AMMP Plans and Templates

**Alabama Medicaid Enterprise Systems (MES) Modernization Program (AMMP)**

**Prepared for:**

**Alabama Medicaid Agency**

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Table of Contents

[1 Introduction 1](#_Toc160531413)

[2 Common Process Deliverables 1](#_Toc160531414)

[2.1 COM-3: PMO Resource Management Plan 1](#_Toc160531415)

[2.1.1 COM-3-02: Organization Chart and Stakeholder Registry 1](#_Toc160531416)

[2.2 COM-4: Physical and Data Security Plan 1](#_Toc160531417)

[2.3 COM-6-A: AMMP - Program Responsibility Assignment Matrix 2](#_Toc160531418)

[2.4 COM-7: Artifact Development and Approval Document 2](#_Toc160531419)

[2.4.1 Artifact Development and Approval Report 2](#_Toc160531420)

[2.5 COM-8: Meeting Protocols Reference Guide 2](#_Toc160531421)

[2.5.1 COM-8a: Meeting Agenda and Minutes Template 2](#_Toc160531422)

[2.6 COM-9: Corrective Action Plan 2](#_Toc160531423)

[2.6.1 COM-9-1: Corrective Action Plan Template 3](#_Toc160531424)

[2.7 COM-10: Scope Management Plan 3](#_Toc160531425)

[2.7.1 COM-10-01: Project Change request Template 3](#_Toc160531426)

[2.8 COM-11: AMMP-Program Communication Management Plan 3](#_Toc160531427)

[2.8.1 COM-11-03: Communication Management Plan Template 3](#_Toc160531428)

[2.9 COM-13: CMS Reporting 3](#_Toc160531429)

[2.10 COM-15: AMMP Conversion Management Strategy 3](#_Toc160531430)

[2.10.1 COM-15-01: Conversion Management Reporting Template 4](#_Toc160531431)

[2.10.2 COM-15-02: Conversion Management Plan template 4](#_Toc160531432)

[2.11 COM-16: AMMP – Program Certification Support Management Plan 4](#_Toc160531433)

[2.11.1 COM-16-01: Certification Support and Turnover Plan Template 4](#_Toc160531434)

[2.12 COM-16-A: Post Implementation Support Monitoring Strategy 4](#_Toc160531435)

[2.13 COM-17: Project Close-Out Strategy 4](#_Toc160531436)

[2.13.1 Project Close-Out report Template (COM-17-01) 5](#_Toc160531437)

[2.14 COM-18: Turnover Management Plan 5](#_Toc160531438)

[2.15 COM-20-01: AMMP Dashboard – User Guide 5](#_Toc160531439)

[2.15.1 COM-20-2: AMMP Dashboard Design Document 5](#_Toc160531440)

[2.15.2 COM-20-03: AMMP Dashboard – Training 5](#_Toc160531441)

[2.16 COM-New1: AMMP Roadmap 5](#_Toc160531442)

[2.17 COM-New2: AMMP Phasing Plan 5](#_Toc160531443)

[2.18 COM-New3: AMMP Strategic Planning 5](#_Toc160531444)

[2.19 COM-New4: Governance Board Charters 6](#_Toc160531445)

[2.19.1 COM-New4.1: Executive Oversight Committee Charter (EOC) 6](#_Toc160531446)

[2.19.2 COM-New4.2: Change Control Board Charter (CCB) 6](#_Toc160531447)

[2.19.3 COM-New4.3: Business Review Board Charter (BRB) 6](#_Toc160531448)

[2.19.4 COM-New4.4: Enterprise Architecture Board Charter (EAB) 6](#_Toc160531449)

[2.19.5 COM-New4.5: Change Advisory Board (CAB) 6](#_Toc160531450)

[2.19.6 COM-New4.6 Technical Review Board (TRB) 6](#_Toc160531451)

[2.20 COM-New4: AMMP Tools Maintenance and Configuration Guide 6](#_Toc160531452)

[3 PMO Deliverables 7](#_Toc160531453)

[3.1 PMO-2-b: Onboarding / Offboarding Plan 7](#_Toc160531454)

[3.1.1 PMO-2-b-01: Onboarding / Offboarding Checklist 7](#_Toc160531455)

[3.1.2 PMO-2-w-02: Contract Discovery Template 7](#_Toc160531456)

[3.2 PMO-2-c: Kick-off Meetings Protocol Guide 7](#_Toc160531457)

[3.2.1 PMO-2-c-01: Kickoff Presentation Template 7](#_Toc160531458)

[3.3 PMO-2-i: Risk Management Plan 7](#_Toc160531459)

[3.3.1 PMO-2-i-01: Risk and Issues Submission Form Template 7](#_Toc160531460)

[3.3.2 PMO-2-i-02: Risk Questionnaire 8](#_Toc160531461)

[3.4 PMO-2-j: Issue Management Plan 8](#_Toc160531462)

[3.5 PMO-2-k: Quality Management Plan 8](#_Toc160531463)

[3.5.1 PMO-2-k-01: Quality Control (QC) Checklist 8](#_Toc160531464)

[3.5.2 PMO-2-k-02: Quality Management Plan Template 8](#_Toc160531465)

[3.6 PMO-2-k-03: AMMP Style Guide 8](#_Toc160531466)

[3.7 PMO-2-n-02: Action Items Protocol Reference Guide 9](#_Toc160531467)

[3.8 PMO-2-n-03: Decisions Protocol Reference Guide 9](#_Toc160531468)

[3.9 PMO-2-n-04: Invoice Protocols Reference Guide 9](#_Toc160531469)

[3.9.1 PMO-2-n-04-01: Module Vendor Invoice Tracker Template 9](#_Toc160531470)

[3.9.2 PMO-2-n-04-02: Deliverable Verification File Template 9](#_Toc160531471)

[3.9.3 PMO-2-n-04-03: Deliverable Acceptance File Template 9](#_Toc160531472)

[3.10 PMO-2-n-05: Lessons Learned Protocol Reference Guide 9](#_Toc160531473)

[3.11 PMO-2-o: Vendor Start-up Guide 10](#_Toc160531474)

[3.11.1 PMO-2-o-02: Vendor Start-up Checklist 10](#_Toc160531475)

[3.11.2 AMA-01: AMA Attestation and Agreement Document Template 10](#_Toc160531476)

[3.12 PMO-2-o-01: Comprehensive Deliverable List 10](#_Toc160531477)

[3.13 PMO-2-q: Integrated Master Schedule Management Plan 10](#_Toc160531478)

[3.13.1 PMO-2-q-02: Integrated Master Schedule Template 11](#_Toc160531479)

[3.14 PMO-2-r: Configuration Management and Document Validation 11](#_Toc160531480)

[3.14.1 PMO-2-r-01: Configuration Management Plan Template 11](#_Toc160531481)

[3.15 PMO-2-x: Contract Monitoring Plan 11](#_Toc160531482)

[3.15.1 PMO-2-x-01: Contract Monitoring Report Card Template 11](#_Toc160531483)

[3.16 REQ-2-c: Requirements Management Plan 11](#_Toc160531484)

[3.16.1 NEW: Requirements Writing Guide 12](#_Toc160531485)

[3.16.2 NEW: Weekly Module Update Guide 12](#_Toc160531486)

[3.16.3 REQ-2-a3-4-01: Module RTM Update Template 12](#_Toc160531487)

[3.16.4 REQ-2-a3-4: Requirements Traceability Matrix Template 12](#_Toc160531488)

[3.16.5 NEW: Requirements Response Matrix Template 12](#_Toc160531489)

[3.16.6 NEW: Functional Area Analysis Template 12](#_Toc160531490)

[3.17 PMO-New1: PMO Module Audit Plan 12](#_Toc160531491)

[3.18 New: Business Process Improvement Report 12](#_Toc160531492)

[3.19 PServ-25: Post Implementation Support Monitoring Plan 12](#_Toc160531493)

[3.20 PServ26: Transition to Operations Plan 13](#_Toc160531494)

[3.21 PServ27: Module Close-Out Plan 13](#_Toc160531495)

[3.22 PMO-New2: Program Improvement Report 13](#_Toc160531496)

[4 EA Deliverables 13](#_Toc160531497)

[4.1 EA-a: Approach to Medicaid Enterprise Architecture 13](#_Toc160531498)

[4.2 EA-New1: MEA Management and Operations Plan 13](#_Toc160531499)

[4.3 EA-New2: Technical Reference Architecture 14](#_Toc160531500)

[4.4 PServ-21: MEA Packages 14](#_Toc160531501)

[4.5 EA-New3: MEA Capability Matrix 14](#_Toc160531502)

[4.6 EA-New4: MES Concept of Operations 14](#_Toc160531503)

[4.7 EA-New5: Technical Advice and Assistance Plan 14](#_Toc160531504)

[5 OCM Deliverables 14](#_Toc160531505)

[5.1 OCM-2-a: Organizational Change Management Approach 14](#_Toc160531506)

[5.2 OCM- New1: Organizational Change Management Effectiveness Evaluation Plan (OCM EE) 15](#_Toc160531507)

[5.3 OCM-2-d1: OCM Communication Plan 15](#_Toc160531508)

[5.3.1 OCM-2-d2: OCM Communication Matrix 15](#_Toc160531509)

[5.4 OCM-2-e1: OCM Training Plan 15](#_Toc160531510)

[5.4.1 OCM-2-e2: OCM Training Matrix 15](#_Toc160531511)

[5.5 OCM-2-c1 OCM Strategic Plan 16](#_Toc160531512)

[5.5.1 OCM-2-c2-01: Module Transition Plan Template 16](#_Toc160531513)

[5.5.2 OCM-2-c2-02: Business Process Roadmap Template 16](#_Toc160531514)

[5.5.3 OCM-2-e1: OCM Training Plan 16](#_Toc160531515)

[5.5.4 OCM-2-c2-04: Production Turnover Document Template 16](#_Toc160531516)

[5.6 OCM-2-f1: OCM Module Specific Plan 16](#_Toc160531517)

[5.6.1 OCM-2-f2: OCM Module Checklist 16](#_Toc160531518)

[5.7 OCM-2-g2: OCM Master Tracking Matrix 17](#_Toc160531519)

[5.7.1 OCM-2-g1: Module OCM Tracking Matrix 17](#_Toc160531520)

[6 Templates 17](#_Toc160531521)

[6.1 COM-12-01: Status Reporting Template Module 17](#_Toc160531522)

[6.2 PMO-2-a-01: Project Initiation and Approach Template 17](#_Toc160531523)

[6.3 PMO-2-w-01: Deliverable Template 17](#_Toc160531524)

[6.4 PMO-New3: Implementation Plan Template 17](#_Toc160531525)

[6.5 EA-k-2: Incident Management Plan Template 18](#_Toc160531526)

[6.6 EA-k-3: Continuity of Operations Plan Template 18](#_Toc160531527)

[6.7 EA-k-5: Disaster Recovery Plan Template 18](#_Toc160531528)

[6.8 EA-k-7: Interface Control Document Template 18](#_Toc160531529)

[Appendix A. Acronyms/Glossary 18](#_Toc160531530)

# Introduction

This document contains a listing and a brief description of the Program Plans and Templates for the Alabama Medicaid Enterprise Systems (MES) Modernization Program (AMMP).

# Common Process Deliverables

## COM-3: PMO Resource Management Plan

This document defines roles and responsibilities, organization charts, off/onsite resources and timing, turnover, vacancies etc. It also provides details of resource management process. Currently this document is known as COM-3: Project Organization and Staffing.

At a minimum, this Plan must include the following:

* *Roles and responsibilities matrix with names of specific staff designated as key personnel*
* *High-level project organization chart including names of key personnel*
* *High-level onsite/offsite schedule listing name, role, and percentage of time onsite/offsite*
* *Description of the process for notifying the Agency of staff turn-over, filling vacancies, and requests for Agency approval for offsite work*
* *Constraints*

This document and its related artifacts must be updated every 6 months through the term of the contract. This must be updated six (6) weeks after a new contractor starts or two (2) weeks after a contractor adds a team member or has other staff changes.

### COM-3-02: Organization Chart and Stakeholder Registry

As part of the Resource Management Plan, Organization Chart and Stakeholder Registry shall be created and updated on the regular basis as staff and roles changes. Currently this document is known COM-3-02: Project Organization and Staffing Details

At a minimum, this chart must include the following:

* *People Needs*
* *Staffing Plan*
* *On-Going Training*
* *Org Chart*
* *Staff Requirements*
* *Key Roles*

## COM-4: Physical and Data Security Plan

This document contains the Contractor’s Security Plan to ensure state and federal statutes are met.

This document must be updated every 6 months through the term of the contract.

## COM-6-A: AMMP - Program Responsibility Assignment Matrix

This document contains information by role who is responsible, approves, contributes, supports, and is informed for each process/activity for the program. This document also contains the stakeholder list. Currently this document is known as COM-6-A: Responsibility Assignment Matrix

This document must be updated every 6 months through the term of the contract. This must be updated six (6) weeks after a new contractor starts or two (2) weeks after a contractor adds a team member or has other staff changes.

As part of the AMMP-Program Responsibility Assignment Matrix, RAM charts such as RACI and RASCI will be created, maintained, and kept current for each module.

## COM-7: Artifact Development and Approval Document

This defines the process of artifact development and approval of all deliverables. Currently this document is known as COM-7: Artifact Development and Approval Log.

This document and its related artifacts must be updated every 6 months through the term of the contract.

### Artifact Development and Approval Report

As part of the Artifact Development and Approval Document, this report document will be updated as well. This document will be used for providing artifacts approval report on the PMO Weekly meeting and monthly status meeting. The Contractor shall report in the artifact development and approval report the deficiencies of the submitted deliverables/artifacts by each module vendor.

## COM-8: Meeting Protocols Reference Guide

This document defines the meeting processes and procedures and guidelines required to schedule, facilitate, scribe, create and distribute agendas/minutes, track action items, and obtain approval of meeting minutes. It will also provide guidance on the tools and templates used throughout the process.

This document and its related artifacts must be updated every 6 months through the term of the contract.

### COM-8a: Meeting Agenda and Minutes Template

As part of the COM-8: Meeting Protocols Reference Guide, Meeting Agenda and Minutes Template (COM-8a) will be updated as well. These templates will used by all module contractors for all AMMP meetings.

## COM-9: Corrective Action Plan

This document defines Corrective Action Plan processes, procedures and guidelines to request, develop, submit, approve, monitor, report, close and/or determine if liquidated damages will be assessed for non-compliance. It also provides guidance on the tools and templates used throughout the process. All AMMP program vendors will use this deliverable as a reference in standardizing Corrective Action Plans.

This document and its related artifacts must be updated every 6 months through the term of the contract.

### COM-9-1: Corrective Action Plan Template

As part of COM-9: Corrective Action Plan, Corrective Action Plan Template (COM-9-1) shall be updated and maintained. This template will used by all module contractors for all AMMP Corrective Action Plan.

## COM-10: Scope Management Plan

This document defines the standard processes for identifying, documenting, analyzing, approving/rejecting, and implementing changes to the baseline scope, schedule, contract, and if necessary, cost to the project. Currently this document is known as COM-10 Scope Change Management Plan.

This document and its related artifacts must be updated every 6 months through the term of the contract.

### COM-10-01: Project Change request Template

As part of COM-10: Scope Management Plan, Project Change request Template (COM-10-01) needs to be updated and maintained. This template will used by all module contractors for all AMMP project change.

## COM-11: AMMP-Program Communication Management Plan

This document provides a framework that serves as a guide linking project staff, sponsors, and internal stakeholders via available communication methods. Communications with external stakeholders will be managed in coordination with the AMMP through the Organizational Change Management (OCM) process. The plan ensures that the correct individuals get the required information they need in a timely manner throughout the lifecycle of the AMMP and helps ensure the successful outcome of the AMMP. The plan defines the approach and methodology used to create a detailed communication process and appropriate measurements and feedback mechanisms. Currently this document is known as COM-11 Communication Management Plan.

This document must be updated every 6 months through the term of the contract.

### COM-11-03: Communication Management Plan Template

As part of AMMP-Program Communication Management Plan, Communication Management Plan Template (COM-11-03), needs to be updated and maintained. This document will detail communication activities during the module contractor’s implementation.

## COM-13: CMS Reporting

This document is used for CMS monthly reporting for AMMP. Currently this document is known as CMS (COM-13).

This document must be updated every 6 months through the term of the contract or as requested by CMS or the Agency.

## COM-15: AMMP Conversion Management Strategy

This document provides information about how the Program Management Office (PMO) Contractor of the AMMP will oversee data cleanup and conversion to ensure a successful migration. Currently this document is known as COM-15 Cleanup and Conversion Management Plan.

This document and its related artifacts must be updated every 6 months through the term of the contract.

### COM-15-01: Conversion Management Reporting Template

As part of Conversion Management Strategy, Conversion Management Reporting Template (COM-15-01) shall be created, updated and maintain. Conversion Management Reporting Template (COM-15-01) will be utilized to create module specific report. This report monitors, tracks, confirms results from test and production conversion runs and validate those results are accurately reported including full and interim conversion runs. Currently this document is known as Cleanup and Conversion Reporting (COM-15-A).

### COM-15-02: Conversion Management Plan template

As part of Conversion Management Strategy, COM-15-02: Conversion Management Plan template shall be created, updated and maintain. The module contractors will utilize COM-15-02: Conversion Management Plan template to provide detail data cleanup and conversion activities during the module contractor’s implementation phase. Currently this document is known as Cleanup and Conversion Management Plan template (COM-15-02).

## COM-16: AMMP – Program Certification Support Management Plan

This document defined the overall processes and guidelines each project or module will use to manage its certification phases. Currently this document is known as COM-16: Certification Support Management Plan.

This document and its related artifacts must be updated every 6 months through the term of the contract.

### COM-16-01: Certification Support and Turnover Plan Template

As part of COM-16: AMMP – Program Certification Support Management Plan, COM-16-01: Certification Support and Turnover Plan Template shall be updated and maintained. Each module contractor will be required to complete a Certification Support and Turnover Plan Template.

## COM-16-A: Post Implementation Support Monitoring Strategy

This document defines the strategy for supporting for each project, during Post Implementation and up to Project Close-out. It includes, monitoring of release management, post implementation schedule, status reporting, communications, meeting coordination and set-up, issue tracking and coordination, defect management, compliance management, SLA reporting and monitoring and other project support as requested. Currently this document is known as COM-16-A: Post Implementation and Turnover Plan and it combines post implementation and turnover.

This document must be updated every 6 months through the term of the contract.

## COM-17: Project Close-Out Strategy

This document defines the strategy to oversee and manage all program and project close-out activities. The plan will clarify how close-out activities are to assess the project, ensure completion, and derive any lessons learned and best practices to be applied to future projects.

This document must be updated every 6 months through the term of the contract.

### Project Close-Out report Template (COM-17-01)

As part of Project Close-out strategy, COM-17-01: Project Close-Out Report Template shall be updated and maintained.

## COM-18: Turnover Management Plan

This document defines the turnover processes and activities that are required at the end of contract.

## COM-20-01: AMMP Dashboard – User Guide

This document is a user guide is to help end users by giving them the means to quickly understand the Dashboard and its high-level functionality. Currently this document is known as COM-20-01: Executive Level Dashboard – User Guide.

This document and its related artifacts must be updated every 6 months through the term of the contract.

### COM-20-2: AMMP Dashboard Design Document

This document provides dashboard design requirements and details

### COM-20-03: AMMP Dashboard – Training

This document includes a video demonstration as well as helpful links. Currently this document is known as COM-20-03: Executive Level Dashboard – Presentation.

## COM-New1: AMMP Roadmap

This document provides a strategic view of procurements and implementations milestones.

This document and its related artifacts must be updated every 6 months through the term of the contract or upon requested by the Agency.

## COM-New2: AMMP Phasing Plan

This document provides tactical steps by breaking down AMMP Roadmap into phases. It provides the current state and the TO BE state of MES.

This document and its related artifacts must be updated every 6 months through the term of the contract or upon requested by the Agency.

## COM-New3: AMMP Strategic Planning

This document provides market insight, industry trends, upcoming policy changes, recommendation for the future AMMP plans, processes and procedures.

## COM-New4: Governance Board Charters

These documents provide the purpose, scope, authority, roles and responsibilities, operating procedures, and members of the respective boards. Currently there are 5 different governance boards for MES.

This document and its related artifacts must be updated every 6 months through the term of the contract.

### COM-New4.1: Executive Oversight Committee Charter (EOC)

This document provides the purpose, scope, authority, roles and responsibilities, operating procedures, and members of the EOC.

### COM-New4.2: Change Control Board Charter (CCB)

This document provides the purpose, scope, authority, roles and responsibilities, operating procedures, and members of the MES CCB.

### COM-New4.3: Business Review Board Charter (BRB)

This document provides the purpose, scope and authority, roles and responsibilities, members, and general operating procedures of the BRB. It ultimately serves as reference for the BRB authority over its defined scope.

### COM-New4.4: Enterprise Architecture Board Charter (EAB)

This document provides the purpose, scope and authority, roles and responsibilities, members, and general operating procedures of the EAB. It ultimately serves as reference for the EAB authority over its defined scope.

### COM-New4.5: Change Advisory Board (CAB)

This document provides the purpose, scope and authority, roles and responsibilities, members, and general operating procedures of the CAB. It ultimately serves as reference for the CAB authority over its defined scope.

### COM-New4.6 Technical Review Board (TRB)

This document provides the purpose, scope and authority, roles and responsibilities, members, and general operating procedures of the TRB. It ultimately serves as reference for the TRB authority over its defined scope.

## COM-New4: AMMP Tools Maintenance and Configuration Guide

This document shall contain configuration, administration and maintenance process for each tool used in AMMP. Currently there are few documents that contain this information of some of the tools. These documents need to be combined into this document and kept current. Existing tools documentation, DMT User Guide, AMMP Project SharePoint Overview, AMMP SharePoint Enterprise Keyword and Search, AMMP SharePoint Standard Operating Procedure Content Management, SharePoint Team Calendars OOO Procedures, Loading and Updating Requirements and iServer Desk Aid.

This document and its related artifacts must be updated every 6 months through the term of the contract.

# PMO Deliverables

## PMO-2-b: Onboarding / Offboarding Plan

This document describes the procedures performed to assist new project team members that are joining the Alabama Medicaid Enterprise Systems (MES) Modernization Program (AMMP) program. It includes general information for security, network sign-on, office logistics, Medicaid email, training, and SharePoint, as well as an onboarding checklist.

This document and its related artifacts must be updated every 6 months through the term of the contract.

### PMO-2-b-01: Onboarding / Offboarding Checklist

As part of PMO-2-b, PMO-2-b-01: Onboarding / Offboarding Checklist shall be updated and maintained. This document checklist template will be created for each new team member when they join the AMMP Project by the Onboarding Coordinator. The new team member will use this list to guide them through onboarding. This checklist also serves as a transition plan should a team member leave the AMMP project.

### PMO-2-w-02: Contract Discovery Template

This document is used by the module contractor to document any questions or concerns related to the contract during the onboarding process.

## PMO-2-c: Kick-off Meetings Protocol Guide

This document describes the process and expectation of the Kick-off Meeting.

This document and its related artifacts must be updated every 6 months through the term of the contract.

### PMO-2-c-01: Kickoff Presentation Template

PowerPoint template of slides to be used for kickoff meetings by all AMMP contractors.

## PMO-2-i: Risk Management Plan

This document describes how to systematically identify, analyze, monitor, and respond to risk. It provides a detailed description of the risk management processes that the PMO uses during the AMMP phases. The plan also lists roles and responsibilities in administering the various risk management processes.

This document and its related artifacts must be updated every 6 months through the term of the contract.

### PMO-2-i-01: Risk and Issues Submission Form Template

As part of the Risk Management Plan, PMO-2-i-01: Risk and Issues Submission Form Template shall be updated and maintained. This template is used when submitting risks or issues.

### PMO-2-i-02: Risk Questionnaire

As part of the Risk Management Plan, PMO-2-i-02: Risk Questionnaire shall be updated and maintained. This document is used to help identify the risks as checkpoint milestones. The Risk Questionnaire is meant to be a starting point to determine how to proceed in identifying risk.

## PMO-2-j: Issue Management Plan

This document outlines the issue management approach, methodology, and tools used to identify, analyze, escalate, communicate, resolve, monitor, control, and report the issues that could impact the MES Program. The Issue Management Plan ensures a defined, documented, repeatable and measurable process exists for successful issue management.

## PMO-2-k: Quality Management Plan

This document describes the methodologies, tools, standards, tasks/activities, reports, templates, deliverables, and schedule for conducting the QA assessments/reviews. The plan provides the approach and processes to proactively monitor, measure, and report on the following areas:

* Quality of work being performed as it relates to requirements and deliverables
* Compliance to approved policy, process(es), and/or procedure(s)
* Status of corrective actions

This document and its related artifacts must be updated every 6 months through the term of the contract.

### PMO-2-k-01: Quality Control (QC) Checklist

As part of Quality Management Plan, PMO-2-k-01: Quality Control (QC) Checklist is updated and maintained. This artifact is to provide guidelines and checklist for Meeting Minutes, Deliverables, and Schedules to ensure each passes the QC quality checks.

### PMO-2-k-02: Quality Management Plan Template

As part of Quality Management Plan, PMO-2-k-02: Quality Management Plan Template shall be updated and maintained. This template is used by the module contractor to provide details of their quality management plan, implementation, endorsement, and improvement of quality. Currently this document is known as PMO-2-k-02: Quality Management Template

## PMO-2-k-03: AMMP Style Guide

This document describes the style guidelines to be used by authors when creating deliverables and artifacts for the Alabama Medicaid Enterprise Systems (MES) Modernization Program (AMMP). The goal is to standardize language and formatting to improve the overall level of consistency.

This document must be updated every 6 months through the term of the contract.

As part of the AMMP Style Guide, AMMP Acronyms and Glossary shall be updated and kept current through the term of the contract.

## PMO-2-n-02: Action Items Protocol Reference Guide

This document addresses processes and procedures for identifying, classifying, monitoring, controlling, execution, closure, and reporting action items. This guide will also provide details on the tools and metrics used throughout the process. All AMMP responsible areas and contractors will use this guide as a reference in standardizing action item protocols.

This document must be updated every 6 months through the term of the contract.

## PMO-2-n-03: Decisions Protocol Reference Guide

This document defines a consistent process for the end-to-end life cycle of all Decisions. The scope of the Decisions Protocol Reference Guide is specific to AMMP and its projects.

This document must be updated every 6 months through the term of the contract.

## PMO-2-n-04: Invoice Protocols Reference Guide

This document outlines the steps used to identify, review, approve, and submit an invoice for payment to Medicaid. This Invoice Protocols Reference Guide promotes an understanding of the Agency’s invoice payment processes as they relate to organizational financial planning, payment, and reporting. This document also provides clear step-by-step procedures to ensure that deliverables, services, and activities are invoiced and paid, per contract.

This document and its related artifacts must be updated every 6 months through the term of the contract.

### PMO-2-n-04-01: Module Vendor Invoice Tracker Template

As part of Invoice Protocols Reference Guide, PMO-2-n-04-01: Module Vendor Invoice Tracker Template shall be updated and maintained. The PMO Contractor will create an invoice tracker specific for each module contractor. The tracker will include all invoiceable items through the life of the project. The invoice tracker will be used as the mechanism to track and monitor the invoiceable items.

### PMO-2-n-04-02: Deliverable Verification File Template

As part of Invoice Protocols Reference Guide, PMO-2-n-04-02: Deliverable Verification File Template shall be updated and maintained. The module contractor will use this to create a Deliverable Verification file to document the evidence for the PMO and Agency of deliverables and activities completed and delivered.

### PMO-2-n-04-03: Deliverable Acceptance File Template

As part of Invoice Protocols Reference Guide, PMO-2-n-04-03: Deliverable Acceptance File Template shall be updated and maintained. The module contractor will use this to create a Deliverable Acceptance Form of all deliverable and activities will be billed.

## PMO-2-n-05: Lessons Learned Protocol Reference Guide

This document outlines the activities used to review previously identified lessons learned, document new lessons learned, apply corrective action early and document and disseminate the information. This guide promotes an understanding of the importance of lessons learned and how they can be uncovered, analyzed, documented, and be used to support current and future project activities.

This document must be updated every 6 months through the term of the contract.

## PMO-2-o: Vendor Start-up Guide

This document describes the processes and procedures the new contractors brought on-board the AMMP program needs to know. This includes the program structure as well as descriptions and locations of various documentation, templates, and any other information needed by a new contractor starting with the AMMP program.

This document and its related artifacts must be updated every 6 months through the term of the contract.

As part of this Vendor Start- Up Guide, PMO-2-o-o2 Vendor Start-up Checklist shall be updated and maintained.

### PMO-2-o-02: Vendor Start-up Checklist

This document contains the Vendor Startup Checklist that will be used for contractor onboarding.

### AMA-01: AMA Attestation and Agreement Document Template

This document lists the documents, plans and artifacts the module contractor will attest agreement for understanding and compliance to the requirements set forth within each artifact. AMA considers this attestation and agreement document to be the attestation for the submission of each of the artifacts listed. This document will be included in all RFP/ITB procurement library and each vendor need to provide attest to it by submitting a signed copy during contractor onboarding process.

## PMO-2-o-01: Comprehensive Deliverable List

This document catalog of all required contractor templates created for each of the AMMP Program procurements. The Comprehensive Deliverable List tab contains a list of all PMO deliverables. For each procurement, the Comprehensive Deliverable list will be updated to include any additional required contractor templates. Also, for each procurement, a new tab will be created for the contractor and the required templates will be listed in the individual contractor’s tab. The tab for each contractor will also have the deliverable # and name specified in the Comprehensive Deliverable List. Currently this document is known as PMO-2-o-01 Vendor Template Catalog.

This document must be updated every 6 months through the term of the contract.

## PMO-2-q: Integrated Master Schedule Management Plan

This document defines the schedule development and management approach and establish the process for collecting, using, and communicating schedule information (e.g., schedule status, forecasts, upcoming activities) at both the project and program level. It will also define the specifications required to incorporate a detailed module schedule into the Integrated Master Schedule.

This document and its related artifacts must be updated every 6 months through the term of the contract.

### PMO-2-q-02: Integrated Master Schedule Template

As part of PMO-2-q, AMMP Integrated Master Schedule Template (PMO-2-q-02) shall be updated and maintained. This template will be used by each module contractor to create the module schedule.

## PMO-2-r: Configuration Management and Document Validation

This document describes the processes required to ensure that documentation configuration changes occur within an identifiable and controlled environment. The PMO-2-r Configuration Management and Document Validation document works in concert with the quality processes to ensure that each contractor’s submissions meet the Agency’s expectations and needs.

This document and its related artifacts must be updated every 6 months through the term of the contract.

### PMO-2-r-01: Configuration Management Plan Template

As part Configuration Management and Document Validation, PMO-2-r-01: Configuration Management Plan Template shall be updated and maintain. The Configuration Management Plan Template will address configuration activities and adequate configuration management throughout the module contractor’s implementation. Module Contractor shall include the details based on their task and activities in this plan.

## PMO-2-x: Contract Monitoring Plan

This document details the approach, methodology and evaluation techniques the project uses to monitor contractor performance throughout the life of a contractor’s contract/project. The contract monitoring plan establishes approved practices and reporting mechanisms to compare project progress in defined focus areas to their planned trajectory. The contract monitoring plan identifies specific activities required for decomposition of the project’s expectations. Decomposition of the project expectations is done in order to align each contractor contract to Agency goals to define obtainable measurements. Each measure is further decomposed into specific performance metrics.

This document and its related artifacts must be updated every 6 months through the term of the contract.

### PMO-2-x-01: Contract Monitoring Report Card Template

As part of this Contract Monitoring Plan, PMO-2-x-01: Contract Monitoring Report Card Template shall be updated and maintained. This report card defines the performance metrics for each module contractor.

## REQ-2-c: Requirements Management Plan

This document defines expectations for gathering, updating, analyzing and managing requirements for AMMP. It describes activities for timely and appropriate development, generation, collection, and dissemination of the requirements.

This document and its related artifacts must be updated every 6 months through the term of the contract.

As part of REQ-2-c, Requirements Writing Guide, Weekly Module Update Guide, Module RTM Update Template (REQ-2-a3-4-01), Requirements Traceability Matrix Template (REQ-2-a3-4), Requirements Response Matrix Template, and Functional Area Analysis Template shall be updated and maintained.

### NEW: Requirements Writing Guide

This document provides guidelines and standards to use while writing requirements.

### NEW: Weekly Module Update Guide

This document provide instruction on how the weekly RTM updates needs to send.

### REQ-2-a3-4-01: Module RTM Update Template

This document is the template for sending requirements updates from Module Contractors to the Agency RMT tool.

### REQ-2-a3-4: Requirements Traceability Matrix Template

This document provides a list of all requirements for MES to trace requirements to ensure that all requirements are met and verified The RTM is generated from the RMT tool and contains more information than a typical matrix.

### NEW: Requirements Response Matrix Template

This document will be utilized by the vendors as part of the proposal response.

### NEW: Functional Area Analysis Template

This document is a template for documenting requirements and business processes for each functional area. Details the AS IS and TO BE business process model diagrams and requirements, gap analysis, and roadmap for the business processes identified for the functional area. Currently there are two documents AS IS and TO BE Requirements Template (REQ-2-a3-1,2,3) and AS IS and TO BE Business Process Models Template (REQ-2-a3-5,6,7) that contains this information which needs to be combined into Functional Area Analysis

## PMO-New1: PMO Module Audit Plan

This document defines the processes and procedures that will be used to audit the Module Project Managers. The plan will include a report template and associated rankings. Audit will occur quarterly.

This document and its related artifacts must be updated every 6 months through the term of the contract.

## New: Business Process Improvement Report

This report should contain recommendation on how to make business process more efficient and effective. This report will be created monthly.

## PServ-25: Post Implementation Support Monitoring Plan

This document is created for each module after the Operational Readiness Review. The initial delivery of this document will be within 2 weeks after each module’s ORR. The contractor will monitor the module contractors to ensure the module contractors are adhering to the plan. The Contractor shall report their updates and findings as part of module support, monitoring and reporting activity.

This document must be updated as needed through the term of the contract.

## PServ26: Transition to Operations Plan

This document defines the processes and procedures needed by the Agency to assume the monitoring responsibilities. This plan shall be created for each module with initial delivery 6 months after each module’s go live. The contractor will monitor the module contractors to ensure the module contractors are adhering to the plan. The Contractor shall report their updates and findings as part of module support, monitoring and reporting activity.

This document must be updated as needed through the term of the contract.

## PServ27: Module Close-Out Plan

This document defines the task and activities need to close-out module contract. This document will be created for each module contractor.

This document must be updated every 6 months through the term of the contract.

## PMO-New2: Program Improvement Report

This document shall contain the PMO Contractor’s recommended changes to improve AMMP business processes or services, improve technology, or to propose other innovative ideas. This report shall be created every 6 months.

This document must be updated every 6 months through the term of the contract.

# EA Deliverables

## EA-a: Approach to Medicaid Enterprise Architecture

This document defines the approach to building the Enterprise Architecture to support MES and standards that the artifacts must meet. Currently there are 4 documents that contain different viewpoints of the architecture. EA-a-Detailed Approach to Enterprise Architecture, EA-e-a- Approach to Information Architecture, EA-d-a- Approach to Technical Architecture and EA-o-MITA Approach to Business Architecture. These documents need to be combined into Approach to Medicaid Enterprise Architecture – EA-a.

This document must be updated every 6 months through the term of the contract.

## EA-New1: MEA Management and Operations Plan

This document will describe the models, model objects and views to be created, modified, or archived for each month. This plan shall be created on a yearly basis and provided to the Agency for review and approval. This must be delivered for Agency review and approval thirty (30) calendar days after each contract term starts.

This document must be updated every 6 months through the term of the contract.

## EA-New2: Technical Reference Architecture

This document provides guidance and references to AMMP members and contractors on AMMP topics that are not business procedures. Library, list, etc. PMO contractor to help define what is included. Updates and changes are to be reviewed and approved at each EAB. This must be delivered for Agency review and approval thirty (30) calendar days after contract starts.

This document must be updated every 6 months through the term of the contract.

## PServ-21: MEA Packages

This package includes a monthly delivery of updates to the enterprise architecture in a package structure to be described in the Approach to Medicaid Enterprise Architecture and centered on a module and/or a viewpoint as documented in the approved MEA Management and Operations Plan. This must be delivered for Agency review and approval thirty (30) calendar days after contract starts.

## EA-New3: MEA Capability Matrix

This document contains a section each for a Business Capability Matrix, a Technical Capability Matrix, and an Information Capability Matrix.

This document must be updated every 6 months through the term of the contract.

## EA-New4: MES Concept of Operations

This document will be based on the MMIS Concept of Operations and the MITA Concept of Operations. The MES Concept of Operations will be expanded each time a module integrates with the MMIS or CPMS through the System Integration Platform, to include coverage of the MMIS or CPMS and of the integrated modules.

This document must be updated every 6 months through the term of the contract.

## EA-New5: Technical Advice and Assistance Plan

This document will define how the PMO Contractor will support the AMMP by listing and describing the projects and activities with goals and desired outcomes for each month for the current term (e.g., base period and option years) of the contract. This must be delivered for Agency review and approval thirty (30) calendar days after each contract term starts.

This document must be updated every 6 months through the term of the contract.

# OCM Deliverables

## OCM-2-a: Organizational Change Management Approach

The Organizational Change Management Approach describes the OCM approach which will be used throughout AMMP. This approach will be applied to AMMP, and Contractors, who will provide module specific training for each implementation solution. This approach provides the framework which the OCM Team will prepare the business areas for upcoming changes and ensure that the implemented solution is adopted. The approach sets the stage for how the OCM Team will assist with meeting the program objectives and outcomes. This must be delivered for Agency review and approval thirty (30) calendar days after each contract term starts.

This document must be updated every 6 months through the term of the contract.

## OCM- New1: Organizational Change Management Effectiveness Evaluation Plan (OCM EE)

Describes how methods of measuring effectiveness of OCM, industry benchmarks and desired outcomes. This must be delivered for Agency review and approval thirty (30) calendar days after each contract term starts.

This document must be updated every 6 months through the term of the contract.

## OCM-2-d1: OCM Communication Plan

OCM Communication Plan describes the OCM communications planning which will be used throughout AMMP. This plan will be applied to the AMMP, as well as all the other vendors which are contracted to provide modules for the system. This approach provides the framework for how the OCM team will prepare the business areas for upcoming changes and ensure that the modular system is adopted. The plan sets the stage for how OCM will assist the program with delivering the program objectives and defines the methodology for achieving these outcomes via communications. This must be delivered for Agency review and approval thirty (30) calendar days after each contract term starts.

This document and its related artifacts must be updated every 6 months through the term of the contract.

As part of OCM Communication Plan, OCM-2-d2: OCM Communication Matrix shall be updated and maintained.

### OCM-2-d2: OCM Communication Matrix

This includes worksheets used to track the OCM communication activities, approvals, and the details of each area.

## OCM-2-e1: OCM Training Plan

OCM Training Plan describes the OCM training plan which will be used throughout the AMMP. This strategy will be applied to each module of the system. This plan provides the framework for how the OCM team will prepare the business areas for upcoming process changes and work with the vendor system trainers to ensure that the users know how to do their work in the new system. The plan defines how OCM will assist the program with delivering the training objectives and outcomes. This must be delivered for Agency review and approval thirty (30) calendar days after each contract term starts.

This document and its related artifacts must be updated every 6 months through the term of the contract.

As part of OCM Training Plan, OCM Training Matrix shall be updated and maintained.

### OCM-2-e2: OCM Training Matrix

This is used by the Organizational Change Management (OCM) team and Change Champions to track the preparation of the business areas for the modular implementation.

## OCM-2-c1 OCM Strategic Plan

OCM strategic Plan defines the OCM planning which will be used throughout AMMP. This strategy will be applied to AMMP, as well as all the projects and vendors which are contracted to provide modules for the system. This strategy provides the framework for how the OCM team will prepare the business areas for upcoming changes and ensure that the system is adopted. The strategy defines how OCM will assist the program with delivering the project objectives and outcomes. This must be delivered for Agency review and approval thirty (30) calendar days after each contract term starts.

This document and its related artifacts must be updated every 6 months through the term of the contract.

As part of OCM strategic Plan, OCM-2-c2-01, Module Transition Plan Template shall be updated and maintained.

### OCM-2-c2-01: Module Transition Plan Template

This will used by module contractors to document the detailed transition activities during the Module Contractor’s implementation. This includes templates for business production responsibility assignment matrix, production reporting metrics, production monitoring metrics, updated business processes, business process flow.

### OCM-2-c2-02: Business Process Roadmap Template

This spreadsheet lists the summary and detailed OCM tasks on the roadmap appropriate for each module.

### OCM-2-e1: OCM Training Plan

This will used by module contractors to document the OCM Training activities during the Module Contractor’s implementation.

### OCM-2-c2-04: Production Turnover Document Template

This will used by module contractors to document the transition activities during the Module Contractor’s implementation.

## OCM-2-f1: OCM Module Specific Plan

This document defines the OCM activities and checklist by modules. It shall provide a road map from current business process to achieve the future business process. This document will be created for each module.

This document and its related artifacts must be updated every 6 months through the term of the contract.

As part of OCM Module Specific Plan, OCM-2-f2, Module OCM checklist shall be updated and maintained.

### OCM-2-f2: OCM Module Checklist

This document will be used by module contractor for module related activities and task

## OCM-2-g2: OCM Master Tracking Matrix

This document will be used to track the preparation of the business areas for AMMP. This must be delivered for Agency review and approval thirty (30) calendar days after each contract term starts.

This document and its related artifacts must be updated every 6 months through the term of the contract.

As part of OCM Master Tracking Matrix, OCM-2-g1, Module OCM Tracking Matrix shall be updated and maintained.

### OCM-2-g1: Module OCM Tracking Matrix

This tracking matrix is developed for tracking AMMP Module Implementation.

# Templates

## COM-12-01: Status Reporting Template Module

This is the template for the Module Contractor’s Project Status Report.

This document and its related artifacts must be updated every 6 months through the term of the contract.

## PMO-2-a-01: Project Initiation and Approach Template

The Detailed Project Initiation and Approach Plan Template will be used by each module contractor for documenting specific details for their own plan. The module contractor’s Project Initiation and Approach Plan should reflect the approach and strategies the contractor team will use to achieve the desired objectives throughout the module contractor’s implementation. Currently this document is known as PMO-2-a-01 Detailed Project Initiation and Approach Plan Template.

This document must be updated every 6 months through the term of the contract.

## PMO-2-w-01: Deliverable Template

This document will be used by the module contractor as a base for deliverable. It contains the standard format and section as a guidance for all contractor deliverables. The template is created in MS Word.

This document must be updated every 6 months through the term of the contract.

## PMO-New3: Implementation Plan Template

This is the template for the Module Contractor’s Implementation Plan

This document and its related artifacts must be updated every 6 months through the term of the contract.

This document and its related artifacts must be updated every 6 months through the term of the contract.

## EA-k-2: Incident Management Plan Template

This deliverable is the template for Incident Management Plan. It should detail the processes and procedures needed to manage incidents.

This document and its related artifacts must be updated every 6 months through the term of the contract.

## EA-k-3: Continuity of Operations Plan Template

This deliverable is the template for the Continuity of Operations Plan (COOP). The module contractor will use this to provide business continuity processes and procedures for the business functions provided by module contractors as part of Alabama MES.

This document and its related artifacts must be updated every 6 months through the term of the contract.

## EA-k-5: Disaster Recovery Plan Template

This deliverable is the template for the Disaster Recovery Plan (DRP) for module contractors. This document provides details regarding the tools, policies, and procedures associated to the recovery of contractor operations in the event of a disaster.

This document and its related artifacts must be updated every 6 months through the term of the contract.

## EA-k-7: Interface Control Document Template

This deliverable is the template for the Interface Control Document (ICD) for the module contractor to describe the relationship between the Source System and the Target System. The module contractor will use this to specifies the interface requirements the participating systems must meet.

This document and its related artifacts must be updated every 6 months through the term of the contract.

# Appendix A. Acronyms/Glossary

For a complete list of Acronyms and Glossary of Terms, please reference the PL27 AMMP Acronyms and Glossary in the Procurement Library.