

CIO Report

“Providing exceptional information services committed to fulfilling the DHS mission.”

Message from Rick Howard, CIO



Taking the opportunity to focus on OIS operations

Since last fall, the *CIO Report* has focused mostly on the strategic direction of OIS. This has been important and necessary for several reasons – we’ve been busy planning and implementing the *2007-09 OIS Business Plan*, adjusting to staff and administrative changes, developing a proposed realignment in the *Case for Change*, and now we’re undertaking the *OIS Vision 2008* realignment project.

Our outward focus these past few months has been on strategies for improvement and setting the stage for the future. But as you know, the work we do every day is a mix of both strategic and operational. I’ve focused on the strategic – where we’re heading – and now I’d like to take the opportunity to focus on the operational – the important day-to-day work that is our foundation.

In this *CIO Report*, I’ll give you details on projects and achievements that have been continuing as we’ve been making these strategic plans.

OR-Kids update

The SACWIS project has had several changes since Debra Herrli was named project manager. The most visible was renaming the project OR-Kids to more accurately reflect its purpose.

In addition, Dave Rudolph was named deputy project manager and began working in the position March 3.

Dave has an extensive entrepreneurial and consulting background which includes working as a contractor with the SACWIS project. Dave has valuable historic and practical knowledge about the project, state government and project management.

The contract with CGI (the project’s current IT and business process service provider) was submitted to our federal partner, the Administration for Children and Families (ACF) for review. OR-Kids hopes to start working with CGI perhaps as early as this week.

You can learn more about the OR-Kids project from their Web site.

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OIS staff ensures successful PHD laboratory move

DHS celebrated the successful relocation of the Oregon Public Health Division lab in January. But a good deal of that success is due to the OIS staff who made it possible for the move to occur without a break in technology capability.

Laboratory director Mike Skeels sent a personal note to myself and the OIS staff who made the move possible:

“I want to express my congratulations and great appreciation to the staff of OIS for their outstanding work during the relocation of our laboratory to Hillsboro.

The two-part nature of our move made things more complicated for OIS. Our communicable disease testing plus administration moved on one weekend, followed by newborn screening the next weekend. Therefore, it was necessary to leave
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our servers in the old lab for a week, while establishing connectivity to them from the new lab, as well as maintaining operations at the old lab.

Then, we had to move the servers over the next weekend and assure that everything was working correctly on time for a full newborn screening test run of 1,600 samples on the Martin Luther King holiday. OIS staff worked after hours, on weekends and the holiday, to assure the success of our move. If there had been any serious IT problems, our ability to perform time-critical medical tests would have been compromised. But, there weren't any.

Fortunately, your staff planned the move carefully, carried out their work professionally, and solved problems when they arose. In fact, I'm sure they solved a lot of problems that we never even knew about. We're still dealing with a few fixes and adjustments, but overall this was a highly successful move. I challenged OIS to send their "A" team for this project, and you clearly did. Thanks again, Michael R. Skeels, PhD, MPH, director, Oregon Public Health Laboratory."

My congratulations go to Rick Dunbar, Faheem Quadri and desktop staff members Jesse Brown, Eric Docherty, Kent N. Lindell-Ross and Jean Smart, and Chris Wilch and the infrastructure services team for this achievement.

This successful deployment illustrates how important it is for OIS to align business needs with being able to provide technologies that enable its operations. OIS is maturing as an IT service organization and Mike's note affirms that we are at our best when we "become" the organizations we serve.

- Rick

MMIS update

The Medicaid Management Information System (MMIS) Replacement Project announced recently that user acceptance testing (UAT) would be delayed an additional month because of defects in the data conversion.

The new project readiness assessment date is now March 24, if the assessment supports moving forward.

The delay will impact the MMIS schedule and implementation date. A new implementation date and revised project schedule will be announced soon.

When we hear about delays like this, we should remember that the project's primary goal is to provide DHS with a high-quality medicaid management information system. That means changing dates and goals as necessary to ensure a quality product to the department and the state.

You can learn more on the MMIS project Web site located here.