

Virginia Information Technologies Agency

Appendix I- MITA.VITA Program Office

VITA MITA Program

- Purpose
To coordinate VITA MITA Program projects focusing on objectives and business value, prioritizing projects and the use of project resources, and providing an environment where enterprise projects can be run successfully in a cost-effective manner.
- Vision
In close coordination with the commonwealth eHHR Program, promote and manage VITA MITA Program projects that will leverage the eHHR investment in MITA infrastructure. The leveraged MITA infrastructure will enable shared services across the commonwealth and reduce costs.
- Focus Areas
The program balances stakeholder expectations, requirements, resources, and timing conflicts across program projects. The core focus areas of the program office are:
 - *Benefits Management*: Includes the planning, modeling, and tracking of tangible and intangible benefits throughout the program lifecycle;
 - *Program Stakeholder Management*: Identifies how the program will affect stakeholders (both internal and external) and then develops a communication strategy to engage the affected stakeholders, manage expectations, and improve acceptance of the objectives of the program;
 - *Program Governance*: Concerns controlling the organization's investment as well as monitoring the delivery of benefits as the program progresses; monitors progress reports and reviews on a routine basis, and specifically at each phase of the program's life cycle;
 - *Leadership and Communication*: Establishes the clear leadership required to realize the vision, accompanied by effective communications to all potential audiences; gives direction and setting strategies for achieving organizational change; mobilizes and encourages participation in the program at all stages;
 - *Program Infrastructure*: Ensures coordinated management across all projects by using formal program structures and processes, including risk and issue management, financial management, change control, progress and status reporting, program dashboards, project administration support, quality assurance, project initiation and closure, stage gate reviews, and project delivery reviews;
 - *Program Integration*: Assures integrity and consistency of project delivery, managing the interdependencies of tasks and deliverables among the projects within and external to the program across solution delivery disciplines; assuring

that projects adhere to and integrate with the appropriate business and technical architectures; ensures alignment and consistency with program level decisions/models/constraints across disciplines; and

- *Resource Management*: Manages the challenges of identifying, acquiring, retaining, training, motivating and allocating personnel across projects within the program; selects and manages contractors and contractor relationships.
- Goals and Objectives

The VITA MITA Program's goals and objectives are:

Goal 1: Implement an EDM technological solution in a SOA environment.

Goal 2: In collaboration with DMV, integrate the CAS and EDM solutions to support CAS Level 2 functionality.

Goal 3: Implement an enterprise SOA test and production environment.

Goal 4: Provide SOA as an offering within the VITA shared-service portfolio to all Commonwealth agencies.

Goal 5: Support the establishment of a Competency Center to support the new infrastructure services enabled by the program.

- Program Cost: \$24,394,794
Funding: 90% Federal, 10% GF. GF portion paid by DMAS.

Project Descriptions

Enterprise Data Management (EDM)

The Health and Human Resources (HHR) Secretary, Dr. Hazel, and the Commonwealth's MITA Program Manager, Dave Mix, have requested that the Virginia Information Technologies Agency (VITA) provide an enterprise data management solution that will store enterprise data and facilitate data sharing at an enterprise level. Dr. Hazel, in collaboration with Secretary Duffey, is leading the Commonwealth's efforts to improve and modernize the Medicaid program's information technology infrastructure. In response to the request, VITA has assembled the Commonwealth EDM Project team. The project team will install and configure the data management software and hardware necessary to implement development, test, staging and production environments. The EDM solution will be deployed in a Service Oriented Architecture (SOA) enabled infrastructure that will be delivered by the Commonwealth SOA Project. In addition, the project team will establish a Competency Center and related governance.

The IBM Initiate Master Data Service software will serve as the chosen EDM technological solution to support MITA program objectives. Initiate will be used to assemble data from existing COVA systems and will store and maintain enterprise data or 'golden records' (e.g. person, organization, provider). In collaboration with the Department of Motor Vehicles, the project team will pilot Initiate's key functionality. Over time, HHR's utilization of the targeted enterprise data, as well as other COVA agencies, will yield many benefits such as:

- Achieving efficiencies through data re-use
- Enabling data sharing
- Enabling interoperability across state agencies
- Improving customer service

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Service Oriented Architecture Environment (SOAE)

VITA's Shared services Program for MITA is part of the Commonwealth's initiative to modernize the Medicaid infrastructure, which is collaboratively lead by Dr. Hazel, Secretary of Health and Human Resources (HHR), and Mr. James Duffey, Secretary of Technology. This VITA program created the Commonwealth Service Oriented Architecture Project to provide the necessary infrastructure and governance. As such, the project shall procure, install, and configure the software and hardware necessary to establish test, production, and disaster recovery environments that contain an Enterprise Service Bus (ESB), Message Queue (MQ), Universal Description Discovery & Integration (UDDI), Business Process Execution Language (BPEL), Business Activity Monitoring (BAM), Business Rules Management System (BRMS), Web Service Manager, and service monitoring and billing. In addition, the project shall institute an appropriate Center of Competence and related governance. Finally, in concert with the Commonwealth Enterprise Data Management Project, this project shall develop and deploy the web services for the Commonwealth's EDM solution.

The project shall consist of a Pilot Phase in which the environments and governance will be sufficient to support the requirements for DSS and the MITA program. On completion of this Phase, the project shall appropriately scale the environments and governance so that SOA is one of the services within the VITA shared-service portfolio, thereby making it available to all Commonwealth agencies.