Date: July 27, 2016
Presenters: Terry Reusser – CIO
Sharon Zuidema – Project Manager
Erica Martinez – NMSIIS Program Manager
Certification Phase: Closeout
Authority & Organizational Structure

Mark Williams, PHD
Division Director
Terry Reusser, CIO

Steering Committee

Daniel Burke
Project Director

Sharon Zuidema
Project Manager

DOH Technical Staff
Implementation Contractor

New Mexico Department of Health
Project Background

- New Mexico Department of Health’s (NMDOH) Legacy Immunization Registry (New Mexico Statewide Immunization Information System NMSIIS) was antiquated, and lacked functionality and features that would benefit the Immunization Program in providing services to the citizens of New Mexico. The NMSIIS application provides the ability for health and medical practices to enter immunization data, analyze and track immunization activity for individuals from birth to death throughout New Mexico. In addition, data is used to evaluate the effectiveness of the statewide Immunization Program, determine the need for new programs, and identify underserved populations.

- The legacy application was replaced with WebIZ, a more comprehensive system that includes a larger array of functionality such as, but not limited to, a larger set of standard reports, school module and vaccine inventory. WebIZ is Microsoft Azure cloud hosted and the vendor is responsible for maintaining the environment as well as providing maintenance & support of the application and database. Implementation of WebIZ allowed DOH-ITSD to decommission the legacy NMSIIS application and the vaccine ordering management system (VOMS).

- The vendor (Envision) will provide technical support for the hosting environment, maintenance of the application and licenses management. The Immunization program area will provide user support, training, and Health Level Seven (HL7) message support. HL7 messages are processed by the DOH-ITSD Rhapsody Server, and ITSD will support any technical issues with that server.

- The NMSIIS system replacement was completed on scheduled and slightly under budget.
## Certification History

<table>
<thead>
<tr>
<th>Date</th>
<th>DoIT Phase</th>
<th>Amount</th>
<th>Funding Source(s) (use specific citations to laws, grants, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/22/2014</td>
<td>Initiation</td>
<td>$ 300,000</td>
<td>PPHF Grant # IH23IP000577-01</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Project ID: DOHIZSIIS1201</td>
</tr>
<tr>
<td>5/21/2014</td>
<td>Planning</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>2/24/2016</td>
<td>Implementation</td>
<td>$332,706</td>
<td>Grant: #000716IP15</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Project ID:DOHIM1601</td>
</tr>
<tr>
<td>7/26/2016</td>
<td>Closeout</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>
Completed Implementation Phase

- Setup Training, Test and Production Environments
- Validated and approved conversion specifications
- Planned, conducted and reviewed testing
- Planned and conducted Disaster Recovery Fail-over
- Planned and conducted state-wide user training
- Planned Production Go-live Schedule
- Go-live Transition
- Archive old system
- Transition to Post Go-live Support and Maintenance
Final Budget

Costs to Date $479,565
Not Spent $150,640
(this includes $133,333 license fee moved to 2017)
Project is under budget

NMSIIS Maintenance
• State General Funds and Federal Funds (CDC Grant) have been allocated for the maintenance funds

<table>
<thead>
<tr>
<th>Deliverable Envision</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contractor Technical Support for Azure Hosting *</td>
<td>$52,104.00</td>
<td>$52,104.00</td>
<td>$52,104.00</td>
</tr>
<tr>
<td>Licensing***</td>
<td>$133,333.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WebIZ Annual Support****</td>
<td>$87,000.00</td>
<td>$87,000.00</td>
<td>$87,000.00</td>
</tr>
<tr>
<td>Licensing Year II</td>
<td>$133,333.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Licensing Year III</td>
<td></td>
<td>$133,333.00</td>
<td></td>
</tr>
</tbody>
</table>

*not to exceed $182,364 over contract life
**not to exceed $332,000 over contract life
***90 days after go-live
****90 days after go-live -(not to exceed $87,000 per year)
Team Survey

- 21 Questions on a scale of Poor-Excellent (1-5)
- 11 out of 15 team members completed survey
- Response Average 4.3
- Four Sections
  - Communication
  - Documentation/Schedule
  - Project Manager
  - Team Work

Sections

- Communication (5Q)
- Documentation (5Q)
- Project Manager (4Q)
- Team Work (7Q)

1. Poor
2. Weak
3. Fair
4. Good
5. Excellent
Lessons Learned

- Communication
  - Comment: Skype works well for screen sharing and instant, virtual f2f sessions.
  - Communicating directly with vendor technical staff worked. It took a while to get that access.
  - Input from Vital Records team: Overall experience was good. Vendor provided good support and was available.
  - During the testing stage due to issue triage being handled by Erica and Sharon, it slowed down resolutions from Envision. Direct access to ticket system would have been better.

- Documentation
  - Generalized comment from IT member: As an organization we don’t know how to use SharePoint:
    - How to use versioning to track versions
    - Tagging and views to display content
  - Training session would help. The way it was setup was new (different from other experiences with SharePoint). A hands-on training (should happen).
  - Program comment: Like how SharePoint was used in Testing.
Lessons Learned

- General Comments
  - Go-live with redirected landing pages is a really good idea. Should do it and should plan further ahead. [Take away: PMO to add it to tasks plan for systems that will be down during go-live.]
  
  - Suggestion: Since for some the redirect page during go-live’s down time is the first some users are taking notice, include links to training materials on the redirect page.
  
  - Clean-up of SSL certificates, DSN, and other hardware related items affected by removal of equipment. This also includes updating of website links. Suggestion to incorporate this as a task in all project plans for system involved projects.
  
  - Up to team members to manage individual tasks / deadlines.
  
  - Problem when major decisions needed to be made without time to research issues. [Suggestion that questions be submitted the week before the meeting in which the issue was to be discussed.]
The NMSIIS Information System project was initiated in January 2014. Envision Technology Partners was awarded the contract in May 2015 to implement the WebIZ application.

The implementation phase of the project officially kicked off in August, 2015. The application was successfully implemented on May 31.

At the end of December, there was a change in DOH IT Project Management from Karla Hubbell to Sharon Zuidema. This was a positive change for the project.

The team work and camaraderie were very good on this project. The Envision vendor was extremely supportive and professional throughout the project and was focused to ensure project goals were achieved.

There were very few schedule delays and the project came in on time.

The Immunization Program reached out to approximately 6000 end users with information about the new system and training class offerings in their respective locations. Training was provided to just under 2000 end users, with 42% of enrollees opting to take the on-line course.

This was a successful project with the vendor and DOH PM working well together. DOH IT will benefit much from the new NMSIIS system; a stable application that is secure & government hosted, improved HL7 messaging functionality, and a solid maintenance and support contract in place.
Questions