

Legislative Finance Committee IT Project Portfolio: Post Implementation Report

1. Agency: Vocational Rehabilitation
2. Project title: Vocational Rehabilitation and Blind (VRB) Case Management System
3. Executive sponsor: Robert Runkel
4. Project close date: 07/27/2016
5. Appropriated budget amount: \$1,796,951
6. Total project development cost: \$1,775,732
7. Expected ongoing annual cost: \$ 184,658 [SFY2016] 194,152 [SFY2017]
8. Year the ongoing annual cost started: SFY 2016
9. Funding source(s) for ongoing cost: The ongoing costs are funded through a combination of state general funds and federal Vocation Rehabilitation Grant funding
10. List the primary project goals: Upgrade platform to support technology and system that is usable with 508 assistive technology
11. List the key project objectives, the metrics used to measure these objectives, and the final metric results.

	Key Objectives	Metric Used	Final Results
1	Configure and implement new MIS for Voc Rehab	Successful testing and acceptance of all scope items in the State of Work	Success

12. List and describe all post-implementation issues that have arisen and, if they have been resolved, what was the solution. If they have not been resolved, describe actions taken so far and possible solutions. Also list and describe any possible concerns.

	Start Date	Resolved Date	Issues and Concerns
1	07/27/2015		TSD: TAM Login Page – User has to click the back button after logging in. TSD has not gotten to this issue
2	07/27/2015	01/29/2016 02/04/2016 02/05/2016 03/04/2016	TSD: Load Balancing system – We worked on this issue on multiple occasions, but have not been able to implement it successfully yet.
3	7/27/2015	8/18/2015	MTVR-421 Printing of Single Case journals
4	7/28/2015	8/18/2015	MTVR-193 Maintaining Veteran status when editing the case summary
5	7/30/2015	8/18/2015	MTVR-570 Limiting the use of the Authorization refund button to only administrators
6	08/13/2015	8/18/2015	MTVR-576 Creation of VR case creates Eligibility Review and HIPAA Review work requests

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7	7/27/2015	8/18/2015	MTVR-585 Duplicate Task/Reminders removed
8	07/31/2015	8/18/2015	MTVR-470 General assistance not selectable on a case closure
9	07/27/2015	8/21/2015	MTVR-519 Removal of alerts from closed cases
10	08/06/2015	8/26/2015	MTVR-590 User saved a final closure for a status 10 case to status 30. Closure was saved but status was not updated.
11	08/18/2015	02/04/2016	SF00065714 Close Status 26 Case with Encumbered Amounts
12	08/06/2015		MTVR-594 Service Request "other" reclassified as a Work Request SF 65401
13	08/05/2015	08/26/2015	MTVR-591 Editing the CoE resets the case status back to 10. Iron Data will provide a list of these cases and fix the data
14	08/06/2015	08/26/2015	MTVR-592 Final Pay authos from AWACS are not showing as Final Paid in MACS
15	08/05/2015	08/26/2015	MTVR-593 DLO and OOS Priority reporting incorrectly
16	08/03/2015	08/26/2015	MTVR-587 Data cleanup for cases re-stated to 10 from 30
17	08/06/2015	08/26/2015	MTVR-604 Closed cases stuck in status 10
18	08/13/2015	08/26/2015	MTVR-598 Multiple payments are being made for the same autho
19	08/10/2015	09/11/2015	MTVR-541 Final Pay – Hold Reasons not displaying (Broken into 6 fixes)
20	08/18/2015	09/11/2015	MTVR-605 Case Info – VR Case Info changes to PSS type and amount
21	08/19/2015	09/11/2015	MTVR-611 Closures – Cannot close cases when Authos are in Complete status after being zeroed
22		09/14/2015 09/21/2015	Client Pay Authorizations and Hold Reason
23	09/03/2015	09/21/2015	MTVR-667 Cases are not moving to Status 10
24	08/24/2015	09/21/2015	MTVR-630 Final Paid – Reverse final paid not removing transaction
25	09/02/2015	09/28/2015	MTVR-659 Case Edit VR Case info edit causes all races to be checked
26	09/01/2015	09/28/2015 10/29/2015	MTVR-653 Data – New Providers from Provider Search
27	07/29/2015	09/28/2015 10/21/2015 10/29/2015 11/30/2015	MTVR-573 Reports – Print zero balance of N not working
28	08/18/2015	09/28/2015 10/29/2015 11/30/2015	MTVR-606 Advice Slip for payment needs client name
29	08/27/2015	09/28/2015 10/21/2015 10/29/2015 11/30/2015	MTVR-644 IPE entry and print are different
30	09/02/2015	09/28/2015 10/21/2015 11/05/2015 11/30/2015	MTVR-660 IPE supported employment coding changing incorrectly
31	09/08/2015	09/28/2015 10/21/2015 10/29/2015 11/30/2015	MTVR-671 IPE amendment re-statusing PES case to 12
32	08/24/2015	09/28/2015 10/21/2015 10/29/2015 11/30/2015	MTVR-632 IPE – Tried to delete a draft IPE but Final IPE was deleted instead

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		12/04/2015	
33	09/02/2015	09/28/2015	MTVR-658 Budget lines-none-Conversion budget lines still exist
34	09/15/2015	09/28/2015	MTVR-693 Closure – Edit Closure resetting date and status
35	09/17/2015	09/28/2015 11/02/2015 12/01/2015	MTVR-695 Data – Fix cases re-stated to 26
36	09/14/2015	09/28/2015	MTVR-704 Final Paid – Max 5 Items Final Paid
37	07/28/2015	10/21/2015 10/29/2015 11/30/2015 03/01/2016	MTVR-613 New vendors not showing up in MACS
38	08/25/2015	10/21/2015 10/29/2015 11/30/2015	MTVR-633 Payments to vendors that should be EFT or Interunit Journal
39	09/14/2015	10/21/2015 10/29/2015	MTVR-643 Autho – Authorization address print is incorrect
40	11/07/2014	10/21/2015 10/29/2015	MTVR-183 RSA 70B Report - Need correct lines & counts [MTVR-163]
41	07/28/2015	08/17/201 10/21/2015 10/29/2015 11/30/2015 01/26/2016 02/04/2016 03/01/2016 03/31/2016	MTVR-622 REPORTS - RSA113 - D2 does not match caseload count
42	08/24/2015	10/21/2015	MTVR-626 WORK REQUESTS - Generating for the wrong time frame
43	09/02/2015	10/21/2015 10/29/2015 11/30/2015	MTVR-663 ALERTS - Case Alert List report is not giving correct data
44	07/28/2015	08/18/2015 08/26/2015 09/14/2015 09/28/2015 10/29/2015 11/30/2015	MTVR-569 Errors with 911 data file – FY 2015
45	09/22/2015	11/30/2015	MTVR-709 9 month budget lines not in report drop down
46	08/20/2015	01/26/2016	MTVR-615 Service Start Date
47	09/17/2015 09/21/2015	10/21/2015 11/05/2015 11/30/2015 11/03/2015	MTVR-700 & MTVR-711 Budget Lines for Co 07, 70, and 76 - Budget vs Encumbered report has incorrect totals
48	07/17/2015	10/21/2015 01/26/2016 02/05/2016	MTVR-543 IPE carrying over completed Service Request
49	09/17/2015	10/21/2015 10/29/2015 11/30/2015	MTVR-697 IPE Amendments with disappearing services
50	09/17/2015	10/21/2015 10/29/2015 11/30/2015	MTVR-701 IPE amendment estimated amounts are wrong
51	09/21/2015	10/21/2015 10/29/2015 11/30/2015	MTVR-708 IPE failed to print & is not in document console

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52	09/30/2015	10/21/2015 10/29/2015 11/30/2015	MTVR-724 IPE edit for period review re-stated case
53	09/17/2015	03/31/2016	MTVR-702 ALERTS - Eligibility Alerts are 30 days instead of 60
54	09/17/2015	03/01/2016	MTVR-703 AUTHO - Authos displaying double lines [SF66556]
55	09/25/2015	01/04/2016	MTVR-721 [MTVR-666] Need System Time-out changed from 30 to 60 minutes TSD - Need System Time-out changed from 30 to 60 minutes
56	09/30/2015	11/03/2015	MTVR-725 Authorizations stuck in final pay
57	12/03/2015	1/26/2016	SF 68677 to correct IPE amendments so that they retain the original service start date.

57	10/08/2015	11/05/2015 11/30/2015	MTVR-739 FINAL PAID - Authos will not process as final paid
58	10/08/2015	10/29/2015 11/30/2015	MTVR-741 REPORTS 911 coding error for Column 18
60	10/06/2015	10/29/2015 11/30/2015	MTVR-636 Final Pay – Remove Hold Reason, change app function
61	09/17/2015	10/29/2015 11/30/2015	MTVR-699 Final Pay – Pagination displaying all results
62	10/01/2015	10/29/2015 11/30/2015	MTVR-728 Closing Case 224261 did not change Status 10 to 30
63	12/01/2015	12/04/2015	MTVR-775 Intake: Cannot enter OBP cases for two existing clients
64	12/01/2015	12/04/2015	MTVR:772 Reports: Case Load Summary-no data found for OBP program

13. Please add any additional comments the agency would like to provide to the committee, if any.

The following builds represent the Post Go-Live items that were implemented as part of the original project scope, but completed after the initial implementation of the system in 2015:

- a. Build 1.1 -- Delivered 01/04/2016 included 23 major & minor defects
- b. Build 1.2 -- Delivered 03/31/2016 included 16 major & minor defects
- c. Build 1.3 -- Delivered 05/25/2016 included 15 defect fixes along with the PCR'd Admin Console Enhancement to lessen the need for data fixes.
- d. Build 1.4 -- Delivered in 4 phases included 29 defect fixes for reports and letters. First build deployed to UAT 6/28/2016 with the last build delivered on 7/21/2016. Promoted to production on Wednesday, 7/27/2016