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News of the changing MMIS

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[Link to MMIS Web Site](#)

User Acceptance Testing

Improving the new MMIS by trying to break it

Dale Elder put it

succinctly when talking about the new MMIS: "We're going to try to break it."

But Elder is not talking about doing any real damage to the new system. On the contrary. As operations systems support unit manager for the Division of Medical Assistance Programs (DMAP), he is one of the department's business experts who will put the new system through its paces in User Acceptance Testing (UAT).

UAT, which is scheduled to begin early next year, is one of the next major activities in the department's preparation for the new MMIS -- and a critical one to ensure the system will operate properly. It is a team effort involving personnel from the DHS businesses and from our vendor, Electronic Data Systems (EDS).

Validating the system

UAT is designed so actual users can test the new MMIS to see if it does what it is supposed to do based on the requirements and the design for the new system. Testers will check that the system functions as designed; that conversion and configuration data is accurate; and interfaces to other systems, both internal and external to DHS, work correctly.

Scenarios developed

To conduct the testing, a series of real-life test scenarios has been developed by the businesses in conjunction with EDS. These scenarios are being turned into step-by-step directions that will be given to the testers.

Business transition activities for managers

We have talked about this before, but here is the list of implementation activities that DHS managers need to think about as the department continues to get ready for the new MMIS. If managers have any questions about these tasks, they can send them to us through [MMIS_OPEN/link](#).

1. Identify which areas of your business are impacted by implementation.
2. Prepare for organizational changes that may occur in your area.
3. Identify your DHS mission-critical processes, and formulate a contingency plan.
4. Update your desk-level procedure manuals as needed.
5. Participate in moving your system configuration data to the new MMIS.
6. Plan your business needs to accommodate user-acceptance testing.
7. Plan for your training needs.
8. Plan your business needs to accommodate staff participating in user and provider training.
9. Plan for pre- and post- "go-live" provider and user training, if appropriate.
10. Participate in organizational readiness assessments for your business area.
11. Set up role-based security for your staff.
12. Update your provider contracts, if needed.
13. Participate in maintaining performance measures for your business area.

If the expected results are obtained, the tester moves on to the next scenario. If not, the tester will document the defect and send it back to the project to be analyzed. Once the defect is corrected, it will be sent back and re-tested.

UAT will also be used to confirm that the new MMIS is generating reports correctly and that its role-based security access system is operating as expected. In addition to defects, the testing may identify new requirements that need to be added to the system before its implementation in 2008.

"Many of the test scenarios were based on issues we encountered in the past," said Elder, "all of which should have been addressed in our requirements sessions. So the testing allows us to validate that the requirements DHS asked for in the system have been met and the system is doing exactly what we expect."

Managers were responsible for identifying the people who will be doing the testing. In Elder's area, he estimates that he will have six or seven employees doing a total of about 20 scenarios.

UAT training

There will be four two-day training sessions scheduled for UAT testers. The training will teach testers how to: 1) work the new system; 2) use the online help and user manual; 3)

execute test scenarios; 4) document a test scenario to prove that the test case was passed; 5) document a defect; 6) retest a defect; and 7) document the re-test results.

Because of the critical nature of the UAT training, the project team emphasizes the need for managers to plan ahead to ensure that employees will be available to attend the training sessions for which they are scheduled. These training sessions will not be repeated.

Parallel testing

In conjunction with UAT, the project will also perform parallel testing, which is a more complex procedure. Claims which have already been processed in the current MMIS will be reprocessed through the new system. The results will then be analyzed for consistency. If the results do not match, a determination will be made

as to where the problem is and what action needs to be taken.

"Some people are going to be doing both the regular UAT testing as well as the parallel testing, and we know it will add quite a bit to their plates," says Elder. "But it's in our interest to do the best job we can so we end up with the best possible system at go-live."

Kris Kersine, DMAP Operations business transition manager, points out the additional work that will have to be done by those not directly associated with the project. "With the time spent by those involved in the UAT effort, some of the day-to-day work in the units will have to be handled by others. It's important that we recognize their contribution to the project, as well as those doing the actual testing." [MMIS](#)

[Link to MMIS Progress Archive](#)

Training sessions set for writing desk manuals

One of the more critical aspects of the department's transition to the new MMIS is the need for managers to create or revise "desk manuals" or "desk-level procedures" so they are consistent with how the new MMIS will operate. This needs to be done for work units

that currently use, or will need to use some kind of written manual to document the way their work is done in the MMIS.

Targeted training sessions

To help in this task, the MMIS Business Transition Team will conduct a number of small-group training sessions targeted to specific



DHS businesses. At these sessions, attendees will be shown how to access tools for creating or revising desk manuals, and will have their questions about how to use the tools answered.

They will be given access to several reference documents including:

- A detailed overview of how the new MMIS will change the business processes we use to administer Medicaid (Business Process Gap and Conversion Plan.)
- A step-by-step overview of how the new business processes will work. (To Be Desk Level Processes.)
- A description of how the computer panels of the new MMIS will look and work (MMIS Users Manual).

Versions of those documents are available on the new "MMISINFO" intranet site at <http://intranet.dhs.state.or.us/mmisinfo/>, which can be accessed from any computer on the DHS network.

Another tool can be found on that same site -- an excerpt from a desk manual currently used by the state of Oklahoma for its Provider Enrollment unit. Oklahoma's current-generation MMIS was used as the basis for Oregon's new system. Although their procedures are somewhat different from ours, it was felt that their manual is well laid out

and at a good level of detail, and could be helpful by demonstrating how another state has done this work.

Computer system focus

"These sessions will focus on what users will need to know to use the new computer system," said Hersh Crawford, MMIS operations transition manager. "But, we'll also talk about examples of other things like information about specific policies or rules that managers or staff may choose to add to their desk manuals."

Crawford also noted the importance of completing work on the manuals prior to the start of user training next spring. "This is probably the single most important thing that staff can do to get ready for user training," he said.

The following individuals will be responsible for the desk-manual trainings:

- SPD & CAFAngela Munkers
Brian Yarnell
- AMHAnita Miller
- DMAP Operations.....Kris Kersine
- Other DMAP sectionsMonica Herrera
- OPAR:Nancy Walton
- OFS, FPA & OFDMHersh Crawford

"We chose this small-group approach because we felt that each organization had specific needs



relative to the writing of the manuals," said Crawford, "and that it would be most effective to have someone who understood the day-to-day workings of the unit doing the training."

For questions about these training sessions, please use [MMIS OPEN/ink](#).

Don't forget to...

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With **OPEN/ink**, you have a 24/7 direct line of communication to the MMIS Replacement Project team.

Ask a question about any aspect of the project.*

If you'd like an individual response, include your email address, and receive a response in two business days.

Make a suggestion; offer an opinion.

We value your input. Please tell us what you think. It is one of the best ways that we can make improvements in the project as we move toward full implementation. Including your email address is optional.

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