



Appeals Case Management System (ACMS)

Master Project Management Plan



Version 1.0

November 19, 2014

Health and Human Services Agency, Office of Systems Integration

Revision History

REVISION HISTORY			
REVISION #	DATE OF RELEASE	OWNER	SUMMARY OF CHANGES
Version 1.0	11/19/14	Carolyn Borden	Final Draft Master Project Management Plan

Approvals

NAME	ROLE	DATE
Rick Murphy	Project Manager	
Melody Hayes	Project Director	
Manuel Romero	Project Sponsor	

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1. INTRODUCTION

1.1 Purpose

The purpose of the Master Project Management Plan (MPP) document is to provide the project stakeholders with an approved working guide for how the Appeals Case Management System (ACMS) Project will be managed. The MPP describes how to manage the activities of the ACMS Project, the prime contractor, and other supporting organizations throughout the project life cycle phases to ensure a timely, efficient, and effective system acquisition as defined in the Project Feasibility Study Report (FSR).

1.2 Master Project Management Plan (MPP) vs. Project Management Plan (PMP)

The MPP is developed and controlled by the ACMS Project Management Team and is the overarching and guiding project management document. The MPP is used by the Project Management Team project office to manage all project activities.

The Project Management Plan (PMP) is a contractually defined management document developed by the selected Systems Integration (SI) Vendor to manage SI project obligations. The PMP is subordinate to the MPP and must directly support the accomplishment of MPP project management activities. The MPP and PMP must be integrated via the appropriate contracting vehicles.

1.3 Scope

The MPP first describes the overall purpose and scope of the MPP as a document. It details the Project organization structure and project management roles, and provides a listing of project stakeholders. The MPP next details the methodology for project management that will be employed for each project life cycle phase, as well as a brief description of each of the subsidiary plans of the MPP.

1.4 References

Project Management Institute (PMI®)

PMI® Project Management Body of Knowledge (PMBOK 5th edition)

Institute of Electrical & Electronics Engineers (IEEE)

Statewide Information Management Manual (SIMM)

OSI Best Practices website (BPWeb) <http://www.bestpractices.osi.ca.gov>.

California Project Management Methodology (CA-PMM)

1.5 Project Centralized Document Repository

Refer to the WorkSite repository located at `\\cdss\common\ACMS` for all project-specific documentation. The project will move documents to OSI Clarity once that is available to the project staff.

1.6 Acronyms

ACF	Administration for Children and Families
ACMS	Appeals Case Management System
BPWeb	Best Practices Website
CalHEERS	California Healthcare Eligibility, Enrollment, and Retention System
CA-PMM	California Project Management Methodology
CalWORKs	California Work Opportunity and Responsibility to Kids
CBAS	Community-Based Adult Services
Covered CA	Covered California
CDSS	California Department of Social Services
CMS	United States Center for Medicare and Medicaid Services
CMSP	County Medical Services Program
CWDA	County Welfare Directors Association
DHCS	California Department of Health Care Services
ESC	Executive Steering Committee
FNS	USDA Food and Nutrition Services
FSR	Feasibility Study Report
HHS	Health and Human Services
HIPAA	Health Information Portability and Accountability Act
IAPD	Implementation Advanced Planning Document
IEEE	Institute of Electrical and Electronics Engineers
IHSS	In Home Supportive Services
IPOC	Independent Project Oversight Contractor
ISD	Information Services Division
IT	Information Technology
IV&V	Independent Verification and Validation
Medi-Cal	California Medical Assistance
MOTS	Modified Off-the-Shelf
MPP	Master Project Plan
OHC	Office of HIPAA Compliance
OSI	Office of Systems Integration
PM	Project Manager
PMBOK	Project Management Body of Knowledge
PMI®	Project Management Institute
PMP	Project Management Plan
POC	Point of Contact
RFP	Request for Proposal
SAN	Storage Area Network

SAWS Consortia	Statewide Automated Welfare Systems
SHD	State Hearings Division
SI	System Integrator
SIMM	Statewide Information Management Manual
SM	Schedule Management
SOA	Service Oriented Architecture
SPR	Special Project Report
SSI	Supplemental Security Income
STPD	Statewide Technology Procurement Division
SSP	Supplemental Security Income
WBS	Work Breakdown Structure

1.7 Document Maintenance

This document will be updated, as needed, as the project proceeds through each phase of the system development life cycle.

This document contains a revision history log. When changes occur, the version number will be updated to the next increment and the date, owner making the change, and change description will be recorded in the revision history log of the document.

The MMP will be maintained in the Project Centralized Document Repository: [\\cdss\common\ACMS](#). The project will move documents to OSI Clarity once that is available to the project staff.

2. PROJECT ORGANIZATION STRUCTURE AND PROJECT MANAGEMENT ROLES

2.1 Project Organization Structure

The following figure shows the ACMS Organizational Chart. Individual names are not shown.

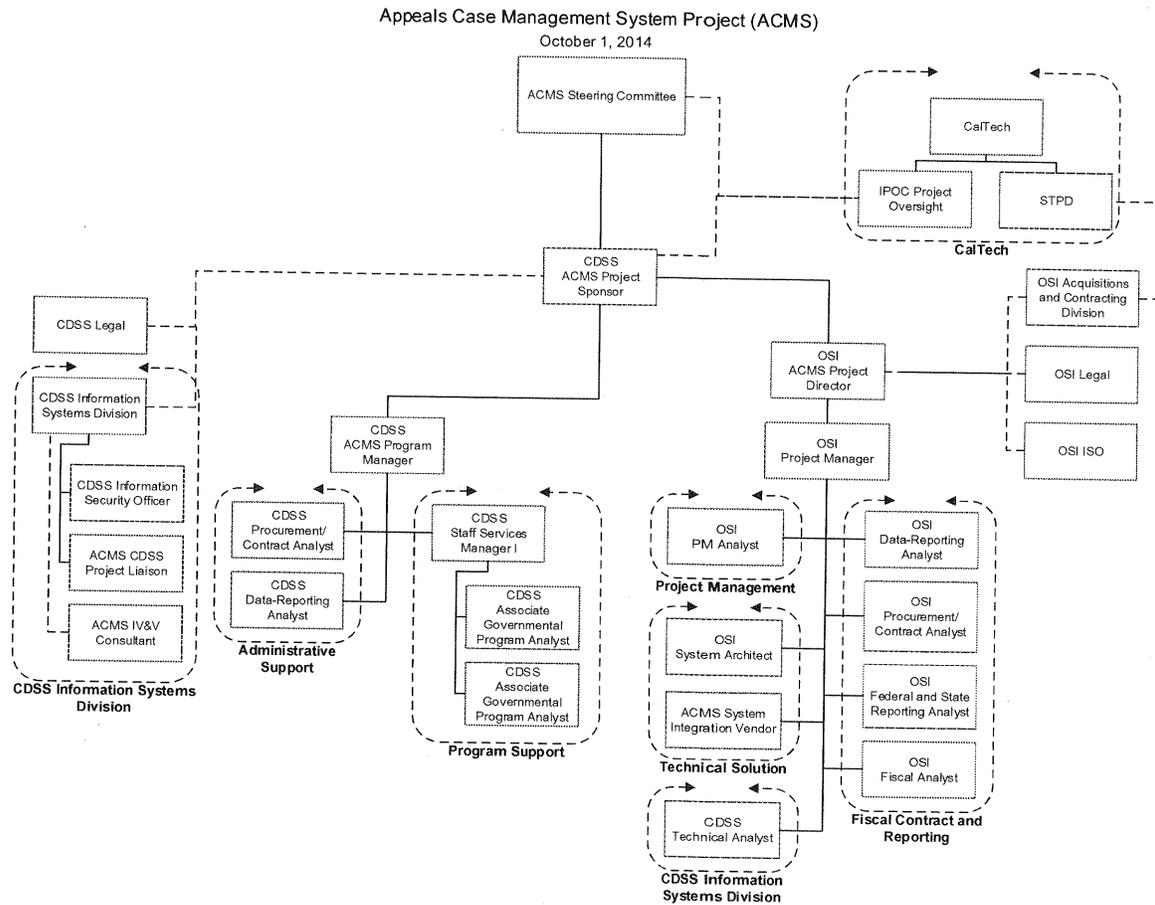


Figure 1. ACMS Project Organization Chart

2.2 ACMS Project Management Roles

The Project Charter details CDSS and OSI ACMS Project Management roles as follows:

Table 1. ACMS Project Roles and Responsibilities

Role	Responsibility
<p>ACMS Project Steering Committee</p> <p>Voting Members:</p> <p>Chief Deputy Director, CDSS</p> <p>Chief Deputy Director, OSI;</p> <p>Chief Administrative Law Judge, State Hearings Division, CDSS;</p>	<ul style="list-style-type: none"> Review and approve the Project Charter for accuracy and compliance with the Business Case Monitor progress against the project management plan Review and verify changes made to the Business Case Review and approve changes made to project resource plan, schedules, scope, goals, cost estimates, procurement strategies, etc. Make strategic decisions regarding the prioritization of project deliverables and approving interim deliverables Review and approve the project development strategy

Role	Responsibility
<p>Deputy Director, California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS) Program Management/Quality Assurance, OSI; Director, Eligibility and Enrollment, Covered CA</p> <p>Participant Members: Deputy Director, CDSS, ISD; Chief, Technical Service Branch, CDSS, ISD; Chief, Project Oversight Strategic Technology, CDSS, ISD; Chief Information Officer, CDSS; Chief, Policy Development Branch, California Department of Health Care Services (CDHCS); Chief Technology Officer, Covered California (Covered CA); Executive Director, County Welfare Directors Association (CWDA); Program Manager, State Hearings Division (SHD), CDSS; Project Manager, ACMS Project, OSI</p>	<ul style="list-style-type: none"> • Review and suggest solutions for the issues critical to project success • Resolve conflicts between stakeholder groups
<p>CDSS Project Sponsor</p>	<ul style="list-style-type: none"> • Approves project charter, plan, budget, schedule and deliverables • Champions the project, project manager and project team • Empowers the project manager with the appropriate authority

Role	Responsibility
	<ul style="list-style-type: none"> • Ensures sustained buy-in at all levels • Ensures timely availability of needed resources • Provides guidance and direction for key business strategies • Resolves major policy issues
OSI Project Director	<ul style="list-style-type: none"> • Manages the project at the strategic level • As the project's point person, manages resources and oversees finances to ensure that the project progresses on time and on budget • Reviews regular progress reports and makes staffing, financial, or other adjustments to align the developing project with broader outcome goals • Oversees the project team, project manager, project oversight and project teams
OSI Project Manager	<ul style="list-style-type: none"> • Manages the activities associated with the project schedule • Monitors and controls the project, and meets with the Project Team to discuss the project status, risks, issues, etc. • Oversees the development of work plans and project plans such as, but not limited to the Governance Plan, Communications Plan, Risk Plan, Configuration Plan, Cost Management Plan, etc. • Coordinate and communicate project status and progress against objectives to the Project Sponsor, Steering Committee and all appropriate stakeholders
State Technology Procurement Division (STPD)	<ul style="list-style-type: none"> • Manages the ACMS procurement process • Oversees the determination of procurement activities and timelines • Reviews and approves for release procurement documentation • Oversees procurement selection activities
OSI Acquisition and Contracting Services Division	<ul style="list-style-type: none"> • Leads the ACMS procurement process • Guides the determination of procurement activities and timelines • Guides the development of procurement documentation • Reviews and provides input on procurement documentation • Facilitates procurement selection activities
CDSS and OSI Information Security Officers DHCS Office of Health Information Portability and Accountability Act (HIPAA) Compliance	<ul style="list-style-type: none"> • Protects the agency's information and information processing assets • Manages vulnerabilities within the information processing infrastructure • Manages threats and incidents impacting the agency's information resources • Assures through policy the appropriate use of the agency's information resources

Role	Responsibility
(OHC)	<ul style="list-style-type: none"> • Educates project team members about their information security and privacy protection responsibilities
OSI and CDSS Legal DHCS OHC	<ul style="list-style-type: none"> • Ensure that project documentation is in compliance with State of California laws and regulations
OSI Project Management Analyst	<ul style="list-style-type: none"> • Performs tasks in support of the project management activities of the ACMS Project • Supports the project management processes of risk management, issue and action item management, schedule management, change management, cost management, quality management, and communications management • Develops content for control agency documents
CDSS Program Manager	<ul style="list-style-type: none"> • Provides the technical team with program expertise and ensuring appropriate program area staff members are available for insight into business rules and program expertise needed • Coordinates any internal needs the technical team may require or need, as it relates to project requirements • Coordinates project participation of non-IT staff • Provides support and direction to project team members regarding program, business, and process matters • Identifies program skills and knowledge needed by project and acquire them • Assists in obtaining project resources
Subject Matter Expert(s)	<ul style="list-style-type: none"> • Provide practical insight and feedback on the business need(s) being addressed by this project • Provide an analysts' perspective on project functionality and end-user capabilities
California Department of Technology Independent Project Oversight Consultant (IPOC)	<ul style="list-style-type: none"> • Provides formal oversight of the ACMS project management processes for conformance with the State of California Project Management Methodology • Drafts and submits monthly Independent Project Oversight Report (Statewide Information Management Manual section 45) to the Department of Technology
Independent Verification and Validation (IV&V) Consultant	<ul style="list-style-type: none"> • Verifies and validates ACMS products for conformance to requirements and, per SIMM 45, and activities guided by IEEE 1012 Standard for System and Software Verification and Validation • Reports to the CDSS Project Liaison and Oversight Manager and categorizes the risk impact and probability and suggest risk response steps that can be taken • Provides management with continuous, comprehensive visibility into the quality and progress of the technical documentation, implementation approaches, development

Role	Responsibility
	effort, and provides feedback on project decisions to proceed to the next development phase
OSI Systems Architect and CDSS Technical Analyst	<ul style="list-style-type: none"> • Ensure the ACMS Architecture fits within the State's overall architecture strategy and meets the needs of the State, counties, and other stakeholders • Lead the technical architecture activities and oversee the activities of the SI to ensure the ACMS Architecture is defined, planned, developed, implemented, and maintained as defined in ACMS Project requirements, specifications, plans, and other documents
OSI Fiscal Analyst	<ul style="list-style-type: none"> • Performs the most complex fiscal activities related to budget development and maintenance, fiscal monitoring, analysis, reporting, and planning for the ACMS Project
OSI and CDSS Data/ Reporting Analyst	<ul style="list-style-type: none"> • Manages the data-related areas of the ACMS solution, including data warehouse, business intelligence, and reports • Writes the requirements for the SI Request for Proposal (RFP) and ensures the SI properly addresses these requirements during design, development, testing and implementation as part of the overall ACMS solution
OSI and CDSS Procurement and Contract Analyst	<ul style="list-style-type: none"> • Participate in the development of plans, documents, and procedures on ACMS Project Information Technology (IT) and non-IT procurements, contracts, and associated deliverables
OSI State/Federal Reporting Analyst	<ul style="list-style-type: none"> • Leads the development, management and maintenance of the fiscal portions of the reporting and approval documents required of the project • Participates in the development of procurement-related documents, the associated solicitation process and finally managing the resulting contracts
CDSS Project Liaison and Oversight Manager	<ul style="list-style-type: none"> • Acts as the liaison between the business units, technology teams and project support teams • Pro-actively communicates and collaborates with the OSI Project Manager, SHD Program Manager and external and internal customers to analyze SHD information needs • Provides contract management for the IV&V consultant(s) engaged to provide their services on this project • Assesses the differences between the project manager's approach and IV&V recommendations, and escalates when necessary

2.3 ACMS Project Stakeholders

The following is a list of internal and external organizations impacted by the ACMS Project:

Table 2. ACMS Project Stakeholders

Stakeholder Role	Stakeholders
Project Participants	<p>CDSS</p> <ul style="list-style-type: none"> • Project Steering Committee • Project Sponsor • Program Manager • Legal • Information Systems Division (ISD) • Information Security Officer • Fiscal Contract and Reporting staff • IV&V Consultant • Administrative Support staff • Program Support staff • SHD Subject Matter Experts <p>OSI</p> <ul style="list-style-type: none"> • Project Director • Project Manager • Legal • Information Security Officer • Fiscal Contract and Reporting staff • Administrative Support Staff • Acquisition and Contracting Services Division <p>Other Subject Matter Experts</p> <ul style="list-style-type: none"> • Covered CA • DHCS • CalHEERS • 58 County HHS Offices
System Users	<p>CDSS</p> <ul style="list-style-type: none"> • Adult Programs Division <ul style="list-style-type: none"> ○ In Home Supportive Services (IHSS) <ul style="list-style-type: none"> ▪ Personal Care Services Program • Children and Family Services Division <ul style="list-style-type: none"> ○ Adoption Assistance Program • Disability Determination Services Division <ul style="list-style-type: none"> ○ Supplemental Security Income/State Supplementary Payment (SSI/SSP) Program <ul style="list-style-type: none"> ▪ Assistance Dog Special Allowance Program ▪ Social Security Disability

Stakeholder Role	Stakeholders
	<ul style="list-style-type: none"> ▪ Cash Assistance Program for Immigrants ▪ Interim Assistance for SSI Applicants ▪ Special Circumstance Payment (State Supplemental Program) • Information Systems Division • State Hearings Division <ul style="list-style-type: none"> ○ Spokesperson for SHD Regional Offices ○ Spokesperson for the SHD Training, Quality and Special Projects • Welfare to Work Division <ul style="list-style-type: none"> ○ CalFresh <ul style="list-style-type: none"> ▪ California Food Assistance Program ○ California Work Opportunity and Responsibility to Kids (CalWORKs) <ul style="list-style-type: none"> ▪ Emergency Assistance ▪ CalLearn ○ Refugee Cash Assistance ○ Individual Repatriation Assistance Program <p>Department of Aging</p> <ul style="list-style-type: none"> • Multipurpose Senior Services Program <p>Department of Health Care Services</p> <ul style="list-style-type: none"> • California Medical Assistance (Medi-Cal) • Community- Based Adult Services (CBAS) • County Medical Services Program (CMSP) • 58 County HHS Offices <p>Covered California</p> <ul style="list-style-type: none"> • Research and Resolution • Appeals Unit • Service Center Representatives <p>Other Users</p> <ul style="list-style-type: none"> • Claimants • Authorized Representatives / Advocates
External Stakeholders	<ul style="list-style-type: none"> • Advocate Organizations • Authorized Representatives / Advocates • Centers for Medicaid Services • Collaboration Agencies/Partners

Stakeholder Role	Stakeholders
	<ul style="list-style-type: none"> • County Point of Contact (CWDA POC's) • Covered California • DHCS • Family and Representatives of the recipients of social services • Health and Human Services programs • Inter-Agency Stakeholders • Non-Governmental Stakeholders • Recipients of public social services programs • SAWS Consortia (e.g., Leader, CalWIN, C-IV) • Unions • 58 County HHS Offices
Approving Agencies / Entities	<ul style="list-style-type: none"> • California Department of Finance • California Health and Human Services Agency • California Department of Technology • Department of Health Care Services • Federal Agencies (CMS, Administration for Children and Families (ACF), USDA Food and Nutrition Services (FNS))

3. PROJECT PLANNING

The MPP is based primarily on the project management processes described in the PMBOK, 5th edition and the CA-PMM. The methodology for planning the project utilizes the PMBOK knowledge areas and CA-PMM where applicable to the ACMS project based on its size, complexity, and staff resources.

3.1 Scope Management

Scope Statement

The ACMS Project current scope is to complete project deliverables, which result in the successful implementation of a new ACMS to support stakeholders. In scope project activities include:

- Design, develop, and implement an integrated and automated system that will combine intake, adjudicatory functions, scheduling, and reporting functions into a single workflow.
- Finalize and implement project management plans and implement project and contract management processes, to include quality management, requirements management, and project documentation review and control processes.
- Clarify, define, and document ACMS business and technical requirements in a format which will support the subsequent procurement strategy and plans including long-term interoperability.

- Secure project funding through the draft and approval of an ACMS Implementation Advance Planning Document (IAPD), a Budget Change Proposal, and Special Project Report (SPR). Update the state and federal documents throughout the project duration as needed.
- Develop ACMS solicitation documents, with evaluation criteria, to conduct procurement to acquire the products and services to support the requested system.
- Select and manage integration vendor activities to design, develop, test, pilot, and implement the ACMS.
- Manage and oversee ACMS transition for maintenance and operations, and project closeout activities.

The scope of the project does not include:

- The ACMS will have the capability to interface with state and federal systems, but the project does not include the development of system-to-system interfaces.

Scope Management

The ACMS Project scope will be managed and controlled through the implementation of various management plans, reviews and change control processes. The project plans will include content and appropriate management activities to ensure that the project scope baseline is maintained and consistent. In addition, the project has established several forms of verbal and written communication described in the ACMS Communication Management Plan to ensure stakeholders, sponsors, executive management, team members, external agencies, and vendors involved in the ACMS Project have a clear understanding of the project scope.

Scope changes are monitored and controlled through the Change Control process. As changes to project management plans; system documentation; system requirements; project office documentation; contracts; and project office tools, the impact to the project's scope will be assessed and addressed through the formal Change Control process as described in the ACMS Change Control Plan. Please refer to the Scope Management Plan for more information.

Work Breakdown Structure

The ACMS Project uses a deliverable-oriented work breakdown structure (WBS) to best reflect the scope of the project. The WBS is created by decomposing the project's main deliverable – Appeals Case Management System – into its sub components using a hierarchical-tree format. The upper levels of the WBS breakdown the deliverables (or outcome - not necessarily “contracted deliverables”) into sub-deliverables while the lower levels of the WBS depict the activities and tasks that must be accomplished to create the deliverable (or outcome) shown on the upper levels of the WBS.

The WBS is created using the high level schedule in the ACMS FSR and the scope of the Planning Phase of the project. All project deliverables and artifacts

will be identified and included as tasks in the schedule. See the ACMS Schedule Management Plan for more information.

Formal Acceptance of Scope

The formal acceptance of the project scope was accomplished through the approval of the ACMS Project Charter. The ACMS Project Charter was prepared and submitted for review by OSI and CDSS project team members and other project stakeholders to include the California Department of Technology, the CDHCS, and Covered CA. The Project Charter was approved through signature by the ACMS Project Sponsor.

3.2 Schedule Management

The purpose of the Schedule Management (SM) Plan is to provide guidance on how to develop, manage and control the schedule throughout the project life cycle. The SM Plan defines schedule policies of the ACMS project, including the approach to effectively manage the project from its planning stages through implementation. The plan also defines the project's procedures, application, roles and responsibilities, and tools used to facilitate management of the project's schedule.

The plan is created during the Planning Phase of the project. The SM Plans' intended audience is the ACMS Project Manager, ACMS Program Manager, the Executive Steering Committee (ESC) and ACMS Project Team, as defined in the Project Charter, whose support is needed to carry out the plan.

The ACMS Project Manager is authorized through the schedule management process to approved proposed schedule changes that do not change project milestones or the project timeline. Proposed schedule changes that impact project milestones or the project timeline must be submitted to the ESC for their approval. Please refer to the Schedule Management Plan for more information.

3.3 Cost Management

The purpose of cost management processes is to ensure the project and its vendors will complete the project within budget. The ACMS Project Cost Management Plan identifies the processes and procedures used to manage costs throughout the project's life cycle. The plan covers the cost management approach, expenditure tracking, variance analysis, oversight of vendor costs, and reconciliation between the State budget, accounting, and project management cost processes.

Additionally, the plan covers who is responsible for tracking expenditures, how variances will be addressed, and the cost tracking and reconciliation between the State and project management cost processes. This plan also describes the cost management tool that will be used. Please refer to Cost Management Plan for more information.

3.4 Contract Management

The ACMS Contract Management Plan will be drafted as a separate document and will identify the activities to manage, track, amend, and close a contract. SI activities and activities performed by other State organizations are described at a high level in the Contract Management Plan. Please refer to the ACMS Contract Management Plan for more information.

3.5 Quality Management

The ACMS Project SI will provide a Quality Management Plan as defined in the contract. The Quality Management Plan will provide a common understanding of the expected quality attributes for SI project products and services, and will define the level of quality below which the product will be unacceptable. The Quality Management Plan will include quality standards relevant to the project and will define who will be responsible for ensuring that the project will satisfy quality requirements and produce products that meet quality standards. Product quality attributes will be agreed upon in advance within a Deliverable Expectations Document (DED) and formally accepted by the appropriate stakeholders using a Deliverables Acceptance Document (DAD). Please refer to the ACMS Quality Management Plan for more information.

3.6 Staff Management

The Staff Management Plan will identify the process and procedures used to manage staff throughout the project's life cycle. The plan will describe the planning and acquisition of both state staff and consulting staff, describe the responsibilities assigned to each staff, and discuss transition of staff to other assignments. Please refer to the Staff Management Plan for more information.

3.7 Procurement Management

The Procurement Management Plan identifies the procurement needs, types of procurement documents to solicit bids from sellers and seller's responses, authority, roles and responsibilities of the project procurement team, decision criteria, and contract closure. Please refer to the ACMS Procurement Management Plan for more information.

3.8 Risk and Issues Management

The ACMS Risk and Issue Management Plan describes how project risks and issues are identified, tracked, mitigated and ultimately retired. Issue and risk considerations will include technical, management, solicitation and contracting, performance, budget resources, political, natural disasters, security etc. Risk and issues management is an integral part of project management from project initiation through project completion. The Risk and Issue Management Plan details the ACMS Project issue escalation process that will be used to manage issues, problems, changes, or approvals. Please refer to the ACMS Risk and Issue Management Plan for more information.

3.9 Communication Management

The ACMS Communication Management plan includes processes by which project information is developed, maintained, and managed for both internal and external project stakeholders. The ACMS Project Communication Plan describes how the information distribution will be executed for the project. Please refer to the ACMS Communication Management Plan for more information.

3.10 Governance Plan

The ACMS Governance Plan identifies the key governance roles and responsibilities for the project. It describes who is responsible for approving project documents, establishing contracts in support of the project, approving contractor deliverables, and making the final decision on acceptance of the automated system. The ESC is the primary entity for the ACMS Project guiding the governance processes. Please refer to the ACMS Governance Plan for more information.

3.11 Project Assumptions

The ACMS Project team identified and documented within the Project Charter the assumptions that follow as necessary in order to execute, effectively manage, and accomplish the project within defined timelines:

- The required resources from the SHD, CDSS ISD, Covered CA, DHCS, and other key stakeholders will be assigned and available to support the ACMS Project (per schedule).
- SI Project Manager and state OSI/CDSS project staff are anticipated to be onboard by October 2014.
- Software purchases will be identified during the RFP selection process and may include software related to a Modified Off-the-Shelf (MOTs) or Service-Oriented Architecture (SOA) solution.
- Hardware purchases are anticipated to include but may not be limited to blade servers, load balancers, storage area network (SAN), routers, switches and other network connectivity appliances.
- The new system may include the purchase of cloud hosting services.
- Other purchases assumed for this project include the solicitation and selection of an Independent Verification and Validation (IV&V) consultant.
- All control agency documents will be submitted on time and approved.
- All requirements in the conditional approval letter for Project will be met.
- The milestone schedule reflected herein assumes procurement of a new solution using an accelerated procurement cycle.

3.12 Project Constraints

The major constraints facing the project as documented within the Project Charter include:

- Current project funding for the project is consistent with the FSR budgeted amount and the Spring Finance Letter as approved. Once the final solution has been determined, Federal and state documents will be submitted if needed to secure necessary approvals for appropriate funding levels.
- The business needs require a timely solution; therefore the project schedule is constrained.

4. PHASE CLOSE-OUT & LESSONS LEARNED

Close-out activities include review to determine whether phase goals and objectives were met, documentation of the final status and closure if applicable of phase issues and risks, redistribution of assets, closing project contracts as applicable, review of documentation and files for archival or destruction, and completion of a Post Implementation Evaluation Report.

At the close of each life cycle phase, the project prepares a lessons learned report. This includes an analysis of project objectives achieved during the completed phase. The Lessons Learned report also identifies action items to improve the project activities / processes in the next project phase. Lessons Learned reports are imported into the Best Practices WorkSite Repository for use by other projects.

See the ACMS Project Cost Management Plan and Staff Management Plan for information on administrative closure activities.

Appeals Case Management System (ACMS) Deliverable Acceptance

This attached form is the deliverable acceptance form for the Appeals Case Management System (ACMS) Project. The purpose of the form is to have a formal acceptance of contractor deliverables; to ensure deliverables are tracked and all events are recorded; and to ensure a copy of each deliverable and all supporting materials are filed in the project library. Deliverable management is necessary to ensure the state only accepts deliverables that meet contract requirements and contractors are only paid for acceptable deliverables.

The deliverable is submitted for acceptance after the deliverable has been reviewed and approved through various project staff, users and stakeholders to ensure their needs will be met. Thus when this process is invoked, the deliverable should be complete and ready for signature. Reviews of early drafts are encouraged to ensure a smooth and timely final approval review.

Appeals Case Management System (ACMS) Deliverable Acceptance Form

Request for Acceptance

Date:	11/20/14
Submitted By:	Rick Murphy
Submitted To:	Manuel Romero
Project:	ACMS

Deliverable Description: The ACMS Master Project Management Plan provides the project stakeholders with an approved working guide for how the Appeals Case Management System (ACMS) Project will be managed.

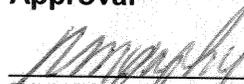
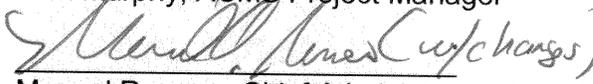
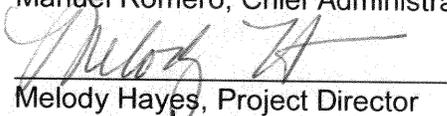
Title of Deliverable: ACMS Master Project Management Plan, 11/20/14

Soft Copy Location: DSS Common ACMS

Due Date: 12/01/14

Reviewers (note comments not resolved): None

Approval Signatures and Title:

Approval	Date
 Rick Murphy, ACMS Project Manager	<u>11/20/14</u>
 Manuel Romero, Chief Administrative Law Judge, SHD/CDSS	<u>11/21/14</u>
 Melody Hayes, Project Director	<u>12/14/14</u>

Signature for Pending Acceptance

Signature _____ Date _____

Name _____ Title _____

Rejection Comments:

ACMS Master Project Management Plan Deliverable Acceptance Form 11_19_14.docx