

**ProviderOne
GO LIVE!
Phase 1**

Current Business Models

- Concept papers
- Best practices
- Stakeholder analysis
- Executive interviews
- Validate DSHS current business process models

Project Startup

- Identify organizational changes
- Develop draft FBMs
- Research
- Track BPR opportunities
- Escalate issues
- Facilitate work-group discussions
- Address risks and vulnerabilities

Future Business Models

- Impact matrix
- Traceability matrix
- Tools
- Templates
- Increase stakeholder awareness and understanding of new business processes
- Guided review of FBMs

Transition Plan

- Mitigation strategy
- Staff assessment (KSAs & FTEs)
- DSHS organizational needs
- Training opportunities/needs
- Tools + templates
- Implementation recommendations

Gap Analysis

Training Plans

- Overall training strategy
- Required training
- Staff and provider evaluation criteria
- Roles & responsibilities

Testing Support

Training Materials

- Online tutorials
- User manuals
- Companion guides
- Computer Based Training (CBT)

Training Implementation

- Delivery methods/logistics
- Schedules
- Rollout strategy
- Technical requirements
- Readiness checklist for staff & providers

Training Pilot

Update Plans

Lessons Learned

Evaluation

COMMITMENT
ADOPTION
SUPPORT/PARTICIPATION
UNDERSTANDING
AWARENESS

Legend:

- PG PROJECT GOVERNANCE**
 - Decision framework
 - Issue management
 - Change control
 - Risk management
 - Status reports

- SD STATUS & DASHBOARD REPORTS**

BPR: Business Process Reengineering
FBM: Future Business Models
KSA: Knowledge, Skills & Abilities

MAR '05

JUN '05

JUN '06

NOV '06

FEB '07

APR '07

JUN '07

REQUIREMENTS VERIFICATION

DESIGN

DEVELOPMENT

TESTING

IMPLEMENTATION