenture pieces only	Must have detailed tasks and activities with expected completion dates	Accenture Project Manager

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Datamart Migration Plan	Document the process the team will follow when datamart migration occurs	Plan must provide detailed tasks and activities with expected scope of migration activities	Accenture Project Manager
Reports/Letters Migration Plan	Document the process the team will follow when migrating reports and letters	Plan must provide detailed tasks and activities with expected scope of impacted reports and letters	Accenture Project Manager
Master Test Plan	Document outlining the UAT process and methodology. Plan will include the list of modules, test cycles, schedule and identified testers. In addition, the test scripts will be included as an appendix	Plan must provide detailed tasks, schedule, test scripts and activities with expected test scenario count. A checklist for each module and profession will be used in the evaluation process	Accenture Project Manager
Deployment Plan	Document the process the team will follow during deployment activities	Plan must provide detailed, linear tasks and activities required for deployment. It should also include go/no go decision points and identified risks in deployment	Iron Data Project Manager
Test Defect Tracking	The repository the team will utilize to track test defects identified when testing	All test defects have to be identified. And a plan to categorize and rectify the defects. At a minimum, the following should be tracked for each issue: date entered, date completed, who worked on the issue and who tested the issue and who approved to have it marked complete	Accenture Project Manager
Letters/Reports Closure Report	Report listing the Letter and Reports that have been successfully migrated	Report must provide specific detailed accomplishments and copy of each artifact to accept closure	Accenture Project Manager
User Acceptance Closure Report	Report detailing the UAT process, schedule and sign-off	All User Acceptance items have been tested successfully and each testing module has been signed off. The report must have a signed-off artifact for each module from the testers that have tested	Accenture Project Manager

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Performance Closure Report	Report indicating that Performance Testing has been completed.	Report will provide accomplishments and proof of performance testing to accept closure.	Accenture Project Manager
Datamart Closure	Report indicating Datamart has been successfully migrated	Report will provide accomplishments and proof to accept closure	Accenture Project Manager
Provide Configured and Migrated Licensure Data	Licensure data configured and migrated for new system upgrade	All configured data has been migrated successfully. Data will be compared to existing data for quality checks. The report will also provide the query and results for the number of records expected and what was actually delivered. Any differences will need to have a detailed explanation	Iron Data Project Manager
Deliver Configuration System Set-ups for Testing	Configuration of systems to be utilized in testing	All configuration systems set-ups have been identified and delivered for testing	Iron Data Project Manager
Port Identified LicenseEase Modifications, Project Change Request and Interfaces	Any modification, interface or changes to legacy system	All identified modifications, project change request and interfaces have been successfully ported	Iron Data Project Manager
Develop Modifications and Extension in Versa:Regulation	Modification and extensions made in the Versa:Regulation system	Successful development of modifications and extensions have been approved	Iron Data Project Manager
Integrate existing internal interfaces to Versa:Regulation	Provide integration of internal interfaces from the existing to the new system	Successful transfer and/or receipt of data with no data impacts to business users. Data users will provide sign-off artifact	Iron Data Project Manager
Integrate existing external interfaces and web services to Versa:Regulation	Provide integration of external interfaces and web services from the existing to the new system	Successful transfer and/or receipt of data with no data impacts to business users. Data users will provide sign-off artifact	Iron Data Project Manager
Conduct Quality Assurance Unit and Integration Testing	Perform quality assurance unit and integration testing	All unit and integration items tested satisfactorily using an established list of clients and modules	Iron Data Project Manager

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Conduct Onsite Train-The-Trainer Training for Versa:Regulation and Versa:Mobile	Provide material, services and other items necessary for MQA Trainers to train others	Documentation that training has been received by the trainers. Copies of training modules, to include documentation and any electronic materials	Iron Data Project Manager
Conduct Onsite System Administration Training and Support	Provide material, services and other items necessary for System Administrators to train others	Documentation that training has been received by System Administrators. Copies of training modules, to include documentation and any electronic materials	Iron Data Project Manager
Versa:Regulation - Provide User Acceptance Testing	Successful delivery of the testing environment to include set-ups and data.	Environment meets the specifications for testing as identified.	Iron Data Project Manager
Install Versa:Mobile Application Installation	Installation of the Versa:Mobile Application	Versa:Mobile has been successfully installed	Iron Data Project Manager
Versa:Mobile Application - Provide User Acceptance Testing	Successful delivery of the testing environment to include set-ups and data.	Environment meets the specifications for testing as identified.	Iron Data Project Manager
Deliver Converted Inspection Forms from COMPAS Mobile Inspection to Versa:Mobile	All inspection forms have to be converted from the existing system to the new system	Successful testing and approval of inspection forms	Iron Data Project Manager
Deliver Requirements Identified in the Gap Analysis for Versa:Mobile	Create document providing detailed requirements for items identified in the gap analysis	Approval and acceptance of identified gap requirements provided	Iron Data Project Manager
Provide System Support Onsite First 2 Weeks After Go-Live and Offsite First Month	Vendor system support onsite for the first two weeks after successful Go-Live	System continues to work as indicated	Iron Data Project Manager

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Versa:Mobile - User Acceptance Closure Report	Report detailing the UAT process, schedule and sign-off.	All User Acceptance items have been tested successfully and each testing module has been signed off. The report must have a signed-off artifact for each module from the testers that have tested	Accenture Project Manager
IV&V Project Management Plan for MQA Transformation Project	IV&V Project Management Plan, to include: 1. IV&V methodology 2. Communication plan 3. Risk management plan 4. Information security plan 5. Conflict resolution plan 6. Quality management plan 7. Document management plan	Plan must provide detailed tasks and activities including all sub-parts	IV&V Project Manager
Baseline Project Schedule for MQA Transformation Project	1. IV&V project schedule based on key project deliverables and monitoring activities for all phases of the project.	Successful and timely delivery of the project's tasks, deliverables and milestones	IV&V Project Manager
Baseline Assessment Report for MQA Transformation Project	1. Identify the scope and objectives of the project 2. Review and document key aspects of the project's procurement documents and contracts 3. Assess the project's initial organization and Steering, including executive sponsorship and participation	Successful and timely delivery of the assessment in the format described in the Appendix of the OWP	IV&V Project Manager

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
	<ol style="list-style-type: none"> 4. Identify and analyze the initial project constraints. 5. Assess the project's initial project control processes, including: <ol style="list-style-type: none"> a. Project management b. Project budget c. Project schedule d. Performance metrics e. Software development methodology f. Project scope management 6. Use an industry-standard risk management methodology to identify the major project risks and to validate the risks already identified by the project 7. Assess project staffing approach and staffing levels. 		
<p>Monthly Assessment Reports for MQA Transformation Project</p>	<ol style="list-style-type: none"> 1. Assess the overall project status 2. Assess any changes to the project's control processes 3. Meet with MQA's Steering Committee and Executive Management Team and/or designee each month to discuss findings, deficiencies, and recommendations 	<p>Reports must provide detailed information using the specified templates. The report must also include the weekly status reports, meeting minutes and documentation from the weekly status meetings in the appendix</p>	<p>IV&V Project Manager</p>

Major Deliverable	Deliverable Description	Acceptance Criteria	Responsible for Deliverable
Deliverable Review Reports	<ol style="list-style-type: none"> 1. Examine each identified project deliverable for completeness, accuracy, and quality 2. Examine project deliverables for compliance with procurement documents and contract requirements 	Reports must provide detailed information using the specified templates	IV&V Project Manager
Project notebook for each phase of the project	<ol style="list-style-type: none"> 1. Maintain a project log and record and document issues raised and their resolution, if any 2. Maintain the monitoring work documents necessary to substantiate the IV&V findings, factual conclusions, and recommendations. These work papers must be available during the weekly status meetings and supplied to MQA at the conclusion of the project 3. Record all comments and changes to draft IV&V monitoring reports agreed to during comment review meetings 	Shall be reviewed as part of the final Monthly Assessment Report	IV&V Project Manager

Table 6-1 – Preliminary List of Project Deliverables

Note: The project team members will collectively define the specific contents of each deliverable based on discussions conducted through the course of the project.

6.1.6. Affected Stakeholders and Groups

The impact of this project on other organizations or stakeholders needs to be determined to ensure that the right people and functional areas are involved and communication is directed appropriately. Table 6-2 provides a listing of the organizations and various stakeholders that will be impacted by the implementation of the MQA Transformation project.

Organizations / Stakeholders	How Are They Affected, or How Are They Participating?
MQA Board Office Staff which includes the following groups: <ul style="list-style-type: none"> • MQA Enforcement Unit (including Consumer Services, Investigation Services, and Compliance Monitoring) • MQA Call Center • MQA Clerk’s Office • MQA Practitioner Reporting and Exam Services • MQA License Services Unit • MQA Systems Support Services 	Key internal users of target licensing system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and design specifications
Office of the General Counsel / Prosecution Services	Key internal users of target licensing system. Involvement includes participants in JAD sessions, and reviewers and approvers of requirements and design specifications.
Department of Health Office of Information Technology (OIT)	Target licensing system must ultimately integrate with the OIT technical architecture. Project must follow PMO standards. Selected OIT staff will provide information pertaining to current systems, participate in JAD sessions and approve technical requirements and design
Healthcare Practitioners / Consumers	Key external users of the target system. External users will be required to register in the new system to create an online account so they can conduct business electronically with MQA. Examples include: online applications for licensure, online renewals, and checking status of application online
Image API, Information Systems of Florida	Vendor that provides application and hosting services for the MQA Imaging System and continuing education tracking system, which will interface with the target licensing system

Table 6-2 – Stakeholders Affected by the MQA Transformation Project

6.1.7. Project Milestones

The following major milestones will be managed via the master project schedule, risk and issue management plans, and weekly project status calls with the vendors. These are listed in Table 6-3. Go/no-go checkpoints may be added to the project schedule where appropriate based on the chosen solution. Checkpoints will require Project Sponsor sign-off prior to commencing the next activity. [A complete list of milestones can be found in the Operational Work Plan located in Appendix E.](#)

Major Milestone	Milestone Description
Operational Work plan completion	The operational work plan, complete with the project schedule and spending plan is reviewed and approved by the ESC.
Project Kickoff	The initiation of the project to upgrade to Versa:Regulation and implementation of Versa:Mobile
Establish new technical infrastructure	Deploy environment that meets the requirements identified in the technical architecture design.
Define requirements from the GAP analysis	All GAPs have been reviewed, requirements have been defined, understood, and agreed to, and gap development estimates and dates have been added to the project schedule
Establish the Development Environment	Stand up the development environment so that Versa:Regulation and Versa:Mobile can be installed in the development environment and development activities can begin
Establish the Test Environment	Stand up the test environment so that Versa:Regulation and Versa:Mobile can be installed in the test environment and system and user acceptance testing activities can begin
Integration of all existing interfaces and web services	All existing interfaces and web services, both internal and external have been integrated with the migrated database.
Integration with existing MQA Services	All MQA online services have been integrated with migrated database and Datamart. MQA Services has been confirmed as operational in the production environment
User Acceptance Testing Completed	Testing of all requirements as deemed in the User Acceptance Plan
Internal support staff successfully trained on the administration of the new system	Training of System Support Services and MQA IT staff on the system administration modules
Performance Testing Completed	Testing of all requirements as deemed in the Performance Plan
Versa:Regulation Go Live	Versa:Regulation implemented in production environment for all professions
Versa:Mobile Go Live	Versa:Mobile implemented in production for all inspected professions and across all field offices
Integration of MQA Services to Versa:Regulation	MQA Services pointed to Versa:Regulation instead of Compas.
Cutover from legacy system to new system	Successful deployment in new system, all interfaces and existing systems are pointing to new environments, and legacy system can be shut down

Major Milestone	Milestone Description
Internal staff successfully trained on new system	Training of staff to utilize new system
Phase I Closure	Completion of Phase I of the project and archiving of documentation and deliverables

Table 6-3 - Preliminary Project Milestones

6.1.8. Change Control Process

Projects of this magnitude should expect change as the project progresses through the design, development and implementation phases. All change requests will be formally documented and validated by the PMO and the Change Control Board (CCB), which will be comprised of key project stakeholders according to the Change Management Plan. Once validation has occurred, the appropriate stakeholders will assess the change and determine the associated time and cost implications.

Upon acceptance of the change request and its validation by the PMO, the tasks to implement the change will be incorporated into the project plan and a project change order will be initiated. A priority will be assigned and the request will be scheduled accordingly. [Figure 6-2](#) illustrates the proposed change request process.

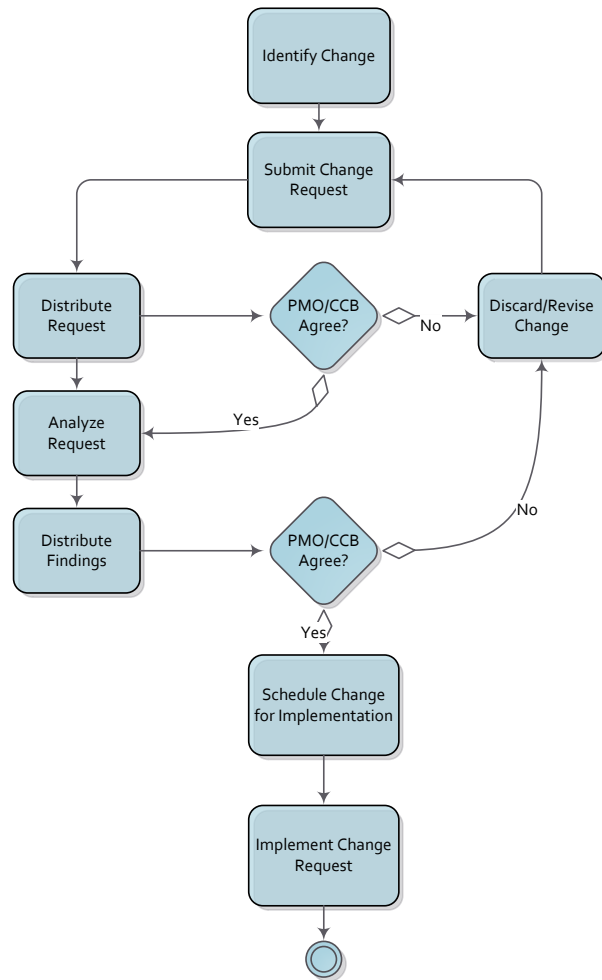


Figure 6-2 - Proposed Change Control Process

Figure 6-2 - Proposed Change Control Process

6.2. Work Breakdown Structure

Purpose: To define at a summary level all work that will take place within the project. It serves as a common framework for planning, scheduling, estimating, budgeting, configuring, monitoring, reporting on, directing, implementing and controlling the entire project.

The Work Breakdown Structure (WBS) is generated to define, at a summary level, all work that will take place within the project. It serves as a common framework for planning, scheduling, estimating, budgeting, configuring, monitoring, reporting on, directing, implementing and controlling the entire project. Additionally, the WBS is the framework for the management structure. The WBS is used to document and form the basis for:

- Project deliverables
- Effort required for creation of deliverables
- Assignment of responsibility for accomplishing and coordinating the work

According to PMI standards, a WBS is structured properly if it:

- Is representative of work as an activity, and this work has a tangible result
- Is arranged in a hierarchical structure
- Has an objective or tangible results referred to as a deliverable

The MQA Transformation Work Breakdown Structure is provided in Appendix A as part of the project schedule.

6.3. Resource Loaded Project Schedule

Purpose: To indicate the planned timetable for all project-related work and estimate the appropriate staffing levels necessary to accomplish each task, produce each deliverable, and achieve each milestone.

Figure 6-3 presents the preliminary project high-level representation of the overall timeline for the MQA Transformation project. The preliminary schedule includes planning activities currently underway and expected to be conducted in preparation for the project start. Preparations include the Schedule IV-B Feasibility Study development, requirements analysis, and business process analysis to develop the current state and future state business processes. After obtaining authorization to move forward with the procurement, the necessary procurement documents will be created in support of the procurement.

A detailed preliminary resourced project schedule is included in Appendix A. The development of the final project schedule will be the responsibility of the MQA Project Manager and selected implementation vendor(s).

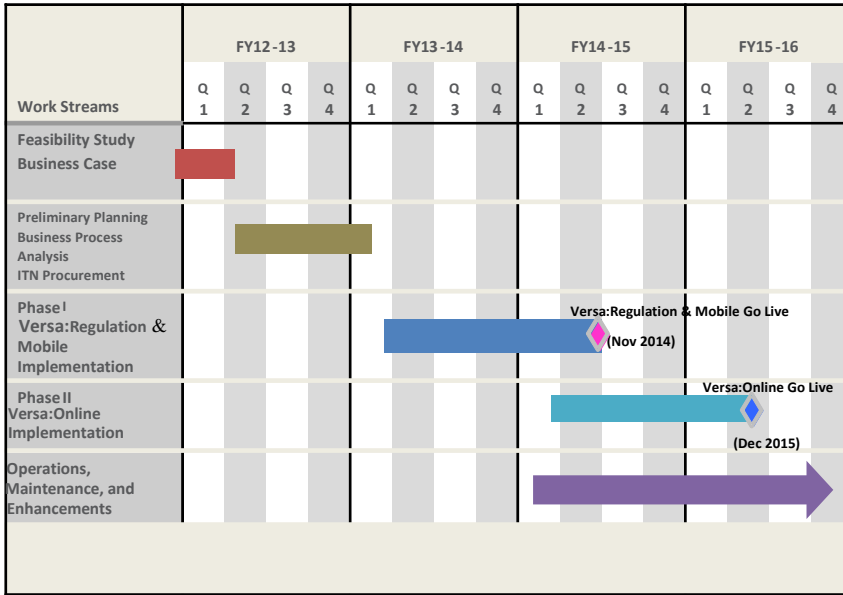


Figure 6-3 – MQA High-Level Project Timeline

6.4. Project Budget

Purpose: To ensure that a realistic project budget has been developed.

The cost information used as the basis for a preliminary project budget is based on the analogous estimating method using costs estimates from multiple Versa Licensing system upgrades including two agencies in Tallahassee – Department of Business and Professional Regulation (DBPR) and the Office of Financial Regulation (OFR). The age of the current licensing system was taken into account when estimating the effort to bring the aging system to current hardware and software technology levels. This significant transformation of the MQA’s licensing and regulation system will also require an organizational change management implementation to provide an effective rollout of the new features and capabilities of the licensing system to 650+ users throughout the State of Florida.

These numbers represent an estimate to be used for budgetary planning purposes only, with the acknowledgement that actual project costs could vary by as much as plus or minus 15%. The cost by year is based on tasks described in the Work Breakdown Structure (WBS) but may change based on the final deliverable payment schedule and contract negotiations secured during the procurement process. In addition, a project budget summary is included in Appendix C along with the CBA forms.

Additional cost was added for IV&V services, estimated at 1-2 contracted staff with a rate of \$172 per hour.

Since the project will span multiple State fiscal budget years, the total project cost projects are shown in Figure below.

Department of Health			MQA Transformation			CBA Form 2A Baseline Project Budget															
Costs entered into each row are mutually exclusive. Insert rows for detail and modify appropriation categories as necessary, but do not remove any of the provided project cost elements. Reference vendor quotes in the Item Description where applicable. Include only one-time project costs in this table. Include any recurring costs in CBA Form 1A.						FY2014-15			FY2015-16			FY2016-17			FY2017-18			FY2018-19			TOTAL
						\$	4,934,137	\$	4,355,772	\$	2,057,068	\$	-	\$	-	\$	-	\$	-	\$	11,346,977
Item Description <i>(remove guidelines and annotate entries here)</i>	Project Cost Element	Appropriation Category	Current & Previous Years Project-Related Cost	FY2014-15			FY2015-16			FY2016-17			FY2017-18			FY2018-19			TOTAL		
				YR 1 #	YR 1 LBR	YR 1 Base Budget	YR 2 #	YR 2 LBR	YR 2 Base Budget	YR 3 #	YR 3 LBR	YR 3 Base Budget	YR 4 #	YR 4 LBR	YR 4 Base Budget	YR 5 #	YR 5 LBR	YR 5 Base Budget			
Costs for all state employees working on the project.	FTE	S&B	\$ 182,678	14.00	\$ 243,571	\$ -	14.00	\$ 121,788	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -	\$ 548,037
Costs for all OPS employees working on the project.	OPS	OPS	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -	\$ -
Staffing costs for personnel using Time & Expense.	Staff Augmentation - Assists with Datamart migration and UAT	Contracted Services	\$ 1,243,116	7.00	\$ 1,497,808	\$ -	4.00	\$ 600,000	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -	\$ 3,340,924
Project management personnel and related deliverables.	Project Management	Contracted Services	\$ 159,908	1.00	\$ 213,210	\$ -	1.00	\$ 106,608	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -	\$ 479,726
Project oversight (IV&V) personnel and related deliverables.	Project Oversight	Contracted Services	\$ 168,032		\$ 271,284	\$ -	0.00	\$ 135,642	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -	\$ 574,958
Staffing costs for all professional services not included in other categories.	Consultants/Contractors	Contracted Services	\$ 223,755	7.00	\$ 361,723	\$ -	3.00	\$ 25,030	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -	\$ 610,508
Separate requirements analysis and feasibility study procurements.	Project Planning/Analysis	Contracted Services	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
Hardware purchases not included in Primary Data Center services.	Hardware	OCO	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
Commercial software purchases and licensing costs.	Commercial Software	Contracted Services	\$ -		\$ 87,500	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ 87,500
Professional services with fixed-price costs (i.e. software development, installation, project documentation) ¹	Project Deliverables	Contracted Services	\$ 2,510,883		\$ 1,640,592	\$ -		\$ 1,068,000	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ 5,219,475
All first-time training costs associated with the project.	Training	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
Include the quote received from the PDC for project equipment and services. Only include one-time project costs in this row. Recurring, project-related PDC costs are included in CBA Form 1A.	Data Center Services - One Time Costs for Oracle & SQL Licenses	PDC Category	\$ 310,080		\$ 40,084	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ 350,164
Other project expenses not included in other categories. SSRC costs	Data Center Services - Year 1 Costs	PDC Category	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
Other project expenses not included in other categories. Cancelled Cloud hosting contract with Immix	Other Expenses - Cloud hosting services (canceled)	Contracted Services	\$ 135,685	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ 135,685
Include costs for non-PDC equipment required by the project and the proposed solution (detail)	Equipment	Expense	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
Include costs associated with leasing space for project personnel.	Leased Space	Expense	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
Other project expenses not included in other categories.	Other Expenses	Expense	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
Total			\$ 4,934,137	29.00	\$ 4,355,772	\$ -	22.00	\$ 2,057,068	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -		\$ -	\$ 11,346,977

Department of Health		MQA Transformation		CBA Form 2A Baseline Project Budget															
Costs entered into each row are mutually exclusive. Insert rows for detail and modify appropriation categories as necessary, but do not remove any of the provided project cost elements. Reference vendor quotes in the Item Description where applicable. Include only one-time project costs in this table. Include any recurring costs in CBA Form 1A.				FY2014-15			FY2015-16			FY2016-17			FY2017-18			FY2018-19			TOTAL
				\$ 4,934,137			\$ 4,818,522			\$ 1,214,426			\$ -			\$ -			\$ 10,967,085
Item Description (remove guidelines and annotate entries here)	Project Cost Element	Appropriation Category	Current & Previous Years Project-Related Cost	YR 1 #	YR 1 LBR	YR 1 Base Budget	YR 2 #	YR 2 LBR	YR 2 Base Budget	YR 3 #	YR 3 LBR	YR 3 Base Budget	YR 4 #	YR 4 LBR	YR 4 Base Budget	YR 5 #	YR 5 LBR	YR 5 Base Budget	TOTAL
Costs for all state employees working on the project.	FTE	S&B	\$ 182,678	14.00	\$ 243,571	\$ -	14.00	\$ 81,190	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 507,439
Costs for all OPS employees working on the project.	OPS	OPS	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -
Staffing costs for personnel using Time & Expense.	Staff Augmentation - Assists with Datamart migration and UAT	Contracted Services	\$ 1,243,116	7.00	\$ 1,497,808	\$ -	4.00	\$ 480,000	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 3,220,924
Project management personnel and related deliverables.	Project Management	Contracted Services	\$ 159,908	1.00	\$ 213,210	\$ -	0.00	\$ 71,072	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 444,190
Project oversight (I&V) personnel and related deliverables.	Project Oversight	Contracted Services	\$ 168,032		\$ 271,284	\$ -	0.00	\$ 90,428	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 529,744
Staffing costs for all professional services not included in other categories.	Consultants/Contractors	Contracted Services	\$ 223,755	7.00	\$ 361,723	\$ -	0.00	\$ 16,686	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 602,164
Separate requirements analysis and feasibility study procurements.	Project Planning/Analysis	Contracted Services	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Hardware purchases not included in Primary Data Center services.	Hardware	OCO	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Commercial software purchases and licensing costs.	Commercial Software	Contracted Services	\$ -		\$ 87,500	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 87,500
Professional services with fixed-price costs (i.e. software development, installation, project documentation)	Project Deliverables	Contracted Services	\$ 2,510,883		\$ 2,103,342	\$ -		\$ 475,050	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 5,089,275
All first-time training costs associated with the project.	Training	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Include the quote received from the PDC for project equipment and services. Only include one-time project costs in this row. Recurring, project-related PDC costs are included in CBA Form 1A.	Data Center Services - One Time Costs for Oracle & SQL Licenses	PDC Category	\$ 310,080		\$ 40,084	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 350,164
Other project expenses not included in other categories. SSRC costs	Data Center Services - Year 1 Costs	PDC Category	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Other project expenses not included in other categories. Cancelled Cloud hosting contract with Immix	Other Expenses - Cloud hosting services (canceled)	Contracted Services	\$ 135,685	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 135,685
Include costs for non-PDC equipment required by the project and the proposed solution (detail)	Equipment	Expense	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Include costs associated with leasing space for project personnel.	Leased Space	Expense	\$ -	0.00	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Other project expenses not included in other categories.	Other Expenses	Expense	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Total			\$ 4,934,137	29.00	\$ 4,818,522	\$ -	18.00	\$ 1,214,426	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 10,967,085

Figure 6-4 - CBA Form 2 - Project Cost Analysis

6.5. Project Organization

Purpose: *To determine whether an appropriate project organizational and governance structure will be in place and operational in time to support the needs of the project.*

Executive Steering Committee (ESC) members will include senior MQA and DOH management demonstrating commitment to the success of the project by their willingness to provide both oversight and advocacy for the licensing transformation effort. The ESC will be chaired by the director of the Division of Medical Quality Assurance and provide guidance and executive support to the team. One of the ESC's most important roles will be to keep the project's charter firmly in view and assist the Project Director in resisting the ever-present forces that will seek to alter the project's objectives. The executive steering committee has the overall responsibility for ensuring that the project meets its primary objectives and is specifically responsible for:

1. Providing management direction and support to the project management team.
2. Assessing the project's alignment with the strategic goals of the department for licensing and regulation of health care practitioners.
3. Reviewing and approving or disapproving any changes to the project's scope, schedule, costs, and major project deliverables.
4. Providing programmatic responsibility for successful development and implementation of the project.
5. Championing the project within the organization.
6. Recommending suspension or termination of the project to the Governor, the President of the Senate, and the Speaker of the House of Representatives if it determines that the primary objectives cannot be achieved.

The project management team shall work under the direction of the executive steering committee and shall be minimally comprised of senior managers and stakeholders from the Division of Medical Quality Assurance and the Office of Information Technology. The project management team is responsible for:

1. Providing daily planning, management, and oversight of the project.
2. Submitting an operational work plan and providing quarterly updates to that plan to the executive steering committee. The plan must specify project milestones, deliverables, and expenditures.
3. Managing project areas including scope, risk, quality and change control
4. Submitting written monthly project status reports to the executive steering committee which include:
 - a. Planned versus actual project costs;
 - b. An assessment of the status of major milestones and deliverables;
 - c. Identification of any issues requiring resolution, the proposed resolution for these issues, and information regarding the status of the resolution;
 - d. Identification of risks that must be managed; and
 - e. Identification of and recommendations regarding necessary changes in the project's scope, schedule, or costs. All recommendations must be reviewed by project stakeholders before submission to the executive steering committee in order to ensure that the recommendations meet required acceptance criteria.
5. Providing project closure documentation that includes post-implementation analysis.

The MQA Project Management Team will be headed by the Project Director and will include the Lead MQA Project Manager, Systems Administration & Configuration Manager, the Iron Data Project Manager, Accenture Project Manager, MQA Project Manager for VersaMobile & Report Conversion, a business analyst and the MQA/IT Application & Development Manager.

For a project of this size and duration, the Department will implement a Project Management Office (PMO) to create project management plans, monitor project issues and risks, and provide general support to the Project Director throughout the project. The PMO will be staffed with at least one

Certified Project Management Professional. In addition, the Department shall engage a third party independent consulting firm to provide Independent Verification and Validation on the project with status reports provided to the executive steering committee and the project sponsor. The consultant shall:

- a. Report directly to the project sponsor.
- b. Provide feedback and suggested improvements to the executive steering committee and other stakeholders to ensure the quality and success of the project.
- c. Conduct continual verification and validation regarding the quality of the work products (deliverables) produced by the selected contractors for the project to ensure they meet the expectations of the Department and its customers, as well as State of Florida requirements.

d. Conduct baseline and monthly assessments to provide project evaluations and assessments required as part of the ongoing independent verification and validation activities of the project. The project business stakeholders identified in [Table 6-4](#) include seasoned MQA staff from the program's core business areas. These key stakeholders will be instrumental in the implementation and testing of the enhanced licensing system and will assist in the review and approval of all project deliverables.

Figure 6-5 shows the proposed project organization and the relationship between its components. [A current project organizational chart can be found in the Operational Work Plan in Appendix E.](#)

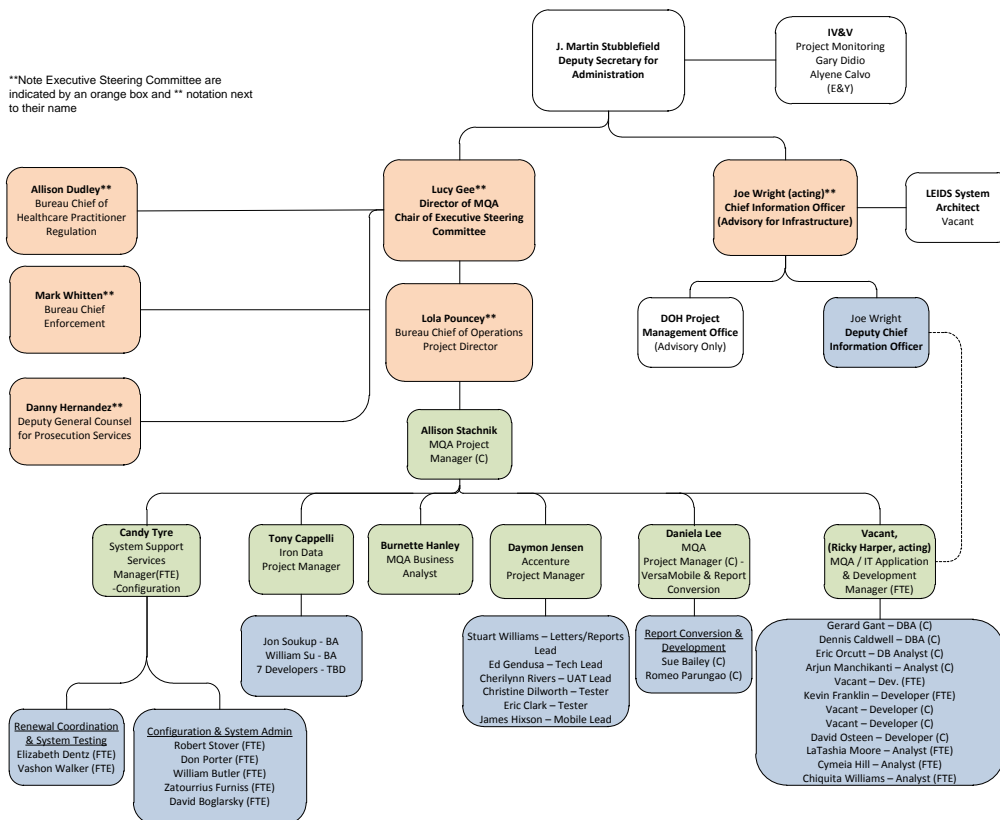


Figure 6-5 – Proposed Project Organization

The following table identifies, where known, the names of the people assigned a role in the project organization and a brief summary of their responsibilities.

Role Name	Description	Assigned To
Executive Sponsor	<ul style="list-style-type: none"> • Primary executive to champion the project • Reviews status reports prepared for the Legislature and Office of Policy and Budget • Meets with and oversees efforts by the Independent Verification and Validation vendor 	J. Martin Stubblefield, Deputy Secretary for Administration
Executive Steering Committee	<ul style="list-style-type: none"> • Provide management direction and support to the project management team. • Assess the project’s alignment with the strategic goals of the department for licensing and regulation of health care practitioners. • Review and approve or disapprove any changes to the project’s scope, schedule, and costs. • Review, approve or disapprove, and determining whether to proceed with any major project deliverables. • Provide programmatic responsibility for successful development and implementation of the project. • Champion the project within the committee member’s organization. • Recommend suspension or termination of the project to the Governor, the President of the Senate, and the Speaker of the House of Representatives if it determines that the primary objectives cannot be achieved. • Establishes policies • Identifies project risks and risk response strategies • Resolves escalated issues • Lucy Gee and Robert Dillenschneider<u>Joe Wright</u> report to J. Martin Stubblefield, the Deputy Secretary for Administration. Cassandra Pasley<u>Allison Dudley, Susie Love</u>Mark Whitten, and Lola Pouncey report to Lucy Gee. Danny Hernandez, Deputy General Counsel for Prosecution Services reports to Jennifer A. Tschetter, 	Lucy Gee Cassandra Pasley <u>Allison Dudley</u> Susie Love <u>Mark Whitten</u> Lola Pouncey Danny Hernandez Robert Dillenschneider <u>Joe Wright (acting)</u>

Role Name	Description	Assigned To
	General Counsel	
Executive Steering Committee Chair	<ul style="list-style-type: none"> • Programmatic decision making authority • Champions the project within the customer's organization • Provides guidance on overall strategic direction • Provides business resources for project success • Has Programmatic responsibility for successful development and implementation of the project • Reports to Deputy Secretary Martin Stubblefield 	Lucy Gee
Project IT Sponsor	<ul style="list-style-type: none"> • Has IT decision making authority • Champions the project within the customer's organization • Provides guidance on overall strategic direction • Provides IT resources for project success • Has responsibility for successful development and implementation of the project • Reports to Deputy Secretary Martin Stubblefield 	Bob Dillenschneider Joe Wright (acting)
Project Director	<ul style="list-style-type: none"> • Overall responsibility for the successful development and implementation of the project • Oversees the development and implementation of the project • Oversees the Project Manager Office for the project • Liaison with IT Sponsor for resources • Liaison with Project Sponsor for business resources and day-to-day activities • Reports to Lucy Gee 	Lola Pouncey
Project Management Team	<ul style="list-style-type: none"> • Provide daily planning, management, and oversight of the project. • Submit an operational work plan and provide quarterly updates to that plan to the executive steering committee. • Manage project areas including scope, risk, quality and change control • Submit written monthly project status reports to the executive steering committee. 	Allison Stachnik Tony Cappelli Daymon Jensen Candy Tyre Daniela Lee Angela Harrison Ricky Harper (acting) Burnette Hanley Business Analyst (TBD)

Role Name	Description	Assigned To
Project Manager	<ul style="list-style-type: none"> • Responsible for day-to-day project oversight • Provides overall guidance and direction to the staff augmentation vendor (Accenture) and Iron Data project managers • Coordinates with the Project Director for resources • Works with staff augmentation vendor (Accenture) and Iron Data project managers to ensure stakeholder needs are met • Daily decision making authority • Oversees and manages project plan • Coordinates project resources, budgets and contract management • Reviews and provides feedback on project deliverables • Responsible for project management areas including scope, risk, quality and change control • Coordinates project status communications • Provides reports to the Executive Steering Committee • Liaison with external agencies as needed • Reports to Lola Pouncey 	Allison Stachnik, PMP
Staff Augmentation Project Manager	<ul style="list-style-type: none"> • Responsible for Staff Augmentation project management activities • Maintain staff augmentation project documentation, including detailed project plan • Obtains approval, via the MQA Project manager regarding Director approval of documents including charter, requirements, design, and scope change requests • Ensure adherence to the process and project management standards and guidelines in Staff Augmentation vendor's project management plan • Prepare formal project reports and presentations • Ensure deliverables conform to MQA standards • Facilitate project related workshops as required 	Daymon Jensen

Role Name	Description	Assigned To
Iron Data Project Manager	<ul style="list-style-type: none"> Responsible for software upgrade project management activities Maintain all Iron Data project documentation Obtains approval, via the MQA Project Manager, regarding scope change requests Ensure adherence to the process and project management standards and guidelines in project management plan Prepare formal project reports Ensure deliverables conform to MQA standards Facilitate project related workshops as required 	Tony Cappelli
IV&V Vendor	<ul style="list-style-type: none"> Verifies that the system is developed in accordance with validated requirements and design specifications Validates that the system performs its functions satisfactorily Monitors project management processes and provides feedback on any deficiencies noted Reviews and provides feedback on project deliverables Presents to Executive Management team on IV&V activities Reports to the Executive Sponsor, Deputy Secretary Martin Stubblefield 	TBD Ernst & Young - Gary Didio & Alyene Calvo
Systems Support Services Manager	<ul style="list-style-type: none"> Subject matter expert for legacy system and system gaps Responsible for maintaining existing systems during the transition to Versa:Regulation. Contract manager for Iron Data, Accenture Reports to Lola Pouncey 	Candy Tyre
Business Analyst	<ul style="list-style-type: none"> Assists project manager in preparing and documenting meetings and presentations Assists project manager in document control and archiving Serves as subject matter expert for existing Online Systems Reports to Candy Tyre 	Business Analyst (TBD) Burnette Hanley
MQA Project Manager and Crystal Reports Conversion lead	<ul style="list-style-type: none"> Responsible for reports conversion not included in the GAP analysis. These custom reports were created in Business objects. Will take lead on the Versa:Mobile effort 	Daniela Lee

Role Name	Description	Assigned To
MQA/IT Application Development Manager	<ul style="list-style-type: none"> Manages the existing legacy systems Provides resources in a subject matter expert capacity Leads efforts by MQA/IT staff as required by the Operational Work Plan Reports to Bob Dillenschneider 	<p>Angela Harrison</p> <p>Ricky Harper (acting)</p>

Table 6-4 – Project Organization Members - Roles & Descriptions

6.6. Project Quality Control

Purpose: To understand project quality requirements and ensure that effective quality control processes and procedures are in place and operational in time to support the needs of the project.

The project will follow the Project Management Institute’s Project Management Methodology with up-front milestones delineating timeline, budget, and quality specifications for each deliverable. Each deliverable will be assigned detailed acceptance criteria in the project contract. Quality will be monitored and controlled by the Project Management Team and deliverables will be accepted only when the acceptance criteria have been met. The PMO will provide oversight and assistance to the entire Project Team to ensure that standards are followed.

Project Area	Description
Testing Management	The vendor will follow the established standards of the MQA PMO for Testing Management. This includes unit testing, integration testing, system testing, load testing and user acceptance testing
Approval	All deliverables will require individual stakeholder approval and sign-off upon completion of the final draft
Software Configuration Management	The vendor will follow the established standards of the MQA PMO for Software Configuration Management. This includes Stakeholder sign-off, documentation, and version control
Contract Management	The MQA PMO will be involved in contract management. All contracts must pass executive and legal approval. In addition, external project oversight will be required for contract negotiation

Table 6-5 – MQA Quality Standards by Project Area

In addition to these formal areas of quality control, the following practices will be maintained during the life of the project.

- Peer reviews of artifacts
- Project team acceptance and approval
- Periodic project team meetings
- Project status meetings
- Periodic contractor, contract manager, project manager and project team meetings
- Change control management processes
- Contract manager and MQA Project Director acceptance and approval
- Maintain detailed requirements definitions under configuration management
- Defined test plan with standard levels of technical and acceptance testing, and
- Project team acceptance and approval

Additional quality controls will be built into the procurement documents and contract for the execution phase. At a minimum the selected vendor will be required to follow these quality controls:

- Periodic contractor, contract manager, project manager and project team meetings
- Change control management processes
- Risk management and mitigation response planning
- Contract manager and MQA Project Manager acceptance and approval

Quality will be monitored throughout the project by the PMO. Multiple levels of acceptance by all stakeholders will be built into the process to ensure project quality control. [The project's Quality Plan is included in Appendix E of this document.](#)

6.7. External Project Oversight

Purpose: *To understand any unique oversight requirements or mechanisms required by this project.*

An Independent Verification and Validation (IV&V) effort will be in place throughout the life of the project. The purpose of IV&V is to provide an unbiased review and assessment of the project to help ensure it is meeting its desired goals, it adheres to internally documented or recognized industry standards and guidelines, the products or deliverables meet the requirements and are of high quality, appropriate controls are defined and utilized, and that the stakeholders in the process are effectively involved and aligned. Specific objectives of the IV&V effort for this project will include:

- Providing validation that the awarded implementation vendor:
 - Complies with the terms of the contract,
 - Performs and provides deliverables to the satisfaction of MQA,
 - Fulfills the technical and non-technical requirements of the contract,
 - Completes the project within the expected timeframe,
 - Demonstrates value and is committed to achieving the goals outlined by MQA, and,
 - Acts in the best interests of MQA and surfaces issues in a timely and comprehensive manner
- Providing an independent, forward looking perspective on the project by raising key risks, issues and concerns and making actionable recommendations to address them
- Enhancing management's understanding of the progress, risks and concerns relating to the project and providing information to support sound business
- Provide ongoing advice and direction to the Deputy Secretary of Administration throughout each phase of the project.

6.8. Risk Management

Purpose: *To ensure that the appropriate processes are in place to identify, assess, and mitigate major project risks that could prevent the successful completion of this project.*

The purpose of risk management is to identify the risk factors for the project and establish a risk management plan to minimize the probability or reduce the impact that the identified risks will negatively impact the project thus reducing the risk exposure.

The project management methodology chosen for this project will include processes, templates, and procedures for documenting and mitigating risk. Risk analysis, tracking and mitigation appropriate for the project type and aligned with the framework of Project Management standards will be ongoing throughout all phases of the project. Risks are actively identified, detailed, and prioritized. Risk response strategies are determined and elaborated providing specific actions for appropriately addressing each risk. Risks are monitored, mitigated and closed throughout the lifecycle.

6.8.1. Risk Response Strategies

Risk management involves prioritizing, evaluating and implementing the appropriate risk exposure reducing activities in response to the risk assessment. Assessing each risk will allow the project management team to determine the most appropriate risk response strategy to employ for addressing the project risk.

Risk response strategies include:

- **Risk Assumption.** Accept the potential risk as unavoidable, continue the project, and implement controls to lower the risk to an acceptable level
- **Risk Avoidance.** Avoid the risk by eliminating the cause of the risk, the consequence of the risk, or both (e.g. forego certain aspects of the project that are particularly risky)
- **Risk Mitigation.** Taking steps to lessen risk by lowering the probability of a risk occurrence or reducing its impact should the risk occur
- **Risk Transference.** Transfer or share risk through options that compensate for the adverse impact, such as performance bonding and insurance

6.8.2. Risk Management Plan

All phases of the project will follow the standards defined by the Project Management Office (PMO). PMO standards include processes, templates, and procedures for documenting and mitigating risk.

A Risk Management Plan (RMP) will be developed as a component of the overall Project Management Plan and adhered to throughout all phases of the project. The RMP will include clear risk management procedures including standard checkpoints and mitigation strategies. Execution of a well-defined RMP with clear mitigation strategies for each risk is critical to the success of the MQA Transformation project. Periodic reviews of existing known risks will be conducted according to the RMP as a critical component of the project management processes used throughout the project life cycle.

Purpose of the Risk Management Plan

A risk is an event or condition that, if it occurs, could have a positive or negative effect on a project's objectives. Risk Management is the process of identifying, assessing, responding to, monitoring, and reporting risks. This Risk Management Plan defines how risks associated with the MQA Transformation project will be identified, analyzed, and managed. It outlines how risk management activities will be performed, recorded, and monitored throughout the lifecycle of the project and provides templates and practices for recording and prioritizing risks.

The Risk Management Plan is created by the MQA Project Manager in the Planning and Design Phase and is monitored and updated throughout the project. The intended audience of this document is the project team, project sponsor and management.

Risk Management Process and Procedure

The MQA Project Manager working with the project team and project sponsors will ensure that risks are actively identified, analyzed, and managed throughout the life of the project. Risks will be identified as early as possible in the project so as to minimize their impact. The steps for accomplishing this are outlined in the following sections. The MQA Project Manager will serve as the Risk Manager for this project.

Risk Identification

Risk identification will involve the project team, appropriate stakeholders, and will include an

evaluation of environmental factors, organizational culture and the project management plan including the project scope. Careful attention will be given to the project deliverables, assumptions, constraints, WBS, cost/effort estimates, resource plan, and other key project documents. A Risk Management Register will be generated and updated as needed and will be stored electronically in the project repository and is also attached in Appendix D.

Risk Analysis

All identified risks will be assessed to determine the range of possible project outcomes. Qualification will be used to determine which risks are the top risks to pursue and respond to and which risks can be ignored.

1. Qualitative / Quantitative Risk Analysis

The probability and impact of occurrence for each identified risk will be assessed by the MQA Project Manager, with input from the project team using the following approach:

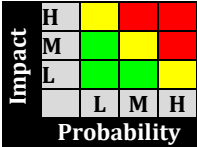
Probability

- High – Greater than 70% probability of occurrence
- Medium – Between 30% and 70% probability of occurrence
- Low – Below 30% probability of occurrence

Impact

- High – Risk that has the potential to greatly impact project cost, project schedule or performance
- Medium – Risk that has the potential to slightly impact project cost, project schedule or performance
- Low – Risk that has relatively little impact on cost, schedule or performance

Risks that fall with the RED and YELLOW zones will have risk response planning which include both a risk mitigation and a risk contingency plan.



Risk Response Planning

Each major risk (those falling in the Red & Yellow zones) will be assigned to a project team member for monitoring purposes to ensure that the risk will not “fall through the cracks”. For each major risk, one of the following approaches will be selected to address it:

- Avoid – eliminate the threat by eliminating the cause
- Mitigate – Identify ways to reduce the probability or the impact of the risk
- Accept – Nothing will be done
- Transfer – Make another party responsible for the risk (buy insurance, outsourcing, etc.)

For each risk that will be mitigated, the project team will identify ways to prevent the risk from occurring or reduce its impact or probability of occurring. This may include prototyping, adding tasks to the project schedule, adding resources, etc.

For each major risk that is to be mitigated or that is accepted, a course of action will be outlined for the event that the risk does materialize in order to minimize its impact.

Risk Monitoring, Controlling and Reporting

The level of risk on a project will be tracked, monitored and reported throughout the project lifecycle.

A “Top 10 Risk List” will be maintained by the project team and will be reported as component of the project status reporting process for this project.

All project change requests will be analyzed for their possible impact to project risks. Management will be notified of important changes to risk status as a component of the monthly Executive Steering Committee meetings or sooner, if necessary.

Tools and Practices

A Risk Register will be maintained by the MQA Project Manager and will be reviewed as a standing agenda item for project team meetings.

A view of the risk management process is provided in **Figure 6-6** below.

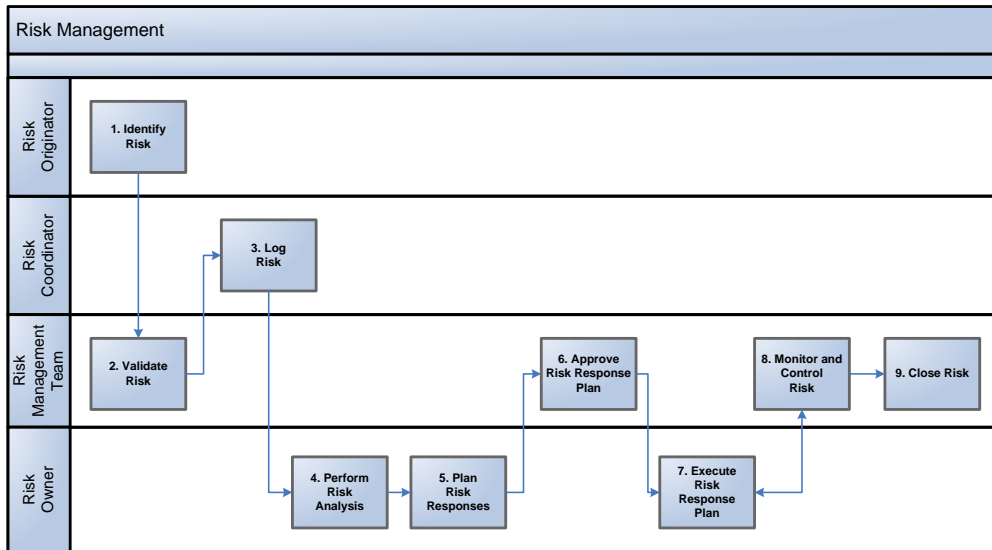


Figure 6-6 - Risk Management Workflow Steps and Descriptions

Table 6-6 – Risk Management High-Level Workflow

6.8.3. Project Risks and Mitigation

The risk register provides an overview of the strategies that MQA will employ to mitigate the medium and high level risks identified by the risk assessment tool and documented in Section IV. The risk registry is attached as Appendix D. Any new risks will be added to the risk register when identified following the risk management processes as defined in the Risk Management Plan.

6.9. **Organizational Change Management**

Purpose: To increase the understanding of the key requirements for managing the changes and transformation that the users and process owners will have to implement for the proposed project to be successful.

Effective Organizational Change Management (OCM) will be integral to the success of this project, and will be a critical success factor for ensuring staff participation in business process workflow improvement, implementation and user acceptance. Significant organizational change is expected as a result of automating workflow for existing business processes. Throughout the MQA Transformation project, OCM will be effectively implemented through communication, awareness, and training.

MQA will adhere to the standards of the PMO for Organizational Change Management. A specific OCM methodology has not been identified at this phase, but will be identified in the Organizational Change Management Plan created in the execution phase of the project.

At a minimum, the following will be included in the Organizational Change Management Plan:

- Description of roles, responsibilities, and communication between vendor and customer
- Skill/Role gap analysis between the existing system and the proposed system
- OCM Communication Plan

The following key roles will have varying degrees of responsibility for executing the change management plan and delivering a consistent, positive message about change throughout the life of the project:

- MQA Project Manager
- Project Sponsor
- MQA Executive Management

6.10. **Project Communication**

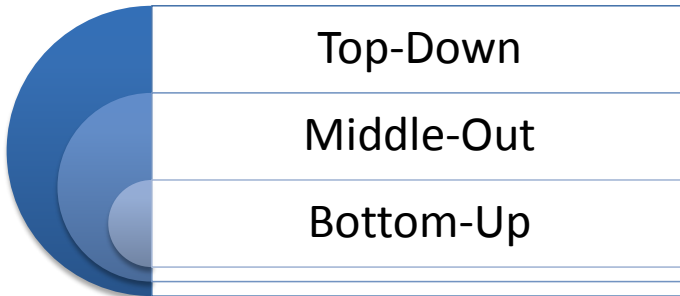
Purpose: To ensure that effective communication processes are in place to disseminate information and receive feedback from users, participants, and other project stakeholders to facilitate project success.

Communications management is a broad area comprised of the processes necessary to provide effective communications among project stakeholders. It identifies communications processes used to develop and disseminate communications, identify stakeholder information needs, define materials and frequencies of communications, and identify roles and responsibilities of communicators. Communications management is most effective when there is definition of what needs to be communicated, who is responsible for communicating with whom, when the communications need to occur, and how it will be communicated.

Disseminating knowledge among stakeholders is essential to the project's success. Project sponsors, core project team members and key stakeholders must be kept informed of the project status and how changes to the status affect them. The more people are kept informed about the progress of the project and how it

will help them in the future, the more they will participate and benefit.

At this phase, the specific communication needs of project stakeholders and the methods and frequency of communication have not been established. This will be done during the project planning activities. Generally speaking, the project communication methodology will espouse the following types of information dissemination:



Each type will be utilized on the ensuing project. A brief description of each type follows.

Top-Down

It is crucial that all participants in this project sense a high degree of executive support and guidance for this effort. The executive leadership of the organization (project sponsor) needs to speak with a unified, enthusiastic voice about the project and what it holds for everyone involved. The project will require dedicated, 'hands-on' organizational change management if it is to be successful. Not only will the executives need to speak directly to all levels of the organization, they will need to listen to all levels as well. The transition from the project management practices of today to the practices envisioned for tomorrow will be driven by a sure and convinced leadership focused on a vision and guided by clearly defined, strategic, measurable goals.

Middle-Out

Full support at all levels of management is important for sustainable improvement. At this level (as with all levels), there must be an effort to find and communicate the specific benefits of the changes. People need a personal stake in the success of the project management practices.

A detailed Communication Plan will be completed. Requirements for effective communication methods will be incorporated into the project for implementing the enhanced system. These will include project kick off, regular status meetings, regular status reports, regular review and evaluation of project issues and risks, milestone reporting, periodic project evaluation, regular product demonstrations and reviews, a web-based discussion board, project website, etc.

Bottom-Up

To solidify the buy-in and confidence of the personnel involved in bringing the proposed changes to reality, it will be important to communicate the way in which the solutions were created. If the perception in the organization is that the core project team created the proposed changes in isolation, resistance is likely to occur. However, if it is understood that all participants were consulted, acceptance will be likely.

6.11. Special Authorization Requirements



Purpose: To understand any project specific authorizations that must be received for the proposed project or solution.

There are no special authorization requirements for the MQA Transformation Project.

7. Appendices

Number and include all required spreadsheets along with any other tools, diagrams, charts, etc. chosen to accompany and support the narrative data provided by the Department within the Schedule IV-B.

A. Preliminary MQA Transformation Project Schedule and Work breakdown Schedule

 
Work Breakdown Structure.pdf 201410 MQA Transformation Project


Amended MQA Transformation Project

B. Hosting and Oracle License Estimates

    
SSRC - Prod Information.pdf SSRC - QA Information.pdf SSRC - Dev Information.pdf SSRC Disaster Recovery Information SSRC - Oracle License Costs.pdf



  
DOH MQA VO Servers FY14-152D.p DOH MQA NAS Storage.pdf DOH MQA add 1CPU to 3 Window Servers.

Field Code Changed

Field Code Changed



Field Code Changed

C. CBA Forms

 
CBA forms for Schedule IV-B FY15-16 Project Budget Summary FY2015-16.

Field Code Changed

Field Code Changed

 
Amended CBA forms for Schedule IV-B FY2015-16 Amended Project Budget Summary.xlsx

D. Risk Analysis Tool



FY2015-16 Risk
Assessment tool.xlsx

Field Code Changed



Amended Risk
Analysis Tool.xlsx



Transformation
Project Risk Register

E. Plans/Templates

This includes the project workbook, project communication plan, scope change request, change control request and status report templates.



MQA Transformation
Communication Plan.pdf



MQA Transformation
Project Plan.docx



MQA Transformation
Operational Work Plan.pdf



MQA Transformation
Project Spending Plan.xlsx

Field Code Changed

Field Code Changed



project workbook.xls



communication plan
template



scope change
request



change control
request



Status report
template

F. LicenseEase (COMPAS) Enhancement List

Following identifies code enhancements made to LicenseEase (COMPAS). Analysis needs to be performed to determine how many of these will be addressed with upgrade.

Reference #	Type of Change	Description
2004-011		N1 Default security level.doc
2004-013		N3 Letter button on compliance screen.doc
2004-016A		N6 Discipline Disp Tolled and Stayed.
2004-020A		N10 Confidential Work Product Notes
2004-001		A8 Changes to AAA4 - Expire Applications
2004-002		A10 Add detail records to confirmation of print file processing
2004-003		A13 Web Account and Password
2004-005 (and Gap AL27)		A12 FDLE Background Check Submission
2004-006		E2 Add exam history in EX13
2004-009		I3 Inspection List.doc
2004-018		Default Complaint Status
2004-023		N12 Enforcement- Inspection exports
2004-024		RN/ANRP Upgrade Temp License
2004-025		Additional Training LE Sys Admin
2004-020B		N10 Confidential Work Product Notes
2004-026		Ability to Change Profession code in NF12
2004-028		We need to have the ability to run the chronological reports from the NF12 screen.
2004-029		Amendments to the Chronological Report
2004-016B		N6 Discipline Disp Tolled and Stayed.
2004-031		RSD Indicator columns .doc
2004-030		Education RSD (Exam Stats Report)
2004-027		Add the responsible party code to the name
2004-032		Deposit number and date displayed on CA16 Find Cash Receipts
2004-033		Final Order Reference Number
2004-034		Validation number Automatic/Manual
2004-035		Discipline Alerts - Modifier Alerts
2004-036	Vendor	Provide Certificate Number History

Reference #	Type of Change	Description
2004-039	Vendor	Add validation number
2004-041	Vendor	Grade Report Query
2004-043	Vendor	Admission Card Formatting
2004-037	Vendor	Mass discipline update
2004-044	Vendor	Display the disciplinary status of the delinquent licensee
2004-045	Vendor	Ability to record cash batches with non-sequential validation numbers
2004-046	Vendor	Scope for web account and password
2004-051	Vendor	Make RSD Configurable in the AFP view - to resolve printing Prescriber Numbers and other data from hisotric RSDs that are not printing
2004-052	Vendor	Create Maintenance screen for Configurable RSDs - Companion PCR to PCR 2004-051
2004-053	Vendor	Add Mail Date to the Grade Report
2004-054	Vendor	Change the restriction for the requirement of a FO# to allow entry of Accession # and/or Rec Control # within the complaint on the FO tab and on the Mass Final Order Update screen.
2004-055	Vendor	Addition of client code to the chronology report
2004-056	Vendor	Exam provider management - modify Education RSD to allow for In State, Out of State, and Foreign codes.
2004-059	Vendor	Automatic Population of Repetitive Data in Fields on the Mass Final Order Update Screen (flmq03)
2004-062	Vendor	FLMQ39 Report needs to allow option to select sort order similar to parameter screen for Master Inspection Report
2004-063	Vendor	Replace county code with Country for the FTP interface and the demographics update.
2004-064	Vendor	Score report formatting and score upload.
2004-065	Vendor	ALB4 - Reset License Status
2004-066	Vendor	Alphabetize the Eligible Candidate List on the EX11 screen.
2004-067	Vendor	Modifications to FLMQ39 Write Inspections Report
2004-068 and CQ 18198	Vendor	Modify the ALC4 report to include the certificate number.
2004-069	Vendor	Add the PRAES Document Number to LicenseEase (COMPAS) flmq16 screen.
2004-070	Vendor	Modify AL24 list screen to include the license number
2004-073	Vendor	EMS Address Clean Up Data Patch
2004-074	Vendor	EMS License Status Data Patch

Reference #	Type of Change	Description
2004-075	Vendor	Assign License Number to Temporary licenses for Rad Techs to maintain the same # throughout temporary and permanent license.
2005-076	Vendor	NREMT Interface file needed to upload EMT scores into LicenseEase (COMPAS).
2005-077	Vendor	Make se20 name search case insensitive
2005-078 and CQ 20710	Vendor	Exclude Military Only License Status from FDLE Batch Process Extract – flmq53
2005-084	Vendor	Compliance Monitoring Enhancement
2005-079	Vendor	Modify the programs for batch scheduling of inspections to allow fiscal year scheduling.
2005-080 and CQ 23450	Vendor	Establish default values for CE Credit Code, CE Provider Number, CE Start Date, CE End Date, CE Credit Hours, and CE Requirement fields when creating new 7611 CE courses via the 1020 transaction (board 8076)
2005-082	Vendor	Product Registration Functionality Gap
2005-083	Vendor	Modify application transactions to search for all open, pending or closed complaints/cases no matter if it is a public case. Also, need enforcement module modified to search for respondents in the license module if there is no license tied to the respondent to confirm that they did not receive a license after the case was opened.
2006-085	Vendor	Modify flmq63 to calculate the derived score for Exam Type 'L'. The formula is overall score from ARRT divided by 145 multiplied by 100.
2006-086	Vendor	Addition of both the enhanced imaging functionality and the Drugs, Devices and Cosmetics (DDC) requirements to the existing mobile inspection (CMIP) functionality.
2006-087	Vendor	Modify LicenseEase (COMPAS) inspector's admin setup include a clone feature that would clone the setup for one inspector to a newly created inspector. The purpose is to provide a quick and easy feature to copy one inspector's setup to another.
2007-089	Vendor	Password protection when accessing LicenseEase (COMPAS) from CMIP
2007-091	Vendor	CMIP-Update Schema.
2007-092 and CQ 33537	Vendor	Add a method to conduct audits on financial responsibility (similar to CE32)
2004-004	Vendor	A14 App & Cash APIs
2004-014B	Vendor	N4 Carry forward compliance data.doc
2004-058	Vendor	Experior/C.N.A Interface for exchange of testing data.

Reference #	Type of Change	Description
Gap AL1	Vendor	Unassociated Documents function See also AL20. Document repository screen
Gap AL2	Vendor	(Use algorithms to set expiration dates for Nursing, Medicine, and CNAs.) Renewal cycles and expiry dates RELEASE NOTES\RN060.doc RELEASE NOTES\RN061.doc 'Changeover' method in PRAES based on ALPSO values. see RAES\RAESSpecs\al\alz1spec
Gap AL5	Vendor	Link county to inspection region in set-up table IRM20022.doc
Gap AL6	Vendor	In AL12 display status imposed by enforcement on license (suspension) in addition to status imposed by expiry of license (delinquency). \RELEASE NOTES\IRM20025.doc \RELEASE NOTES\IRM20038.doc
Gap AL7	Vendor	This is for CE audit select and report. Include activity status in selection criteria for ALBE and ALCE \RELEASE NOTES\IRM20039.doc
Gap AL13	Vendor	AL11 - selection by certificate number.
Gap AL17	Vendor	Micrographics Index (Conversion - RBDMDT, RBDMGI)
Gap AL19	Vendor	Required Supporting Modifiers (Conversion - RBDPSM)
Gap AL32	Vendor	The following APIs are needed to service requests from the MQA web site code. create Application apply cash to application create miscellaneous charge apply cash to miscellaneous charge
Gap AL33	Vendor	The RAES program ALB2 is used to assign new statuses to licenses after a given period of time in the current status. LicenseEase (COMPAS) does not have such a program.
Gap CA2	Vendor	"Separate cash batches for Image API" Need separate streams of batch numbers and validation numbers for Image API.

Reference #	Type of Change	Description
Gap CA5	Vendor	The SAMAS interface access to the individual transactions in any summary batch through the on-line system
Gap CA6	Vendor	The SAMAS interface needs the ability to 1.) process returned checks information; 2.) process unassigned cash and report on it when it is assigned; 3.) process refund information
Gap CA9	Vendor	The SAMAS interface - a method to research a single check that paid for multiple licenses across professions
Gap CA17 and Gap CA05	Vendor	Allow miscellaneous payments to be searched by Name or SS#. Once found need to see payment amount, receipting information and source codes. RELEASE NOTES\RN039.doc
Gap CA20	Vendor	Payment by journal transfer "without recording to FLAIR". Password needed for administrative checks. RELEASE NOTES\RN055.doc
Gap CA24	Vendor	New programs FEA1 & FEA2 modifications needed to display accounting transaction program to provide for name search. RELEASE NOTES\RN039.doc
Gap CA27	Vendor	Fee' Reports - Cash Report Enhancements: Bad Check Report, Unassigned Cash Report
Gap CA28	Vendor	Default Remitter: Modify Cash Entry and RP so that a remitter record is automatically created for each receipt using a default "Unknown remitter" entity. Set bad check alerts for all beneficiaries of a receipt.
Gap EX2	Vendor	Exam Sites RELEASE NOTES\RN004.doc to allow for selection of exam sites.
Gap EX3	Vendor	Exam Structure RELEASE NOTES\RN005.doc RELEASE NOTES\RN008.doc (retake frequency, retake count)
Gap EX4	Vendor	Exam Scheduling RELEASE NOTES\RN006.doc RELEASE NOTES\RN009.doc
Gap EX5	Vendor	School Categories RELEASE NOTES\RN007.doc

Reference #	Type of Change	Description
Gap EX6	Vendor	Multi-part grade reports and admission cards RELEASE NOTES\RN012.doc RELEASE NOTES\RN013.doc
Gap EX7	Vendor	Rosters and exports (5 Reports) RELEASE NOTES\RN015.doc RELEASE NOTES\RN016.doc RELEASE NOTES\RN017.doc RELEASE NOTES\RN018.doc
Gap EX8	Vendor	Approved Candidates list RN052.doc
Gap EX14	Vendor	Modify Exam Statistics Report RELEASE NOTES\RN010.doc
Gap EX16	Vendor	LicenseEase (COMPAS) does not allow addition of exam history through the maintenance form. The PRAES version of exam history maintenance does
Gap IN1	Vendor	Next Periodic Inspection rules
Gap IN2	Vendor	Change the default setting when requesting the next periodic inspection for new or change of location / ownership to always be "Routine" and then if a change needs to be made, it can be done manually RELEASE NOTES\RN048.doc
Gap IN3	Vendor	When requesting the next periodic inspection after a new or change of location / ownership inspection, the next periodic inspection defaults to be the same as the completed inspection. This causes a problem with the new or changes of location / ownership reports in that the inspection has already been done.

Reference #	Type of Change	Description
Gap IN4	Vendor	Inspections are based on the current PL address. IN70 only will pull inspections that are scheduled using the current (PL) address. When an address is changed, the License Address Number referenced by the Inspection no longer refers to a current address. There then is now a new License Address Number for this individual or facility, which means the requested inspection that exists, is for a historical address. When an address is changed in License Maintenance and an incomplete inspection is created for the record, a new inspection for the new address should be scheduled in order for that inspection to appear on the Master Inspection List (IN70). This situation will reoccur whenever an address is changed for a license that has a scheduled inspection. RELEASE NOTES\RN050.doc
Gap NF1	Vendor	Automatic Letters on status change or addition of activity \RELEASE NOTES\RN003.doc RELEASE NOTES\RN021.doc
Gap NF2	Vendor	Mass entry of compliance due dates \RELEASE NOTES\IRM20028.doc
Gap NF3	Vendor	Streamline complaint entry \RELEASE NOTES\RN003.doc
Gap NF4	Vendor	Custom sorting of complaint search. RELEASE NOTES\RN036.doc
Gap NF5	Vendor	Closed health claims (3 in 5 rule) \RELEASE NOTES\RN002.doc
Gap NF6	Vendor	Create an easy selection of one or more complaints from the MQ01-U screen to view multiple complaints without having to go to the cc50 screen to pull up each complaint individually and then return to MQ01-U screen. Include respondent's first name or initial for identification of appropriate respondent with multiple complaint/cases. Primary sort should be by last name, first name with secondary sort by complaint/case number. Complainant name should be blocked or sanitized for all public cases. SEE ALSO NF16
Gap NF8	Vendor	Prevent closure depending on disposition code. SEE ALSO NF13

Reference #	Type of Change	Description
Gap NF9	Vendor	Mass Final Order update. Request data entry screen similar to MQ02 and MQ03 screen for mass entry of state record control and accession numbers and microfilm roll and batch numbers assigned to closed cases.
Gap NF10	Vendor	Identify the operator responsible for changes to complaints/cases in the PRAES system.
Gap NF11	Vendor	Enforcement Measurement Statistics Report RELEASE NOTES\RN040.doc RELEASE NOTES\RN041.doc
Gap NF13	Vendor	Block changes to status or activities after a case has been closed excepting a certain specified list of items. These mods limited changes to complaints after a given status was reached and required that the changes be applied to the subsequent cases instead. They also limited the changes that could be done to cases after closure. RELEASE NOTES\IRM20006.doc \RELEASE NOTES\IRM2001001.doc SEE ALSO NF8
NF14 CQ52574	Vendor	After entering information on the MQ02 Mass Status Update screen, the option to print the report upon completion is presented. The report currently pulls the Respondent name into the report along with all the information that was entered. This request is to pull the Respondent Profession Code into the report as well. \RELEASE NOTES\IRM20028.doc CQ Ticket: LicenseEase (COMPAS) labels located under the Mass Status Update screen (nf17). A request to change how the labels print
Gap NF16	Vendor	MQA specific programs RELEASE NOTES\RN026.doc SEE ALSO NF6
Gap NF17	Vendor	LABELS ??? RELEASE NOTES\RN014.doc
Gap NF18	Vendor	Involved party letters. RELEASE NOTES\RN020.doc
Gap NF19	Vendor	Complaint chronology RELEASE NOTES\RN024.doc

Reference #	Type of Change	Description
Gap NF21	Vendor	Delete disposition changes RELEASE NOTES\RN044.doc
Gap NF24	Vendor	Appeal Decision LOV (Conversion - RBDAPD)
Gap NF25	Vendor	Enforcement Reports (3 Reports)
Gap IS1	Interface	Nursing interface
Gap IS4	Interface	Image API RELEASE NOTES/IRM0100146.doc RELEASE NOTES/IRM2002001.doc From Contract item 4: Print confirmation by license Batch update interface for demographics, addresses, RSDs
Gap IS5	Interface	CNA interface RELEASE NOTES\RN042.doc RELEASE NOTES\IRM2001005.doc
Gap IS7	Interface	Lockbox
Gap IS8	Interface	Validation printing RELEASE NOTES\RN035.doc
Gap IS9	Interface	AFP table (License and Renewal Print) Report for "ALB7" (License Run) currently provides very limited information. Request that the report be modified to include the following information: File Number, Rank Code, License Number, Name, Document Type, Approved Transaction (i.e., 1020, 2020, etc.), and Certificate Number
Gap IS10	Interface	The program that inserts records into the AFP table has been modified to include Account ID's and Passwords for all host document types. Additionally, the program that inserts records into AFP table has also been modified to create the account and password upon approval of a licensure transactions, host document type of 02, when an account id and password do not exist. The program that extracts information from the AFP table has also modified to include the Account Ids and Passwords in the AFP extract. This is the file sent to the vendor for license printing. IRM20022924.pdf

Reference #	Type of Change	Description
Gap IS11	Interface	Print Confirmation Interface
Gap IS17	Interface	FLAIR Interface
Gap IS22	Interface	Batch Control Subsystem
CQ049835	Defect	Cash Record Error
CQ037235 CQ052887 CQ052896	Defect	Miscellaneous sales receipt shows paid cash receipt shows in unassigned payment; Miscellaneous sales issue with administrative fines and cost fees; Misc. Fee Calculation Error
CQ050699	Defect	Cash Error
CQ052565	Defect	Delete LicenseEase (COMPAS) Complaint #200904140
CQ053639	Defect	Add Validation to NF18 for clnt_publ_cse_rsn_id
CQ053710	Defect	Modify inspection trigger for Pharmacy inspections
	Conversion and Configuration	Move email address from RSDs (RSD10/Optional Information) to Address module. Also allow multiple current email addresses.
CQ046917	Interface	Modify upload program for Rad Tech/EMT & Paramedics (FLMQ63 and FLMQ68)
CQ047960	Screen	Sort order on Complaint History screen (nf32) and Disposition date on nf17
CQ048886	Interface	Need an automated uploaded for background screening results
CQ049562	Screen	LicenseEase (COMPAS) force a disposition code entry for status 120
CQ049855 CQ051886	Interface	Nursing Orders Transmitting to NURSYS
CQ050119 CQ050998 CQ051546 CQ052853	Interface	Automation of file uploads for national vendors. Score Automation for PT/PTA; Automation of score upload for Occupational Therapy; Dental Score Extract and Dental Hygiene; Opticianry
CQ50882	Interface	Automate approval of examination applications for EMT
CQ051608	Interface	Report modification flmq58 Exam Upload Report
CQ052334	Screen	PMC Inspection form 440 - deficiency code be assigned for violation entry in LicenseEase (COMPAS)
CQ053806	Schema/View	letter view modification ==> uv_disc_by_lic, uv_crim_by_lic, uv_disc_by_app, uv_crim_by_app <==
CQ052398	Screen	LicenseEase (COMPAS) Enforcement Disposition Closed Date Validation
CQ048478	Interface	FLMQ63 - Validate file name has not been run in update mode
CQ043685	Interface	Place individual school report from FLMQ34 into seperate module

Reference #	Type of Change	Description
CQ053777	Screen	Changes to license denial process
CQ053017	Screen	Maintain Involved Parties Address Issue
CQ053119	Schema/ Trigger	Automatically add Matching SSN Modifier to All new files with matching SSN's
CQ050112	Schema/ Trigger	Request for Change in 1401 3010 Upgrade
CQ050224 CQ051414 CQ051416 CQ052466 CQ053613	Interface	Mobile Inspections
CQ046658	Screen	Ability to Add and Change within Compliance Module (nf21)
CQ047849	Screen	New other payer configuration screens for client 9801. (dhal01)
CQ049312	Screen	Modify flmq01 Find Public Complaint by Respondent Screen
CQ053712	Screen/ Schema	LicenseEase (COMPAS) - Compliance needs additional Fields and Logic added to NF26 Screen
CQ050592	Screen	Mass Filing Update Changes for LicenseEase (COMPAS)
CQ050791	Interface	Request for enhancement/modification to flmq58 (CNA Exam Import)
CQ049168	Screen	LicenseEase (COMPAS) validation program extension
CQ043219	Screen	Create a form in LicenseEase (COMPAS) to Update Missing License Methods in the Lic table
CQ043770	Screen	Develop screen to enter multiple violations
CQ045078	Interface	ex26 and ex27 LicenseEase (COMPAS) Report Changes
CQ050668	Report	Unassigned Cash Report- Exporting to Excel
CQ052106	Screen	flmq73 - Complaint Compliance Tracking Screen - Typographical Error
NEW	Screen	Mass Address Update - develop the ability to update all of the address for an involved party for open cases. For example: An attorney changes office locations.
NEW	Screen/Letter	PSU Closure letters - develop functionality to support generating closure letters based upon specific disposition and closure codes. Create contact history record.
NEW	Interface	Ability to generate letter and save image record in Department's image repository

Reference #	Type of Change	Description
NEW	Business Analysis	Analysis of enforcement processes to determine modifications to VR base package to accommodate their business processes. (ISU, PSU, CSU, CMU, ULA, and Central Records/Clerk's office)
NEW	Alerts	Add alert to enforcement screen if respondent address is not marked as confidential, but license address is marked confidential
NEW	Screen	Need ability to change involved party type without deleting the entire involved party record and re-entering the information. For example, moving/changing an attorney from the current attorney to the former attorney
CQ13767		Develop an automated process for contact history interfacing through the LicenseEase (COMPAS) application modeled on the flmq33 - Demographics Update Interface. Contact history table (cntct_hist) elements should be updated as a result of the process as well as a RSD Type: RSD1, Table: RSD12 Admin Tasks, RSD column: RSD55 Date Verified (if value is present in file).
CQ20711	Schema	Task: Exclude Military Only License Status from FDLE Batch Process Extract - flmq53 Due: 10/01/2005
CQ25224 / CQ25225	Schema	Complaint Screen (nf12) - Notify respondent address change Complaint Screen (nf12) - Error check on the address (zip code and county)
CQ25660	Report	Develop a report to support the compliance monitoring project:
CQ26456	Schema	When creating a complaint in LicenseEase (COMPAS), the user is given 2 options for saving the complaint. One is to click the "Save" button and they remain in the complaint and the other option is to click on the "OK" button and this will save the complaint and then take you out of the complaint so that another one can be created. Currently the user receives no notification that the complaint was save in the enforcement module. Task: Create a message indicating that the complaint was saved.
CQ27511	Schema/ Screen	Modify the alc1 screen to allow querying of a range of license numbers and file numbers.

Reference #	Type of Change	Description
CQ27807	Report	Create Oracle report for RSD Date Validation based on SQL in Attachments. Search parameters will be the Client Code. Sort order can be defined by user, have them choose from the fields listed in the order by statement in the SQL attachment. Report name should be "RSD Date Validity Report"
CQ27808	Report	Create DOB Data Integrity Report for Birthdates < 18 and > 100
CQ27859	Schema/ Screen	Modify LicenseEase (COMPAS) address module so that users are given a warning when they attempt to modify the PL address for certain professions (establishments only).
CQ27865	Schema/ Screen	Research the possibility of adding a supervisor to the security screens in LicenseEase (COMPAS) (maybe SE20). Determine if functionality already exists in LicenseEase (COMPAS) to capture the supervisor for each user, otherwise add a field to capture this. This will be used for Enforcement reporting purposes to provide staff productivity reports. Currently, the on-line reporting team maintains a table in the datamart that has to be manually updated when a change in staff occurs.
CQ27994	Report	Develop a report in LicenseEase (COMPAS) to display all revenue transactions approved during a time period. The parameters that should be user defined are the following: breakdown of counts by board code or by client code, date range of approved applications. The sort order can be fixed to order by the client code, this option does not need to be defined by the user. Fields required for display are client code/board code, client/board description, count of approved revenue transactions.
CQ28468	Report	Create a LicenseEase (COMPAS) report display One Time Fees paid by mail-in (do not include fees paid online). See attached email for specifications.
CQ28504	Interface	Interface crystal reports with LicenseEase (COMPAS) using URLs.
CQ28814	Schema/ Screen	Research the ability to add a field to display the licensee file number. Please see attached.
CQ28815	Report	Report: Alc4 Related License Report Issue: Not pulling relationship SU-ME Task: Investigate changes made to the report and correct.
CQ28823	Report	Please add a report to the Reports in LicenseEase (COMPAS) under applications that will allow users to run a report of all applications by transaction and status. The report should allow users to choose basic data (name, ssn, birthdate) to be included in the report.

Reference #	Type of Change	Description
CQ29505	Report	Create a report for a Data Integrity Missing Data Report for the following missing items in a pick list for the FDLE project: S...
CQ30143	Report	Create a data integrity report that identifies open manual hold transactions. Model form after AAAB (Open Application Report). A similar query can be found under AAAA (Open Application Deficiency Report). Model report after AAAB.
CQ30144	Report	Create a data integrity report that identifies any applicant or licensee that has a missing address for MA or PL. Model form and report after DI03 (PO Box Clean-Up).
CQ30145	Report	Create a report for flmq24 that captures the '06' document types when a print file is created. Model after the current flmq24 reports.
CQ30217	Report	Testing Services needs to have a custom report created either in LicenseEase (COMPAS) OR on the Datamart. This report will bring together information from 3 currently-existing LicenseEase (COMPAS) reports (flmq27, ex26, and flmq34) and add information that is currently not available from any location, but that was previously available from PRAES.
CQ30227	Schema	Modify the print file packages (flmq24.pkg, flmq24_afp_extract & vw_flmq_afp) to make the print file the correct length when extracting 06 document type.
CQ30427	Schema/ Screen	Addresses: Has been disciplined al12.fmb : Set msg and msg_sta ALIGNMENT property to ALIGNMENT_CENTER ** IMPORTANT: This ticket to be promoted in combination with CQ30425 for nf19.fmx.
CQ30432	Report	Modify CE32 report to include subtotals for the total number of licensees that have passed the audit (have 'P' in pass_status column) and the total number of licensees that have failed the audit. These totals should be displayed similar to the ALC1 'Final Report Summary'.
CQ30559	Schema/ Screen	Research the ability to modify flmq68 to allow the new file format. Please see attached.

Reference #	Type of Change	Description
CQ30594	Schema/ Screen	<p>Add the security questions asked on MQA Services Reporting System (questions staff are to ask licensee before giving ID and password) to LicenseEase (COMPAS) for the Web ID and Password RSD.</p> <p>History and Modification Description: (1/29/2007)</p> <p>Currently, MQA staff can look up licensee's web account user ID and password that is needed to login to the MQA Online Services using the MQA on-line intranet application, Licensee Account Information. There is a series of 4 questions that must be answered correctly before providing this information to a customer. This is the standard procedure followed by the Call Center when distributing this information to a licensee.</p> <p>There also exists a screen in LicenseEase (COMPAS), flmq43 Maintain Web User, that displays the web user ID and password. Some staff in the board office currently use this screen and provide the information to the licensee or caller. It can be accessed from the Work Selection menu.</p> <p>In an effort to reduce the risk of providing a web user ID and password to the incorrect person:</p> <p>1. Modify the LicenseEase (COMPAS) flmq43 screen to include the same 4 security questions that are used in the MQA Licensee Account Information Lookup Application. The Response fields will pre-populate with the licensee's account information. The 4 questions are:</p> <ul style="list-style-type: none"> • What is the licensee's name? • What are the last four digits of the licensee's SSN? • What is the licensee's date of birth? • What is the licensee's current mailing address?
CQ30610	Interface	<p>Modify flmq58 to check the length of the remaining fields in the file to avoid an incomplete load of applicant demographic & address information.</p>
CQ30692	Report	<p>Modify the flmq56 Score Report to update the mail date on the candidate record, even if a date already exists and the score is PASS. The program should be modified to update the candidate's mail date in all instance, regardless of Pass or Fail status, and regardless of if the mail date is null or populated.</p>
CQ31000	Report	<p>Data Integrity Report - Clean up report for Profiling records with data but no check mark</p>

Reference #	Type of Change	Description
CQ31084	Report	<p>flmqa26 (Exam Roster Report) does not function properly for any of the six exams that require it. The Board 8007 Board of Dentistry Dental Examination – New Format has the following issues:</p> <p>'X' printed in every box Too many columns Not enough space to enter in a booklet number Booklet heading is too narrow</p> <p>Expected Outcome:</p> <p>Boxes are only populated with an 'X' if the candidate is not scheduled for the particular part/section. This will also eliminate some of the columns that are not needed. Please see attachment '8020 - Opticianry State Board Exam.jpg' for an example of how to populate the 'X'. Please see outcome in #1 above. Box to write the booklet number needs to be widened The heading for 'Booklet' needs to be widened so that it will fit all on one line</p> <p>Additional Information:</p> <p>There are 6 different exams that use this report. The Dental exam is the next scheduled exam where this report is required (March 22 – 25, 2007). In the past this report has been coded to handle exams that have only parts and exams that have parts and sections; however all six exams have issues and none function as expected. There is some hard coding in the program because the report for this profession/exam has an 'Orientation' section that is required for the report but is not part of the exam set-up in LicenseEase (COMPAS). Please see the attached Issue Matrix and exam screen shots as examples. Need to determine if a separate program is required for each report or for each type (parts only and parts/sections).</p>
CQ31114	Schema	Optimize flmq22 to exclude I and X class xacts after 3 days.
CQ31365	Schema	Modify LicenseEase (COMPAS) login with validate to prevent the special character '#' in the password since this causes some reports not to run.
CQ31566	Schema	Remove characters zero, one, lower case L, and upper case O from from the password generation routine for new applicants.
CQ32024	Schema	Modify se20 to update Event Time Stamp and Event Oper Id in stff_supvr

Reference #	Type of Change	Description
CQ32082	Schema/ Screen	Please increase the number of characters allowed in the units field on Misc Sales screen ca13. Please see attachment
CQ32093	Interface	Optimize FLMQ34. Users are receiving time outs. Also, correct issues stated in e-mail attachment.
CQ32270	Schema	<p>Jeane is requesting that we add functionality for SSS to configure the professions for the inspection delete functionality (when lic status goes to 46 or higher), however, I think her needs might be accommodated without a screen and new functionality. The professions that delete an inspection when the license status goes to 46 or above are hard coded (from the PCR 79 code drop). They are in trigger trg_flmq92_lic. We need to include additional professions in this trigger.</p> <p>Currently, if the profession code is 704, 1402, 2205, 2003 or 6502 and the license status > 46, then any open inspection requests are removed.</p> <p>Modify the trigger "trg_flmq92_lic" to also remove the inspection requests when the license status > 46 to include the following additional professions: 1501, 1506, 1507, 1513, 1901, 1701, 701, 2101 and 1801.</p> <p>Program Name : flmq92_lic.trg Version : 4.2 Author : jbilton and the license type is one of 704, 1402, 2205, 2003 or 6502 Create Date : Jul 23, 2006</p>
CQ32352	Schema	Please add responsible party first name and last name added to the LV_COMPLAINT view in the LE schema. This is the same info found in the LV_COMPLAINT.CO_STFF_KEY_NME column (in last name, first name), but the info is needed in 'First name Last Name' order. We would like this info in two separate columns so it can used in future letters as required. In addition, we would like this information formatted in proper case (First letter capitalized with all remaining letters in lowercase). The use of the INITCAP function should take care of this requirement.
CQ32590	Schema	Please update the time stamp and user id trigger on AA45 when exam history is deleted from ex13.

Reference #	Type of Change	Description
CQ32794	Report	<p>It was brought to our attention last night that MQA was sending out grade reports for client 2501 and 7601 with the wrong pass/fail status. Upon investigation, it was determined that staff was not using LicenseEase (COMPAS) to generate these grade reports. After meeting with the staff this morning, it was determined that the formats that are currently available in LicenseEase (COMPAS), does not give the user everything that they need. Below are suggestions on how we can accommodate their needs:</p> <p>Client 2501 - Clone ex27 and make a few modifications to be specific to 2501 Only print fails for 2501 Modify the grade report to exclude the minimum pass field Allow printing of grade reports by upload date range Print text from ex27 on bottom of grade report</p> <p>Client 7601 - Has its own grade notice program flmq66 Modify to only print, fails, no shows and expired grade notices Create a text box like ex27. Then print on bottom of grade report</p>

Reference #	Type of Change	Description
CQ33023	Report	<p>I tried the alcg report in lepard and received the following error. 'Can not display report at this time. Report not found.' I'm not sure if this report has ever functioned. Please submit a ClearQuest ticket so we can get an Oracle Reports developer to investigate this for us.</p> <p>Cindy *** 6/13/2007 3:27:59 PM: SWIER, CINDY - Ticket reassigned to MQA00 - SYSTEMS SUPPORT - COMPAS/PRAES *** 6/13/2007 3:08:49 PM: ANDRES, JESSICA X - Ticket reassigned to APPLICATION SUPPORT - MQAAPPS *** 6/13/2007 3:04:57 PM: OSTERHOUSE, DONALD - This ticket needs to be re-assigned; came to Data Management Reports in error. Thank you. *** 6/13/2007 3:04:57 PM: OSTERHOUSE, DONALD - Ticket reassigned to DOH IT CUSTOMER SERVICE CENTER *** 6/13/2007 2:50:52 PM: ANDRES, JESSICA X - Ticket reassigned to MQA01 - SYSTEMS SUPPORT - DATA MANAGEMENT- REPORTS *** 6/13/2007 2:49:36 PM: Stover, Robert - Please forward to Linda Day's group in IT. Thanks.</p> <p>Rob *** 6/13/2007 2:49:36 PM: Stover, Robert - Ticket reassigned to DOH IT CUSTOMER SERVICE CENTER *** 6/12/2007 9:26:09 AM: GALLO, CHRISTOPHER - Rob is researching this. *** 6/4/2007 9:39:19 AM: GALLO, CHRISTOPHER - Rob is researching this. *** 5/30/2007 2:51:49 PM: Stover, Robert - Rob is researching this. *** 5/30/2007 2:51:49 PM: Stover, Robert - Status updated to IN PROGRESS *** 5/30/2007 2:44:53 PM: ANDRES, JESSICA X - Ticket reassigned to MQA00 - SYSTEMS SUPPORT - COMPAS/PRAES ***5/30/2007 2:43:23 PM: - I am unable to generate a report using the "Unsupported Related License Report" (alcg). I have tried it using client 8005 and client 501 with no luck.</p>
CQ33031	Report	<p>ex27 admission card grade report - For client 2001 (OPI) our psychometrician has requested that the pass/fail status be removed for the sections of the clinical exam. There should be a pass/fail status for the clinical part as a whole, for the Lens Neutralization part, and for the overall exam, but not for the individual sections of the clinical.</p>
CQ33033	Report	<p>The title in the header of the nfa2 Compliance Due/Overdue Report needs to be updated to be consistent with the report title on the menu. Currently, when you run the report, the header says ' Compliance History Report'.</p>

Reference #	Type of Change	Description
CQ33194	Report	<p>Develop a report to support the compliance monitoring project:</p> <p>4 Referral Report Monthly Batch Report – Data Mart MQA IT</p> <p>Please see attached document for report samples/layout.</p>
CQ33358	Report	Modify the nfa2 - compliance due/overdue report to allow the option of generating the report by Board or by compliance officer.
CQ33444	Report	Research the ability to modify the Compliance Due/Overdue Report so that anything with a referral date "falls off" the report for overdue.
CQ33555	Schema	<p>A new method is being requested for conducting an audit of licensee's required to have financial responsibility.</p> <p>Currently we audit licensees for compliance with their continuing education credits through the CE32 screen in LicenseEase (COMPAS). This list is then compared to the CEBroker file and marks everyone as "passed" that is compliant in CEBroker. The rest are asked to provide proof of their continuing educations credits.</p> <p>CEBroker does not collect information on financial responsibility. A method is being requested to pull a list of names for a financial responsibility audit that will not "compare" to the CEBroker system.</p> <p>We are requesting a module similar to CE32 for financial responsibility with the modifier.</p> <p>Generate a random list of active licensees 30 - 60 days after the renewal period ends (use module similar to CE32). These licensees will be required to show proof of their financial responsibility selection they made at the time of renewal.</p> <p>Most of the professions that require financial responsibility at the time of renewal were previously being audited by the Board offices. This responsibility is now in the Practitioner Auditing Services Unit. They will have a documented process very similar to CE audits.</p>
CQ33882	Screen	a new LicenseEase (COMPAS) screen to be used for Mass IP Address Updates, similar to Mass Activity Update and Mass Status Update screens

Reference #	Type of Change	Description
CQ34243	Schema	Modify apz3 to allow user id to be captured when running datamart reports for Workforce Survey
CQ35186	Interface	7601 BMO only The system (LicenseEase (COMPAS)) converts the raw score received from the vendor to a derrived score and appears to be rounding up those scores. A raw score of 95 and above is passing. LicenseEase (COMPAS) appears to be rounding scores of 93 and 94 up to passing derrived score of 65. Please fix this so we do not license anyone in error.
CQ35209	Interface	As part of the Application Status check application, the program that creates the web user Id and password will be run when the initial transaction is opened instead of just at renewal and license approval. In addition, the program will continue to run at renewal. This will also be useful as part of the online initial application project once the data is uploaded to LicenseEase (COMPAS) and the initial transaction is opened.
CQ35325	Interface	The new testing vendor is requesting a different exam eligibility format. Please see the attached e-mail. I need to know if this is a change that can be made by your office.
CQ35584	Schema	Create the form, package, etc. to move open applications to expired similar to the Cancel Application module (aa14) under the application drop-down.
CQ35607	Schema	12/4 - Update API call to check for duplicate addres line 1 and 2. If Line 2 is a duplicate, then ignore it (don't use it) and proceed with creating the print file.
CQ35634	Schema/ Trigger	Modify the batch inspections trigger (trigger trg_flmq92_lic) to include the DDC professions (board 8023). Create a data patc...
CQ35692	Report	CE entered on the "flmq74" screen does not show in the chronology report or in history. Please add this to LicenseEase (COMPAS).
CQ35833	Report	dxa501 - Profession Transaction Summary Report - Selection Criteria is misspelled after running the report
CQ35886	Report	di05 - Missing PL Address Report - Its pulling files that do not have an active status.(Example Error, Delete, Expired, Withdrew
CQ35887	Schema/ Screen	Please change the find screen for License RSD's data to come up in alpha order by description. Please see attachment for detail of screen.

Reference #	Type of Change	Description
CQ36038	Schema/ Screen	Please add a disposition date in the nf17- Mass Status update screen. Right now the disposition code is the only feature that is available in LicenseEase (COMPAS). A disposition date is needed when a disposition code is entered. Please see attached document.
CQ36298	Interface	Modify the flmq63 report/exam upload to be similar to the ex24 report where you can run the report before actually doing the upload. The user can then correct errors in the file before actually running the upload so that they will not get rejects. Also need to correct the 'page can not be displayed error' that occurs when the report is executed. An error report should be produced when running the upload to identify records that were successfully loaded and those that were not. Currently, the user has to manually go into LicenseEase (COMPAS) and check which ones loaded and which were rejected.
CQ36422	Schema/ Screen	<p>Add Completion Date, Action Date, and Action Reason to Application Header Screen (aa21). These are the dates used for HCPR Performance Measure Tracking of 30 and 90 Day Measures.</p> <p>The Completion Date field needs the following edit checks:</p> <ol style="list-style-type: none"> 1. Completion Date cannot be in the future 2. Completion Date cannot be prior to Application Date <p>The Action Date field needs the following edit checks:</p> <ol style="list-style-type: none"> 1. Action Date cannot be in the future 2. Action Date cannot be prior to Completion Date 3. Can not have an Action Date if Completion Date does not exist. <p>The Action Reason field needs to be a drop down LOV. These values can be found in le.appl_hcpr_act_desc.</p> <p>Once the user enters data into Completion Date, Action Date, or Action Reason fields, a row will need to be inserted into table le.appl_hcpr to populate the corresponding columns app_comp_dte, app_closed_dte, appl_hcpr_act_desc_id. le.appl_hcpr is a child table that references le.appl via applc_id. The primary key for le.appl_hcpr is applc_id, so once a record exists for the application, changes to will need to be updated instead of inserted. Table appl_hcpr will also need to have the timestamp (evnt_tme_stmp) and the stff_oper_id populated with the appropriate data with each insert or update.</p>

Reference #	Type of Change	Description
CQ36764	Schema/ View	<p>We need to pull the Licencee's Web User Name and Password into LicenseEase (COMPAS) into our letters. We've added the view into to LicenseEase (COMPAS) so that it appears in the pull down menu in Test, but when I ran test on it those areas didn't populate. I didn't get an error message or anything it just didn't populate. Please Help!</p> <p>This is the view that we entered into LicenseEase (COMPAS) LV_WEB_BASIC_DATA</p>
CQ36820	Schema/ Interface	<p>Review current business processes and LicenseEase (COMPAS) functionality. Identify areas where the business process may be supported by LicenseEase (COMPAS) and make modifications needed to reduce manual manipulation of data. Include review and modify LicenseEase (COMPAS) set-ups, review and modify exam upload to support the business process and modify licensure methods to support the business process.</p>
CQ36821	Schema	<p>Objid5036 (20070524) meant to fix Enforcement data (Create compliance type "Fine" is not generating a "Misc" sales item) instead created records where the xent_id was incorrectly changed.</p>
CQ36944	Interface	<p>For the Prometric (client 4401) exam interface, please map all request coming in from Prometric as a code 7- Puerto Rican, to our code in LicenseEase (COMPAS) of 6- Hispanic. This will allow MQA to create CNA applicants using the exam interface for this code.</p>

Reference #	Type of Change	Description
CQ36970	Schema/ Screen	<p>Per discussions, if a SSN is entered on the xe10 screen (not PIN or FEIN type) please add the following validation. Check data against a set of data validity rules* Check for the proper 9 digit pattern: 111-11-1111 Check for special numbers which will never be valid:</p> <p>a. Currently, a valid SSN cannot have an area number above 772, the highest area number which the Social Security Administration has allocated.[2]</p> <p>There are also special numbers which will never be allocated:</p> <p>Numbers with all zeros in any digit group (000-xx-xxxx, xxx-00-xxxx, xxx-xx-0000). Numbers of the form 666-xx-xxxx, probably due to the potential controversy (see Number of the Beast). Though the omission of this area number is not acknowledged by the SSA, it remains unassigned. Numbers from 987-65-4320 to 987-65-4329 are reserved for use in advertisements. Finally, there is a set of numbers that have been invalidated: 078051120,042103580,062360749,078051120,095073645,128036045,135016629,141186941,165167999,165187999,165207999,165227999,165247999,189092294.</p> <p>Also, please keep in mind that the SSN is NOT a required field</p>
CQ37181	Report	<p>The board offices would like to remove all non-valid and bad checks from the (ca37) Unassigned Payment Report. They are in the process of cleaning of cleaning up the payments, but a lot of the payments are of these types.</p>
CQ37233	Interface	<p>Right now when we receive new info from the (4401) vendor and the licensee has a null and void license (Status 60) the name does not update when the new file is created. It also does not populate the PL address. This causes licenses to not to automatically be issued when the scores come in. Is there any way to change this so the address and name will update when the new file is created?</p>
CQ37238	Schema/ Screen	<p>The CE component (flmq74) in the compliance module does not automatically flag the licensure side when a CE obligation is in default. We need the information under the CE tab (flmq74) to flag the licensure side when in default just as the information under the compliance tab (nf26)</p>

Reference #	Type of Change	Description
		currently does.
CQ37310	Schema	This project involves cloning the existing Level 1 Interface program (used by Profiling) for CNA Level 1 requests required for Licensure applicants. Applicants in this profession don't have a file number/profession on the file coming in because they complete this step prior to applying to the Department. This ticket will build on the work in CQ Ticket 35499.
CQ37538	Report	When running the Unassigned Cash Report (ca37), I noticed as you get farther into the report that eventually the batch numbers are getting cut off of the report, usually after about page 8. Please see the attached document for the example.
CQ37637	Interface	Requesting to have the vendor download for client 4401 not change addresses in any other client besides 4401
CQ37696	Report	http://dohswas10.doh.state.fl.us:7781/batchreports/flmq68_425647_03272008152815.pdf Entire report says license already issued and all 181 rejected. Same as the 141 from 3/10/2008 Please help so we dont have to hand enter. client 2501
CQ37812	Schema/ Screen	xe15 Contact History screen does not show the Application # for the letter. For example, with client 1701, file number 363443, the application number of 1188402 is not shown for the Deficiency Letter sent on 12/28/07 (even though the appl id is in the database for this contact history record). The data is in the database when you query it, it looks like the query is just not selecting the fields back for display. Same for complaint number, inspection #, etc.
CQ37850	Schema/ Screen	The board offices would like for there to be a withdrew application module in the application drop-down at the top of the LicenseEase (COMPAS) screen. This would work exactly like the deny application module works right now in LicenseEase (COMPAS). It would set the open transaction to withdrew, and set the license status to withdrew. Please see attachment for where to find in LicenseEase (COMPAS).
CQ37890	Report	The Unassigned Cash reports in LicenseEase (COMPAS) are not working at all. Please see attached copy of the request for 7/1/07-4/1/08 for 8025 and 8076. Other offices are reporting the same. Please look at this as soon as possible. Please see attachment.

Reference #	Type of Change	Description
CQ38119	Schema	Licensing and Auditing Services Unit would like to request a new status added to the CE23 screen for audit status. We need a status called "LASU Hold". Please see attachment for example.
CQ38197	Report	We would like to add some fields to the Remittance Processing Payment and Application Approval Report. We would like to add a field for Transaction Type after the License #. Also we would like to add a user id from LicenseEase (COMPAS) that worked the transaction. This would come after the "status" field on the report. Let me know if you need more infor from me.
CQ38252	Interface	Please change the Experior interface to uppercace the city, regardless of the case in the file we get from Experior.
CQ38532	Alerts	Enforcement is requesting that LicenseEase (COMPAS) generate an alert when a case is pulled up on the enforcement side and the MA address is different than on the licensure side. This is just for the mailing address. The alert could state "Enforc. address differs than license".
CQ38553	Schema	Create new table on dohsdb10 to track report module request statistics
CQ38273	Report	Create a report to identify stranded RP records in -3 status
CQ38849	Interface	flmq54 (FDLE Background Check Results Upload)is not uploading correctly.
CQ38971	Report	FDLE FLMQ54 report needs a column added to include the name of the unsuccessful record
CQ39066	Extract	Modify the Rad Tech extract files that are sent to ARRT based on their proposed file layout. Combine 3 extracts files and only send one extract file. Work with Data Integration team to get the daily file encrypted and moved. Keep the date in the file name.
CQ39585		An PLSQL error is thrown ORA-06502: PL/SQL: numeric or value error ORA-01403: no data found on complaint 200601534 in the Mass Activity Update screen.
CQ39686	Schema	Remove the error in CA11 that the user with View only access sees if there are no Open batches.
CQ39971	Report	Please modify the ca34 (Refund Report) to include the date the refund was issued.
CQ40069	Interface	Client 4401, we are still having problems with some files where the PL address is not being created when the file is received from our vendor (Experior).
CQ40071	Interface	Gary, this is a follow-up to our meeting with the EMS board. They would like an electronic exchange with NREMT on the exams.

Reference #	Type of Change	Description
CQ40157	Report	Please add professions 2001 - Optician and 2203 - Consultant Pharmacist to the drop down list for report dxa505 - Generate Renewal Notice.
CQ40237	Extract	Please add the following professions to dxa505 - generate renewal notice 1501 - Medical Doctor 1515 - Anesthesiologist Assistant 6001 - Diagnostic Radiological Physicist 6002 - Therapeutic Radiological Physicist 6003 - Medical Nuclear Radiological Physicist 6004 - Medical Health Physicist
CQ40435	Trigger	Modify the trigger that deletes pending inspections (disposition 'RQST', definition 'D', and status 'O') if the status is >=46. Add 2320, 2329, 2331, 2332, and 2355 to the trigger. There are some duplicates that look like they can be removed (i.e. 2327). Please remove 2399, 2326, and 2380 from the trigger.
CQ40649	Schema	Is it possible to make the collections date field in the Compliance Module limited to "todays" date only? Please see attached screen shot.
CQ40650	Schema/ Screen	The Compliance Unit would like a referred date field added to the flmq74 LicenseEase (COMPAS) screen.
CQ40652	Schema/ Screen	The Compliance Unit is wanting to add a received date to the LicenseEase (COMPAS) flmq74 module. Please see the attachment.
CQ40664	Report	Please add the following clients to the dxa505 report: 5201 - Clinical Social Work, 5202 - Marriage and Family Therapist, 5203 - Mental Health Counselor, 5207 - Social Work Intern, 5208 - Marriage and Family Intern, 5209 - Mental Health Intern, 5401 - Certified Master Social Worker.
CQ40683	Report	Please add the following clients to the dxa505 report: 1801 - Optometry, 1802 - Optometry Branch, 2205 - Pharmacy, 3601 Hearing Aid Specialist, 5601 - Occupational Therapist, 5602 - Occupational Therapy Assistant.

Reference #	Type of Change	Description
CQ40764	Schema	<p>Modify LicenseEase (COMPAS) to match PL Address validation in MQA Online Services. (see ticket 40686)</p> <p>We have found that licensees are putting in None or N/A in the PL address field at time of renewal. Please see the attached print screens.</p> <p>from ticket 34378: Need to add a quality check to on-line address updates to NOT ALLOW the following list for the PL type Address 1, Address 2, Address 3 and City :</p> <p>Unknown, NA, N/A, N.A. Not practicing, Currently Not practicing None, Confidential (No indicator set) Not Applicable.</p>

Reference #	Type of Change	Description
CQ40808	View	<p>Please create a new letter view so that the deficiencies from all of the checklist items can be pulled instead of just the ones in write letter. Please see James's sql below from Test:</p> <pre>SELECT NVL(DC.defcn_txt, DC.defcn_desc) as deficiency from DEFCN_HIST DF, APPL AP, LIC L, DEFCN_RSN_CDE DC, CKLST_ACTV CA , XACT_ACTV_DEFN XD where AP.applc_id = DF.applc_id and L.lic_id = AP.lic_id and DC.defcn_id = DF.defcn_id and CA.cklst_actv_id = DF.cklst_actv_id and XD.xact_actv_defn_id = CA.xact_actv_defn_id --AND XD.xact_actv_cde = 'LETTER' and df.clr_tme_stmp is null and l.cnt_cde = 2501 and l.file_nbr = 87078</pre> <p>Signature missing from application. CPR/ACLS No Back Showing Date of Birth Insufficient money received</p>
CQ40925	Schema	<p>I want to know if the "Has Been disciplined" indicator that is generated by going to LicenseEase (COMPAS) screen flmq52 can be automatically generated any time a status of Suspension, Revocation, Probation, Obligations, Disciplinary Relinquishment, Reprimand is added to the Compliance Discipline field.</p>
CQ41071	Schema	<p>The reset program (flmq57) cannot handle null secondary statuses. This prevents many licenses from moving over to their intended statuses. Make changes to the program to allow NULL secondary statuses to be affected by the program as well.</p>

Reference #	Type of Change	Description
CQ41283		<p>I researched this back to 2006, see the below screen shot that demonstrates the issued occurred at that time as well for a deposit in 2006 , deposit number 167198 for profession 2502. With that, I feel it is safe to say that it is not related to the missing application number issue.</p> <p>As Nicole stated, RP was not originally intended to handle bulk Remitter/Beneficiary receipts however since the functionality is being utilized, the issue is now to determine why RP is assigning the money in duplicate and verify if a program code modification will correct future use of RP for bulk renewals.</p>
CQ41337	Schema/ Screen	Add a field to the flmq16 Document Repository screen for the Team #. This should be a drop down value containing the values Team 1 - Team 10. The field should be located under the Assigned Checkbox and above the Application ID field. This will be used by boards for routing mail that is scanned prior to working the file (Paperless Project with BON - upfront scanning).
CQ41424	Schema	Client 2501 and 2502 - The board office is unable to input a PO box into the PL address. This is currently enabled for online systems however LicenseEase (COMPAS) will not allow it. Example: Client 2502 License # 235 - Unable to change PL to match MA.
CQ41458		Add unique constraint for Device Name on the device table and Display Message on lp41 screen.
CQ41579	Schema	Do not allow users to enter alpha characters in the transaction code field in the ap53 form.

Reference #	Type of Change	Description
CQ41838	Interface	<p>Gary, these are the scores that need to be changed to a zero. The following is the message from Candy:</p> <p>File number Part</p> <p>17872 7 17900 7 17883 5 17323 7 17533 7 17741 7 17547 4 & 7 17769 5 & 7 17800 4 17632 7 17876 7 17921 5 & 7 17885 5 17886 5 17917 7 17923 5 17898 7</p> <p>Gary - Currently the candidates have a score of .01</p>
CQ41846		<p>Please modify the reset program to move delinquent licenses that have a manual hold on their records to null and void. Also, please modify the expiry program to move licenses that have a manual hold on their record to delinquent status.</p>

Reference #	Type of Change	Description
CQ41869	Report	<p>"Optimize FLMQ34. Users are receiving time outs. Also, correct issues stated in e-mail attachment." I have attached your e-mail for your review.</p> <p>The notes in the ticket stated: "Report optimized and SQL separated into multiple .sql files. Report will be promoted to LicenseEase (COMPAS) Production Wednesday August 29, 2007. Individual school report will be complete as adhoc requests by Abby's group."</p> <p>I will be happy to reopen the ticket. Can you please provide examples of the reports and what the correct numbers should be. I will attach it to the ticket.</p> <p>Testing Services would like to have a date range field added to the FLMQ34 report.</p>
CQ41920	Interface	<p>As part of the Rad Tech flmq63 upload for failed candidates, (CQ38620) we are cancelling licensure transactions when a candidate fails. Due to this please add Cancelled Applications to the aa11 Advanced Search.</p>
CQ41923	Report	<p>Add date range as a required parameter and validate that the date range is not greater than 3 years. Modify report font to look like other LicenseEase (COMPAS) reports too.</p> <p>Adding this validation will prevent long running report formatting jobs. For instance, on 01/28 a user ran the report for all approved 2020's for profession 2201 with the total count of 83212. This report was long running and hung other reports preventing them from completing. The dhap01 had to be cancelled by the DBA. Although some professions like 1701 may return a large count, adding this validation will reduce the chances of small professions causing other users reporting needs to hang.</p>
CQ42053	Alerts	<p>Need an alert that will pop-up on an open case when a practitioners license status has been moved to deceased.</p>

Reference #	Type of Change	Description
CQ42099	Report	<p>Create a summary report to generate when flmq35 is run nightly.</p> <p>It will be similar to flmq35...</p> <p>Title will be FLAIR Extract Summary Report</p> <p>It will be grouped by Deposit #, Batch #</p> <p>Ordered by Deposit #, Deposit Date, Batch #</p> <p>Columns will be Deposit #, Deposit Date, Batch #, Batch Total</p> <p>And where BI (Bookkeeping Indicator) <> 'N'.</p>
CQ42206	Schema/ Screen	As part of the PRO Project - add a new screen in LicenseEase (COMPAS) Enforcement Module that will support tracking the orders and filings for each complaint. Please see attached requirements document.
CQ42207	Schema	Heres a little problem that I found... The application date that Image API enters when they are entering our profile info must not have any safety parameters set on it. At the beginning of the new year they forgot and put January 2008 on some of our files. One slipped through unnoticed and was worked and approved- now its on a report as being over a year old when we first worked it. Can you put a restriction in LicenseEase (COMPAS) so staff cannot enter a date further than 120 days from the past.
CQ42208	Report	Testing Services would like to have a date range field added to the FLMQ34 report. Thanks.
CQ42416	Schema	Based on discussions for Pharmacy Techs, Cindy brought up the point that manual holds disappear when the 'regenerate' button is pushed on the header screen. This ticket is to make sure that this checklist item remains on the transaction until it is manually cleared.
CQ42614	Extract	Develop extract to create the file for the 120 day letters to replace the current Image API process. Mindy and Cindy will generate the file at the same time that the renewal print file is created and also update the contact history.
CQ42651	Report	Please add the license numbers to the flmq63(Radiologic Technician Exam Score flmq63) and flmq68(EMT Exam Results Import) reports.

Reference #	Type of Change	Description
CQ42768	Extract	<p>Found a BXMO on the export file that has not been approved to test- just a 9013 has been approved.</p> <p>The checklist items for the applicants 1010 were all checked off but the app wasn't set to approve. I approved the 1010 and the follow-up has been opened.</p> <p>I haven't done anything with the follow-up (add modifiers, etc...).</p> <p>User only needs this to work when they have approved applications.</p>
CQ42774	Trigger	Please modify the inspection trigger that assigns the periodic inspections so that client 2302 receives a periodic inspection every year.
CQ43197	Schema	Allow from broad assignment of codes with multiple payer codes for an entity linked to multiple transaction definitions to granular with one payer code for one transaction definition.
CQ43216	Schema	I have been meeting with the PL address workgroup and they have come up with several recommendations on how to eliminate the issue that we have with practitioners that hold an active license but are not currently practicing their profession.
CQ43227	Extract	LicenseEase (COMPAS) module flmq57 will not run successfully if scheduled for later (i.e. run through the batch scheduler). The problem is with the expiry date parameter in the procedure call. All dates should be passed in as a VARCHAR and then casted back to the date format within the procedure code. This causes an execution error and the program never runs. This same issue was found with pkg_doh09.
CQ43577	Schema/ Screen	I need for the feature that populates an automatic date in the Collection tab on the nf26 screen to be removed. When this feature is tabbed through to get to the note section it is sending this case to the collections data base. We need to have to manually enter this date.
CQ43578	Schema	On screen nf25, I need for the Termination date to be manually entered when the length and duration information is entered.
CQ43839	Schema	Profession 502 (Chiropractic Faculty Certificate) does not have have a age limit for applicants in their laws and rules. They have an applicant right now that is 15 that needs to be put into LicenseEase (COMPAS). Please adjust the birthdate field in LicenseEase (COMPAS) for this profession.

Reference #	Type of Change	Description
CQ43899	Schema	On the flmq16 Document Repository Screen - any time you make a change or save the record, the message that the SSN of the file selected and the SSN entered on the Doc Repos screen do not match. This occurs even if no file has been selected. The message should only be displayed when a file # has been selected into the record. If one of the SSN fields is blank, then it should not attempt to match and should not display an error message.
CQ44024	View	Please create a letter view that pulls the Other Payer Code (other_payer_codes.OP_CDE), Start Date (other_payer_codes.START_DTE), End Date (other_payer_codes.END_DTE), Profession Name (clnt.clnt_long_nme) and transaction description (xact_defn.xact_desc) where the xact_other_payer_codes.CURR_IND is 'Y' .
CQ44536	Schema	Please allow P O Boxes for PL addresses for Rad Techs in LicenseEase (COMPAS) and Online Systems. This request is the same that we had done for EMT/Paramedics several months ago.
CQ44620	Schema	On flmq16, when searching on the last name D'Amico, the results do not come back with the correct names. Can this be changed so apostrophes in name fields are searchable? They also have requested to ability to keep the information in the search screen, so they can correct misspellings without having to re-enter the entire search again. Sometimes they will search from the flmq16 screen, but maybe have a misspelling in last name, so their results do not come back on the results screen. So when they return to searching, they'd like to have a way to keep the info that they had previously input.
CQ44779	View	Is there a way that we can have a view that will pull in info from the Parties Tab. Right now I'm only able to pull in the patient's information when using the FULL_NME1 => uv_patient_info and also I can use IP_FULL_NME => lv_invl_party to pull in the Patient's information as well. But I don't see a way to pull in parties such Subject Attorney's, Risk Managers, Physicians etc.

Reference #	Type of Change	Description
CQ44820	Schema/ Screen	<p>Create a data edit on the LicenseEase (COMPAS) screen(s) where name additions or changes are made to trim any leading spaces.</p> <p>Do a data patch to correct all name records with the leading space issue.</p> <p>This issue was identified by searching for ARNP9214586 on License Verification using her name. She could not be found by her last name, only by her license number. After researching in LicenseEase (COMPAS), we determined that her last name had a leading space, " Stewart", and that was why she could not be found on the website.</p>
CQ45647	Interface	Modify SB1986 upload program to accept a file from Image API, load the responses, and insert Image API into the operator ID field. Need to set up a naming convention, file layout, and FTP location.
CQ45654	Schema/ Screen	Add Deficiency Reason Codes to the Manual Hold checklist item in LicenseEase (COMPAS) for Manual Hold Types in MQA Initial Apps
CQ45892	Interface	Please modify the upload program to identify the users as Prometric instead of Experior.
CQ45893	Interface	Automatic download of the file received on the FTP site for the CNA exam candidates from the test vendor Prometric to LicenseEase (COMPAS).
CQ45894	Interface	Add Prometric's "file" number a an identifier in LicenseEase (COMPAS) during the daily download from the FTP site. This will assist the Board with identifying duplicates
CQ46121	Schema	Modify dhal01 Other Payer to validate on Board Code - please refer to ticket 43197 if needed for full screen specks.
CQ46292	Extract	The daily export to the NREMT for 2501 only is sending information that is really messing up our folks trying to test. All appli...
CQ46319	Interface	Please modify the LicenseEase (COMPAS) upload program to recognize the Under 18 modifier alert. Modifications to the Online system will be mad...
CQ46378		Please see the attached print screen. Upon our research, it was discovered the the money that is being received by credit card...
CQ46474	Extract	Would it be possible to include "expired" licensees in the FLMQ60 report. We would like to be able to dump ASRT continuing education in expired licensees.
CQ46590	View	We need a LicenseEase (COMPAS) letter merge field that would pull in the applicant's completion date from the AP90 screen in LicenseEase (COMPAS).

Reference #	Type of Change	Description
CQ46915	Schema	It occurred to me this morning that our deficiency letter view will pick the manual hold deficiency and add it to the letter. The users that I have talked with don't want this. Is there anyway to exclude this from being returned in the letter.
CQ46919	Schema	Is there a way to use BD_RANK_CDE and BD_RANK_DESC codes on the Enforcement side of LicenseEase (COMPAS). Right now the LV_BASIC_DATA view won't work on the Enforcement side.
CQ46930		<p>Update the 21 Day Deficiency/Confirmation Job to Include Group 1 Initial Apps Professions and add adhoc report in LicenseEase (COMPAS)</p> <p>21 day DEFCN_LTR e-mail: clnt_cde = 1801 and xact_cde = 1010 clnt_cde = 1802 and xact_cde in (1010, 1015) clnt_cde = 1805 and xact_cde = 1020 clnt_cde = 4401 and xact_cde = 1021 clnt_cde in (5501,5502) and xact_cde in (1010,1021)</p> <p>Confirmation e-mail (LL1): clnt_cde = 4401 and xact_cde = 1021</p> <p>Also will include CC/From changes from CQ46765.</p>
CQ46966	Report	<p>I talked with Mindy about the RP report that we monitor. We have to do quite a bit of research to determine issues with R, E, and M class transactions that don't approve. It would be helpful if we could see the validation, or at least the leading number, for each record on the report so we will know how the request was processed; online, RP Cash, or Manual. Mindy mentioned that, at a glance, there is at least one error message that takes up nearly the remainder of the page. So, she will have to see if there is space. I also don't know if other offices use this report, so I don't want to make changes that would affect others' work.</p> <p>We also talked about the possibility of a separate report instead of altering the RP report. As you know, all of the online application transactions appear on the 5:00 report that we review. Until recently, it only included online app transactions for nursing. As new online apps are rolled out, our report continues to grow. If we can't add payment information to the current report, her recommendation of a separate report would be</p>

Reference #	Type of Change	Description
		worth exploring for both reasons. Please submit a ticket to them so that they can look into this.
CQ47276	Trigger	Please research flmq73, nf12, nf19, nf23, nf17, flmq52, dhnf02 and nf25 enforcement screens to determine if any event triggers or forms logic cause the HBD indicator to be added or removed to a license. This is for the AC and Discipline workgroup and system enhancements.
CQ47490	Schema	Please increase team numbers in the document repository to include 16-20.
CQ48081	Schema	In AL24 - Maintain License Relations - add the 100 year date validation to this form for both Effective and End Dates.
CQ48123	View	Requesting a view to be modified to pull in the following information => the medical school name, date of degree, and date of action.
CQ48912	Report	Add the batch job parameters used from the screen to the report header.
CQ49314	Schema/ Screen	We need a field added to the flmq16 Document Repository screen called the Date Entered. This field should be placed between the Document # field and the Received field. This will be used by the boards to enter the date the document is input into the repository. This is needed for the upfront scanning project. Contacts are Tammy Collins and Ivy Shivers. We will also need to modify the dxl533 Document Repository report to include this new field. per PM request at 12/13 CQ mtg: Correct the search/query functionality for organization names.

Reference #	Type of Change	Description
CQ49348		<p>*****IMPORTANT WHEN PROMOTING THE CA21.PL SCRIPT*****</p> <p>The file MUST be in this location: [oracle@dit00swas11]: /opt/oracle/product/10.1.2/licenseease/code/prod [iasforms10> cp ca21.pl /opt/oracle/product/10.1.2/bin/</p> <p>Please correct the IAPI location number on the endorsement stamp of the validation machine from 6400168 to 6400167. This location will correspond with validations beginning with 2 and 9.</p>
CQ49526	Schema	<p>Add error handling for the prep/commit job when the CyberCashMCK.socket.1 error, /renewalrpt2k/cyber_prep.asp, line 142 occurs. Per discussion with DBA, an IF statement can be added to sleep when the error is received and retry in two minutes. See below SQL solution:</p> <p>[oracle@dohsdb10]:/opt/oracle/admin/LicenseEase/batch [lprod:> vi run_cybercash_prep.ksh</p> <p>Add bolded code:</p> <pre> if [[\$? -ne 0]] then echo "ASP call for commit failed at `date`." >> \$log STATUS=1 cat \$html_log mail \$GLOB_MAIL_LIST cat \$html_log mail DLMQA_Finance exit \$STATUS else timeout=`grep "Timed out waiting for a response" "\$html_log"` if [[\$timeout]] then sleep 120 /opt/sfw/bin/curl \$url4commit >> \$html_log 2>>\$log fi fi </pre>

Reference #	Type of Change	Description
CQ49557	Trigger	Need to develop a Q modifier for the board of medicine to enter on a PMC license. When the modifier is added to a license, it will automatically request a periodic routine inspection with an inspect before date of 6/30/the FY entered. When the modifier is removed, any pending open inspections will be automatically deleted. This will closely mirror the current automation for dispensing practitioners.
CQ49563	View	Please create a letter view that would pull in the RESPONDENT'S file number. It can be tied to the same table as the LIC_NBR field pulling from the Enforcement side.
CQ49564	View	Requesting a letter view that will pull in the following Criminal Offense information (ap90 screen) listed below 1. Record Name 2. Level of Offense 3. Offense Description 4. Pleading Type 5. Date Offense This information can be tied to the LV_BASIC_DATA table.
CQ49565	View	Requesting a letter view that will pull in the following Disciplinary information (ap90 screen) listed below 1. Record Name 2. Description Body 3. Description Date 4. Disc Viol Desc 5. Disc Action Des This can be tied to the LV_BASIC_DATA table.
CQ49655	Schema/ Screen	When running a query in the document repository the team number box does not go past team number 15 for anyone in the Board of Nursing. There should be up to team 20. Teams 1-20 appear when adding, but when querying you can only get teams 1-15.

Reference #	Type of Change	Description
CQ49865		<p>SQL2008 issue....</p> <p>This survey extract is the first since upgrading to 2008 to have more than 32767 records. Starting at line 32768 in the upload file, we have roughly 20K occurrences of the following: "SQLGetDiagRec failed"</p> <p>Osqli appears to limit to smallint the number of records one can process with a cursor. If true, there may be implications for other scheduled sqlserver jobs.</p> <p>Work around:</p> <p>In TSQL run, sp_print_survey_txn</p> <p>Save output to local disk. In this case file_name = survey_txn.0131.1600</p> <p>Copy file to \\dohsdb10\survey</p> <p>Run update stmt: update response set extrc_flag = 'Y', extrc_dte = getdate() where resp_id in (select resp_id from compas_survey_txn)</p>
CQ50183	Schema/ Screen	<p>We need to get a license number field, and a license name field added to the LicenseEase (COMPAS) License Relationship History (al31) screen. This will be for all professions in LicenseEase (COMPAS). I have attached a screenshot of what it looks like now.</p>
CQ50346	Schema/ Screen	<p>We need to modify the Miscellaneous Sales (ca13) screen in LicenseEase (COMPAS) to be able to search upon the Sale #. Please see attachment for screen.</p>

Reference #	Type of Change	Description
CQ50467	Schema/ Screen	<p>This needs to be completed by 3/31/11, if possible. This is needed for both the upfront scanning of mail project and the transition of scanning to iCenter project. Modify the flmq16 Document Repository screen to add a new field, just above the Type field, called 'iCenter Doc Type'. This field will be a drop down list of values and should be populated with the codes in the attached document. Also, rename the 'Type' field label to 'Repository Doc Type'. See attached screen shot of doc repository.</p> <p>Rolling CQ50494 into this request so all changes can be moved at the same time:</p> <p>We would like to request that a field be added to the LicenseEase (COMPAS) Document Repository, (flmq16) that will allow us to capture the number of pages that are attached to a document. Please title the field "page count" and we would like to be able to type in the number of pages. Thanks.</p> <p>Also, the following needs to be added per telephone conversation btwn Linda and Daniela, 3-22-11: - update the nightly release to iAPI for Document Repository - there will be a data patch for existing records</p>
CQ50845	Alerts	<p>On the application header of the aa21 screen, please add field validation that will provide an alert to indicate to the processor that they have entered an action date that is more than 90 days after the completion date. The alert should give the user the option to correct the date or indicate the date entered is the correct action date and proceed with saving the changes. This will help prevent data entry errors.</p>
CQ51148	Schema/ Screen	<p>Need increase priority field on enforcement screen NF12 (Maintain Complaints) to 2 characters and change to text/numeric. For example, 1A This is a high priority request for improvement in tracking emergency actions against health care licensees.</p>
CQ51592	Interface	<p>the ARRT Exam Vendor changed the format of the file used to upload the exam scores via flmq63.</p>
CQ51691	View	<p>We need a letter field created to pull in ML_Address Routing info into LicenseEase (COMPAS) letters. Practioners have begun utilizing this field as part of their address.</p>

Reference #	Type of Change	Description
CQ51750	Schema	The SSN Administration has changed the way they issue SSN Numbers. The following is taken from the Social Security website. "Previously unassigned area numbers will be introduced for assignment excluding area numbers 000, 666 and 900-999."
CQ51855	Schema/ Screen	The boards would like to add a 100 to the team numbers for the LicenseEase (COMPAS) Document Repository. They will be using this as a "Not Received".
CQ52616	View	Please modify the following views to include the Notes section under the ap90 screen. Sometimes text is entered into these areas that they would also need to be included into the letter. uv_disc_by_lic uv_crim_by_lic uv_disc_by_app uv_crim_by_app
CQ52821	Schema/ Screen	Please promote the revision made in test to the Name Change Field on the renewal forms in production.

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DISABILITY DETERMINATIONS EXHIBITS AND SCHEDULES



DISABILITY DETERMINATIONS SCHEDULE I SERIES

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	Federal Grant Trust Fund
LAS/PBS Fund Number:	64500100
	2261

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	(30,273.57)	(A)		(30,273.57)
ADD: Other Cash (See Instructions)		(B)		0.00
ADD: Investments		(C)		0.00
ADD: Outstanding Accounts Receivable	199,863.13	(D)		199,863.13
ADD: Transfer from 2261 64200400		(E)		0.00
Total Cash plus Accounts Receivable	169,589.56	(F)	0.00	169,589.56
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards	(22,362.46)	(H)		(22,362.46)
Approved "B" Certified Forwards		(H)		0.00
Approved "FCO" Certified Forwards		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)		(I)		0.00
LESS: _____		(J)		0.00
Unreserved Fund Balance, 07/01/14	147,227.10	(K)		147,227.10 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2015 - 2016	
Department Title:	Department of Health
Trust Fund Title:	Federal Grant Trust Fund
LAS/PBS Fund Number:	2261/64500100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14	
Total all GLC's 5XXXX for governmental funds;	146,083.10 (A)
GLC 539XX for proprietary and fiduciary funds	
Subtract Nonspendable Fund Balance (GLC 56XXX)	
Add/Subtract Statewide Financial Statement (SWFS)Adjustments :	
SWFS Adjustment	
SWFS Adjustment	
Add/Subtract Other Adjustment(s):	
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	
Approved "C" Carry Forward Total (FCO) per LAS/PBS	
A/P not C/F-Operating Categories	1,144.00 (D)
ADJUSTED BEGINNING TRIAL BALANCE:	147,227.10 (E)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	147,227.10 (F)
DIFFERENCE:	0.00 (G)*

***SHOULD EQUAL ZERO.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2015 - 2016
Trust Fund Title:	Department of Health
Budget Entity:	United States Trust Fund
LAS/PBS Fund Number:	64500100
	2738

	Balance as of 6/30/2014		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	967,805.41	(A)		967,805.41
ADD: Other Cash (See Instructions)	364.00	(B)		364.00
ADD: Investments		(C)		0.00
ADD: Outstanding Accounts Receivable	5,024,619.25	(D)		5,024,619.25
ADD: _____		(E)		0.00
Total Cash plus Accounts Receivable	5,992,788.66	(F)	0.00	5,992,788.66
LESS Allowances for Uncollectibles		(G)		0.00
LESS Approved "A" Certified Forwards	(4,323,321.76)	(H)		(4,323,321.76)
Approved "B" Certified Forwards	(744,219.79)	(H)		(744,219.79)
Approved "FCO" Certified Forwards		(H)		0.00
LESS: Other Accounts Payable (Nonoperating)	(54,602.01)	(I)	14,811.17	(39,790.84)
LESS: _____		(J)		0.00
Unreserved Fund Balance, 07/01/14	870,645.10	(K)	14,811.17	885,456.27 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

Office of Policy and Budget - July 2014

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period:	2015 - 2016
Department Title:	Department of Health
Trust Fund Title:	United States Trust Fund
LAS/PBS Fund Number:	2738/64500100

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/14

Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	1,524,046.88 (A)
--	-------------------------

Subtract Nonspendable Fund Balance (GLC 56XXX)

	(B)
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Add/Subtract Statewide Financial Statement (SWFS) Adjustments :

SWFS Adjustment # Reduce Account Payable	14,811.17 (C)
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SWFS Adjustment # and Description	(C)
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Add/Subtract Other Adjustment(s):

Approved "B" Carry Forward (Encumbrances) per LAS/PBS	(744,219.79) (D)
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Approved "C" Carry Forward Total (FCO) per LAS/PBS	(D)
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A/P not C/F-Operating Categories	90,818.01 (D)
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	(D)
--	-----

	(D)
--	-----

	(D)
--	-----

ADJUSTED BEGINNING TRIAL BALANCE:	885,456.27 (E)
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UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	885,456.27 (F)
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DIFFERENCE:	0.00 (G)*
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***SHOULD EQUAL ZERO.**

Fiscal Year 2015-16 LBR Technical Review Checklist

Department/Budget Entity (Service): HEALTH / Medical Quality Assurance
Agency Budget Officer/OPB Analyst Name: Michele Tallent / Leah Holt

A "Y" indicates "YES" and is acceptable, an "N/J" indicates "NO/Justification Provided" - these require further explanation/justification (additional sheets can be used as necessary), and "TIPS" are other areas to consider.

	Program or Service (Budget Entity Codes)	
Action	64400100	

1. GENERAL		
1.1 Are Columns A01, A02, A04, A05, A23, A24, A25, A36, A93, IA1, IA5, IA6, IP1, IV1, IV3 and NV1 set to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for both the Budget and Trust Fund columns? Are Columns A06, A07, A08 and A09 for Fixed Capital Outlay (FCO) set to TRANSFER CONTROL for DISPLAY status only? (CSDI)	Y	
1.2 Is Column A03 set to TRANSFER CONTROL for DISPLAY and UPDATE status for both the Budget and Trust Fund columns? (CSDI)	Y	
AUDITS:		
1.3 Has Column A03 been copied to Column A12? Run the Exhibit B Audit Comparison Report to verify. (EXBR, EXBA)	Y	
1.4 Has security been set correctly? (CSDR, CSA)	Y	
TIP The agency should prepare the budget request for submission in this order: 1) Lock columns as described above; 2) copy Column A03 to Column A12; and 3) set Column A12 column security to ALL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status.		
2. EXHIBIT A (EADR, EXA)		
2.1 Is the budget entity authority and description consistent with the agency's LRPP and does it conform to the directives provided on page 59 of the LBR Instructions?	Y	
2.2 Are the statewide issues generated systematically (estimated expenditures, nonrecurring expenditures, etc.) included?	Y	
2.3 Are the issue codes and titles consistent with <i>Section 3</i> of the LBR Instructions (pages 15 through 29)? Do they clearly describe the issue?	Y	
2.4 Have the coding guidelines in <i>Section 3</i> of the LBR Instructions (pages 15 through 29) been followed?	Y	
3. EXHIBIT B (EXBR, EXB)		
3.1 Is it apparent that there is a fund shift where an appropriation category's funding source is different between A02 and A03? Were the issues entered into LAS/PBS correctly? Check D-3A funding shift issue 340XXX0 - a unique deduct and unique add back issue should be used to ensure fund shifts display correctly on the LBR exhibits.	N/A	
AUDITS:		

		Program or Service (Budget Entity Codes)	
Action		64400100	
3.2	Negative Appropriation Category Audit for Agency Request (Columns A03 and A04): Are all appropriation categories positive by budget entity at the FSI level? Are all nonrecurring amounts less than requested amounts? (NACR, NAC - Report should print "No Negative Appropriation Categories Found")	Y	
3.3	Current Year Estimated Verification Comparison Report: Is Column A02 equal to Column B07? (EXBR, EXBC - Report should print "Records Selected Net To Zero")	Y	
TIP	Generally look for and be able to fully explain significant differences between A02 and A03.		
TIP	Exhibit B - A02 equal to B07: Compares Current Year Estimated column to a backup of A02. This audit is necessary to ensure that the historical detail records have not been adjusted. Records selected should net to zero.		
TIP	Requests for appropriations which require advance payment authority must use the sub-title "Grants and Aids". For advance payment authority to local units of government, the Aid to Local Government appropriation category (05XXXX) should be used. For advance payment authority to non-profit organizations or other units of state government, the Special Categories appropriation category (10XXXX) should be used.		
4. EXHIBIT D (EADR, EXD)			
4.1	Is the program component objective statement consistent with the agency LRPP, and does it conform to the directives provided on page 61 of the LBR Instructions?	Y	
4.2	Is the program component code and title used correct?	Y	
TIP	Fund shifts or transfers of services or activities between program components will be displayed on an Exhibit D whereas it may not be visible on an Exhibit A.		
5. EXHIBIT D-1 (ED1R, EXD1)			
5.1	Are all object of expenditures positive amounts? (This is a manual check.)	Y	
AUDITS:			
5.2	Do the fund totals agree with the object category totals within each appropriation category? (ED1R, XD1A - Report should print "No Differences Found For This Report")	Y	
5.3	FLAIR Expenditure/Appropriation Ledger Comparison Report: Is Column A01 less than Column B04? (EXBR, EXBB - Negative differences need to be corrected in Column A01.)	Y	
5.4	A01/State Accounts Disbursements and Carry Forward Comparison Report: Does Column A01 equal Column B08? (EXBR, EXBD - Differences need to be corrected in Column A01.)	Y	

	Program or Service (Budget Entity Codes)
Action	64400100

TIP	If objects are negative amounts, the agency must make adjustments to Column A01 to correct the object amounts. In addition, the fund totals must be adjusted to reflect the adjustment made to the object data.	
TIP	If fund totals and object totals do not agree or negative object amounts exist, the agency must adjust Column A01.	
TIP	Exhibit B - A01 less than B04: This audit is to ensure that the disbursements and carry/certifications forward in A01 are less than FY 2013-14 approved budget. Amounts should be positive.	
TIP	If B08 is not equal to A01, check the following: 1) the initial FLAIR disbursements or carry forward data load was corrected appropriately in A01; 2) the disbursement data from departmental FLAIR was reconciled to State Accounts; and 3) the FLAIR disbursements did not change after Column B08 was created.	

6. EXHIBIT D-3 (ED3R, ED3) (Not required to be submitted in the LBR - for analytical purposes only.)

6.1	Are issues appropriately aligned with appropriation categories?	Y	
TIP	Exhibit D-3 is no longer required in the budget submission but may be needed for this particular appropriation category/issue sort. Exhibit D-3 is also a useful report when identifying negative appropriation category problems.		

7. EXHIBIT D-3A (EADR, ED3A)

7.1	Are the issue titles correct and do they clearly identify the issue? (See pages 15 through 33 of the LBR Instructions.)	Y	
7.2	Does the issue narrative adequately explain the agency's request and is the explanation consistent with the LRPP? (See page 67-68 of the LBR Instructions.)	Y	
7.3	Does the narrative for Information Technology (IT) issue follow the additional narrative requirements described on pages 69 through 71 of the LBR Instructions?	Y	
7.4	Are all issues with an IT component identified with a "Y" in the "IT COMPONENT?" field? If the issue contains an IT component, has that component been identified and documented?	Y	
7.5	Does the issue narrative explain any variances from the Standard Expense and Human Resource Services Assessments package? Is the nonrecurring portion in the nonrecurring column? (See pages E-4 through E-6 of the LBR Instructions.)	Y	
7.6	Does the salary rate request amount accurately reflect any new requests and are the amounts proportionate to the Salaries and Benefits request? Note: Salary rate should always be annualized.	Y	

		Program or Service (Budget Entity Codes)	
Action		64400100	
7.7	Does the issue narrative thoroughly explain/justify all Salaries and Benefits amounts entered into the Other Salary Amounts transactions (OADA/C)? Amounts entered into OAD are reflected in the Position Detail of Salaries and Benefits section of the Exhibit D-3A.	N/A	
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?	N/A	
7.9	Does the issue narrative reference the specific county(ies) where applicable?	N/A	
7.10	Do the 160XXX0 issues reflect budget amendments that have been approved (or in the process of being approved) and that have a recurring impact (including Lump Sums)? Have the approved budget amendments been entered in Column A18 as instructed in Memo #14-001?	Y	
7.11	When appropriate are there any 160XXX0 issues included to delete positions placed in reserve in the OPB Position and Rate Ledger (e.g. unfunded grants)? Note: Lump sum appropriations not yet allocated should <u>not</u> be deleted. (PLRR, PLMO)	N/A	
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?	N/A	
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?	N/A	
7.14	Do the amounts reflect appropriate FSI assignments?	Y	
7.15	Are the 33XXXX0 issues negative amounts only and do not restore nonrecurring cuts from a prior year or fund any issues that net to a positive or zero amount? Check D-3A issues 33XXXX0 - a unique issue should be used for issues that net to zero or a positive amount.	N/A	
7.16	Do the issues relating to <i>salary and benefits</i> have an "A" in the fifth position of the issue code (XXXXAXX) and are they self-contained (not combined with other issues)? (See page 28 and 88 of the LBR Instructions.)	Y	
7.17	Do the issues relating to <i>Information Technology (IT)</i> have a "C" in the sixth position of the issue code (36XXXXCX) and are the correct issue codes used (361XXC0, 362XXC0, 363XXC0, 17C01C0, 17C02C0, 17C03C0, 24010C0, 33001C0, 330010C0, 33011C0, 160E470, 160E480 or 55C01C0)?	Y	
7.18	Are the issues relating to <i>major audit findings and recommendations</i> properly coded (4A0XXX0, 4B0XXX0)?	N/A	
7.19	Does the issue narrative identify the strategy or strategies in the Five Year Statewide Strategic Plan for Economic Development?	Y	
AUDIT:			

		Program or Service (Budget Entity Codes)	
Action		64400100	
7.20	Are all FSI's equal to '1', '2', '3', or '9'? There should be no FSI's equal to '0'. (EADR, FSIA - Report should print "No Records Selected For Reporting")	Y	
7.21	Does the General Revenue for 160XXXX (Adjustments to Current Year Expenditures) issues net to zero? (GENR, LBR1)	N/A	
7.22	Does the General Revenue for 180XXXX (Intra-Agency Reorganizations) issues net to zero? (GENR, LBR2)	N/A	
7.23	Does the General Revenue for 200XXXX (Estimated Expenditures Realignment) issues net to zero? (GENR, LBR3)	N/A	
7.24	Have FCO appropriations been entered into the nonrecurring column A04? (GENR, LBR4 - Report should print "No Records Selected For Reporting" or a listing of D-3A issue(s) assigned to Debt Service (IOE N) or in some cases State Capital Outlay - Public Education Capital Outlay (IOE L))	N/A	
TIP	Salaries and Benefits amounts entered using the OADA/C transactions must be thoroughly justified in the D-3A issue narrative. Agencies can run OADA/OADR from STAM to identify the amounts entered into OAD and ensure these entries have been thoroughly explained in the D-3A issue narrative.		
TIP	The issue narrative must completely and thoroughly explain and justify each D-3A issue. Agencies must ensure it provides the information necessary for the OPB and legislative analysts to have a complete understanding of the issue submitted. Thoroughly review pages 65 through 70 of the LBR Instructions.		
TIP	Check BAPS to verify status of budget amendments. Check for reapprovals not picked up in the General Appropriations Act. Verify that Lump Sum appropriations in Column A02 do not appear in Column A03. Review budget amendments to verify that 160XXX0 issue amounts correspond accurately and net to zero for General Revenue funds.		
TIP	If an agency is receiving federal funds from another agency the FSI should = 9 (Transfer - Recipient of Federal Funds). The agency that originally receives the funds directly from the federal agency should use FSI = 3 (Federal Funds).		
TIP	If a state agency needs to include in its LBR a realignment or workload request issue to align its data processing services category with its projected FY 2015-16 data center costs, this can be completed by using the new State Data Center data processing services category (210001). (NSRC data processing services category (210022) and the SSRC data processing services category (210021) will no longer be used).		

	Program or Service (Budget Entity Codes)
Action	64400100

TIP	If an appropriation made in the FY 2014-15 General Appropriations Act duplicates an appropriation made in substantive legislation, the agency must create a unique deduct nonrecurring issue to eliminate the duplicated appropriation. Normally this is taken care of through line item veto.	
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8. SCHEDULE I & RELATED DOCUMENTS (SC1R, SC1 - Budget Entity Level or SC1R, SC1D - Department Level)

8.1	Has a separate department level Schedule I and supporting documents package been submitted by the agency?	Y	
8.2	Has a Schedule I and Schedule IB been completed in LAS/PBS for each operating trust fund?	Y	
8.3	Have the appropriate Schedule I supporting documents been included for the trust funds (Schedule IA, Schedule IC, and Reconciliation to Trial Balance)?	Y	
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?	Y	
8.5	Have the required detailed narratives been provided (5% trust fund reserve narrative; method for computing the distribution of cost for general management and administrative services narrative; adjustments narrative; revenue estimating methodology narrative; fixed capital outlay adjustment narrative)?	Y	
8.6	Has the Inter-Agency Transfers Reported on Schedule I form been included as applicable for transfers totaling \$100,000 or more for the fiscal year?	Y	
8.7	If the agency is scheduled for the annual trust fund review this year, have the Schedule ID and applicable draft legislation been included for recreation, modification or termination of existing trust funds?	Y	
8.8	If the agency is scheduled for the annual trust fund review this year, have the necessary trust funds been requested for creation pursuant to <i>section 215.32(2)(b), Florida Statutes</i> - including the Schedule ID and applicable legislation?	Y	
8.9	Are the revenue codes correct? In the case of federal revenues, has the agency appropriately identified direct versus indirect receipts (object codes 000700, 000750, 000799, 001510 and 001599)? For non-grant federal revenues, is the correct revenue code identified (codes 000504, 000119, 001270, 001870, 001970)?	Y	
8.10	Are the statutory authority references correct?	Y	
8.11	Are the General Revenue Service Charge percentage rates used for each revenue source correct? (Refer to Chapter 2009-78, Laws of Florida, for appropriate general revenue service charge percentage rates.)	Y	
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?	N/A	
8.13	If there is no Consensus Estimating Conference forecast available, do the revenue estimates appear to be reasonable?	Y	

	Program or Service (Budget Entity Codes)
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8.14	Are the federal funds revenues reported in Section I broken out by individual grant? Are the correct CFDA codes used?	Y	
8.15	Are anticipated grants included and based on the state fiscal year (rather than federal fiscal year)?	Y	
8.16	Are the Schedule I revenues consistent with the FSI's reported in the Exhibit D-3A?	Y	
8.17	If applicable, are nonrecurring revenues entered into Column A04?	Y	
8.18	Has the agency certified the revenue estimates in columns A02 and A03 to be the latest and most accurate available? Does the certification include a statement that the agency will notify OPB of any significant changes in revenue estimates that occur prior to the Governor's Budget Recommendations being issued?	Y	
8.19	Is a 5% trust fund reserve reflected in Section II? If not, is sufficient justification provided for exemption? Are the additional narrative requirements provided?	Y	
8.20	Are appropriate general revenue service charge nonoperating amounts included in Section II?	Y	
8.21	Are nonoperating expenditures to other budget entities/departments cross-referenced accurately?	Y	
8.22	Do transfers balance between funds (within the agency as well as between agencies)? (See also 8.6 for required transfer confirmation of amounts totaling \$100,000 or more.)	Y	
8.23	Are nonoperating expenditures recorded in Section II and adjustments recorded in Section III?	Y	
8.24	Are prior year September operating reversions appropriately shown in column A01?	Y	
8.25	Are current year September operating reversions appropriately shown in column A02?	Y	
8.26	Does the Schedule IC properly reflect the unreserved fund balance for each trust fund as defined by the LBR Instructions, and is it reconciled to the agency accounting records?	Y	
8.27	Has the agency properly accounted for continuing appropriations (category 13XXXX) in column A01, Section III?	N/A	
8.28	Does Column A01 of the Schedule I accurately represent the actual prior year accounting data as reflected in the agency accounting records, and is it provided in sufficient detail for analysis?	Y	
8.29	Does Line I of Column A01 (Schedule I) equal Line K of the Schedule IC?	Y	
AUDITS:			
8.30	Is Line I a positive number? (If not, the agency must adjust the budget request to eliminate the deficit).	Y	

	Program or Service (Budget Entity Codes)
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8.31	Is the June 30 Adjusted Unreserved Fund Balance (Line I) equal to the July 1 Unreserved Fund Balance (Line A) of the following year? If a Schedule IB was prepared, do the totals agree with the Schedule I, Line I? (SC1R, SC1A - Report should print "No Discrepancies Exist For This Report")	Y	
8.32	Has a Department Level Reconciliation been provided for each trust fund and does Line A of the Schedule I equal the CFO amount? If not, the agency must correct Line A. (SC1R, DEPT)	Y	
8.33	Has a Schedule IB been provided for each trust fund and does total agree with line I ?	Y	
8.34	Have A/R been properly analyzed and any allowances for doubtful accounts been properly recorded on the Schedule IC?	Y	
TIP	The Schedule I is the most reliable source of data concerning the trust funds. It is very important that this schedule is as accurate as possible!		
TIP	Determine if the agency is scheduled for trust fund review. (See page 130 of the LBR Instructions.) Transaction DFTR in LAS/PBS is also available and provides an LBR review date for each trust fund.		
TIP	Review the unreserved fund balances and compare revenue totals to expenditure totals to determine and understand the trust fund status.		
TIP	Typically nonoperating expenditures and revenues should not be a negative number. Any negative numbers must be fully justified.		
9. SCHEDULE II (PSCR, SC2)			
AUDIT:			
9.1	Is the pay grade minimum for salary rate utilized for positions in segments 2 and 3? (BRAR, BRAA - Report should print "No Records Selected For This Request") Note: Amounts other than the pay grade minimum should be fully justified in the D-3A issue narrative. (See <i>Base Rate Audit</i> on page 161 of the LBR Instructions.)	Y	

	Program or Service (Budget Entity Codes)
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10. SCHEDULE III (PSCR, SC3)		
10.1	Is the appropriate lapse amount applied in Segment 3? (See page 92 of the LBR Instructions.)	Y
10.2	Are amounts in <i>Other Salary Amount</i> appropriate and fully justified? (See page 99 of the LBR Instructions for appropriate use of the OAD transaction.) Use OADI or OADR to identify agency other salary amounts requested.	N/A
11. SCHEDULE IV (EADR, SC4)		
11.1	Are the correct Information Technology (IT) issue codes used?	Y
TIP	If IT issues are not coded correctly (with "C" in 6th position), they will not appear in the Schedule IV.	
12. SCHEDULE VIIIA (EADR, SC8A)		
12.1	Is there only one #1 priority, one #2 priority, one #3 priority, etc. reported on the Schedule VIII-A? Are the priority narrative explanations adequate? Note: FCO issues can now be included in the priority listing.	Y
13. SCHEDULE VIIIB-1 (EADR, S8B1)		
13.1	NOT REQUIRED FOR THIS YEAR	
14. SCHEDULE VIIIB-2 (EADR, S8B2)		
14.1	Do the reductions comply with the instructions provided on pages 104 through 106 of the LBR Instructions regarding a 5% reduction in recurring General Revenue and Trust Funds, including the verification that the 33BXXX0 issue has NOT been used?	Y
15. SCHEDULE VIIIC (EADR, S8C) (LAS/PBS Web - see page 107-109 of the LBR Instructions for detailed instructions)		
15.1	Agencies are required to generate this schedule via the LAS/PBS Web.	Y
15.2	Does the schedule include at least three and no more than 10 unique reprioritization issues, in priority order? Manual Check.	Y
15.3	Does the schedule display reprioritization issues that are each comprised of two unique issues - a deduct component and an add-back component which net to zero at the department level?	Y
15.4	Are the priority narrative explanations adequate and do they follow the guidelines on pages 107-109 of the LBR instructions?	Y
15.5	Does the issue narrative in A6 address the following: Does the state have the authority to implement the reprioritization issues independent of other entities (federal and local governments, private donors, etc.)? Are the reprioritization issues an allowable use of the recommended funding source?	Y
AUDIT:		
15.6	Do the issues net to zero at the department level? (GENR, LBR5)	Y

	Program or Service (Budget Entity Codes)
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16. SCHEDULE XI (USCR,SCXI) (LAS/PBS Web - see page 110-114 of the LBR Instructions for detailed instructions)	
16.1 Agencies are required to generate this spreadsheet via the LAS/PBS Web. The Final Excel version no longer has to be submitted to OPB for inclusion on the Governor's Florida Performs Website. (Note: Pursuant to <i>section 216.023(4) (b), Florida Statutes</i> , the Legislature can reduce the funding level for any agency that does not provide this information.)	Y
16.2 Do the PDF files uploaded to the Florida Fiscal Portal for the LRPP and LBR match?	Y
AUDITS INCLUDED IN THE SCHEDULE XI REPORT:	
16.3 Does the FY 2013-14 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? (GENR, ACT1)	Y
16.4 None of the executive direction, administrative support and information technology statewide activities (ACT0010 thru ACT0490) have output standards (Record Type 5)? (Audit #1 should print "No Activities Found")	Y
16.5 Does the Fixed Capital Outlay (FCO) statewide activity (ACT0210) only contain 08XXXX or 14XXXX appropriation categories? (Audit #2 should print "No Operating Categories Found")	Y
16.6 Has the agency provided the necessary standard (Record Type 5) for all activities which <u>should</u> appear in Section II? (Note: Audit #3 will identify those activities that do NOT have a Record Type '5' and have not been identified as a 'Pass Through' activity. These activities will be displayed in Section III with the 'Payment of Pensions, Benefits and Claims' activity and 'Other' activities. Verify if these activities should be displayed in Section III. If not, an output standard would need to be added for that activity and the Schedule XI submitted again.)	Y
16.7 Does Section I (Final Budget for Agency) and Section III (Total Budget for Agency) equal? (Audit #4 should print "No Discrepancies Found")	Y
TIP If Section I and Section III have a small difference, it may be due to rounding and therefore will be acceptable.	
17. MANUALLY PREPARED EXHIBITS & SCHEDULES	
17.1 Do exhibits and schedules comply with LBR Instructions (pages 115 through 158 of the LBR Instructions), and are they accurate and complete?	Y
17.2 Are appropriation category totals comparable to Exhibit B, where applicable?	Y
17.3 Are agency organization charts (Schedule X) provided and at the appropriate level of detail?	Y
17.4 Does the LBR include a separate IV-B for each IT project over \$1 million (see page 134 of the LBR instructions for exemptions to this rule)? Have all IV-B been emailed to: IT@LASPBS.state.fl.us	Y

	Program or Service (Budget Entity Codes)
Action	64400100

17.5 Are all forms relating to Fixed Capital Outlay (FCO) funding requests submitted in the proper form, including a Truth in Bonding statement (if applicable) ?	N/A
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	Program or Service (Budget Entity Codes)
Action	64400100

AUDITS - GENERAL INFORMATION

TIP	Review <i>Section 6: Audits</i> of the LBR Instructions (pages 160-162) for a list of audits and their descriptions.	
TIP	Reorganizations may cause audit errors. Agencies must indicate that these errors are due to an agency reorganization to justify the audit error.	

18. CAPITAL IMPROVEMENTS PROGRAM (CIP)

18.1	Are the CIP-2, CIP-3, CIP-A and CIP-B forms included?	N/A	
18.2	Are the CIP-4 and CIP-5 forms submitted when applicable (see CIP Instructions)?	N/A	
18.3	Do all CIP forms comply with CIP Instructions where applicable (see CIP Instructions)?	N/A	
18.4	Does the agency request include 5 year projections (Columns A03, A06, A07, A08 and A09)?	N/A	
18.5	Are the appropriate counties identified in the narrative?	N/A	
18.6	Has the CIP-2 form (Exhibit B) been modified to include the agency priority for each project and the modified form saved as a PDF document?	N/A	
TIP	Requests for Fixed Capital Outlay appropriations which are Grants and Aids to Local Governments and Non-Profit Organizations must use the Grants and Aids to Local Governments and Non-Profit Organizations - Fixed Capital Outlay major appropriation category (140XXX) and include the sub-title "Grants and Aids". These appropriations utilize a CIP-B form as justification.		

19. FLORIDA FISCAL PORTAL

19.1	Have all files been assembled correctly and posted to the Florida Fiscal Portal as outlined in the Florida Fiscal Portal Submittal Process?	Y	
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Fiscal Year 2015-16 LBR Technical Review Checklist

Department/Budget Entity (Service): HEALTH / Administrative Support
Agency Budget Officer/OPB Analyst Name: Michele Tallent / Leah Holt

A "Y" indicates "YES" and is acceptable, an "N/J" indicates "NO/Justification Provided" - these require further explanation/justification (additional sheets can be used as necessary), and "TIPS" are other areas to consider.

	Program or Service (Budget Entity Codes)	
Action	64100200	

1. GENERAL

1.1 Are Columns A01, A02, A04, A05, A23, A24, A25, A36, A93, IA1, IA5, IA6, IP1, IV1, IV3 and NV1 set to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for both the Budget and Trust Fund columns? Are Columns A06, A07, A08 and A09 for Fixed Capital Outlay (FCO) set to TRANSFER CONTROL for DISPLAY status only? (CSDI)	Y	
1.2 Is Column A03 set to TRANSFER CONTROL for DISPLAY and UPDATE status for both the Budget and Trust Fund columns? (CSDI)	Y	

AUDITS:

1.3 Has Column A03 been copied to Column A12? Run the Exhibit B Audit Comparison Report to verify. (EXBR, EXBA)	Y	
1.4 Has security been set correctly? (CSDR, CSA)	Y	
TIP The agency should prepare the budget request for submission in this order: 1) Lock columns as described above; 2) copy Column A03 to Column A12; and 3) set Column A12 column security to ALL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status.		

2. EXHIBIT A (EADR, EXA)

2.1 Is the budget entity authority and description consistent with the agency's LRPP and does it conform to the directives provided on page 59 of the LBR Instructions?	Y	
2.2 Are the statewide issues generated systematically (estimated expenditures, nonrecurring expenditures, etc.) included?	Y	
2.3 Are the issue codes and titles consistent with <i>Section 3</i> of the LBR Instructions (pages 15 through 29)? Do they clearly describe the issue?	Y	
2.4 Have the coding guidelines in <i>Section 3</i> of the LBR Instructions (pages 15 through 29) been followed?	Y	

3. EXHIBIT B (EXBR, EXB)

3.1 Is it apparent that there is a fund shift where an appropriation category's funding source is different between A02 and A03? Were the issues entered into LAS/PBS correctly? Check D-3A funding shift issue 340XXX0 - a unique deduct and unique add back issue should be used to ensure fund shifts display correctly on the LBR exhibits.	Y	
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AUDITS:

		Program or Service (Budget Entity Codes)	
Action		64100200	
3.2	Negative Appropriation Category Audit for Agency Request (Columns A03 and A04): Are all appropriation categories positive by budget entity at the FSI level? Are all nonrecurring amounts less than requested amounts? (NACR, NAC - Report should print "No Negative Appropriation Categories Found")	Y	
3.3	Current Year Estimated Verification Comparison Report: Is Column A02 equal to Column B07? (EXBR, EXBC - Report should print "Records Selected Net To Zero")	Y	
TIP	Generally look for and be able to fully explain significant differences between A02 and A03.		
TIP	Exhibit B - A02 equal to B07: Compares Current Year Estimated column to a backup of A02. This audit is necessary to ensure that the historical detail records have not been adjusted. Records selected should net to zero.		
TIP	Requests for appropriations which require advance payment authority must use the sub-title "Grants and Aids". For advance payment authority to local units of government, the Aid to Local Government appropriation category (05XXXX) should be used. For advance payment authority to non-profit organizations or other units of state government, the Special Categories appropriation category (10XXXX) should be used.		
4. EXHIBIT D (EADR, EXD)			
4.1	Is the program component objective statement consistent with the agency LRPP, and does it conform to the directives provided on page 61 of the LBR Instructions?	Y	
4.2	Is the program component code and title used correct?	Y	
TIP	Fund shifts or transfers of services or activities between program components will be displayed on an Exhibit D whereas it may not be visible on an Exhibit A.		
5. EXHIBIT D-1 (ED1R, EXD1)			
5.1	Are all object of expenditures positive amounts? (This is a manual check.)	Y	
AUDITS:			
5.2	Do the fund totals agree with the object category totals within each appropriation category? (ED1R, XD1A - Report should print "No Differences Found For This Report")	Y	
5.3	FLAIR Expenditure/Appropriation Ledger Comparison Report: Is Column A01 less than Column B04? (EXBR, EXBB - Negative differences need to be corrected in Column A01.)	Y	
5.4	A01/State Accounts Disbursements and Carry Forward Comparison Report: Does Column A01 equal Column B08? (EXBR, EXBD - Differences need to be corrected in Column A01.)	Y	
TIP	If objects are negative amounts, the agency must make adjustments to Column A01 to correct the object amounts. In addition, the fund totals must be adjusted to reflect the adjustment made to the object data.		

		Program or Service (Budget Entity Codes)
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TIP	If fund totals and object totals do not agree or negative object amounts exist, the agency must adjust Column A01.	
TIP	Exhibit B - A01 less than B04: This audit is to ensure that the disbursements and carry/certifications forward in A01 are less than FY 2013-14 approved budget. Amounts should be positive.	
TIP	If B08 is not equal to A01, check the following: 1) the initial FLAIR disbursements or carry forward data load was corrected appropriately in A01; 2) the disbursement data from departmental FLAIR was reconciled to State Accounts; and 3) the FLAIR disbursements did not change after Column B08 was created.	
6. EXHIBIT D-3 (ED3R, ED3) (Not required to be submitted in the LBR - for analytical purposes only.)		
6.1	Are issues appropriately aligned with appropriation categories?	Y
TIP	Exhibit D-3 is no longer required in the budget submission but may be needed for this particular appropriation category/issue sort. Exhibit D-3 is also a useful report when identifying negative appropriation category problems.	
7. EXHIBIT D-3A (EADR, ED3A)		
7.1	Are the issue titles correct and do they clearly identify the issue? (See pages 15 through 33 of the LBR Instructions.)	Y
7.2	Does the issue narrative adequately explain the agency's request and is the explanation consistent with the LRPP? (See page 67-68 of the LBR Instructions.)	Y
7.3	Does the narrative for Information Technology (IT) issue follow the additional narrative requirements described on pages 69 through 71 of the LBR Instructions?	Y
7.4	Are all issues with an IT component identified with a "Y" in the "IT COMPONENT?" field? If the issue contains an IT component, has that component been identified and documented?	Y
7.5	Does the issue narrative explain any variances from the Standard Expense and Human Resource Services Assessments package? Is the nonrecurring portion in the nonrecurring column? (See pages E-4 through E-6 of the LBR Instructions.)	Y
7.6	Does the salary rate request amount accurately reflect any new requests and are the amounts proportionate to the Salaries and Benefits request? Note: Salary rate should always be annualized.	Y
7.7	Does the issue narrative thoroughly explain/justify all Salaries and Benefits amounts entered into the Other Salary Amounts transactions (OADA/C)? Amounts entered into OAD are reflected in the Position Detail of Salaries and Benefits section of the Exhibit D-3A.	Y
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?	N/A
7.9	Does the issue narrative reference the specific county(ies) where applicable?	N/A

		Program or Service (Budget Entity Codes)	
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7.10	Do the 160XXX0 issues reflect budget amendments that have been approved (or in the process of being approved) and that have a recurring impact (including Lump Sums)? Have the approved budget amendments been entered in Column A18 as instructed in Memo #14-001?	Y	
7.11	When appropriate are there any 160XXX0 issues included to delete positions placed in reserve in the OPB Position and Rate Ledger (e.g. unfunded grants)? Note: Lump sum appropriations not yet allocated should <u>not</u> be deleted. (PLRR, PLMO)	Y	
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?	N/A	
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?	N/A	
7.14	Do the amounts reflect appropriate FSI assignments?	Y	
7.15	Are the 33XXXX0 issues negative amounts only and do not restore nonrecurring cuts from a prior year or fund any issues that net to a positive or zero amount? Check D-3A issues 33XXXX0 - a unique issue should be used for issues that net to zero or a positive amount.	N/A	
7.16	Do the issues relating to <i>salary and benefits</i> have an "A" in the fifth position of the issue code (XXXXAXX) and are they self-contained (not combined with other issues)? (See page 28 and 88 of the LBR Instructions.)	N/A	
7.17	Do the issues relating to <i>Information Technology (IT)</i> have a "C" in the sixth position of the issue code (36XXXCX) and are the correct issue codes used (361XXC0, 362XXC0, 363XXC0, 17C01C0, 17C02C0, 17C03C0, 24010C0, 33001C0, 330010C0, 33011C0, 160E470, 160E480 or 55C01C0)?	Y	
7.18	Are the issues relating to <i>major audit findings and recommendations</i> properly coded (4A0XXX0, 4B0XXX0)?	N/A	
7.19	Does the issue narrative identify the strategy or strategies in the Five Year Statewide Strategic Plan for Economic Development?	Y	
AUDIT:			
7.20	Are all FSI's equal to '1', '2', '3', or '9'? There should be no FSI's equal to '0'. (EADR, FSIA - Report should print "No Records Selected For Reporting")	Y	
7.21	Does the General Revenue for 160XXXX (Adjustments to Current Year Expenditures) issues net to zero? (GENR, LBR1)	Y	
7.22	Does the General Revenue for 180XXXX (Intra-Agency Reorganizations) issues net to zero? (GENR, LBR2)	N/A	
7.23	Does the General Revenue for 200XXXX (Estimated Expenditures Realignment) issues net to zero? (GENR, LBR3)	Y	
7.24	Have FCO appropriations been entered into the nonrecurring column A04? (GENR, LBR4 - Report should print "No Records Selected For Reporting" or a listing of D-3A issue(s) assigned to Debt Service (IOE N) or in some cases State Capital Outlay - Public Education Capital Outlay (IOE L))	Y	

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TIP	Salaries and Benefits amounts entered using the OADA/C transactions must be thoroughly justified in the D-3A issue narrative. Agencies can run OADA/OADR from STAM to identify the amounts entered into OAD and ensure these entries have been thoroughly explained in the D-3A issue narrative.
TIP	The issue narrative must completely and thoroughly explain and justify each D-3A issue. Agencies must ensure it provides the information necessary for the OPB and legislative analysts to have a complete understanding of the issue submitted. Thoroughly review pages 65 through 70 of the LBR Instructions.
TIP	Check BAPS to verify status of budget amendments. Check for reapprovals not picked up in the General Appropriations Act. Verify that Lump Sum appropriations in Column A02 do not appear in Column A03. Review budget amendments to verify that 160XXX0 issue amounts correspond accurately and net to zero for General Revenue funds.
TIP	If an agency is receiving federal funds from another agency the FSI should = 9 (Transfer - Recipient of Federal Funds). The agency that originally receives the funds directly from the federal agency should use FSI = 3 (Federal Funds).
TIP	If a state agency needs to include in its LBR a realignment or workload request issue to align its data processing services category with its projected FY 2015-16 data center costs, this can be completed by using the new State Data Center data processing services category (210001). (NSRC data processing services category (210022) and the SSRC data processing services category (210021) will no longer be used).
TIP	If an appropriation made in the FY 2014-15 General Appropriations Act duplicates an appropriation made in substantive legislation, the agency must create a unique deduct nonrecurring issue to eliminate the duplicated appropriation. Normally this is taken care of through line item veto.

8. SCHEDULE I & RELATED DOCUMENTS (SC1R, SC1 - Budget Entity Level or SC1R, SC1D - Department Level)

8.1	Has a separate department level Schedule I and supporting documents package been submitted by the agency?	Y	
8.2	Has a Schedule I and Schedule IB been completed in LAS/PBS for each operating trust fund?	Y	
8.3	Have the appropriate Schedule I supporting documents been included for the trust funds (Schedule IA, Schedule IC, and Reconciliation to Trial Balance)?	Y	
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?	N/A	
8.5	Have the required detailed narratives been provided (5% trust fund reserve narrative; method for computing the distribution of cost for general management and administrative services narrative; adjustments narrative; revenue estimating methodology narrative; fixed capital outlay adjustment narrative)?	Y	

	Program or Service (Budget Entity Codes)
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8.6	Has the Inter-Agency Transfers Reported on Schedule I form been included as applicable for transfers totaling \$100,000 or more for the fiscal year?	Y	
8.7	If the agency is scheduled for the annual trust fund review this year, have the Schedule ID and applicable draft legislation been included for recreation, modification or termination of existing trust funds?	N/A	
8.8	If the agency is scheduled for the annual trust fund review this year, have the necessary trust funds been requested for creation pursuant to <i>section 215.32(2)(b), Florida Statutes</i> - including the Schedule ID and applicable legislation?	N/A	
8.9	Are the revenue codes correct? In the case of federal revenues, has the agency appropriately identified direct versus indirect receipts (object codes 000700, 000750, 000799, 001510 and 001599)? For non-grant federal revenues, is the correct revenue code identified (codes 000504, 000119, 001270, 001870, 001970)?	Y	
8.10	Are the statutory authority references correct?	Y	
8.11	Are the General Revenue Service Charge percentage rates used for each revenue source correct? (Refer to Chapter 2009-78, Laws of Florida, for appropriate general revenue service charge percentage rates.)	Y	
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?	Y	
8.13	If there is no Consensus Estimating Conference forecast available, do the revenue estimates appear to be reasonable?	Y	
8.14	Are the federal funds revenues reported in Section I broken out by individual grant? Are the correct CFDA codes used?	Y	
8.15	Are anticipated grants included and based on the state fiscal year (rather than federal fiscal year)?	Y	
8.16	Are the Schedule I revenues consistent with the FSI's reported in the Exhibit D-3A?	Y	
8.17	If applicable, are nonrecurring revenues entered into Column A04?	Y	
8.18	Has the agency certified the revenue estimates in columns A02 and A03 to be the latest and most accurate available? Does the certification include a statement that the agency will notify OPB of any significant changes in revenue estimates that occur prior to the Governor's Budget Recommendations being issued?	Y	
8.19	Is a 5% trust fund reserve reflected in Section II? If not, is sufficient justification provided for exemption? Are the additional narrative requirements provided?	Y	
8.20	Are appropriate general revenue service charge nonoperating amounts included in Section II?	Y	
8.21	Are nonoperating expenditures to other budget entities/departments cross-referenced accurately?	Y	
8.22	Do transfers balance between funds (within the agency as well as between agencies)? (See also 8.6 for required transfer confirmation of amounts totaling \$100,000 or more.)	Y	

		Program or Service (Budget Entity Codes)	
Action		64100200	
8.23	Are nonoperating expenditures recorded in Section II and adjustments recorded in Section III?	Y	
8.24	Are prior year September operating reversions appropriately shown in column A01?	Y	
8.25	Are current year September operating reversions appropriately shown in column A02?	Y	
8.26	Does the Schedule IC properly reflect the unreserved fund balance for each trust fund as defined by the LBR Instructions, and is it reconciled to the agency accounting records?	Y	
8.27	Has the agency properly accounted for continuing appropriations (category 13XXXX) in column A01, Section III?	N/A	
8.28	Does Column A01 of the Schedule I accurately represent the actual prior year accounting data as reflected in the agency accounting records, and is it provided in sufficient detail for analysis?	Y	
8.29	Does Line I of Column A01 (Schedule I) equal Line K of the Schedule IC?	Y	
AUDITS:			
8.30	Is Line I a positive number? (If not, the agency must adjust the budget request to eliminate the deficit).	Y	
8.31	Is the June 30 Adjusted Unreserved Fund Balance (Line I) equal to the July 1 Unreserved Fund Balance (Line A) of the following year? If a Schedule IB was prepared, do the totals agree with the Schedule I, Line I? (SC1R, SC1A - Report should print "No Discrepancies Exist For This Report")	Y	
8.32	Has a Department Level Reconciliation been provided for each trust fund and does Line A of the Schedule I equal the CFO amount? If not, the agency must correct Line A. (SC1R, DEPT)	Y	
8.33	Has a Schedule IB been provided for each trust fund and does total agree with line I ?	Y	
8.34	Have A/R been properly analyzed and any allowances for doubtful accounts been properly recorded on the Schedule IC?	Y	
TIP	The Schedule I is the most reliable source of data concerning the trust funds. It is very important that this schedule is as accurate as possible!		
TIP	Determine if the agency is scheduled for trust fund review. (See page 130 of the LBR Instructions.) Transaction DFTR in LAS/PBS is also available and provides an LBR review date for each trust fund.		
TIP	Review the unreserved fund balances and compare revenue totals to expenditure totals to determine and understand the trust fund status.		
TIP	Typically nonoperating expenditures and revenues should not be a negative number. Any negative numbers must be fully justified.		
9. SCHEDULE II (PSCR, SC2)			

	Program or Service (Budget Entity Codes)
Action	64100200

AUDIT:		
9.1	Is the pay grade minimum for salary rate utilized for positions in segments 2 and 3? (BRAR, BRAA - Report should print "No Records Selected For This Request") Note: Amounts other than the pay grade minimum should be fully justified in the D-3A issue narrative. (See <i>Base Rate Audit</i> on page 161 of the LBR Instructions.)	N/A

	Program or Service (Budget Entity Codes)
Action	64100200

10. SCHEDULE III (PSCR, SC3)		
10.1	Is the appropriate lapse amount applied in Segment 3? (See page 92 of the LBR Instructions.)	N/A
10.2	Are amounts in <i>Other Salary Amount</i> appropriate and fully justified? (See page 99 of the LBR Instructions for appropriate use of the OAD transaction.) Use OADI or OADR to identify agency other salary amounts requested.	Y
11. SCHEDULE IV (EADR, SC4)		
11.1	Are the correct Information Technology (IT) issue codes used?	Y
TIP	If IT issues are not coded correctly (with "C" in 6th position), they will not appear in the Schedule IV.	
12. SCHEDULE VIIIA (EADR, SC8A)		
12.1	Is there only one #1 priority, one #2 priority, one #3 priority, etc. reported on the Schedule VIII-A? Are the priority narrative explanations adequate? Note: FCO issues can now be included in the priority listing.	Y
13. SCHEDULE VIIIB-1 (EADR, S8B1)		
13.1	NOT REQUIRED FOR THIS YEAR	
14. SCHEDULE VIIIB-2 (EADR, S8B2)		
14.1	Do the reductions comply with the instructions provided on pages 104 through 106 of the LBR Instructions regarding a 5% reduction in recurring General Revenue and Trust Funds, including the verification that the 33BXXX0 issue has NOT been used?	Y
15. SCHEDULE VIIIC (EADR, S8C) (LAS/PBS Web - see page 107-109 of the LBR Instructions for detailed instructions)		
15.1	Agencies are required to generate this schedule via the LAS/PBS Web.	Y
15.2	Does the schedule include at least three and no more than 10 unique reprioritization issues, in priority order? Manual Check.	Y
15.3	Does the schedule display reprioritization issues that are each comprised of two unique issues - a deduct component and an add-back component which net to zero at the department level?	Y
15.4	Are the priority narrative explanations adequate and do they follow the guidelines on pages 107-109 of the LBR instructions?	Y
15.5	Does the issue narrative in A6 address the following: Does the state have the authority to implement the reprioritization issues independent of other entities (federal and local governments, private donors, etc.)? Are the reprioritization issues an allowable use of the recommended funding source?	Y
AUDIT:		
15.6	Do the issues net to zero at the department level? (GENR, LBR5)	Y

	Program or Service (Budget Entity Codes)
Action	64100200

16. SCHEDULE XI (USCR,SCXI) (LAS/PBS Web - see page 110-114 of the LBR Instructions for detailed instructions)

16.1	Agencies are required to generate this spreadsheet via the LAS/PBS Web. The Final Excel version no longer has to be submitted to OPB for inclusion on the Governor's Florida Performs Website. (Note: Pursuant to <i>section 216.023(4) (b), Florida Statutes</i> , the Legislature can reduce the funding level for any agency that does not provide this information.)	Y	
16.2	Do the PDF files uploaded to the Florida Fiscal Portal for the LRPP and LBR match?	Y	

AUDITS INCLUDED IN THE SCHEDULE XI REPORT:

16.3	Does the FY 2013-14 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? (GENR, ACT1)	Y	
16.4	None of the executive direction, administrative support and information technology statewide activities (ACT0010 thru ACT0490) have output standards (Record Type 5)? (Audit #1 should print "No Activities Found")	Y	
16.5	Does the Fixed Capital Outlay (FCO) statewide activity (ACT0210) only contain 08XXXX or 14XXXX appropriation categories? (Audit #2 should print "No Operating Categories Found")	N/A	
16.6	Has the agency provided the necessary standard (Record Type 5) for all activities which <u>should</u> appear in Section II? (Note: Audit #3 will identify those activities that do NOT have a Record Type '5' and have not been identified as a 'Pass Through' activity. These activities will be displayed in Section III with the 'Payment of Pensions, Benefits and Claims' activity and 'Other' activities. Verify if these activities should be displayed in Section III. If not, an output standard would need to be added for that activity and the Schedule XI submitted again.)	Y	
16.7	Does Section I (Final Budget for Agency) and Section III (Total Budget for Agency) equal? (Audit #4 should print "No Discrepancies Found")	Y	
TIP	If Section I and Section III have a small difference, it may be due to rounding and therefore will be acceptable.		

17. MANUALLY PREPARED EXHIBITS & SCHEDULES

17.1	Do exhibits and schedules comply with LBR Instructions (pages 115 through 158 of the LBR Instructions), and are they accurate and complete?	Y	
17.2	Are appropriation category totals comparable to Exhibit B, where applicable?	Y	
17.3	Are agency organization charts (Schedule X) provided and at the appropriate level of detail?	Y	
17.4	Does the LBR include a separate IV-B for each IT project over \$1 million (see page 134 of the LBR instructions for exemptions to this rule)? Have all IV-B been emailed to: IT@LASPBS.state.fl.us	N/A	
17.5	Are all forms relating to Fixed Capital Outlay (FCO) funding requests submitted in the proper form, including a Truth in Bonding statement (if applicable) ?	N/A	

	Program or Service (Budget Entity Codes)
Action	64100200

AUDITS - GENERAL INFORMATION

TIP	Review <i>Section 6: Audits</i> of the LBR Instructions (pages 160-162) for a list of audits and their descriptions.	
TIP	Reorganizations may cause audit errors. Agencies must indicate that these errors are due to an agency reorganization to justify the audit error.	

18. CAPITAL IMPROVEMENTS PROGRAM (CIP)

18.1	Are the CIP-2, CIP-3, CIP-A and CIP-B forms included?	N/A	
18.2	Are the CIP-4 and CIP-5 forms submitted when applicable (see CIP Instructions)?	N/A	
18.3	Do all CIP forms comply with CIP Instructions where applicable (see CIP Instructions)?	N/A	
18.4	Does the agency request include 5 year projections (Columns A03, A06, A07, A08 and A09)?	N/A	
18.5	Are the appropriate counties identified in the narrative?	N/A	
18.6	Has the CIP-2 form (Exhibit B) been modified to include the agency priority for each project and the modified form saved as a PDF document?	N/A	
TIP	Requests for Fixed Capital Outlay appropriations which are Grants and Aids to Local Governments and Non-Profit Organizations must use the Grants and Aids to Local Governments and Non-Profit Organizations - Fixed Capital Outlay major appropriation category (140XXX) and include the sub-title "Grants and Aids". These appropriations utilize a CIP-B form as justification.		

19. FLORIDA FISCAL PORTAL

19.1	Have all files been assembled correctly and posted to the Florida Fiscal Portal as outlined in the Florida Fiscal Portal Submittal Process?	Y	
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Fiscal Year 2015-16 LBR Technical Review Checklist

Department/Budget Entity (Service): HEALTH / Disability Determinations
Agency Budget Officer/OPB Analyst Name: Michele Tallent / Leah Holt

A "Y" indicates "YES" and is acceptable, an "N/J" indicates "NO/Justification Provided" - these require further explanation/justification (additional sheets can be used as necessary), and "TIPS" are other areas to consider.

	Program or Service (Budget Entity Codes)
Action	64500100

1. GENERAL

1.1 Are Columns A01, A02, A04, A05, A23, A24, A25, A36, A93, IA1, IA5, IA6, IP1, IV1, IV3 and NV1 set to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for both the Budget and Trust Fund columns? Are Columns A06, A07, A08 and A09 for Fixed Capital Outlay (FCO) set to TRANSFER CONTROL for DISPLAY status only? (CSDI)	Y	
1.2 Is Column A03 set to TRANSFER CONTROL for DISPLAY and UPDATE status for both the Budget and Trust Fund columns? (CSDI)	Y	

AUDITS:

1.3 Has Column A03 been copied to Column A12? Run the Exhibit B Audit Comparison Report to verify. (EXBR, EXBA)	Y	
1.4 Has security been set correctly? (CSDR, CSA)	Y	
TIP The agency should prepare the budget request for submission in this order: 1) Lock columns as described above; 2) copy Column A03 to Column A12; and 3) set Column A12 column security to ALL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status.		

2. EXHIBIT A (EADR, EXA)

2.1 Is the budget entity authority and description consistent with the agency's LRPP and does it conform to the directives provided on page 59 of the LBR Instructions?	Y	
2.2 Are the statewide issues generated systematically (estimated expenditures, nonrecurring expenditures, etc.) included?	Y	
2.3 Are the issue codes and titles consistent with <i>Section 3</i> of the LBR Instructions (pages 15 through 29)? Do they clearly describe the issue?	Y	
2.4 Have the coding guidelines in <i>Section 3</i> of the LBR Instructions (pages 15 through 29) been followed?	Y	

3. EXHIBIT B (EXBR, EXB)

3.1 Is it apparent that there is a fund shift where an appropriation category's funding source is different between A02 and A03? Were the issues entered into LAS/PBS correctly? Check D-3A funding shift issue 340XXX0 - a unique deduct and unique add back issue should be used to ensure fund shifts display correctly on the LBR exhibits.	N/A	
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AUDITS:

		Program or Service (Budget Entity Codes)	
Action		64500100	
3.2	Negative Appropriation Category Audit for Agency Request (Columns A03 and A04): Are all appropriation categories positive by budget entity at the FSI level? Are all nonrecurring amounts less than requested amounts? (NACR, NAC - Report should print "No Negative Appropriation Categories Found")	Y	
3.3	Current Year Estimated Verification Comparison Report: Is Column A02 equal to Column B07? (EXBR, EXBC - Report should print "Records Selected Net To Zero")	Y	
TIP	Generally look for and be able to fully explain significant differences between A02 and A03.		
TIP	Exhibit B - A02 equal to B07: Compares Current Year Estimated column to a backup of A02. This audit is necessary to ensure that the historical detail records have not been adjusted. Records selected should net to zero.		
TIP	Requests for appropriations which require advance payment authority must use the sub-title "Grants and Aids". For advance payment authority to local units of government, the Aid to Local Government appropriation category (05XXXX) should be used. For advance payment authority to non-profit organizations or other units of state government, the Special Categories appropriation category (10XXXX) should be used.		
4. EXHIBIT D (EADR, EXD)			
4.1	Is the program component objective statement consistent with the agency LRPP, and does it conform to the directives provided on page 61 of the LBR Instructions?	Y	
4.2	Is the program component code and title used correct?	Y	
TIP	Fund shifts or transfers of services or activities between program components will be displayed on an Exhibit D whereas it may not be visible on an Exhibit A.		
5. EXHIBIT D-1 (ED1R, EXD1)			
5.1	Are all object of expenditures positive amounts? (This is a manual check.)	Y	
AUDITS:			
5.2	Do the fund totals agree with the object category totals within each appropriation category? (ED1R, XD1A - Report should print "No Differences Found For This Report")	Y	
5.3	FLAIR Expenditure/Appropriation Ledger Comparison Report: Is Column A01 less than Column B04? (EXBR, EXBB - Negative differences need to be corrected in Column A01.)	Y	
5.4	A01/State Accounts Disbursements and Carry Forward Comparison Report: Does Column A01 equal Column B08? (EXBR, EXBD - Differences need to be corrected in Column A01.)	Y	

	Program or Service (Budget Entity Codes)
Action	64500100

TIP	If objects are negative amounts, the agency must make adjustments to Column A01 to correct the object amounts. In addition, the fund totals must be adjusted to reflect the adjustment made to the object data.	
TIP	If fund totals and object totals do not agree or negative object amounts exist, the agency must adjust Column A01.	
TIP	Exhibit B - A01 less than B04: This audit is to ensure that the disbursements and carry/certifications forward in A01 are less than FY 2013-14 approved budget. Amounts should be positive.	
TIP	If B08 is not equal to A01, check the following: 1) the initial FLAIR disbursements or carry forward data load was corrected appropriately in A01; 2) the disbursement data from departmental FLAIR was reconciled to State Accounts; and 3) the FLAIR disbursements did not change after Column B08 was created.	

6. EXHIBIT D-3 (ED3R, ED3) (Not required to be submitted in the LBR - for analytical purposes only.)

6.1	Are issues appropriately aligned with appropriation categories?	Y	
TIP	Exhibit D-3 is no longer required in the budget submission but may be needed for this particular appropriation category/issue sort. Exhibit D-3 is also a useful report when identifying negative appropriation category problems.		

7. EXHIBIT D-3A (EADR, ED3A)

7.1	Are the issue titles correct and do they clearly identify the issue? (See pages 15 through 33 of the LBR Instructions.)	Y	
7.2	Does the issue narrative adequately explain the agency's request and is the explanation consistent with the LRPP? (See page 67-68 of the LBR Instructions.)	Y	
7.3	Does the narrative for Information Technology (IT) issue follow the additional narrative requirements described on pages 69 through 71 of the LBR Instructions?	N/A	
7.4	Are all issues with an IT component identified with a "Y" in the "IT COMPONENT?" field? If the issue contains an IT component, has that component been identified and documented?	N/A	
7.5	Does the issue narrative explain any variances from the Standard Expense and Human Resource Services Assessments package? Is the nonrecurring portion in the nonrecurring column? (See pages E-4 through E-6 of the LBR Instructions.)	N/A	
7.6	Does the salary rate request amount accurately reflect any new requests and are the amounts proportionate to the Salaries and Benefits request? Note: Salary rate should always be annualized.	N/A	

	Program or Service (Budget Entity Codes)
Action	64500100

7.7	Does the issue narrative thoroughly explain/justify all Salaries and Benefits amounts entered into the Other Salary Amounts transactions (OADA/C)? Amounts entered into OAD are reflected in the Position Detail of Salaries and Benefits section of the Exhibit D-3A.	N/A	
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?	N/A	
7.9	Does the issue narrative reference the specific county(ies) where applicable?	N/A	
7.10	Do the 160XXX0 issues reflect budget amendments that have been approved (or in the process of being approved) and that have a recurring impact (including Lump Sums)? Have the approved budget amendments been entered in Column A18 as instructed in Memo #14-001?	Y	
7.11	When appropriate are there any 160XXX0 issues included to delete positions placed in reserve in the OPB Position and Rate Ledger (e.g. unfunded grants)? Note: Lump sum appropriations not yet allocated should <u>not</u> be deleted. (PLRR, PLMO)	N/A	
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?	N/A	
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?	N/A	
7.14	Do the amounts reflect appropriate FSI assignments?	Y	
7.15	Are the 33XXXX0 issues negative amounts only and do not restore nonrecurring cuts from a prior year or fund any issues that net to a positive or zero amount? Check D-3A issues 33XXXX0 - a unique issue should be used for issues that net to zero or a positive amount.	N/A	
7.16	Do the issues relating to <i>salary and benefits</i> have an "A" in the fifth position of the issue code (XXXXAXX) and are they self-contained (not combined with other issues)? (See page 28 and 88 of the LBR Instructions.)	N/A	
7.17	Do the issues relating to <i>Information Technology (IT)</i> have a "C" in the sixth position of the issue code (36XXXCX) and are the correct issue codes used (361XXC0, 362XXC0, 363XXC0, 17C01C0, 17C02C0, 17C03C0, 24010C0, 33001C0, 330010C0, 33011C0, 160E470, 160E480 or 55C01C0)?	N/A	
7.18	Are the issues relating to <i>major audit findings and recommendations</i> properly coded (4A0XXX0, 4B0XXX0)?	N/A	
7.19	Does the issue narrative identify the strategy or strategies in the Five Year Statewide Strategic Plan for Economic Development?	Y	

AUDIT:

		Program or Service (Budget Entity Codes)	
Action		64500100	
7.20	Are all FSI's equal to '1', '2', '3', or '9'? There should be no FSI's equal to '0'. (EADR, FSIA - Report should print "No Records Selected For Reporting")	Y	
7.21	Does the General Revenue for 160XXXX (Adjustments to Current Year Expenditures) issues net to zero? (GENR, LBR1)	Y	
7.22	Does the General Revenue for 180XXXX (Intra-Agency Reorganizations) issues net to zero? (GENR, LBR2)	Y	
7.23	Does the General Revenue for 200XXXX (Estimated Expenditures Realignment) issues net to zero? (GENR, LBR3)	Y	
7.24	Have FCO appropriations been entered into the nonrecurring column A04? (GENR, LBR4 - Report should print "No Records Selected For Reporting" or a listing of D-3A issue(s) assigned to Debt Service (IOE N) or in some cases State Capital Outlay - Public Education Capital Outlay (IOE L))	N/A	
TIP	Salaries and Benefits amounts entered using the OADA/C transactions must be thoroughly justified in the D-3A issue narrative. Agencies can run OADA/OADR from STAM to identify the amounts entered into OAD and ensure these entries have been thoroughly explained in the D-3A issue narrative.		
TIP	The issue narrative must completely and thoroughly explain and justify each D-3A issue. Agencies must ensure it provides the information necessary for the OPB and legislative analysts to have a complete understanding of the issue submitted. Thoroughly review pages 65 through 70 of the LBR Instructions.		
TIP	Check BAPS to verify status of budget amendments. Check for reapprovals not picked up in the General Appropriations Act. Verify that Lump Sum appropriations in Column A02 do not appear in Column A03. Review budget amendments to verify that 160XXX0 issue amounts correspond accurately and net to zero for General Revenue funds.		
TIP	If an agency is receiving federal funds from another agency the FSI should = 9 (Transfer - Recipient of Federal Funds). The agency that originally receives the funds directly from the federal agency should use FSI = 3 (Federal Funds).		
TIP	If a state agency needs to include in its LBR a realignment or workload request issue to align its data processing services category with its projected FY 2015-16 data center costs, this can be completed by using the new State Data Center data processing services category (210001). (NSRC data processing services category (210022) and the SSRC data processing services category (210021) will no longer be used).		

	Program or Service (Budget Entity Codes)
Action	64500100

TIP If an appropriation made in the FY 2014-15 General Appropriations Act duplicates an appropriation made in substantive legislation, the agency must create a unique deduct nonrecurring issue to eliminate the duplicated appropriation. Normally this is taken care of through line item veto.	
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8. SCHEDULE I & RELATED DOCUMENTS (SC1R, SC1 - Budget Entity Level or SC1R, SC1D - Department Level)

8.1	Has a separate department level Schedule I and supporting documents package been submitted by the agency?	Y	
8.2	Has a Schedule I and Schedule IB been completed in LAS/PBS for each operating trust fund?	Y	
8.3	Have the appropriate Schedule I supporting documents been included for the trust funds (Schedule IA, Schedule IC, and Reconciliation to Trial Balance)?	Y	
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?	N/A	
8.5	Have the required detailed narratives been provided (5% trust fund reserve narrative; method for computing the distribution of cost for general management and administrative services narrative; adjustments narrative; revenue estimating methodology narrative; fixed capital outlay adjustment narrative)?	Y	
8.6	Has the Inter-Agency Transfers Reported on Schedule I form been included as applicable for transfers totaling \$100,000 or more for the fiscal year?	Y	
8.7	If the agency is scheduled for the annual trust fund review this year, have the Schedule ID and applicable draft legislation been included for recreation, modification or termination of existing trust funds?	Y	
8.8	If the agency is scheduled for the annual trust fund review this year, have the necessary trust funds been requested for creation pursuant to <i>section 215.32(2)(b), Florida Statutes</i> - including the Schedule ID and applicable legislation?	Y	
8.9	Are the revenue codes correct? In the case of federal revenues, has the agency appropriately identified direct versus indirect receipts (object codes 000700, 000750, 000799, 001510 and 001599)? For non-grant federal revenues, is the correct revenue code identified (codes 000504, 000119, 001270, 001870, 001970)?	Y	
8.10	Are the statutory authority references correct?	Y	
8.11	Are the General Revenue Service Charge percentage rates used for each revenue source correct? (Refer to Chapter 2009-78, Laws of Florida, for appropriate general revenue service charge percentage rates.)	Y	
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?	N/A	
8.13	If there is no Consensus Estimating Conference forecast available, do the revenue estimates appear to be reasonable?	Y	

		Program or Service (Budget Entity Codes)	
Action		64500100	
8.14	Are the federal funds revenues reported in Section I broken out by individual grant? Are the correct CFDA codes used?	Y	
8.15	Are anticipated grants included and based on the state fiscal year (rather than federal fiscal year)?	Y	
8.16	Are the Schedule I revenues consistent with the FSI's reported in the Exhibit D-3A?	Y	
8.17	If applicable, are nonrecurring revenues entered into Column A04?	Y	
8.18	Has the agency certified the revenue estimates in columns A02 and A03 to be the latest and most accurate available? Does the certification include a statement that the agency will notify OPB of any significant changes in revenue estimates that occur prior to the Governor's Budget Recommendations being issued?	Y	
8.19	Is a 5% trust fund reserve reflected in Section II? If not, is sufficient justification provided for exemption? Are the additional narrative requirements provided?	Y	
8.20	Are appropriate general revenue service charge nonoperating amounts included in Section II?	Y	
8.21	Are nonoperating expenditures to other budget entities/departments cross-referenced accurately?	Y	
8.22	Do transfers balance between funds (within the agency as well as between agencies)? (See also 8.6 for required transfer confirmation of amounts totaling \$100,000 or more.)	Y	
8.23	Are nonoperating expenditures recorded in Section II and adjustments recorded in Section III?	Y	
8.24	Are prior year September operating reversions appropriately shown in column A01?	Y	
8.25	Are current year September operating reversions appropriately shown in column A02?	Y	
8.26	Does the Schedule IC properly reflect the unreserved fund balance for each trust fund as defined by the LBR Instructions, and is it reconciled to the agency accounting records?	Y	
8.27	Has the agency properly accounted for continuing appropriations (category 13XXXX) in column A01, Section III?	N/A	
8.28	Does Column A01 of the Schedule I accurately represent the actual prior year accounting data as reflected in the agency accounting records, and is it provided in sufficient detail for analysis?	Y	
8.29	Does Line I of Column A01 (Schedule I) equal Line K of the Schedule IC?	Y	
AUDITS:			
8.30	Is Line I a positive number? (If not, the agency must adjust the budget request to eliminate the deficit).	Y	

	Program or Service (Budget Entity Codes)
Action	64500100

8.31	Is the June 30 Adjusted Unreserved Fund Balance (Line I) equal to the July 1 Unreserved Fund Balance (Line A) of the following year? If a Schedule IB was prepared, do the totals agree with the Schedule I, Line I? (SC1R, SC1A - Report should print "No Discrepancies Exist For This Report")	Y	
8.32	Has a Department Level Reconciliation been provided for each trust fund and does Line A of the Schedule I equal the CFO amount? If not, the agency must correct Line A. (SC1R, DEPT)	Y	
8.33	Has a Schedule IB been provided for each trust fund and does total agree with line I ?	Y	
8.34	Have A/R been properly analyzed and any allowances for doubtful accounts been properly recorded on the Schedule IC?	Y	
TIP	The Schedule I is the most reliable source of data concerning the trust funds. It is very important that this schedule is as accurate as possible!		
TIP	Determine if the agency is scheduled for trust fund review. (See page 130 of the LBR Instructions.) Transaction DFTR in LAS/PBS is also available and provides an LBR review date for each trust fund.		
TIP	Review the unreserved fund balances and compare revenue totals to expenditure totals to determine and understand the trust fund status.		
TIP	Typically nonoperating expenditures and revenues should not be a negative number. Any negative numbers must be fully justified.		
9. SCHEDULE II (PSCR, SC2)			
AUDIT:			
9.1	Is the pay grade minimum for salary rate utilized for positions in segments 2 and 3? (BRAR, BRAA - Report should print "No Records Selected For This Request") Note: Amounts other than the pay grade minimum should be fully justified in the D-3A issue narrative. (See <i>Base Rate Audit</i> on page 161 of the LBR Instructions.)	Y	

	Program or Service (Budget Entity Codes)
Action	64500100

10. SCHEDULE III (PSCR, SC3)		
10.1	Is the appropriate lapse amount applied in Segment 3? (See page 92 of the LBR Instructions.)	N/A
10.2	Are amounts in <i>Other Salary Amount</i> appropriate and fully justified? (See page 99 of the LBR Instructions for appropriate use of the OAD transaction.) Use OADI or OADR to identify agency other salary amounts requested.	N/A
11. SCHEDULE IV (EADR, SC4)		
11.1	Are the correct Information Technology (IT) issue codes used?	N/A
TIP	If IT issues are not coded correctly (with "C" in 6th position), they will not appear in the Schedule IV.	
12. SCHEDULE VIIIA (EADR, SC8A)		
12.1	Is there only one #1 priority, one #2 priority, one #3 priority, etc. reported on the Schedule VIII-A? Are the priority narrative explanations adequate? Note: FCO issues can now be included in the priority listing.	Y
13. SCHEDULE VIIIB-1 (EADR, S8B1)		
13.1	NOT REQUIRED FOR THIS YEAR	
14. SCHEDULE VIIIB-2 (EADR, S8B2)		
14.1	Do the reductions comply with the instructions provided on pages 104 through 106 of the LBR Instructions regarding a 5% reduction in recurring General Revenue and Trust Funds, including the verification that the 33BXXX0 issue has NOT been used?	Y
15. SCHEDULE VIIIC (EADR, S8C) (LAS/PBS Web - see page 107-109 of the LBR Instructions for detailed instructions)		
15.1	Agencies are required to generate this schedule via the LAS/PBS Web.	Y
15.2	Does the schedule include at least three and no more than 10 unique reprioritization issues, in priority order? Manual Check.	Y
15.3	Does the schedule display reprioritization issues that are each comprised of two unique issues - a deduct component and an add-back component which net to zero at the department level?	Y
15.4	Are the priority narrative explanations adequate and do they follow the guidelines on pages 107-109 of the LBR instructions?	Y
15.5	Does the issue narrative in A6 address the following: Does the state have the authority to implement the reprioritization issues independent of other entities (federal and local governments, private donors, etc.)? Are the reprioritization issues an allowable use of the recommended funding source?	Y
AUDIT:		
15.6	Do the issues net to zero at the department level? (GENR, LBR5)	Y

	Program or Service (Budget Entity Codes)
Action	64500100

16. SCHEDULE XI (USCR,SCXI) (LAS/PBS Web - see page 110-114 of the LBR Instructions for detailed instructions)

16.1	Agencies are required to generate this spreadsheet via the LAS/PBS Web. The Final Excel version no longer has to be submitted to OPB for inclusion on the Governor's Florida Performs Website. (Note: Pursuant to <i>section 216.023(4) (b), Florida Statutes</i> , the Legislature can reduce the funding level for any agency that does not provide this information.)	Y	
16.2	Do the PDF files uploaded to the Florida Fiscal Portal for the LRPP and LBR match?	Y	

AUDITS INCLUDED IN THE SCHEDULE XI REPORT:

16.3	Does the FY 2013-14 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? (GENR, ACT1)	Y	
16.4	None of the executive direction, administrative support and information technology statewide activities (ACT0010 thru ACT0490) have output standards (Record Type 5)? (Audit #1 should print "No Activities Found")	Y	
16.5	Does the Fixed Capital Outlay (FCO) statewide activity (ACT0210) only contain 08XXXX or 14XXXX appropriation categories? (Audit #2 should print "No Operating Categories Found")	N/A	
16.6	Has the agency provided the necessary standard (Record Type 5) for all activities which <u>should</u> appear in Section II? (Note: Audit #3 will identify those activities that do NOT have a Record Type '5' and have not been identified as a 'Pass Through' activity. These activities will be displayed in Section III with the 'Payment of Pensions, Benefits and Claims' activity and 'Other' activities. Verify if these activities should be displayed in Section III. If not, an output standard would need to be added for that activity and the Schedule XI submitted again.)	Y	
16.7	Does Section I (Final Budget for Agency) and Section III (Total Budget for Agency) equal? (Audit #4 should print "No Discrepancies Found")	Y	
TIP	If Section I and Section III have a small difference, it may be due to rounding and therefore will be acceptable.		

17. MANUALLY PREPARED EXHIBITS & SCHEDULES

17.1	Do exhibits and schedules comply with LBR Instructions (pages 115 through 158 of the LBR Instructions), and are they accurate and complete?	Y	
17.2	Are appropriation category totals comparable to Exhibit B, where applicable?	Y	
17.3	Are agency organization charts (Schedule X) provided and at the appropriate level of detail?	Y	
17.4	Does the LBR include a separate IV-B for each IT project over \$1 million (see page 134 of the LBR instructions for exemptions to this rule)? Have all IV-B been emailed to: IT@LASPBS.state.fl.us	N/A	

	Program or Service (Budget Entity Codes)	
Action	64500100	
17.5 Are all forms relating to Fixed Capital Outlay (FCO) funding requests submitted in the proper form, including a Truth in Bonding statement (if applicable) ?	N/A	

	Program or Service (Budget Entity Codes)
Action	64500100

AUDITS - GENERAL INFORMATION

TIP	Review <i>Section 6: Audits</i> of the LBR Instructions (pages 160-162) for a list of audits and their descriptions.	
TIP	Reorganizations may cause audit errors. Agencies must indicate that these errors are due to an agency reorganization to justify the audit error.	

18. CAPITAL IMPROVEMENTS PROGRAM (CIP)

18.1	Are the CIP-2, CIP-3, CIP-A and CIP-B forms included?	N/A
18.2	Are the CIP-4 and CIP-5 forms submitted when applicable (see CIP Instructions)?	N/A
18.3	Do all CIP forms comply with CIP Instructions where applicable (see CIP Instructions)?	N/A
18.4	Does the agency request include 5 year projections (Columns A03, A06, A07, A08 and A09)?	N/A
18.5	Are the appropriate counties identified in the narrative?	N/A
18.6	Has the CIP-2 form (Exhibit B) been modified to include the agency priority for each project and the modified form saved as a PDF document?	N/A
TIP	Requests for Fixed Capital Outlay appropriations which are Grants and Aids to Local Governments and Non-Profit Organizations must use the Grants and Aids to Local Governments and Non-Profit Organizations - Fixed Capital Outlay major appropriation category (140XXX) and include the sub-title "Grants and Aids". These appropriations utilize a CIP-B form as justification.	

19. FLORIDA FISCAL PORTAL

19.1	Have all files been assembled correctly and posted to the Florida Fiscal Portal as outlined in the Florida Fiscal Portal Submittal Process?	Y
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Fiscal Year 2015-16 LBR Technical Review Checklist

Department/Budget Entity (Service): Health / Comm Hlth Promotion/Disease Cntrl Hlth Protection/County Hlth Departments/ Stw Public Hlth Sup Sr

Agency Budget Officer/OPB Analyst Name: Michele Tallent / Leah Holt

A "Y" indicates "YES" and is acceptable, an "N/J" indicates "NO/Justification Provided" - these require further explanation/justification (additional sheets can be used as necessary), and "TIPS" are other areas to consider.

	Program or Service (Budget Entity Codes)			
Action	64200100	64200200	64200700	64200800

1. GENERAL

1.1 Are Columns A01, A02, A04, A05, A23, A24, A25, A36, A93, IA1, IA5, IA6, IP1, IV1, IV3 and NV1 set to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for both the Budget and Trust Fund columns? Are Columns A06, A07, A08 and A09 for Fixed Capital Outlay (FCO) set to TRANSFER CONTROL for DISPLAY status only? (CSDI)	Y	Y	Y	Y
1.2 Is Column A03 set to TRANSFER CONTROL for DISPLAY and UPDATE status for both the Budget and Trust Fund columns? (CSDI)	Y	Y	Y	Y

AUDITS:

1.3 Has Column A03 been copied to Column A12? Run the Exhibit B Audit Comparison Report to verify. (EXBR, EXBA)	Y	Y	Y	Y
1.4 Has security been set correctly? (CSDR, CSA)	Y	Y	Y	Y
TIP The agency should prepare the budget request for submission in this order: 1) Lock columns as described above; 2) copy Column A03 to Column A12; and 3) set Column A12 column security to ALL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status.				

2. EXHIBIT A (EADR, EXA)

2.1 Is the budget entity authority and description consistent with the agency's LRPP and does it conform to the directives provided on page 59 of the LBR Instructions?	Y	Y	Y	Y
2.2 Are the statewide issues generated systematically (estimated expenditures, nonrecurring expenditures, etc.) included?	Y	Y	Y	Y
2.3 Are the issue codes and titles consistent with <i>Section 3</i> of the LBR Instructions (pages 15 through 29)? Do they clearly describe the issue?	Y	Y	Y	Y
2.4 Have the coding guidelines in <i>Section 3</i> of the LBR Instructions (pages 15 through 29) been followed?	Y	Y	Y	Y

3. EXHIBIT B (EXBR, EXB)

3.1 Is it apparent that there is a fund shift where an appropriation category's funding source is different between A02 and A03? Were the issues entered into LAS/PBS correctly? Check D-3A funding shift issue 340XXX0 - a unique deduct and unique add back issue should be used to ensure fund shifts display correctly on the LBR exhibits.	N/A	N/A	N/A	Y
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AUDITS:

3.2 Negative Appropriation Category Audit for Agency Request (Columns A03 and A04): Are all appropriation categories positive by budget entity at the FSI level? Are all nonrecurring amounts less than requested amounts? (NACR, NAC - Report should print "No Negative Appropriation Categories Found")	Y	Y	Y	Y
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Action		Program or Service (Budget Entity Codes)			
		64200100	64200200	64200700	64200800
3.3	Current Year Estimated Verification Comparison Report: Is Column A02 equal to Column B07? (EXBR, EXBC - Report should print "Records Selected Net To Zero")	Y	Y	Y	Y
TIP	Generally look for and be able to fully explain significant differences between A02 and A03.				
TIP	Exhibit B - A02 equal to B07: Compares Current Year Estimated column to a backup of A02. This audit is necessary to ensure that the historical detail records have not been adjusted. Records selected should net to zero.				
TIP	Requests for appropriations which require advance payment authority must use the sub-title "Grants and Aids". For advance payment authority to local units of government, the Aid to Local Government appropriation category (05XXXX) should be used. For advance payment authority to non-profit organizations or other units of state government, the Special Categories appropriation category (10XXXX) should be used.				
4. EXHIBIT D (EADR, EXD)					
4.1	Is the program component objective statement consistent with the agency LRPP, and does it conform to the directives provided on page 61 of the LBR Instructions?	Y	Y	Y	Y
4.2	Is the program component code and title used correct?	Y	Y	Y	Y
TIP	Fund shifts or transfers of services or activities between program components will be displayed on an Exhibit D whereas it may not be visible on an Exhibit A.				
5. EXHIBIT D-1 (ED1R, EXD1)					
5.1	Are all object of expenditures positive amounts? (This is a manual check.)	Y	Y	Y	Y
AUDITS:					
5.2	Do the fund totals agree with the object category totals within each appropriation category? (ED1R, XD1A - Report should print "No Differences Found For This Report")	Y	Y	Y	Y
5.3	FLAIR Expenditure/Appropriation Ledger Comparison Report: Is Column A01 less than Column B04? (EXBR, EXBB - Negative differences need to be corrected in Column A01.)	Y	Y	Y	Y
5.4	A01/State Accounts Disbursements and Carry Forward Comparison Report: Does Column A01 equal Column B08? (EXBR, EXBD - Differences need to be corrected in Column A01.)	Y	Y	Y	Y
TIP	If objects are negative amounts, the agency must make adjustments to Column A01 to correct the object amounts. In addition, the fund totals must be adjusted to reflect the adjustment made to the object data.				
TIP	If fund totals and object totals do not agree or negative object amounts exist, the agency must adjust Column A01.				
TIP	Exhibit B - A01 less than B04: This audit is to ensure that the disbursements and carry/certifications forward in A01 are less than FY 2013-14 approved budget. Amounts should be positive.				

		Program or Service (Budget Entity Codes)			
Action		64200100	64200200	64200700	64200800
<p>TIP If B08 is not equal to A01, check the following: 1) the initial FLAIR disbursements or carry forward data load was corrected appropriately in A01; 2) the disbursement data from departmental FLAIR was reconciled to State Accounts; and 3) the FLAIR disbursements did not change after Column B08 was created.</p>					
6. EXHIBIT D-3 (ED3R, ED3) (Not required to be submitted in the LBR - for analytical purposes only.)					
6.1	Are issues appropriately aligned with appropriation categories?	Y	Y	Y	Y
<p>TIP Exhibit D-3 is no longer required in the budget submission but may be needed for this particular appropriation category/issue sort. Exhibit D-3 is also a useful report when identifying negative appropriation category problems.</p>					
7. EXHIBIT D-3A (EADR, ED3A)					
7.1	Are the issue titles correct and do they clearly identify the issue? (See pages 15 through 33 of the LBR Instructions.)	Y	Y	Y	Y
7.2	Does the issue narrative adequately explain the agency's request and is the explanation consistent with the LRPP? (See page 67-68 of the LBR Instructions.)	Y	Y	Y	Y
7.3	Does the narrative for Information Technology (IT) issue follow the additional narrative requirements described on pages 69 through 71 of the LBR Instructions?	Y	N/A	N/A	N/A
7.4	Are all issues with an IT component identified with a "Y" in the "IT COMPONENT?" field? If the issue contains an IT component, has that component been identified and documented?	Y	N/A	N/A	N/A
7.5	Does the issue narrative explain any variances from the Standard Expense and Human Resource Services Assessments package? Is the nonrecurring portion in the nonrecurring column? (See pages E-4 through E-6 of the LBR Instructions.)	N/A	N/A	N/A	N/A
7.6	Does the salary rate request amount accurately reflect any new requests and are the amounts proportionate to the Salaries and Benefits request? Note: Salary rate should always be annualized.	N/A	N/A	N/A	Y
7.7	Does the issue narrative thoroughly explain/justify all Salaries and Benefits amounts entered into the Other Salary Amounts transactions (OADA/C)? Amounts entered into OAD are reflected in the Position Detail of Salaries and Benefits section of the Exhibit D-3A.	N/A	Y	N/A	Y
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?	Y	N/A	N/A	N/A
7.9	Does the issue narrative reference the specific county(ies) where applicable?	N/A	N/A	Y	Y
7.10	Do the 160XXX0 issues reflect budget amendments that have been approved (or in the process of being approved) and that have a recurring impact (including Lump Sums)? Have the approved budget amendments been entered in Column A18 as instructed in Memo #14-001?	N/A	N/A	N/A	Y

Action		Program or Service (Budget Entity Codes)			
		64200100	64200200	64200700	64200800
7.11	When appropriate are there any 160XXX0 issues included to delete positions placed in reserve in the OPB Position and Rate Ledger (e.g. unfunded grants)? Note: Lump sum appropriations not yet allocated should <u>not</u> be deleted. (PLRR, PLMO)	N/A	N/A	N/A	N/A
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?	N/A	N/A	N/A	N/A
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?	N/A	N/A	N/A	N/A
7.14	Do the amounts reflect appropriate FSI assignments?	Y	Y	Y	Y
7.15	Are the 33XXXX0 issues negative amounts only and do not restore nonrecurring cuts from a prior year or fund any issues that net to a positive or zero amount? Check D-3A issues 33XXXX0 - a unique issue should be used for issues that net to zero or a positive amount.	N/A	N/A	N/A	N/A
7.16	Do the issues relating to <i>salary and benefits</i> have an "A" in the fifth position of the issue code (XXXXAXX) and are they self-contained (not combined with other issues)? (See page 28 and 88 of the LBR Instructions.)	N/A	N/A	N/A	N/A
7.17	Do the issues relating to <i>Information Technology (IT)</i> have a "C" in the sixth position of the issue code (36XXXXCX) and are the correct issue codes used (361XXC0, 362XXC0, 363XXC0, 17C01C0, 17C02C0, 17C03C0, 24010C0, 33001C0, 330010C0, 33011C0, 160E470, 160E480 or 55C01C0)?	N/A	N/A	N/A	N/A
7.18	Are the issues relating to <i>major audit findings and recommendations</i> properly coded (4A0XXX0, 4B0XXX0)?	N/A	N/A	N/A	N/A
7.19	Does the issue narrative identify the strategy or strategies in the Five Year Statewide Strategic Plan for Economic Development?	Y	Y	Y	Y
AUDIT:					
7.20	Are all FSI's equal to '1', '2', '3', or '9'? There should be no FSI's equal to '0'. (EADR, FSIA - Report should print "No Records Selected For Reporting")	Y	Y	Y	Y
7.21	Does the General Revenue for 160XXXX (Adjustments to Current Year Expenditures) issues net to zero? (GENR, LBR1)	N/A	N/A	N/A	Y
7.22	Does the General Revenue for 180XXXX (Intra-Agency Reorganizations) issues net to zero? (GENR, LBR2)	N/A	N/A	N/A	N/A
7.23	Does the General Revenue for 200XXXX (Estimated Expenditures Realignment) issues net to zero? (GENR, LBR3)	N/A	N/A	N/A	Y
7.24	Have FCO appropriations been entered into the nonrecurring column A04? (GENR, LBR4 - Report should print "No Records Selected For Reporting" or a listing of D-3A issue(s) assigned to Debt Service (IOE N) or in some cases State Capital Outlay - Public Education Capital Outlay (IOE L))	Y	Y	Y	Y
TIP	Salaries and Benefits amounts entered using the OADA/C transactions must be thoroughly justified in the D-3A issue narrative. Agencies can run OADA/OADR from STAM to identify the amounts entered into OAD and ensure these entries have been thoroughly explained in the D-3A issue narrative.				

Action		Program or Service (Budget Entity Codes)			
		64200100	64200200	64200700	64200800
TIP	The issue narrative must completely and thoroughly explain and justify each D-3A issue. Agencies must ensure it provides the information necessary for the OPB and legislative analysts to have a complete understanding of the issue submitted. Thoroughly review pages 65 through 70 of the LBR Instructions.				
TIP	Check BAPS to verify status of budget amendments. Check for reapprovals not picked up in the General Appropriations Act. Verify that Lump Sum appropriations in Column A02 do not appear in Column A03. Review budget amendments to verify that 160XXX0 issue amounts correspond accurately and net to zero for General Revenue funds.				
TIP	If an agency is receiving federal funds from another agency the FSI should = 9 (Transfer - Recipient of Federal Funds). The agency that originally receives the funds directly from the federal agency should use FSI = 3 (Federal Funds).				
TIP	If a state agency needs to include in its LBR a realignment or workload request issue to align its data processing services category with its projected FY 2015-16 data center costs, this can be completed by using the new State Data Center data processing services category (210001). (NSRC data processing services category (210022) and the SSRC data processing services category (210021) will no longer be used).				
TIP	If an appropriation made in the FY 2014-15 General Appropriations Act duplicates an appropriation made in substantive legislation, the agency must create a unique deduct nonrecurring issue to eliminate the duplicated appropriation. Normally this is taken care of through line item veto.				
8. SCHEDULE I & RELATED DOCUMENTS (SC1R, SC1 - Budget Entity Level or SC1R, SC1D - Department Level)					
8.1	Has a separate department level Schedule I and supporting documents package been submitted by the agency?	Y	Y	Y	Y
8.2	Has a Schedule I and Schedule IB been completed in LAS/PBS for each operating trust fund?	Y	Y	Y	Y
8.3	Have the appropriate Schedule I supporting documents been included for the trust funds (Schedule IA, Schedule IC, and Reconciliation to Trial Balance)?	Y	Y	Y	Y
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?	N/A	Y	N/A	Y
8.5	Have the required detailed narratives been provided (5% trust fund reserve narrative; method for computing the distribution of cost for general management and administrative services narrative; adjustments narrative; revenue estimating methodology narrative; fixed capital outlay adjustment narrative)?	Y	Y	Y	Y
8.6	Has the Inter-Agency Transfers Reported on Schedule I form been included as applicable for transfers totaling \$100,000 or more for the fiscal year?	Y	Y	Y	Y
8.7	If the agency is scheduled for the annual trust fund review this year, have the Schedule ID and applicable draft legislation been included for recreation, modification or termination of existing trust funds?	N/A	N/A	N/A	N/A

Action		Program or Service (Budget Entity Codes)			
		64200100	64200200	64200700	64200800
8.8	If the agency is scheduled for the annual trust fund review this year, have the necessary trust funds been requested for creation pursuant to <i>section 215.32(2)(b), Florida Statutes</i> - including the Schedule ID and applicable legislation?	N/A	N/A	N/A	N/A
8.9	Are the revenue codes correct? In the case of federal revenues, has the agency appropriately identified direct versus indirect receipts (object codes 000700, 000750, 000799, 001510 and 001599)? For non-grant federal revenues, is the correct revenue code identified (codes 000504, 000119, 001270, 001870, 001970)?	Y	Y	Y	Y
8.10	Are the statutory authority references correct?	Y	Y	Y	Y
8.11	Are the General Revenue Service Charge percentage rates used for each revenue source correct? (Refer to Chapter 2009-78, Laws of Florida, for appropriate general revenue service charge percentage rates.)	Y	Y	Y	Y
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?	Y	N/A	N/A	N/A
8.13	If there is no Consensus Estimating Conference forecast available, do the revenue estimates appear to be reasonable?	Y	Y	Y	Y
8.14	Are the federal funds revenues reported in Section I broken out by individual grant? Are the correct CFDA codes used?	Y	Y	Y	Y
8.15	Are anticipated grants included and based on the state fiscal year (rather than federal fiscal year)?	Y	Y	Y	Y
8.16	Are the Schedule I revenues consistent with the FSI's reported in the Exhibit D-3A?	Y	Y	Y	Y
8.17	If applicable, are nonrecurring revenues entered into Column A04?	Y	Y	Y	Y
8.18	Has the agency certified the revenue estimates in columns A02 and A03 to be the latest and most accurate available? Does the certification include a statement that the agency will notify OPB of any significant changes in revenue estimates that occur prior to the Governor's Budget Recommendations being issued?	Y	Y	Y	Y
8.19	Is a 5% trust fund reserve reflected in Section II? If not, is sufficient justification provided for exemption? Are the additional narrative requirements provided?	Y	Y	Y	Y
8.20	Are appropriate general revenue service charge nonoperating amounts included in Section II?	Y	Y	Y	Y
8.21	Are nonoperating expenditures to other budget entities/departments cross-referenced accurately?	Y	Y	Y	Y
8.22	Do transfers balance between funds (within the agency as well as between agencies)? (See also 8.6 for required transfer confirmation of amounts totaling \$100,000 or more.)	Y	Y	Y	Y
8.23	Are nonoperating expenditures recorded in Section II and adjustments recorded in Section III?	Y	Y	Y	Y
8.24	Are prior year September operating reversions appropriately shown in column A01?	Y	Y	Y	Y
8.25	Are current year September operating reversions appropriately shown in column A02?	Y	Y	Y	Y

Action		Program or Service (Budget Entity Codes)			
		64200100	64200200	64200700	64200800
8.26	Does the Schedule IC properly reflect the unreserved fund balance for each trust fund as defined by the LBR Instructions, and is it reconciled to the agency accounting records?	Y	Y	Y	Y
8.27	Has the agency properly accounted for continuing appropriations (category 13XXXX) in column A01, Section III?	Y	N/A	N/A	Y
8.28	Does Column A01 of the Schedule I accurately represent the actual prior year accounting data as reflected in the agency accounting records, and is it provided in sufficient detail for analysis?	Y	Y	Y	Y
8.29	Does Line I of Column A01 (Schedule I) equal Line K of the Schedule IC?	Y	Y	Y	Y
AUDITS:					
8.30	Is Line I a positive number? (If not, the agency must adjust the budget request to eliminate the deficit).	Y	Y	Y	Y
8.31	Is the June 30 Adjusted Unreserved Fund Balance (Line I) equal to the July 1 Unreserved Fund Balance (Line A) of the following year? If a Schedule IB was prepared, do the totals agree with the Schedule I, Line I? (SC1R, SC1A - Report should print "No Discrepancies Exist For This Report")	Y	Y	Y	Y
8.32	Has a Department Level Reconciliation been provided for each trust fund and does Line A of the Schedule I equal the CFO amount? If not, the agency must correct Line A. (SC1R, DEPT)	Y	Y	Y	Y
8.33	Has a Schedule IB been provided for each trust fund and does total agree with line I ?	Y	Y	Y	Y
8.34	Have A/R been properly analyzed and any allowances for doubtful accounts been properly recorded on the Schedule IC?	Y	Y	Y	Y
TIP	The Schedule I is the most reliable source of data concerning the trust funds. It is very important that this schedule is as accurate as possible!				
TIP	Determine if the agency is scheduled for trust fund review. (See page 130 of the LBR Instructions.) Transaction DFTR in LAS/PBS is also available and provides an LBR review date for each trust fund.				
TIP	Review the unreserved fund balances and compare revenue totals to expenditure totals to determine and understand the trust fund status.				
TIP	Typically nonoperating expenditures and revenues should not be a negative number. Any negative numbers must be fully justified.				
9. SCHEDULE II (PSCR, SC2)					
AUDIT:					
9.1	Is the pay grade minimum for salary rate utilized for positions in segments 2 and 3? (BRAR, BRAA - Report should print "No Records Selected For This Request") Note: Amounts other than the pay grade minimum should be fully justified in the D-3A issue narrative. (See <i>Base Rate Audit</i> on page 161 of the LBR Instructions.)	Y	N/J	Y	Y

		Program or Service (Budget Entity Codes)			
Action		64200100	64200200	64200700	64200800
10. SCHEDULE III (PSCR, SC3)					
10.1	Is the appropriate lapse amount applied in Segment 3? (See page 92 of the LBR Instructions.)	N/A	Y	N/A	N/A
10.2	Are amounts in <i>Other Salary Amount</i> appropriate and fully justified? (See page 99 of the LBR Instructions for appropriate use of the OAD transaction.) Use OADI or OADR to identify agency other salary amounts requested.	Y	Y	Y	Y
11. SCHEDULE IV (EADR, SC4)					
11.1	Are the correct Information Technology (IT) issue codes used?	N/A	N/A	N/A	N/A
TIP If IT issues are not coded correctly (with "C" in 6th position), they will not appear in the Schedule IV.					
12. SCHEDULE VIIIA (EADR, SC8A)					
12.1	Is there only one #1 priority, one #2 priority, one #3 priority, etc. reported on the Schedule VIII-A? Are the priority narrative explanations adequate? Note: FCO issues can now be included in the priority listing.	Y	Y	Y	Y
13. SCHEDULE VIIIB-1 (EADR, S8B1)					
13.1	NOT REQUIRED FOR THIS YEAR				
14. SCHEDULE VIIIB-2 (EADR, S8B2)					
14.1	Do the reductions comply with the instructions provided on pages 104 through 106 of the LBR Instructions regarding a 5% reduction in recurring General Revenue and Trust Funds, including the verification that the 33BXXX0 issue has NOT been used?	Y	Y	Y	Y
15. SCHEDULE VIIIC (EADR, S8C) (LAS/PBS Web - see page 107-109 of the LBR Instructions for detailed instructions)					
15.1	Agencies are required to generate this schedule via the LAS/PBS Web.	Y	Y	Y	Y
15.2	Does the schedule include at least three and no more than 10 unique reprioritization issues, in priority order? Manual Check.	Y	Y	Y	Y
15.3	Does the schedule display reprioritization issues that are each comprised of two unique issues - a deduct component and an add-back component which net to zero at the department level?	Y	Y	Y	Y
15.4	Are the priority narrative explanations adequate and do they follow the guidelines on pages 107-109 of the LBR instructions?	Y	Y	Y	Y
15.5	Does the issue narrative in A6 address the following: Does the state have the authority to implement the reprioritization issues independent of other entities (federal and local governments, private donors, etc.)? Are the reprioritization issues an allowable use of the recommended funding source?	Y	Y	Y	Y
AUDIT:					
15.6	Do the issues net to zero at the department level? (GENR, LBR5)	Y	Y	Y	Y

Action		Program or Service (Budget Entity Codes)			
		64200100	64200200	64200700	64200800
16. SCHEDULE XI (USCR,SCXI) (LAS/PBS Web - see page 110-114 of the LBR Instructions for detailed instructions)					
16.1	Agencies are required to generate this spreadsheet via the LAS/PBS Web. The Final Excel version no longer has to be submitted to OPB for inclusion on the Governor's Florida Performs Website. (Note: Pursuant to <i>section 216.023(4) (b), Florida Statutes</i> , the Legislature can reduce the funding level for any agency that does not provide this information.)	Y	Y	Y	Y
16.2	Do the PDF files uploaded to the Florida Fiscal Portal for the LRPP and LBR match?	Y	Y	Y	Y
AUDITS INCLUDED IN THE SCHEDULE XI REPORT:					
16.3	Does the FY 2013-14 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? (GENR, ACT1)	Y	Y	Y	Y
16.4	None of the executive direction, administrative support and information technology statewide activities (ACT0010 thru ACT0490) have output standards (Record Type 5)? (Audit #1 should print "No Activities Found")	Y	Y	N/A	Y
16.5	Does the Fixed Capital Outlay (FCO) statewide activity (ACT0210) only contain 08XXXX or 14XXXX appropriation categories? (Audit #2 should print "No Operating Categories Found")	N/A	N/A	Y	Y
16.6	Has the agency provided the necessary standard (Record Type 5) for all activities which <u>should</u> appear in Section II? (Note: Audit #3 will identify those activities that do NOT have a Record Type '5' and have not been identified as a 'Pass Through' activity. These activities will be displayed in Section III with the 'Payment of Pensions, Benefits and Claims' activity and 'Other' activities. Verify if these activities should be displayed in Section III. If not, an output standard would need to be added for that activity and the Schedule XI submitted again.)	Y	Y	Y	Y
16.7	Does Section I (Final Budget for Agency) and Section III (Total Budget for Agency) equal? (Audit #4 should print "No Discrepancies Found")	Y	Y	Y	Y
TIP	If Section I and Section III have a small difference, it may be due to rounding and therefore will be acceptable.				
17. MANUALLY PREPARED EXHIBITS & SCHEDULES					
17.1	Do exhibits and schedules comply with LBR Instructions (pages 115 through 158 of the LBR Instructions), and are they accurate and complete?	Y	Y	Y	Y
17.2	Are appropriation category totals comparable to Exhibit B, where applicable?	Y	Y	Y	Y
17.3	Are agency organization charts (Schedule X) provided and at the appropriate level of detail?	Y	Y	Y	Y
17.4	Does the LBR include a separate IV-B for each IT project over \$1 million (see page 134 of the LBR instructions for exemptions to this rule)? Have all IV-B been emailed to: IT@LASPBS.state.fl.us	N/A	N/A	N/A	N/A
17.5	Are all forms relating to Fixed Capital Outlay (FCO) funding requests submitted in the proper form, including a Truth in Bonding statement (if applicable) ?	N/A	N/A	Y	Y

	Program or Service (Budget Entity Codes)			
Action	64200100	64200200	64200700	64200800

AUDITS - GENERAL INFORMATION

TIP	Review <i>Section 6: Audits</i> of the LBR Instructions (pages 160-162) for a list of audits and their descriptions.	
TIP	Reorganizations may cause audit errors. Agencies must indicate that these errors are due to an agency reorganization to justify the audit error.	

18. CAPITAL IMPROVEMENTS PROGRAM (CIP)

18.1	Are the CIP-2, CIP-3, CIP-A and CIP-B forms included?	N/A	N/A	Y	Y
18.2	Are the CIP-4 and CIP-5 forms submitted when applicable (see CIP Instructions)?	N/A	N/A	Y	Y
18.3	Do all CIP forms comply with CIP Instructions where applicable (see CIP Instructions)?	N/A	N/A	Y	Y
18.4	Does the agency request include 5 year projections (Columns A03, A06, A07, A08 and A09)?	N/A	N/A	Y	Y
18.5	Are the appropriate counties identified in the narrative?	N/A	N/A	Y	Y
18.6	Has the CIP-2 form (Exhibit B) been modified to include the agency priority for each project and the modified form saved as a PDF document?	N/A	N/A	Y	Y

TIP	Requests for Fixed Capital Outlay appropriations which are Grants and Aids to Local Governments and Non-Profit Organizations must use the Grants and Aids to Local Governments and Non-Profit Organizations - Fixed Capital Outlay major appropriation category (140XXX) and include the sub-title "Grants and Aids". These appropriations utilize a CIP-B form as justification.	
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19. FLORIDA FISCAL PORTAL

19.1	Have all files been assembled correctly and posted to the Florida Fiscal Portal as outlined in the Florida Fiscal Portal Submittal Process?	Y	Y	Y	Y
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Fiscal Year 2015-16 LBR Technical Review Checklist

Department/Budget Entity (Service): HEALTH / Children's Medical Services
Agency Budget Officer/OPB Analyst Name: Michele Tallent / Leah Holt

A "Y" indicates "YES" and is acceptable, an "N/J" indicates "NO/Justification Provided" - these require further explanation/justification (additional sheets can be used as necessary), and "TIPS" are other areas to consider.

	Program or Service (Budget Entity Codes)		
Action	64300100		

1. GENERAL

1.1 Are Columns A01, A02, A04, A05, A23, A24, A25, A36, A93, IA1, IA5, IA6, IP1, IV1, IV3 and NV1 set to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for both the Budget and Trust Fund columns? Are Columns A06, A07, A08 and A09 for Fixed Capital Outlay (FCO) set to TRANSFER CONTROL for DISPLAY status only? (CSDI)	Y		
1.2 Is Column A03 set to TRANSFER CONTROL for DISPLAY and UPDATE status for both the Budget and Trust Fund columns? (CSDI)	Y		

AUDITS:

1.3 Has Column A03 been copied to Column A12? Run the Exhibit B Audit Comparison Report to verify. (EXBR, EXBA)	Y		
1.4 Has security been set correctly? (CSDR, CSA)	Y		
TIP The agency should prepare the budget request for submission in this order: 1) Lock columns as described above; 2) copy Column A03 to Column A12; and 3) set Column A12 column security to ALL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status.			

2. EXHIBIT A (EADR, EXA)

2.1 Is the budget entity authority and description consistent with the agency's LRPP and does it conform to the directives provided on page 59 of the LBR Instructions?	Y		
2.2 Are the statewide issues generated systematically (estimated expenditures, nonrecurring expenditures, etc.) included?	Y		
2.3 Are the issue codes and titles consistent with <i>Section 3</i> of the LBR Instructions (pages 15 through 29)? Do they clearly describe the issue?	Y		
2.4 Have the coding guidelines in <i>Section 3</i> of the LBR Instructions (pages 15 through 29) been followed?	Y		

3. EXHIBIT B (EXBR, EXB)

3.1 Is it apparent that there is a fund shift where an appropriation category's funding source is different between A02 and A03? Were the issues entered into LAS/PBS correctly? Check D-3A funding shift issue 340XXX0 - a unique deduct and unique add back issue should be used to ensure fund shifts display correctly on the LBR exhibits.	N/A		
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AUDITS:

	Program or Service (Budget Entity Codes)
Action	64300100

3.2	Negative Appropriation Category Audit for Agency Request (Columns A03 and A04): Are all appropriation categories positive by budget entity at the FSI level? Are all nonrecurring amounts less than requested amounts? (NACR, NAC - Report should print "No Negative Appropriation Categories Found")	Y		
3.3	Current Year Estimated Verification Comparison Report: Is Column A02 equal to Column B07? (EXBR, EXBC - Report should print "Records Selected Net To Zero")	Y		
TIP	Generally look for and be able to fully explain significant differences between A02 and A03.			
TIP	Exhibit B - A02 equal to B07: Compares Current Year Estimated column to a backup of A02. This audit is necessary to ensure that the historical detail records have not been adjusted. Records selected should net to zero.			
TIP	Requests for appropriations which require advance payment authority must use the sub-title "Grants and Aids". For advance payment authority to local units of government, the Aid to Local Government appropriation category (05XXXX) should be used. For advance payment authority to non-profit organizations or other units of state government, the Special Categories appropriation category (10XXXX) should be used.			

4. EXHIBIT D (EADR, EXD)

4.1	Is the program component objective statement consistent with the agency LRPP, and does it conform to the directives provided on page 61 of the LBR Instructions?	Y		
4.2	Is the program component code and title used correct?	Y		
TIP	Fund shifts or transfers of services or activities between program components will be displayed on an Exhibit D whereas it may not be visible on an Exhibit A.			

5. EXHIBIT D-1 (ED1R, EXD1)

5.1	Are all object of expenditures positive amounts? (This is a manual check.)	Y		
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AUDITS:

5.2	Do the fund totals agree with the object category totals within each appropriation category? (ED1R, XD1A - Report should print "No Differences Found For This Report")	Y		
5.3	FLAIR Expenditure/Appropriation Ledger Comparison Report: Is Column A01 less than Column B04? (EXBR, EXBB - Negative differences need to be corrected in Column A01.)	Y		
5.4	A01/State Accounts Disbursements and Carry Forward Comparison Report: Does Column A01 equal Column B08? (EXBR, EXBD - Differences need to be corrected in Column A01.)	Y		

	Program or Service (Budget Entity Codes)
Action	64300100

TIP	If objects are negative amounts, the agency must make adjustments to Column A01 to correct the object amounts. In addition, the fund totals must be adjusted to reflect the adjustment made to the object data.	
TIP	If fund totals and object totals do not agree or negative object amounts exist, the agency must adjust Column A01.	
TIP	Exhibit B - A01 less than B04: This audit is to ensure that the disbursements and carry/certifications forward in A01 are less than FY 2013-14 approved budget. Amounts should be positive.	
TIP	If B08 is not equal to A01, check the following: 1) the initial FLAIR disbursements or carry forward data load was corrected appropriately in A01; 2) the disbursement data from departmental FLAIR was reconciled to State Accounts; and 3) the FLAIR disbursements did not change after Column B08 was created.	

6. EXHIBIT D-3 (ED3R, ED3) (Not required to be submitted in the LBR - for analytical purposes only.)

6.1	Are issues appropriately aligned with appropriation categories?	Y		
TIP	Exhibit D-3 is no longer required in the budget submission but may be needed for this particular appropriation category/issue sort. Exhibit D-3 is also a useful report when identifying negative appropriation category problems.			

7. EXHIBIT D-3A (EADR, ED3A)

7.1	Are the issue titles correct and do they clearly identify the issue? (See pages 15 through 33 of the LBR Instructions.)	Y		
7.2	Does the issue narrative adequately explain the agency's request and is the explanation consistent with the LRPP? (See page 67-68 of the LBR Instructions.)	Y		
7.3	Does the narrative for Information Technology (IT) issue follow the additional narrative requirements described on pages 69 through 71 of the LBR Instructions?	N/A		
7.4	Are all issues with an IT component identified with a "Y" in the "IT COMPONENT?" field? If the issue contains an IT component, has that component been identified and documented?	N/A		
7.5	Does the issue narrative explain any variances from the Standard Expense and Human Resource Services Assessments package? Is the nonrecurring portion in the nonrecurring column? (See pages E-4 through E-6 of the LBR Instructions.)	N/A		
7.6	Does the salary rate request amount accurately reflect any new requests and are the amounts proportionate to the Salaries and Benefits request? Note: Salary rate should always be annualized.	N/A		

	Program or Service (Budget Entity Codes)		
Action	64300100		

7.7	Does the issue narrative thoroughly explain/justify all Salaries and Benefits amounts entered into the Other Salary Amounts transactions (OADA/C)? Amounts entered into OAD are reflected in the Position Detail of Salaries and Benefits section of the Exhibit D-3A.	N/A		
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?	N/A		
7.9	Does the issue narrative reference the specific county(ies) where applicable?	N/A		
7.10	Do the 160XXX0 issues reflect budget amendments that have been approved (or in the process of being approved) and that have a recurring impact (including Lump Sums)? Have the approved budget amendments been entered in Column A18 as instructed in Memo #14-001?	Y		
7.11	When appropriate are there any 160XXX0 issues included to delete positions placed in reserve in the OPB Position and Rate Ledger (e.g. unfunded grants)? Note: Lump sum appropriations not yet allocated should <u>not</u> be deleted. (PLRR, PLMO)	Y		
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?	N/A		
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?	N/A		
7.14	Do the amounts reflect appropriate FSI assignments?	Y		
7.15	Are the 33XXXX0 issues negative amounts only and do not restore nonrecurring cuts from a prior year or fund any issues that net to a positive or zero amount? Check D-3A issues 33XXXX0 - a unique issue should be used for issues that net to zero or a positive amount.	N/A		
7.16	Do the issues relating to <i>salary and benefits</i> have an "A" in the fifth position of the issue code (XXXXAXX) and are they self-contained (not combined with other issues)? (See page 28 and 88 of the LBR Instructions.)	N/A		
7.17	Do the issues relating to <i>Information Technology (IT)</i> have a "C" in the sixth position of the issue code (36XXXXCX) and are the correct issue codes used (361XXC0, 362XXC0, 363XXC0, 17C01C0, 17C02C0, 17C03C0, 24010C0, 33001C0, 330010C0, 33011C0, 160E470, 160E480 or 55C01C0)?	N/A		
7.18	Are the issues relating to <i>major audit findings and recommendations</i> properly coded (4A0XXX0, 4B0XXX0)?	N/A		
7.19	Does the issue narrative identify the strategy or strategies in the Five Year Statewide Strategic Plan for Economic Development?	Y		
AUDIT:				
7.20	Are all FSI's equal to '1', '2', '3', or '9'? There should be no FSI's equal to '0'. (EADR, FSIA - Report should print "No Records Selected For Reporting")	Y		

	Program or Service (Budget Entity Codes)
Action	64300100

7.21	Does the General Revenue for 160XXXX (Adjustments to Current Year Expenditures) issues net to zero? (GENR, LBR1)	N/A		
7.22	Does the General Revenue for 180XXXX (Intra-Agency Reorganizations) issues net to zero? (GENR, LBR2)	N/A		
7.23	Does the General Revenue for 200XXXX (Estimated Expenditures Realignment) issues net to zero? (GENR, LBR3)	N/A		
7.24	Have FCO appropriations been entered into the nonrecurring column A04? (GENR, LBR4 - Report should print "No Records Selected For Reporting" or a listing of D-3A issue(s) assigned to Debt Service (IOE N) or in some cases State Capital Outlay - Public Education Capital Outlay (IOE L)))	Y		
TIP	Salaries and Benefits amounts entered using the OADA/C transactions must be thoroughly justified in the D-3A issue narrative. Agencies can run OADA/OADR from STAM to identify the amounts entered into OAD and ensure these entries have been thoroughly explained in the D-3A issue narrative.			
TIP	The issue narrative must completely and thoroughly explain and justify each D-3A issue. Agencies must ensure it provides the information necessary for the OPB and legislative analysts to have a complete understanding of the issue submitted. Thoroughly review pages 65 through 70 of the LBR Instructions.			
TIP	Check BAPS to verify status of budget amendments. Check for reapprovals not picked up in the General Appropriations Act. Verify that Lump Sum appropriations in Column A02 do not appear in Column A03. Review budget amendments to verify that 160XXX0 issue amounts correspond accurately and net to zero for General Revenue funds.			
TIP	If an agency is receiving federal funds from another agency the FSI should = 9 (Transfer - Recipient of Federal Funds). The agency that originally receives the funds directly from the federal agency should use FSI = 3 (Federal Funds).			
TIP	If a state agency needs to include in its LBR a realignment or workload request issue to align its data processing services category with its projected FY 2015-16 data center costs, this can be completed by using the new State Data Center data processing services category (210001). (NSRC data processing services category (210022) and the SSRC data processing services category (210021) will no longer be used).			
TIP	If an appropriation made in the FY 2014-15 General Appropriations Act duplicates an appropriation made in substantive legislation, the agency must create a unique deduct nonrecurring issue to eliminate the duplicated appropriation. Normally this is taken care of through line item veto.			

8. SCHEDULE I & RELATED DOCUMENTS (SC1R, SC1 - Budget Entity Level or SC1R, SC1D - Department Level)

	Program or Service (Budget Entity Codes)
Action	64300100

8.1	Has a separate department level Schedule I and supporting documents package been submitted by the agency?	Y		
8.2	Has a Schedule I and Schedule IB been completed in LAS/PBS for each operating trust fund?	Y		
8.3	Have the appropriate Schedule I supporting documents been included for the trust funds (Schedule IA, Schedule IC, and Reconciliation to Trial Balance)?	Y		
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?	Y		
8.5	Have the required detailed narratives been provided (5% trust fund reserve narrative; method for computing the distribution of cost for general management and administrative services narrative; adjustments narrative; revenue estimating methodology narrative; fixed capital outlay adjustment narrative)?	Y		
8.6	Has the Inter-Agency Transfers Reported on Schedule I form been included as applicable for transfers totaling \$100,000 or more for the fiscal year?	Y		
8.7	If the agency is scheduled for the annual trust fund review this year, have the Schedule ID and applicable draft legislation been included for recreation, modification or termination of existing trust funds?	Y		
8.8	If the agency is scheduled for the annual trust fund review this year, have the necessary trust funds been requested for creation pursuant to <i>section 215.32(2)(b), Florida Statutes</i> - including the Schedule ID and applicable legislation?	Y		
8.9	Are the revenue codes correct? In the case of federal revenues, has the agency appropriately identified direct versus indirect receipts (object codes 000700, 000750, 000799, 001510 and 001599)? For non-grant federal revenues, is the correct revenue code identified (codes 000504, 000119, 001270, 001870, 001970)?	Y		
8.10	Are the statutory authority references correct?	Y		
8.11	Are the General Revenue Service Charge percentage rates used for each revenue source correct? (Refer to Chapter 2009-78, Laws of Florida, for appropriate general revenue service charge percentage rates.)	Y		
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?	N/A		
8.13	If there is no Consensus Estimating Conference forecast available, do the revenue estimates appear to be reasonable?	Y		
8.14	Are the federal funds revenues reported in Section I broken out by individual grant? Are the correct CFDA codes used?	Y		
8.15	Are anticipated grants included and based on the state fiscal year (rather than federal fiscal year)?	Y		
8.16	Are the Schedule I revenues consistent with the FSI's reported in the Exhibit D-3A?	Y		
8.17	If applicable, are nonrecurring revenues entered into Column A04?	Y		

	Program or Service (Budget Entity Codes)
Action	64300100

8.18	Has the agency certified the revenue estimates in columns A02 and A03 to be the latest and most accurate available? Does the certification include a statement that the agency will notify OPB of any significant changes in revenue estimates that occur prior to the Governor's Budget Recommendations being issued?	Y		
8.19	Is a 5% trust fund reserve reflected in Section II? If not, is sufficient justification provided for exemption? Are the additional narrative requirements provided?	Y		
8.20	Are appropriate general revenue service charge nonoperating amounts included in Section II?	Y		
8.21	Are nonoperating expenditures to other budget entities/departments cross-referenced accurately?	Y		
8.22	Do transfers balance between funds (within the agency as well as between agencies)? (See also 8.6 for required transfer confirmation of amounts totaling \$100,000 or more.)	Y		
8.23	Are nonoperating expenditures recorded in Section II and adjustments recorded in Section III?	Y		
8.24	Are prior year September operating reversions appropriately shown in column A01?	Y		
8.25	Are current year September operating reversions appropriately shown in column A02?	Y		
8.26	Does the Schedule IC properly reflect the unreserved fund balance for each trust fund as defined by the LBR Instructions, and is it reconciled to the agency accounting records?	Y		
8.27	Has the agency properly accounted for continuing appropriations (category 13XXXX) in column A01, Section III?	N/A		
8.28	Does Column A01 of the Schedule I accurately represent the actual prior year accounting data as reflected in the agency accounting records, and is it provided in sufficient detail for analysis?	Y		
8.29	Does Line I of Column A01 (Schedule I) equal Line K of the Schedule IC?	Y		
AUDITS:				
8.30	Is Line I a positive number? (If not, the agency must adjust the budget request to eliminate the deficit).	Y		
8.31	Is the June 30 Adjusted Unreserved Fund Balance (Line I) equal to the July 1 Unreserved Fund Balance (Line A) of the following year? If a Schedule IB was prepared, do the totals agree with the Schedule I, Line I? (SC1R, SC1A - Report should print "No Discrepancies Exist For This Report")	Y		
8.32	Has a Department Level Reconciliation been provided for each trust fund and does Line A of the Schedule I equal the CFO amount? If not, the agency must correct Line A. (SC1R, DEPT)	Y		

	Program or Service (Budget Entity Codes)
Action	64300100

8.33	Has a Schedule IB been provided for each trust fund and does total agree with line I ?	Y		
8.34	Have A/R been properly analyzed and any allowances for doubtful accounts been properly recorded on the Schedule IC?	Y		
TIP	The Schedule I is the most reliable source of data concerning the trust funds. It is very important that this schedule is as accurate as possible!			
TIP	Determine if the agency is scheduled for trust fund review. (See page 130 of the LBR Instructions.) Transaction DFTR in LAS/PBS is also available and provides an LBR review date for each trust fund.			
TIP	Review the unreserved fund balances and compare revenue totals to expenditure totals to determine and understand the trust fund status.			
TIP	Typically nonoperating expenditures and revenues should not be a negative number. Any negative numbers must be fully justified.			

9. SCHEDULE II (PSCR, SC2)

AUDIT:				
9.1	Is the pay grade minimum for salary rate utilized for positions in segments 2 and 3? (BRAR, BRAA - Report should print "No Records Selected For This Request") Note: Amounts other than the pay grade minimum should be fully justified in the D-3A issue narrative. (See <i>Base Rate Audit</i> on page 161 of the LBR Instructions.)	Y		

	Program or Service (Budget Entity Codes)
Action	64300100

10. SCHEDULE III (PSCR, SC3)

10.1	Is the appropriate lapse amount applied in Segment 3? (See page 92 of the LBR Instructions.)	N/A		
10.2	Are amounts in <i>Other Salary Amount</i> appropriate and fully justified? (See page 99 of the LBR Instructions for appropriate use of the OAD transaction.) Use OADI or OADR to identify agency other salary amounts requested.	N/A		

11. SCHEDULE IV (EADR, SC4)

11.1	Are the correct Information Technology (IT) issue codes used?	N/A		
TIP	If IT issues are not coded correctly (with "C" in 6th position), they will not appear in the Schedule IV.			

12. SCHEDULE VIIIA (EADR, SC8A)

12.1	Is there only one #1 priority, one #2 priority, one #3 priority, etc. reported on the Schedule VIIIA-A? Are the priority narrative explanations adequate? Note: FCO issues can now be included in the priority listing.	Y		
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13. SCHEDULE VIIIB-1 (EADR, S8B1)

13.1	NOT REQUIRED FOR THIS YEAR			
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14. SCHEDULE VIIIB-2 (EADR, S8B2)

14.1	Do the reductions comply with the instructions provided on pages 104 through 106 of the LBR Instructions regarding a 5% reduction in recurring General Revenue and Trust Funds, including the verification that the 33BXXX0 issue has NOT been used?	Y		
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15. SCHEDULE VIIIC (EADR, S8C)
(LAS/PBS Web - see page 107-109 of the LBR Instructions for detailed instructions)

15.1	Agencies are required to generate this schedule via the LAS/PBS Web.	Y		
15.2	Does the schedule include at least three and no more than 10 unique reprioritization issues, in priority order? Manual Check.	Y		
15.3	Does the schedule display reprioritization issues that are each comprised of two unique issues - a deduct component and an add-back component which net to zero at the department level?	Y		
15.4	Are the priority narrative explanations adequate and do they follow the guidelines on pages 107-109 of the LBR instructions?	Y		
15.5	Does the issue narrative in A6 address the following: Does the state have the authority to implement the reprioritization issues independent of other entities (federal and local governments, private donors, etc.)? Are the reprioritization issues an allowable use of the recommended funding source?	Y		

AUDIT:

15.6	Do the issues net to zero at the department level? (GENR, LBR5)	Y		
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	Program or Service (Budget Entity Codes)
Action	64300100

16. SCHEDULE XI (USCR,SCXI) (LAS/PBS Web - see page 110-114 of the LBR Instructions for detailed instructions)

16.1	Agencies are required to generate this spreadsheet via the LAS/PBS Web. The Final Excel version no longer has to be submitted to OPB for inclusion on the Governor's Florida Performs Website. (Note: Pursuant to <i>section 216.023(4) (b), Florida Statutes</i> , the Legislature can reduce the funding level for any agency that does not provide this information.)	Y		
16.2	Do the PDF files uploaded to the Florida Fiscal Portal for the LRPP and LBR match?	Y		

AUDITS INCLUDED IN THE SCHEDULE XI REPORT:

16.3	Does the FY 2013-14 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? (GENR, ACT1)	Y		
16.4	None of the executive direction, administrative support and information technology statewide activities (ACT0010 thru ACT0490) have output standards (Record Type 5)? (Audit #1 should print "No Activities Found")	Y		
16.5	Does the Fixed Capital Outlay (FCO) statewide activity (ACT0210) only contain 08XXXX or 14XXXX appropriation categories? (Audit #2 should print "No Operating Categories Found")	Y		
16.6	Has the agency provided the necessary standard (Record Type 5) for all activities which <u>should</u> appear in Section II? (Note: Audit #3 will identify those activities that do NOT have a Record Type '5' and have not been identified as a 'Pass Through' activity. These activities will be displayed in Section III with the 'Payment of Pensions, Benefits and Claims' activity and 'Other' activities. Verify if these activities should be displayed in Section III. If not, an output standard would need to be added for that activity and the Schedule XI submitted again.)	Y		
16.7	Does Section I (Final Budget for Agency) and Section III (Total Budget for Agency) equal? (Audit #4 should print "No Discrepancies Found")	Y		
TIP	If Section I and Section III have a small difference, it may be due to rounding and therefore will be acceptable.			

17. MANUALLY PREPARED EXHIBITS & SCHEDULES

17.1	Do exhibits and schedules comply with LBR Instructions (pages 115 through 158 of the LBR Instructions), and are they accurate and complete?	Y		
17.2	Are appropriation category totals comparable to Exhibit B, where applicable?	Y		
17.3	Are agency organization charts (Schedule X) provided and at the appropriate level of detail?	Y		
17.4	Does the LBR include a separate IV-B for each IT project over \$1 million (see page 134 of the LBR instructions for exemptions to this rule)? Have all IV-B been emailed to: IT@LASPBS.state.fl.us	N/A		

	Program or Service (Budget Entity Codes)		
Action	64300100		

17.5	Are all forms relating to Fixed Capital Outlay (FCO) funding requests submitted in the proper form, including a Truth in Bonding statement (if applicable) ?	Y		
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	Program or Service (Budget Entity Codes)
Action	64300100

AUDITS - GENERAL INFORMATION

TIP	Review <i>Section 6: Audits</i> of the LBR Instructions (pages 160-162) for a list of audits and their descriptions.	
TIP	Reorganizations may cause audit errors. Agencies must indicate that these errors are due to an agency reorganization to justify the audit error.	

18. CAPITAL IMPROVEMENTS PROGRAM (CIP)

18.1	Are the CIP-2, CIP-3, CIP-A and CIP-B forms included?	Y		
18.2	Are the CIP-4 and CIP-5 forms submitted when applicable (see CIP Instructions)?	Y		
18.3	Do all CIP forms comply with CIP Instructions where applicable (see CIP Instructions)?	Y		
18.4	Does the agency request include 5 year projections (Columns A03, A06, A07, A08 and A09)?	Y		
18.5	Are the appropriate counties identified in the narrative?	Y		
18.6	Has the CIP-2 form (Exhibit B) been modified to include the agency priority for each project and the modified form saved as a PDF document?	Y		
TIP	Requests for Fixed Capital Outlay appropriations which are Grants and Aids to Local Governments and Non-Profit Organizations must use the Grants and Aids to Local Governments and Non-Profit Organizations - Fixed Capital Outlay major appropriation category (140XXX) and include the sub-title "Grants and Aids". These appropriations utilize a CIP-B form as justification.			

19. FLORIDA FISCAL PORTAL

19.1	Have all files been assembled correctly and posted to the Florida Fiscal Portal as outlined in the Florida Fiscal Portal Submittal Process?	Y		
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