

NEW MEXICO HUMAN SERVICES DEPARTMENT

Medicaid Management Information System Replacement (MMISR) Project



**PROPOSAL ADDENDUM 1 (One)
ADDENDUM TITLE: HHS 2020 State Roles and Responsibilities**

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The Table below displays HHS 2020 structure and organizational placement for the oversight of the MMISR project as of January 2018, and is subject to change. The Table identifies the level of relationship to the HHS project and the responsibilities for each role.

HHS 2020 Roles and Responsibilities

ROLE	AREA	RESPONSIBILITIES
HHS 2020 Executive Sponsor	HHS 2020: State-led PMO	<ul style="list-style-type: none"> ● Champion HHS 2020 vision – including both MMISR and CSESR projects within HSD, to internal Stakeholders, other State of New Mexico Stakeholders, to Federal partners and to other external Stakeholders ● Help address risks and potential/actual issues with Federal partners and with State of New Mexico Stakeholders ● Work with HHS 2020 Executive Management Team as needed to review program status and direction, and to resolve any risks, issues or actions escalated to this level ● Support assignment of needed resources (financial, human, other) to deliver projects ● Set the strategic direction for HHS2020 and sub projects ● Securing project resources ● Ensuring project and sub projects are on time and on budget ● Final escalation point for project problems
HHS 2020 Steering Committee	HHS 2020: State-led PMO	<ul style="list-style-type: none"> ● Actively participate in periodic HHS 2020 Steering Committee meetings ● Understand and champion HHS 2020 vision ● Maintain awareness of progress toward HHS 2020 implementation, including status of MMISR and CSESR projects, and of any other projects/initiatives undertaken to implement vision ● Help resolve issues and risks associated with HHS 2020, as requested ● Champion HHS 2020 vision within respective organizations ● Provide direct support (e.g., meeting participation, reporting, requirements) to HHS 2020 initiatives as requested
HHS 2020 Executive Management Team	HHS 2020: State-led PMO	<ul style="list-style-type: none"> ● Ensure success of HHS 2020 framework implementation and of MMISR and CSESR projects ● Champion HHS 2020 and component projects/initiatives within HSD and with external Stakeholders ● Maintain awareness of project status – schedule, content, risks, issues, resources, etc. ● Work with project teams and other Stakeholders to resolve issues raised to this level ● Work with project teams and other Stakeholders to develop, implement and assess risk mitigation plans ● Review and interpret changing external guidance and factors to provide direction to project teams ● Ensure HSD OOS, Steering Committee members and other senior NM staff are appropriately informed about projects ● Participate in regular meetings, as agreed with project team leaders, and in milestone reviews ● Review and approve significant changes (cost, schedule, scope, technology, process) prior to their implementation

		<ul style="list-style-type: none"> • Work with project teams and with other Stakeholders to address resource issues raised to this level
HHS 2020 Director	HHS 2020: State-led PMO	<ul style="list-style-type: none"> • Receives direction from Executive Sponsor • Participates in and approves project plan and deliverables • Manages, reviews, and prioritizes the project work plans with objective to stay on time and on budget • Provides status and progress reviews to Executive Sponsor and Steering Committee • Manages and supervises some project staff resources, including, but not limited to: <ul style="list-style-type: none"> ○ Project Managers ○ Quality Assurance Lead ○ Project Business Analysts • Works in close collaboration with Business Leads to ensure Business needs are met • Manages project resources • Build relationships with Federal and State Stakeholders • Ensure appropriate coordination throughout project life with all appropriate Federal and State partners • Participate in monthly (or other periodic) calls with Federal and State partners (e.g., CMS, OCSE) • Identify Federal and State partner issues and actions, and coordinate HSD follow-up and timely response • Participate as informed spokespeople for HHS 2020 and for individual projects • Collaborates with project managers to resolve issues within the project and sub projects • Recommends resource and policy changes to the Steering Committee • Identifies required project team members and constructs project teams • Motivates and coaches project managers and team members • Monitors contract compliance • Approves job orders and change orders • Works to resolve issues raised by IV&V • Conducts risk management analysis • Meets facility and resource requirements • Reviews and approves deliverables

**HHS 2020 Financial
Manager**

HHS
2020:
State-led
PMO

- Develop and maintain project budgets
- Implement and maintain financial tracking system for HHS 2020, and for component projects, that meet all State and Federal requirements for funds accounting
- Prepare financial input to all HHS 2020-related APDs
- Provide financial input to documents for DoIT PCC hearings and process
- Provide financial input for DoIT C2
- Provide financial input to other reports and documents as required (e.g., weekly status, monthly status)
- Track all funding and expenditures associated with HHS 2020 work, including both MMISR and CSESR projects
- Interact with ASD and with other State departments as needed regarding HHS 2020 financials
- Perform asset tracking and management for HHS 2020, including selecting and implementing asset tracking and management system
- Review and approve all HHS 2020-related invoices and expenditures prior to payment or purchase
- Respond to inquiries regarding HHS 2020 financial status and related topics
- Work with project managers and executive leadership to address any issues related to project financial status or funding

HHS 2020 Project
Administrator

HHS
2020:
State-led
PMO

- Provide project management administration support for HHS 2020, including both MMISR and CSESR projects, and any other projects under the HHS 2020 umbrella
- Maintain the HHS 2020 integrated master schedule (e.g., status schedule, provide schedule reports, identify schedule issues and make recommendations to fix, update schedule with approved changes, create new baselines as approved)
- Track and manage action items and issues (e.g., maintain action item and issue tracking log, ensure action items and issues are actively managed and addressed, schedule and facilitate meetings regarding open action items and issues, identify new action items and issues – working in conjunction with other staff involved in HHS 2020)
- Perform risk management (e.g., maintain risk log, ensure risks are actively managed, schedule and facilitate meetings regarding open risks, identify new risks – working in conjunction with other staff involved in HHS 2020)
- Develop, coordinate and submit status reports to appropriate audiences (e.g., develop templates for weekly and monthly reports, gather content, develop and circulate draft reports within specified timelines, finalize reports, submit to target recipients in accordance with schedule requirements) (includes project/program status reports, DoIT Monthly OCIO Report, others to be determined)
- Maintain HHS 2020 Document Library (e.g., ensure documentation appropriately posted to library within agreed-upon time limits, ensure materials moved to archive within agreed-upon time limits or other standards, verify security and access to document library, suggest improvements to document library, work with HSD ITD staff to implement changes to document library when agreed upon)
- Provide support for meetings, presentations, briefings, etc., including establishing agendas, scheduling meetings and sending invitations, ensuring appropriate materials are prepared for each meeting, capturing meeting notes (i.e., participants, decisions, action items, issues) and publishing these to participants within specified time frames, ensuring meeting materials re posted to document
- Update Project Management Plans (PMPs) (for MMISR and CSESR) with appropriate, agreed-upon processes needed to run projects successfully throughout life cycle, and maintain PMPs throughout project life (e.g., periodically review and update PMPs)
- Facilitate other planning and coordination activities as required
- Assist with planning and management of resource requirements for HHS 2020 projects, including identifying staffing levels and skills (working in conjunction with management team), helping to source required staff (e.g., through State price agreements, through HSD), onboard/ off-board staff from projects, track compliance with security and training requirements, maintaining staff roster with contact

**HHS 2020 Procurement
Manager**

HHS
2020:
State-led
PMO

- Oversee all procurement-related activities for HHS 2020, including both the MMISR and CSESR projects, and any other projects within the HHS 2020 umbrella
- Establish standard processes and templates for procurements (e.g., RFP, SOW, source selection, negotiations)
- Ensure that procurement Stakeholders are aware of their responsibilities, and that these responsibilities are being executed effectively and on time
- Help resolve procurement-related questions and issues
- Procurement review and coordination
- Support the procurement development process
- Maintain current statuses of procurement activities against work plan
- Publish to procurement library
- Ensure required communications related to procurement are complete (e.g., with CMS, DoIT, other State agencies, within HSD)
- Shepherd the RFP through the coordination and revision process
- Participate in and document results of source selection process
- Develop final scope of work for inclusion in contract
- Participate in contract negotiations
- Shepherd draft contract through coordination and revision process to final signature

For each procurement:

- Develop procurement work plan, identify procurement team members and roles, and initiate work
- Review and tailor MMISR and CSESR RFP templates, as required
- Develop appropriate detailed statement of work, evaluation criteria, proposal instructions, and additional appendices as needed
- Circulate draft procurement (RFP and all appendices) for HSD internal review (and review by other State partners in HHS as appropriate), making any needed changes or improvements
- Work with State/Federal Relations team to submit draft procurement to Federal partner for review (i.e., CMS or OCSE)
- Submit draft procurements for review by other State of New Mexico departments, as required
- Answer questions related to procurement content and/or brief Stakeholders on procurement content as needed
- Develop final RFPs based upon feedback from Federal and State reviewers

HHS 2020 Contract
Manager

HHS
2020:
State-led
PMO

- Oversee all contract administration activities for HHS 2020, including both the MMISR and CSESR projects, and any other projects within the HHS 2020 umbrella that use contracted support
- Establish standard processes and templates for contract administration (e.g., deliverable tracking, invoice management, contractor correspondence)
- Ensure that contract Stakeholders are aware of their responsibilities, and that these responsibilities are being executed effectively and on time
- Help resolve contract administration-related questions and issues
- Responsible for executing amendments as needed (e.g., formulation, coordination, negotiation, final signature)
- Track deliverable status against contract and approved work plans
- Follow up on late or delayed deliverables or State responses to deliverables
- Coordinate State review of deliverables and consolidate comments into single State comment/response matrix
- Follow up to ensure that deliverables correctly reflect all agreed-upon changes
- Review invoices and ensure proper payment
- Track and manage action items and issues related to contract administration
- Maintain awareness of integrated delivery management team activities and relate these to contract scope, constraints, terms, etc.
- Draft, coordinate and release formal contract-related correspondence
- Maintain comprehensive contract administration files
- Monitor HHS 2020 Document Library to ensure that all appropriate contract-related documentation is maintained there
- Oversee all contract administration activities for HHS 2020, including both the MMISR and CSESR projects, and any other projects within the HHS 2020 umbrella that use contracted support.
- Establish standard processes and templates for contract administration (e.g., deliverable tracking, invoice management, contractor correspondence)
- Ensure that contract managers are aware of their responsibilities, and that these responsibilities are being executed effectively and on time
- Help resolve contract administration-related questions and issues
- Support the contract managers when amendments are required (e.g., formulation, coordination, negotiation, final signature)

HHS 2020 Organizational Change Management (OCM), Training and Communications Lead	HHS 2020: State-led PMO	<ul style="list-style-type: none"> • Develop, coordinate, finalize and implement a comprehensive OCM Plan for HHS 2020, focusing on MMISR and CSESR projects, but encompassing the HHS 2020 vision • Manage OCM throughout the HHS 2020 life cycle • Develop materials related to OCM (e.g., elevator speech, presentations, training plans, training materials, regular communications, feedback mechanisms, surveys) • Working with appropriate MMISR or CSESR Contractor(s), develop technical and business process training related to solution implementation and adoption • Develop, coordinate, finalize and implement a comprehensive training plan to ensure timely and effective delivery of relevant training across HSD and to other Stakeholders as appropriate • Arrange for appropriate staffing to deliver training • Gather feedback on training quality and effectiveness; adjust training based on feedback to continuously improve training experience and value • Provide communications management and support to HHS 2020, including developing, coordinating, finalizing and implementing an HHS 2020 Communications Plan (some of which would be incorporated in revised project plans) • Throughout project life cycle, actively make recommendations regarding effective use of communications to support all aspects of HHS 2020 implementation • Throughout project life cycle, draft, coordinate and finalize communications based upon HHS 2020 Communications Plan and/or HHS 2020 management/executive team guidance • Prepare briefings, presentations or other materials needed to support the initiative throughout the life cycle • Identify risks and issues related to OCM, training and/or communications, alert the management/executive team to these concerns, and help identify and implement resolutions or mitigation approach
HHS 2020 Security Lead	HHS 2020: State-led PMO	<ul style="list-style-type: none"> • Provide subject matter expertise on all security-related requirements, concerns or questions throughout HHS 2020 life cycle • Participate as technical security expert in requirements sessions, procurement development, integrated delivery management or other forums as appropriate • Review deliverables or other work products for appropriate, complete security content or management • Support the HHS Project Administration leader in understanding and enforcing personnel, facility, technology and other security requirements related to providing services to HHS 2020 • Help ensure that all HHS 2020 Contractors are appropriately following all security requirements • Identify risks, issues and/or action items related to security, alert the management/executive team to these concerns, and help identify and implement resolutions or mitigation approaches • As needed, help identify and procure services of contractor security experts to support specific project activities

HHS 2020 Data Architect

HHS
2020:
State-led
PMO

- Provide subject matter expertise on all data-related aspects of HHS 2020, including specific needs related to MMISR and CSESR projects (e.g., data modeling, analytics, technologies, data governance, master data management)
- Participate as data expert in requirements sessions, procurement development, integrated delivery management and other sessions as appropriate
- Take a lead role in defining approach to enterprise data governance
- Take a lead role in defining approach to master data management
- Help define HHS 2020 data architecture
- Review deliverables and other work products as they relate to the use, storage, conversion, modeling or other activities involving data
- Take a lead role in planning and managing data clean-up activities preparatory to conversion
- Take a lead role, working with appropriate Contractors, on planning and executing data conversion
- Take a lead role, working with appropriate Contractors, on planning and implementing required interfaces
- Participate in testing activities related to MMISR and CSESR implementation
- Help ensure that all HHS 2020 Contractors are appropriately addressing data-related requirements
- Identify risks, issues and/or action items related to data, alert the management/executive team to these concerns, and help identify and implement resolutions or mitigation approaches
- As needed, help identify and procure services of contractor data experts to support specific project activities
- Work with Stakeholders on integration and transfer of their member information to the Enterprise warehouse, and be the prime for all work related to the design, application and testing of a Master Client Index.

HHS 2020 Enterprise Architect	HHS 2020: State-led PMO	<ul style="list-style-type: none"> • Provide subject matter expertise on HHS 2020 architecture (technology, data, application) • Provide subject matter expertise on Service-Oriented Architecture (SOA)(planning, implementation, operation) • Participate as architecture expert in requirements sessions, procurement development, integrated delivery management and other sessions as appropriate • Take a lead role in defining HHS 2020 conceptual architecture, and architecture specifically associated with MMISR and CSESR solutions, and in reviewing Contractor recommendations and proposals regarding architecture • Review deliverables and other work products as they relate to technology, application and/or data architecture • Help ensure that all HHS 2020 Contractors are appropriately addressing architecture-related requirements • Identify risks, issues and/or action items related to architecture, alert the management/executive team to these concerns, and help identify and implement resolutions or mitigation approaches • As needed, help identify and procure services of Contractor architecture experts to support specific project activities
HHS 2020 Quality Assurance Lead	HHS 2020: State-led PMO	<ul style="list-style-type: none"> • Select and implement requirements management/traceability tool appropriate to HHS 2020 • Define and implement an efficient QA operating model to align with the company’s business goals. • Set the overall QA test strategy that includes all the various types of testing being performed by the QA team. • Develop processes that support QA such as change and release management • Define, coordinate and recommend changes and improvements in the ASPEN system to positively affect Medical Assistance and Enterprise program operations, including prioritizing changes, overseeing change implementation, overseeing quality assurance (testing) activities, and coordinating change activities with Enterprise Stakeholders, and publishing release notes on the changes to interested Stakeholders • Build the QA area/team, QA team structure, and QA roles and responsibilities based on the projects the QA group would be responsible to deliver • Catalog and prioritize change requests for implementation in software systems and business processes affecting the Medicaid Program. • Provide input from a testing perspective to the release’s and project’s schedule plan • Create and maintain the overall release and project specific test strategy and scope that include the types and amount of testing based on resource capacity and skill set along with adhering to testing standards • Create and maintain all the release and project specific QA high level plans (includes timelines, assumptions & risks) • Identify release and project specific milestones, external milestones, dependencies, issues, risks and assumptions • Establish QA release entrance and exit criteria

		<ul style="list-style-type: none"> • Identify specific skill sets needed to fulfill the specific roles and tasks on their team • Manage, coordinate and ensure the delivery of a release or project • Assign and conduct day to day management of team’s assigned projects, tasks and activities • Balance the workload amongst the QA resources on the team • Provide leadership and guidance to build and maintain a high-performance environment • Review the project specific test strategy • Lead State planning for and participation in all aspects of testing for MMISR and CSESR • Work closely with System Integrator Contractor on overall test strategy for MMISR solution • Work closely with System Integrator Contractor and with other Contractors on test plans (e.g., discuss test requirements, review test plans, review test tools and methods) • Plan State resources required to participate in all MMISR and CSESR testing, ensuring staff with appropriate skills are available and prepared to participate in testing in accordance with agreed-upon schedules • Help identify, manage and address test-related action items and issues • Identify test-related risks (and mitigation approaches) • Ensure development of appropriate User Acceptance Testing plans (including tools, templates, test data, etc.) • Training State test participants regarding test processes, tools, expectations in advance of test windows
HHS 2020 Unified Public Interface Project Manager	HHS 2020: State-led PMO	<ul style="list-style-type: none"> • Manage UPI resources • Work with Project Admin on HHS2020 master plans • Develop master plan for Consolidated Customer Service Center and Unified Portal to integrate with HHS2020 master plan • Provide progress and milestone reports • Lead development of UPI related RFPs • Contracts manager for UP and CCSC
HHS 2020 Non-Technical Lead	HHS 2020: State-led PMO	<ul style="list-style-type: none"> • SME on non-technical aspects of projects • Direct work of non-technical contractors • Assesses current systems • Develops and maintains models of business requirements • Designs business transactions • Designs and organizes procedures • Documents and analyzes business processes using value-added/non-value added, process modeling tools, cost-time charts, and root cause analysis or other tools as appropriate • Documents “ability to” functional requirements for use by application designers and developers • Is an active participant in unit testing, system testing, and regression testing

HHS 2020 Technical Lead	HHS 2020: State-led PMO	<ul style="list-style-type: none"> • SME on technical aspects of projects • Direct work of technical contractors • TARC member • Participate in technical requirements development • Document “As Is” technical landscape • Provide all needed technical documentation • Makes improvements to “As Is” landscape in alignment with HHS2020
HHS 2020 Consolidated Customer Service Center Business Analyst	HHS 2020: State-led PMO	<ul style="list-style-type: none"> • Assesses current systems • Develops and maintains models of business requirements • Designs business transactions • Designs and organizes procedures • Documents and analyzes business processes using value-added/non-value added, process modeling tools, cost-time charts, and root cause analysis or other tools as appropriate • Documents “ability to” functional requirements for use by application designers and developers • Active participant in unit testing, system testing, and regression testing
HHS 2020 Unified Portal Business Analyst	HHS 2020: State-led PMO	<ul style="list-style-type: none"> • Assesses current systems • Develops and maintains models of business requirements • Designs business transactions • Designs and organizes procedures • Documents and analyzes business processes using value-added/non-value added, process modeling tools, cost-time charts, and root cause analysis or other tools as appropriate • Documents “ability to” functional requirements for use by application designers and developers • Active participant in unit testing, system testing, and regression testing
HHS 2020 Unified Public Interface Business Analyst	HHS 2020: State-led PMO	<ul style="list-style-type: none"> • Assesses current systems • Develops and maintains models of business requirements • Designs business transactions • Designs and organizes procedures • Documents and analyzes business processes using value-added/non-value added, process modeling tools, cost-time charts, and root cause analysis or other tools as appropriate • Documents “ability to” functional requirements for use by application designers and developers • Active participant in unit testing, system testing, and regression testing

MMISR Project Manager	MMISR Project	<ul style="list-style-type: none"> • Receives direction from Project Director • Provide day-to-day leadership and management of MMISR Project, working collaboratively with Project Director and Business Lead • Assign and manage HSD/MAD resources assigned to MMISR projects • Ensure MMISR tasks assigned to PMO are performed in accordance with schedule, content and quality requirements • Provide leadership and oversight for PMO project teams working on MMISR • Provide leadership and oversight for integrated delivery management of Contractor activities • Working with project teams, the Project Director and other Stakeholders, address risks, issues and actions escalated to this level
MMISR System Delivery Manager	MMISR Project	<ul style="list-style-type: none"> • Manage continued delivery of required services via existing MMIS • Provide day-to-day management and oversight of all delivery-related activities • Participate actively in delivery-related activities as required to support successful MMISR implementation, operation and certification • Manage Contractor work activities • Perform/participate in formal change control process for MMISR project • Identify the steps necessary to ensure that appropriate steps are taken to ensure that the legacy MMIS continues to deliver its operational responsibilities during conversion, transition and the period of parallel run
MMISR Requirements Lead	MMISR Project	<ul style="list-style-type: none"> • Execute accepted MMISR requirements strategy in accordance with work plan • Actively manage requirements throughout MMISR project life (through certification) • Develop all needed artifacts related to MMISR requirements • Manage periodic review of MMISR requirements, including consideration of proposed changes, of the impact of Contractor activities, of external changes (e.g., legislation, regulations) • Validate requirements prior to their inclusion in MMISR procurements • Work with MMISR Contractors as required to complete additional requirements activities following contract award(s) • Assess efficiency and effectiveness of NM Medicaid eligibility processes and systems. • Identify areas of process and program enhancements to improve the quality, timeliness and accuracy of eligibility determinations. • Assume lead responsibility for changes in ASPEN necessary for MCO enrollment activities, and for ensuring smooth transition of the responsibility from the current MMIS Contractor. • Coordinate discussions and actions with Contractors, MAD and MCO staff. <p>Identify, reconcile and correct discrepancies in Medicaid eligibility between the MMIS and state eligibility systems with respect to conversion activities. Design and conduct conversion testing and validation as required for any eligibility-related matters.</p>

		<ul style="list-style-type: none"> • Work with the team on the Unified Public Interface RFP, ensuring that Enterprise member information is addressed correctly and their portal provides ready access to member information. • Assist with documentation and justification reporting for MMIS Certification and compliance with MITA Maturity Level 4
MMISR Business Lead	MMISR Project	<ul style="list-style-type: none"> • Ensures MAD business requirements are met within scope of HHS2020 and MMISR • Work daily with Project Director and team • Responsible for authoring business cases, plans, impacts for Federal and State partners • Responsible for ensuring project certification • Manage Medicaid SMEs both staff and consultants • Identify Federal Stakeholders (including specific points of contact) • Build relationships with State and Federal Stakeholders • Ensure appropriate coordination throughout project life with all appropriate Federal partners • Participate in monthly (or other periodic) calls with Federal partners • Deliver monthly status reports, APDs, and other required documentation to Federal partners as required • Identify Federal partner issues and actions, and coordinate HSD follow-up and timely response • Participate as informed spokesperson for HHS 2020 and for individual projects • Liaison with Stakeholders
MMISR Certification Manager	MMISR Project	<ul style="list-style-type: none"> • Participate actively in delivery-related activities as required to support successful MMISR implementation, operation and certification • Support project certification activities • Create or obtain from Contractors the documents for certification processes • Ensure CMS MMIS Module checklists are utilized and are completed during all required phases • Work with IV&V on certification efforts and provide support for quarterly IV&V reports to be submitted to CMS • Work with Contractors and Business SME's to verify documents/artifacts will meet certification requirements • Assist in reviews of RFP's and map to CMS requirements
MMISR SMEs (State and Contractor)	MMISR Project	<ul style="list-style-type: none"> • Leads on RFP development • Creation of assigned project documents; • Ensure compliance with State & Federal policies & procedures; • Responsible for the definitions of project related vocabulary (Glossary of Terms); • Work with requirements lead • Provide clarity regarding State and Federal authority • Provide knowledge and expertise in regulations and business processes • Assist with documentation and justification reporting for MMIS Certification and compliance with MITA Maturity Level 4

MMISR Conversion Lead	MMISR Project	<ul style="list-style-type: none"> ● Oversee conversion across multiple legacy systems and Contractors including but not limited to: <ul style="list-style-type: none"> ○ Testing ○ Production of files and documentation ○ Business continuity for the existing Contractors
CSESR Business Lead	CSESR Project	<ul style="list-style-type: none"> ● Ensures CSED business requirements are met within scope of HHS2020 and CSESR ● Work daily with Project Director and team ● Responsible for authoring business reports, cases, plans, impacts for federal and state partners ● Responsible for ensuring project certification ● Manage Child Support SMEs (both staff and consultants) ● Identify Federal Stakeholders (including specific points of contact) ● Build relationships with Federal Stakeholders ● Ensure appropriate coordination throughout project life with all appropriate Federal partners ● Participate in monthly (or other periodic) calls with Federal partners ● Deliver monthly status reports, IAPDs, APDs, and other required documentation to Federal partners as required ● Identify Federal partner issues and actions, and coordinate HSD follow-up and timely response ● Participate as informed spokespeople for HHS 2020 and for individual projects ● Liaison with Stakeholders ● Complete development of CSESR Feasibility Study ● If required, help identify, procure, and manage contractor support to help with specific analysis
CSESR SMEs (State and Contractor)	CSESR Project	<ul style="list-style-type: none"> ● Leads development of RFP(s) ● Creation of assigned project documents; ● Ensure compliance with State & Federal policies & procedures; ● Responsible for the definitions of project related vocabulary (Glossary of Terms); ● Work with requirements lead ● Provide clarity regarding State and Federal authority ● Provide knowledge and expertise in regulations and business processes
CSESR Project Manager	CSESR Project	<ul style="list-style-type: none"> ● Receives direction form Project Director ● Provide day-to-day leadership and management of CSESR Project, working collaboratively with Project Director ● Assign and manage HSD/CSED resources assigned to CSESR projects ● Ensure CSESR tasks assigned to PMO are performed in accordance with schedule, content and quality requirements ● Provide leadership and oversight for PMO project teams working on CSESR ● Provide leadership and oversight for integrated delivery management of Contractor activities ● Working with project teams, the Project Director and other Stakeholders, address risks, issues and actions escalated to this level ● Contract Manager for CSESR related procurements

CESR Procurement Manager	CESR Project	<ul style="list-style-type: none"> • Develop procurement work plan, identify procurement team members and roles, and initiate work • Review and tailor CESR RFP template, as required • Develop appropriate detailed statement of work, evaluation criteria, proposal instructions, and additional appendices as needed • Circulate draft procurement (RFP and all appendices) for HSD internal review (and review by other State partners in HHS as appropriate), making any needed changes or improvements • Work with State/Federal Relations team to submit draft procurement to Federal partner for review (i.e., OCSE) • Work with HHS 2020 Procurement Manager to submit draft procurement for review by other State of New Mexico departments as required • Answer questions related to procurement content and/or brief Stakeholders on procurement content as needed • Develop final RFP based upon feedback from Federal and State reviewers
CESR Requirements Lead	CESR Project	<ul style="list-style-type: none"> • Complete work with HHS 2020 contractor PMO on CESR Business Requirements Document (BRD) • Execute accepted CESR requirements strategy in accordance with work plan • Actively manage requirements throughout CESR project life (through certification) • Develop all needed artifacts related to CESR requirements • Manage periodic review of CESR requirements, including consideration of proposed changes, of the impact of Contractor activities, of external changes (e.g., legislation, regulations) • Validate requirements prior to their inclusion in CESR procurements
CESR Conversion Lead	CESR Project	<ul style="list-style-type: none"> • Oversee conversion across multiple legacy systems including but not limited to: <ul style="list-style-type: none"> ○ Testing ○ Production of files and documentation ○ Business continuity for the existing Contractors