Medicaid Management Information System Replacement (MMISR) RACI Role Definitions

Role	Description
Executive Steering Committee	The HHS 2020 Executive Steering Committee (ESC), chaired by the Human Services Department (HSD) Secretary with representation from partner Divisions and Departments, sets the Strategic vision for the MMISR project and HHS 2020 initiatives. The ESC will provide executive level leadership and oversight of HHS2020 projects including, but not limited to, the Medicaid Management Information System Replacement (MMISR) project and the Child Support Enforcement System Replacement (CSESR) project. The HHS2020 Executive Steering Committee will oversee the provision of personnel and resources in support of the projects. The ESC will address issues and risks that are raised by the HHS2020 Councils or project teams. The HHS2020 Executive Steering Committee will review and approve major changes to the scope, schedule, or budget.
MMISR Leadership Team	The MMISR Leadership Team is a group who formally meet weekly on MMISR topics needing their input, guidance or to provide informational content. In addition, the team discusses issues and topics throughout the week through various communication methods. MMISR Leadership have oversight on all program areas of MMISR and are the communication channel to the Executive Steering Committee. When critical matters arise, they determine how to escalate.
MMISR Medicaid Leadership	MMISR Medicaid Leadership meets bi-weekly to receive status updates on MMISR and provide updates on MAD resources and status of competing initiatives which impact MMISR.
Change Control Board (CCB)	The CCB manages the formalized scope, schedule, and cost decisions within pre-defined thresholds. It is comprised of representation from the Project Management Office (PMO), MMISR Leadership Team and some other divisions/depts. The Committee provides input to the Executive Steering Committee for approval on changes which would extend the final project end date, modify the project scope, or increase the overall project budget.
Business Transformation Council (BTC)	The BTC provides leadership and oversight for all business assessment, analysis, design or redesign, and implementation actions for the MMISR project and the HHS 2020 initiative. The BTC proposes organizational changes, new functions, person-centric innovations, outcome measures, cross-program targets, and business process changes. The BTC reviews and approves, or denies, new or changed processes. The BTC also reviews and approves proposed business decisions and business process change requests and provides recommendations to the CCB.
Architecture Review Board (ARB)	The ARB evaluates the evolution of both the HHS 2020 Enterprise Architecture (EA) and the conformance of individual components to the EA. Architectural designs must conform to the HHS 2020 EA to ensure all components and technology decisions lead to highly interoperable systems, components, information, and capabilities in the HHS 2020 ecosystem. The ARB's chief purpose is to bring consistency within and across project architectural realms by carefully considering architectural and technology proposals and evaluating whether exceptions to the EA can be accommodated. The ARB ensures that all deployed components adhere to the HHS 2020 vision overall. The ARB owns the project architectural definition of the HHS 2020 ecosystem and guides project technical teams in complying with the HHS 2020 EA.
Data Governance Council (DGC)	The DGC serves as a team of data and information leaders from across the HHS 2020 initiative. The DGC monitors and governs data standards and safeguards data

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	structures, data models, and the quality of enterprise data across the MMIS modules and their interactions with legacy systems. The DGC also reviews and approves, or requires modification, to all new data systems, data models (conceptual, logical, physical), and messaging models.
Technical Change Review Board (TCRB)	The TCRB will review and approve change requests related to software, hardware, and configuration. The TCRB oversees technical changes to the environment.
HHS2020 Tools Governance Council (TGC)	The TGC serves as a team of business and technical resources to provide leadership and oversight of the enterprise business software tools that support the resource teams in implementing the MMISR project within the HHS2020 initiative.
HSD Deputy Cabinet Secretary	The HSD Deputy Cabinet Secretary oversees the overall budget, scope and schedule for the MMISR project. The HSD Deputy Cabinet Secretary assures that the Executive Steering Committee members are informed and engaged as needed and that project changes are escalated to the ESC as necessary. The Deputy Cabinet Secretary is responsible for managing the IV&V relationship for MMISR. The Deputy Cabinet Secretary is a member of the BTC Steering Committee. The Deputy Cabinet Secretary has overall approval of the significant Project Communications
Medical Assistance Division (MAD) Director	The MAD Director oversees all things Medicaid for the MMISR project. The MAD Director assures the right mix and skill of functional resources are assigned and engaged as needed. The MAD Director is a member of the BTC Steering Committee.
HSD Chief Information Officer (CIO)	The HSD CIO oversees all things technical and technological on the MMISR project. The HSD CIO also acts as Chair on DGC and is a detailed contributing member on other councils. The HSD CIO drives the direction of the project through best technical practices. The CIO works closely with the Legislative Finance Committee (LFC), the DoIT Project Certification Committee (PCC) and other governing bodies at the State and Federal level to report on the status of the Project.
Project Director (PD) / Enterprise Business Manager (EBM)	The PD/Enterprise Business Manager brings a wealth of business knowledge to the Project teams. The PD/EBM is a member of the HHS2020 Leadership Team and is a voting member on several HHS2020 Governance Boards and Councils, including the Business Transformation Council, the Enterprise Project Management Office, and the Change Control Board. The PD/EBM works closely with the Legislative Finance Committee (LFC), the DoIT Project Certification Committee (PCC) and other governing bodies at the State and Federal level to report on the status of the Project. The PD/EBM has oversight on the MMISR day to day operations and works collaboratively with the ITD HHS 2020 Chief Technology Officer on technology operations of the project. The PD/EBM is responsible for submitting the Annual Advanced Planning Document to CMS and has oversight of the Project Budget
MAD Deputy Director (DD)	The MAD DD is a member of the HHS2020 Leadership Team and is a voting member on several HHS2020 Governance Boards and Councils. The MAD DD has direct resource management responsibilities for the MAD business team and the business staff augmentation team. The MAD DD oversees the relationship between HSD and the Business Process Outsourcing (BPOs) and assures the project is staying on course, meeting business expectations and contractual obligations. The MAD DD directs the functional aspects of the BTC and serves as the chair of the Steering Committee. The MAD DD also directs the creation of actionable requirements from the BTC that represent the expectations of the MMISR project. The MAD DD is the liaison to CMS for federal matters related to MMISR. The MAD DD is the HSD lead for the Organizational Change Management (OCM) activities facilitated by the BTC vendor.
ITD HHS 2020 Chief Technology Officer	The HHS 2020 CTO is responsible for the day to day technical work on the HHS2020 project. The CTO leads technical, data, and project management groups that

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	coordinate and plan technology releases, platforms, and the associated requirements and design work necessary to achieve the vision of the HHS2020 project. The CTO sits as a voting member on the Architecture Review Board, the Project Change Control Board, the Technical Change Control Board, and as an adviser to the other project boards. The CTO provides support to the CIO and lines of business associated with HHS2020 for the preparation of documents and designs for the DoIT Project Certification Committee, Legislative Finance Committee, and prepares and presents to the Technical Architecture Review Council.
Enterprise Project Management Office (EPMO)	The EPMO is responsible for ensuring project management processes for the MMISR project are defined and implemented. The EPMO drives and coordinates MMISR project activities among the Module Contractor and State project teams and works to ensure cross functional dependencies are communicated and resolved. The EPMO also develops the Project Management Plans and has oversight on the adherence of the plans by the MMISR project team and leadership
Project Coordinator (PCr)	The PCr provides project management support to the Project team. The PCr's are responsible for scheduling meetings and verifying attendee availability, scribing meeting notes, capturing and managing Action Items, and other project-related tasks.
State Information Technology (IT) Module Project Manager (PM)	The State IT PM is assigned to provide State oversight and ensure project team adherence to State project management processes. The HSD IT PM is the first point of contact for the MMISR module contractors and State project teams for those modules which are technical in nature.
State Module Business Lead	The State Module Business Lead works with MMISR module contractors to complete post contract-award activities. The State Module Business Lead validates MMISR-related requirements prior to approval, manages Medicaid Subject Matter Experts (SMEs), and participates and coordinates discussion within MAD. The State Module Business Lead is first point of contact for BPO's working with their IT PM counterparts.
State Business Project Manager (PM)	The Business PM supports the HSD business teams in the areas of BTC, OCM and coordination of the State's SME's.
State Tech Project Manager (PM)	The Tech PM works closely with the HSD technical teams as well as the Module Contractors, managing schedules, deliverable reviews, resource constraints as well as supporting the State Module PM's and the EPMO.
State Tech Lead	The State Tech Lead serves as the SME for the technical aspects of the MMISR project. The State Tech Lead is responsible for ensuring the module contractor's solution adheres to the overarching MMISR project technical design, goals, and objects. The State Tech Lead will review all applicable deliverables to ensure technical requirements are being satisfied.
Enterprise Architect	The Enterprise Architect is responsible for ensuring the solution delivered by the MMISR project meets the business, application, data and technology goals, and objectives of the MMISR project in accordance with the State's technology and governance strategies, policies and standards. The Enterprise Architect will ensure adherence to the Medicaid Information Technology Architecture State Self-Assessment (MITA SS-A).
Enterprise Data Architect	The Enterprise Data Architect serves as the SME for the data design and management aspects of the MMISR project. The Enterprise Data Architect is responsible for ensuring the module contractor's solution adheres to the overarching MMISR project data design and management goals and objectives. The Enterprise Data Architect supports and facilitates the work of the DGC.

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Data Architect	The Data Architect serves as a SME for the data design and structure. The Data Architect validates data conforms to the models and passes defect issues.
Business Analyst (BA)	The BA plays a critical role as a liaison between the business and IT departments. The BA is responsible for the analyzation, management, and validation of system and business requirements. The BA will ensure adherence to the MITA SS-A objectives. The BA will review all applicable deliverables to ensure business requirements are being satisfied.
Contract Manager	The Contract Manager plays a critical role for the organization directing and overseeing HHS2020 contracts. Serving as the liaison between vendors, employees, customers, and independent contractors means Contract Managers serve as the main facilitators for negotiations, recommendations, record keeping, monitoring, change management, and more. The Contract Managers will be the final approval point for payment of deliverables and invoices.
Financial Manager	The Financial Manager oversees the finances for the MMISR project. Managing the periodic status reporting needs as well as financial compliance reporting. The Financial Manager reviews invoices, procurement, and works closely with the contract managers to assure contractual obligations are met.
HSD Certification Manager	The HSD Certification Manager is responsible for managing the MMISR Centers for Medicare and Medicaid (CMS) certification activities and ensuring adherence to the project defined certification processes.
HSD Certification Team	The HSD Certification Team is responsible for following the MMISR CMS certification activities for documentation requirements.
Subject Matter Expert (SME)	The SME is an expert in a particular process, job, task, business area or skill relating to the project, and provides subject matter knowledge to the MMISR Project. (This role is filled by many Staff Augmentation resources)
Independent Verification and Validation (IV&V)	IV&V involves Verification & Validation conducted by a third-party organization not directly involved in the development of the MMISR solution. The main check performed is whether business and CMS requirements are met alongside ensuring that the product is structurally sound and built to the required specifications. IV&V will work with the MMISR Leadership and the Core Team to assist in identifying, monitoring and mitigating risks as observed.
System Integrator (SI)	SI supply a depth and range of experience needed to successfully deliver this complex project. The SI will be responsible for integrating multiple modules using core technologies and reusable/repeatable system migration capabilities.
Data Services (DS)	DS must develop business logic for business intelligence (BI) and optimize its analytical processes with the ability to report on multiple records simultaneously, enabling multifaceted data analysis of complex and large volumes of data in response to complex business queries
Business Process Outsourcing (BPO)	A BPO is the outsourcing of the operations and responsibilities of a specific business process to a service provider with oversight by the State. These BPO services are separate business functions and are responsible for performing processes or parts of processes and done to save costs or gain productivity.
Vendor Account Manager	The Vendor (module contractor) Account Manager is responsible for ensuring the success of the Vendor project. The Vendor Account Manager acts as the liaison with the EPMO, Contract Manager, and MMISR project leadership to resolve any organizational issues. The Vendor Account Manager will be the escalation point for NM on any vendor issues.
Vendor PM	The Vendor PM works closely with their State assigned HSD IT PM for day-to-day coordination and facilitation with State Resources. The Vendor PM identifies and solves a variety of ongoing challenges throughout the project lifecycle and actively

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	provides leadership, management, and support. The Vendor PM proactively engages with the MMISR project team to address risks, issues, and other project-related concerns. The Vendor PM will be responsible for ensuring compliance with EPMO processes.
Vendor Scheduler	The Vendor Scheduler is responsible for developing and managing the Vendor's project schedule. The Vendor Scheduler adheres to EPMO processes for schedule management processes and reports the progress of the Vendor project team in accordance with the project schedule.
Partner	Under the HHS 2020 vision, Partners, including the agencies, Department of Health (DoH), Child, Youth, Families Department (CYFD), Department of Information Technology (DoIT), Early Childhood Education and Care Department (ECECD), and Aging and Long-Term Services Department (ALTSD), are actively participating in the changing the delivery of services to the citizens of New Mexico, afforded under the MMISR transformation Project.