<Project Name>

<System Name>

<Supplier Name>

<Project Name>

Project Management Plan

Change history

| Version # | Date of release | Author | Description of change |
| --- | --- | --- | --- |
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# Introduction

This document is the Project Management Plan for the <Project Name> Project. The Project Management Plan will be finalized in the project plan process.

## Purpose

The <Project Name> Project Management Plan is an over-arching document that describes all of the Project Management processes used to plan, manage and direct the <Project Name> project.

## Objective

The <Project Name> Project Management Plan serves as an overview document for managing the <Project Name> Project. It provides an overview of the approach to each phase and a general description of the Project Management disciplines for executing, monitoring and controlling, and closing the project. The Project Management Plan is organized into (5) major sections; Introduction, Project Management Plans, Project Deliverables, Tracking and Reporting, and Tools.

# Customer Deliverables

[Purpose of this Section: Identify the product and service deliverables to the Business Group. The project work products are not customer deliverables and shall not be listed as deliverables. For examaple: Project Schedule, Risk Log, etc.]

|  |  |
| --- | --- |
| **Customer Deliverable** | **Delivery Date** |
|  |  |
|  |  |
|  |  |

# Integrated Plan

[Purpose of this Section: Document the overall structure, metrics and schedule used to manage the project.]

## Project Organization

[Purpose of this Section: Provide an organizational chart for the project that depicts internal Project Teams, vendor organizations, and external governance and oversight groups. This chart should show a clear connection to and participation by the customer. This chart should include all individuals on the project including Resource Managers. The internal Project Teams should include all business and organizational staff assigned to the project. Outside vendors need to be identified by the vendor name and primary point of contact. Refer to Senior Management Review Template for a slide on organization chart.]

**<Project Organizational Chart>**

## Project Shared Vision

[Develop and document here the project’s Shared Vision. The shared vision is built by all Project Team members, including partnering Stakeholders and aligns with IT vision and also with the Project Charter. The shared vision must be shared across all project-integrated teams. When a Supplier team joins the project, this must be shared with that team. The best practice is to brainstorm within the team to get a theme of key drivers of success in the project.]

## Product and Supplier Acquisition Approach / SAM Team Composition

[Describe the approach for acquisition and how the project is composed. Include expectations on how the project will be contracted with Suppliers. It is essential that this section documents the rationale and supporting documentation for the determination not just the results of these determinations. For example, if there has been an official determination of MSA status that should be documented. The Build / Buy / Reuse study is another example of a deliverable that should be incorporated in this section. Please contact your SAM Analyst for guidance regarding completing this section.

Refer to the [Supplier Agreement Management](http://online-pmo.com/cmmi/menu/supplier-agreement-management/) / IT Procurement process for the steps for RFI / RFP Preparation, Contract Draft Preparation and Contract Negotiation and Approval steps. The steps for these activities should be included in the project’s Work Breakdown Structure (WBS). Refer to Supplier Agreement Management activity checklist.

| **Acquisition Approach – Product** | **Portion of Work (%)** |
| --- | --- |
| Commercial-Off-The-Shelf products (COTS) (without modifications) |  |
| COTS with Modifications |  |
| Custom Development: product developed to spec. |  |
| Add additional approaches applicable to project] |  |

<Rationale and supporting documentation for the Product acquisition approach>

|  |  |
| --- | --- |
| **Acquisition Approach – Supplier** | ***Portion of Work (%)*** |
| Work done under MSA, <SUPPLIER NAME> to provide all resources |  |
| Work done under MSA, <SUPPLIER NAME> to sub-contract to another supplier(s) |  |
| Non-MSA work to be done by <SUPPLIER NAME> |  |
| Non-MSA work to be done by supplier other than <SUPPLIER NAME> |  |
| MSA work contracted to another supplier via MTR |  |
| MSA work contracted to multiple suppliers via MTR |  |
| Single Source |  |
| [Add additional approaches applicable to project] |  |

<Rationale and supporting documentation for the Supplier acquisition approach>

| SAM Team Composition | | | |
| --- | --- | --- | --- |
| Phases | Role | Responsibilities | Name |
|  | World Wide Purchasing Representative |  |  |
|  | Legal Representative |  |  |
|  | Finance Representative |  |  |
|  | Operations Representative |  |  |
|  | Contracts Specialist |  |  |
|  | SAM Analyst |  |  |

## Project Life Cycle and Process Tailoring

[Purpose of this Section: Document the project’s life cycle phases and any process tailoring decisions that have been made. Develop and document an initial Plan & Define Life Cycle approach and document. Update this section during Construct, Test and Deploy Phases when Suppliers have been selected and the Project Development Life Cycle has been determined. Update as needed throughout the project life cycle with changes due to Change Requests or other project influences. Refer to Guidelines for Selection of Project Life Cycle Models.]

**Tailoring Decisions**

| **Tailoring Decision** | **Reasons and Rationale** | **Assumptions and Notes** |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Deviation Approval Mails**

[Link any deviation approvals obtained]

## Project Team Involvement Plan

[Identify the Project Team Members who are assigned to the project, their roles, responsibilities, contact details and project allocation percentage. Complete the list of Project Roles and Responsibilities. Use the Project Roles Skills Training Plan Template to identify Project Team Members, their role, skills and required training. Also add the SAM Team‘s composition, if applicable, based on the Supplier Sourcing Plan.]

## Project Milestones and Deliverables Schedule

[Purpose of this Section: Identify major milestones and key deliverables for the remainder of the project, including phase completion dates. Estimate work product size, effort, and critical computer resources to develop the deliverables and complete the milestones. Develop and document a proposed schedule for the deliverables and completion of milestones. Project Management Software may be used. Include milestones and deliverables for all project activities, such as: quality assurance, Supplier management, configuration management, communications management, etc.

Using Project Management Software, generate the Gantt chart representing tasks and their relationship to a project timeline. Insert it here or include it as an attachment.]

## Operating Procedures

[This is an optional section, which is to be completed only when there is a distinct project specific mode of operation for the team members to work collectively and individually, team to moderate participation and interpersonal interaction, and any other team rules – for example. Meeting participation rules, flexible timings, inter-group coordination, updating status of action items, etc.]

## Facilities and Support Tools

[Purpose of this Section: Identify and document facilities and support tools required in order to execute the project tasks and develop its deliverables. Identify the timing of when these facilities and support tools would be required. Include facilities and support tools for disaster recovery.

Identify any critical hardware or software required by the project. Note that this includes hardware or software licenses required for development as well as integration testing. All deployment

**Development Environment Specifications:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Hardware/Software Required** | **Qty.** | **Configuration / Specifications** | **Reason or Need** | **Required by Date** | **Plan for Acquisition** | **Owner** |
|  |  |  |  |  |  |  |
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**Testing Environment Specifications:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Hardware/Software Required** | **Qty.** | **Configuration / Specifications** | **Reason or Need** | **Required by Date** | **Plan for Acquisition** | **Owner** |
|  |  |  |  |  |  |  |
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## Project Costs

[Purpose of this Section: Describe the project costs and the expected timing of expenditures for the project. The following elements should be considered: staffing, equipment, resources and materials, travel, administrative, facilities and overhead. Costs for all project phases and activities, including testing and deployment (if part of the project) should be included. Include the Top-Down estimating worksheet that supports the costs and identify assumptions made.]

## Dependencies, Constraints, Assumptions, Exclusions

[Purpose of this Section: Identify any existing systems or planned/in-process developments, which may affect or may be affected by the success of this project. Add dependencies as they are identified during this project’s development. In addition, identify any anticipated reuse components. Identify the constraints, assumptions and exclusions that exist for the project.]

### Dependency Management Plan

| Deliverable Required | Required From | Required By Date | Escalation Path | Communication or Tracking Mechanism |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |

[Also capture any dependencies that the Supplier may have on the organization or another Supplier]

Identify existing projects/initiatives that are planned/in process, which will affect or be affected by this project. Consider the following:

* Conflicts in schedules
* Overlap in objectives
* Overlap in priorities

### Constraints

[Purpose of this Section: Identify factors that will limit the Project Team’s options along with factors that they must account for as they develop their solution. For example, a predefined budget is a constraint that is likely to limit the team’s options regarding scope, staffing and schedule. Also capture constraints related to Supplier activities here as well.]

### Assumptions

[Purpose of this Section: Identify factors that, for planning purposes, will be considered to be true, real, or certain. For example, any resources assigned to the project will be assumed to remain with the project for the duration. Also capture any assumptions related to Supplier activities here as well.]

### Exclusions

[Purpose of this Section: Identify products, services or processes that are not specifically a part of the project. An example statement might be, “anything not explicitly included in the project deliverables is implicitly excluded from this project.”]

## Policies and Standards

[Purpose of this Section: Identify all organizational and IT Standards pertinent to this project.]

The project will conform to all relevant [Organizations Name] Policies and Standards, including, but not limited to:

* Information Security Policy and Practices
* Corporate Data Standards
* IT Standards Process and Products
* Privacy Principles and Guidelines

## Roles and Responsibilities

The Business Owner and Project Management roles and responsibilities for executing this plan are outlined in the following table.

1. Roles and Responsibilities

| Role | Staffed By | Responsibilities |
| --- | --- | --- |
| Project Management | PMO | * Oversee the issue, risk, communication, scope, change, and quality management processes. * Facilitate issue and action item resolutions. * Facilitate risk and mitigation planning and tracking. * Escalate items as necessary to the Business Owner. * Mentor team(s) in the project management processes. * Report on project management processes. |
| Executive Steering Committee | Business Owner | * Provides Governance of all Project Management process items. * Final recipient of all escalated items. |
| Change Control Board (CCB) |  | * Participates in meetings to review Project Management process items related to scope change requests. |
| DDI Manager | <> | * Provides review and final approval of all Project Management process resolutions. * Works with leadership teams to ensure appropriate Project Management process controls are established and maintained. |
| Project Manager(s) and Technical Functional Area Leads (TFAL) | <> | * Adhere to the project management plans and processes. * Execute the project management plans utilizing the appropriate tools. |
| Project Team Members and Stakeholders | < Business Owner>/<> | * Adhere to the project management plans and processes. * Execute the project management plans utilizing the appropriate tools. |
| < Business Owner> Project Manager | < Business Owner> | * Oversee the issue, risk, communication, scope, change, and quality management processes. * Facilitate issue and action item resolutions. * Facilitate risk and mitigation planning and tracking. * Escalate items as necessary to the agency and project leadership, as well as the Steering Committee. * Mentor team(s) in the project management processes. * Report on project management processes. * Primary point of contact with the KITO office. * < Business Owner> is the Primary Point of Contact with CMS, as defined in the Communication Management Plan. |

## Acronyms

The following table lists the acronyms that pertain to this plan.

1. Acronyms

| Acronym | Definition |
| --- | --- |
| CCB | Change Control Board |
| CORs | Change Order Requests |
| COTS | Commercial Off-the-Shelf |
| DED | Deliverable Expectation Document |
| Project Repository | <Project Name> Project Repository |
| MS Project | Microsoft Project |
| PMBOK | Project Management Body of Knowledge |
| PMO | Program Management Office |
| RFP | Request for Proposal |
| SDLC | System Development Life Cycle |
| PM | Project Manager |
|  |  |
|  |  |
|  |  |
|  |  |

# Subsidiary Project Management Plans

The Project Management plan ties together all of the project management plans and processes, such as the following:

## Scope Management Plan

The <Project Name> Scope Management Plan describes the plan for assuring that the project has adequate control over all items necessary for creating or supporting the end deliverables.

The Plan includes Change Management contains a written and diagrammatic representation of the processes and procedures to be undertaken in order to initiate, evaluate, review, and resolve any change orders that occur both before and after the <Project Name> is implemented. The process will include all policy changes, and related communications and coordination with stakeholders.

## Schedule Management Plan

The <Project Name> Project Schedule contains the tasks - including dependencies, durations and critical path, estimated start and finish dates, and the resources assigned for the <Project Name> Project. After the initial <Project Name> Project Schedule is created and a baseline applied, the <Project Name> Project Schedule will be used to manage and track project progress.

The <Project Name> Project Schedule is managed by the Project Manager and posted on the <Project Name> Project Repository. The Project Manager will establish the standards and process for updating and maintaining the overall project schedule.

The <Project Name> Project Schedule is reviewed and updated as necessary.

## Cost Management Plan

The <Project Name> Project Schedule contains the tasks - including dependencies, durations and critical path, estimated start and finish dates, and the resources assigned for the <Project Name> Project. After the initial <Project Name> Project Schedule is created and a baseline applied, the <Project Name> Project Schedule will be used to manage and track project progress.

The <Project Name> Project Schedule is managed by the Project Manager and posted on the <Project Name> Project Repository. The Project Manager will establish the standards and process for updating and maintaining the overall project schedule.

The <Project Name> Project Schedule is reviewed and updated as necessary.

## Quality Management Plan

The <Project Name> Quality management is included and part of the <Project Name> Project Management Plan. Quality management establishes processes required to ensure that the project incudes all the quality activities required to complete the contract successfully. The Quality Assurance process will be monitored monthly and detailed reports will be provided to the Business Owner ror each reporting period. When applicable, cumulative yearly reports will also be generated and shared with the Business Owner.

Project Manager will work with the Business Owner in order to determine what reportable items to be included on all quality reports. Project Manager will be responsible for meeting with the Business Owner to determine which requirements should be monitored.

The Business Owner will be responsible for reviewing and approving all quality related items to be monitored (such as requirements monitored and performance standards monitored). The Project Manager will report on requirement status and testing trends through project status reports.

The three main focuses of quality management are Quality Planning, Quality Assurance and Quality Control.

**Quality Planning** – is the process of identifying quality requirements and/or standards for the project and product, and documenting how the project will demonstrate compliance. Quality planning is performed in parallel with the other project planning processes.

**Quality Assurance** – is the process of reviewing the quality requirements and the results from quality control measurements to ensure appropriate quality standards and operational definitions are used. Quality assurance also provides an umbrella for continuous process improvement, which is an iterative means for improving the quality of all processes.

**Quality Control** – is the process of monitoring and recording results of executing the Quality Planning activities to assess performance and recommend necessary changes. Quality control is performed throughout the contract including the software development lifecycle. Quality standards are measured through project processes and product goals. Quality control activities identify causes of poor processes or product quality, and recommends actions and/or eliminate them, these activities also provide results from these activities. These results are used to analyze and evaluate the quality standards and processes of the performing organization.

Tools, techniques, and methodology will be used together to support the successful execution of the quality management processes:

* Microsoft Project for schedule management
* Project Repository for requirements management and project document repository
* ALM for test case repository and testing results

## Human Resource Management Plan

The <Project Name> Project Schedule contains the tasks - including dependencies, durations and critical path, estimated start and finish dates, and the resources assigned for the <Project Name> Project. After the initial <Project Name> Project Schedule is created and a baseline applied, the <Project Name> Project Schedule will be used to manage and track project progress.

The <Project Name> Project Schedule is managed by the Project Manager and posted on the <Project Name> Project Repository. The Project Manager will establish the standards and process for updating and maintaining the overall project schedule.

The <Project Name> Project Schedule is reviewed and updated as necessary.

## [**Communication Management Plan**](https://online-pmo.com/wp-content/Controls/Communication%20Management%20Plan.docx)

The <Project Name> project communication approach is to provide communication based on a web-based reporting dashboards, reports, status meetings, and board meetings as depicted in the Communication Management Plan. The plan outlines the communication process and the communication methods used during the lifecycle of the project. This serves as a mechanism for ensuring that all audiences and stakeholders are aware of their responsibilities for communicating project related information in order to meet the ne<Supplier Name> of the project stakeholders.

## [**Risk Management Plan**](https://online-pmo.com/wp-content/Controls/Risk%20Management%20Plan.docx)

The <Project Name> Risk Management Plan outlines the methods and techniques that will be used to identify, document, analyze, mitigate, track, and report risks.

## Procurement Management Plan

The <Project Name> Project Schedule contains the tasks - including dependencies, durations and critical path, estimated start and finish dates, and the resources assigned for the <Project Name> Project. After the initial <Project Name> Project Schedule is created and a baseline applied, the <Project Name> Project Schedule will be used to manage and track project progress.

The <Project Name> Project Schedule is managed by the Project Manager and posted on the <Project Name> Project Repository. The Project Manager will establish the standards and process for updating and maintaining the overall project schedule.

The <Project Name> Project Schedule is reviewed and updated as necessary.

## Stakeholder Management Plan

The <Project Name> Project Schedule contains the tasks - including dependencies, durations and critical path, estimated start and finish dates, and the resources assigned for the <Project Name> Project. After the initial <Project Name> Project Schedule is created and a baseline applied, the <Project Name> Project Schedule will be used to manage and track project progress.

The <Project Name> Project Schedule is managed by the Project Manager and posted on the <Project Name> Project Repository. The Project Manager will establish the standards and process for updating and maintaining the overall project schedule.

The <Project Name> Project Schedule is reviewed and updated as necessary.

### **Issue Management Plan**

The Issue Management Plan provides a consistence vehicle for reporting, tracking and resolving issues identified during the <Project Name> Project. Issue Management Plan outlines the methods and techniques used to identify, document, resolve, track, and report issues. Issue management is critical to the success of the <Project Name> Project.

### **Quality Management Plan**

Quality management is included and part of the Project Management Plan. The Quality Plan provides a single point of reference on the topic of quality for the <Project Name> Project and to provide a framework to be used when performing all quality activities.

### **Configuration Management Plan**

The <Project Name> Configuration Management plan outlines the process used to control project assets and work products, and supports a formal change control process that may be invoked when there is a change to a configuration item. The Configuration Management Plan provides information regarding implementing changes in the <Project Name> environment.

### **Change Management Process**

## **Change Management Plan**

The <Project Name> Change Management Plan describes the detailed process used to request, approve, and implement changes. The Change Management Plan covers project scope changes.

The <Project Name> Change Management process is a key part of effectively controlling change to the <Project Name> project. The defined governance process will be used to manage project change requests. The Governance process is included in this Project Management plan.

Standards, policies, and guidelines referenced include:

* CMMI
* CoBIT
* A Guide to the Project Management Body of Knowledge (PMBOK Guide), Fifth Edition

# Project Management Plans

The Project Manager establishes management processes and procedures to ensure that daily project work is monitored and assessed continually against the project work plan and agreed upon deliverable schedule. Project management processes are executed with other project control activities, such as measurement activities and status reporting.

The Project Management Plans are stored in the <Project Name> Project Repository.

## Facility Management Plan

The purpose of the <Project Name> Project Facilities Management Plan is to define the location of (s) facilities (e.g., clerical offices, central computer room, and help desk) including those of any sub-s or other entities that the (s) may employ to fulfill its obligations.. The following will be provided:

* The times the facilities will be operational.
* A list of all conference and meeting rooms.
* The location and type of work stations available to < Business Owner> staff at <>’s site.
* Certified compliance with all Federal and State regulations pertaining to facilities.
* Insurance including coverage for < Business Owner> and other agency staff while on site.

## Configuration Management Plan

The <Project Name> Configuration Management is a process for identifying, managing, controlling, reporting and releasing change. Managing a Release is the notification and distribution of an approved version. It can be as simple as releasing a document or as complicated as releasing hundr<Supplier Name> of changed items, including Software, Infrastructure, and Knowledge items. <Project Name> uses a variety of tools to accomplish Configuration Management and Release Management.

## Certification Management Plan

<The Certificaiton Management Plan is optional, there are projects that have an industry certification as a Business Requirement.>

The <Project Name> Certification Plan describes the processes the Certification team will use with planning and managing the certification phase of the project.. A successful approach with certification will be used on the <Project Name> project as <> assist < Business Owner> in identifying checklists and requirements applicable for Kansas as well as assisting < Business Owner> with preparing for their presentations to CMS.

To assist <Project Name> with preparation for certification, <> starts certification activities as soon as the contract is signed by beginning a collection of certification validation items with the requirements validation sessions. This practice creates an early understanding of the certification process. Through developed documents and tools which will be used by <Project Name> and <> staff assigned to the Certification team, <> will be able to define, update and document certification validation, navigation and production examples that will be used as presentation to CMS during site visits.

## Asset Management Plan

The <Project Name> Asset Management Plan describes the process that will be used for the duration of the <Project Name> Project, and all project phases and activities.

The Asset Management System ne<Supplier Name> to incorporates at a minimum:

* Hardware/Software Inventory (including location)
* Procurement Information
* Contract Information
* License Management

## Security Management Plan

The <Project Name> Security Management Plan documents the plan to prevent unauthorized disclosure of data and information.

The security plan will include the following elements for all sites where system development will occur, will host any < Business Owner> data, or will be interacting with the public. <Project Manager> will keep the plan up to date.

Security and privacy plan must comply with federal and state obligations to include the following:

* The American Recovery and Reinvestment Act (ARRA).
* Patient Protection and Affordable Care Act (PPACA).
* Title XIX of the Social Security Act.
* Title II, Subtitle F, Sections 261 through 264 of the HIPAA, Pub. L. 104-191.
* Medicaid IT Supplement 11-01-v1.0, Enhanced Funding Requirements: 7C&S focus areas.

## Modular Component Training Plan

The <Project Name> Training Plan details all activities for training staff at all locations in the proper use of the <System Name>. It provides a description of the training strategy including methods, materials, audience, and timing. Project Manager will submit the <Project Name> Training Plan to the Business Owner one (1) month prior to the first training session. This allows time to prepare the training environment and plan the necessary logistics for training. The timeframe for approval may be adjusted based on prevailing conditions if the deviation from the timeframe is approved by the Business Owner.

# Deliverable Management Process

Deliverable management process documents and gains approval of each Project Deliverables by Phase.

## Deliverables

The Deliverable document includes submission of defined project deliverables, including any interim deliverables when deemed appropriate, to the Business Owner for review and approval. The Business Owner will review all project deliverables for quality, completeness, and compliance with the defined contract requirements.

This deliverable shall include:

* All materials and work products produced for this project.
* Hardware configuration diagram showing the relationship between all data processing and communication equipment necessary to operate <System Name>, including, but not limited to, LANs, service bus, electronic media, support networks, control units, remote job entry devices, data storage and transmission devices, printers, computers, personal computers (PCs), data entry devices, and middleware, if appropriate.
* List of all COTS software required to support project management, development, design, and operations.

## Document Delivery

When a deliverable is ready for review, the Documents Owner will notify the Business Owner and post the deliverable on Project Repository. Delivery and review dates will be tracked using a comments spreadsheet.

The review process will proceed as follows:

* Document Owner will provide an initial version of the deliverable to the Business Owner for review.
* The Business Owner will review the deliverable for quality, completeness, and if necessary submit comments to Document Owner within 10 days of receiving the initial version of the deliverable.
* If updates are required, the Document Owner will update the deliverable and return the revised version of the deliverable to the Business Owner within 5 days.
* The Business Owner will review the revised version of the deliverable and if necessary submit comments to the Document Owner within 5 days.
* If updates are required, the Documents Owner will make the final updates to the deliverable based on the comments received from the Business Owner and provide the final version of the deliverable to the Business Owner within 5 days.

# Tools

The following tools and/or standards to manage project components and meet contract deliverables.

1. Project Management Tools

| Vendor | Tool | Purpose |
| --- | --- | --- |
| Microsoft | Project 2016 | Assists project managers in developing plans, assigning resources to tasks, tracking progress, managing budgets, analyzing workloads, and defining critical path schedules. Project Manager updates the draft project schedule during Start up for tracking and managing the schedule. |
| Microsoft | Word, Excel | Assists project managers in documenting plans. |
| <> | Project Repository | Serves as the <Project Name> Project Repository.  Houses solution objects, use cases, user manuals, and developer work pattern documentation. <> will maintain requirements in Project Repository to trace to system objects and Change Orders, so it is a key tool for business analysis and developers who maintain the system. |
| <> | <> Application Lifecycle Management (ALM) | ALM is used for test management, and the central repository for testing activity, including test cases and the requirements traceability matrix. |

1. Project Management Standards

| Description |
| --- |
| PM methodologies based on the Project Management Institute’s *Project Management Body of Knowledge Guide, Fourth Edition (PMBOK Guide)*, for program and project excellence |
| The Healthcare Enterprise Enabling Delivery and Global Excellence Process Framework (EDGE) Systems Development Life Cycle (SDLC) tool is a systems engineering methodology, customized to support various work types such as new application development, infrastructure engineering, system maintenance, major and minor enhancements and systems integration. The SDLC methodology provides the road map to deliver the highest quality solutions and tools and, most important, to facilitate a level of control required for the development of a service-oriented, component-based system. |
| Medicaid Information Technology Architecture (MITA) fosters integrated business and IT transformation across the Medicaid enterprise to improve the administration of the Medicaid program |