Medicaid Management Information System Replacement (MMISR) Project

MMISR State Project Team Onboarding Plan (PMO17)

HSD Deliverable Owner: Lorrina Rivera

Contractor Deliverable Owner: EPMO

Configuration Number V5.0

Date: 12/13/2023

netlogx

.

Table of Contents

Table of Tables

1.0   Introduction

The State Project Team Onboarding Plan (PMO17) describes how newly hired and/or transferred project stakeholders to the New Mexico (NM) Human Services Department (HSD) Medicaid Management Information System Replacement (MMISR) project, a part of Health and Human Services (HHS) 2020, will be initially engaged by the MMISR project. This Plan serves as a tool to ensure the proper onboarding expectations are outlined and defined for the MMISR project, additional onboarding and offboarding activities may exist based on the hiring method and are outside of the scope in this document.

2.0   Purpose

The purpose of this Plan is to provide the HHS 2020 MMISR project with a consistent methodology for onboarding and offboarding resources to the project. The intended audience is MMISR project leadership and other key stakeholders who participate in project onboarding and offboarding activities.

The State Project Team Onboarding Plan's focus is on identifying the processes that will be used to plan, monitor, and control onboarding for the MMISR project, from providing high-level information on the project's goals to providing important documents, links, and administrative guides for reference of resources being onboarded. Any newly hired and/or transferred MMISR or HHS 2020 project team member, whether contractor, state employee, staff augmentation, etc., is referred to as a New Member throughout this Plan; the only exception is when referencing a new Module Contractor, as this designation has a separate onboarding and offboarding process. There are two (2) types of onboarding that a New Member and/or new Module Contractor may experience:

1. Module Contractor Onboarding – developed and managed by the Enterprise Management Office (EPMO) and designated HSD Project Manager for each new MMISR module
2. State Project Team/Staff Aug Onboarding – developed and managed by the EPMO and customized by the individual's hiring manager

Personnel working for a Shared Service vendor under contract will receive a modified onboarding specific to their unique contracted work which will be designed by the EPMO in collaboration with the HSD project manager overseeing the contracted work.

This Plan will help to reduce the learning curve and enable newcomers to perform project-related work more readily with confidence.

The State Project Team Onboarding Plan defines the following:
- Identification of onboarding and offboarding resources (See Plan Roles & Responsibilities – Section 4.3)
- Setting project team member expectations
- Ensuring the project team members have appropriate access to project facilities, technology, and project artifacts
- Ensuring the project team members have an overview of the MMISR project, project processes, project management Plans, and tools utilized
- Supervision and adherence to this Plan will be the responsibility of the EPMO and the onboarding and offboarding resources outlined in this Plan

Primarily, this Plan sets the onboarding framework for this project. It will serve as a guide for onboarding throughout the life of the project and will be updated as project needs evolve.

3.0   Goals

The State Project Team Onboarding Plan is key to ensuring each resource is empowered to adequately fulfill their respective duty as it meets the needs of the MMISR project. The Plan identifies the formal methodology of how to introduce a New Member and/or New Module Contractor to the project's objectives, processes, and training requirements. The objective is for newly onboarded persons to adjust to the culture and performance aspects of their jobs so they can quickly become productive, contributing members to the project. The specifics on actual content for the blackboard training courses that are available is discussed below. The courses have been developed from prior onboarding project artifacts and project plans and have been found to be most effective for a new team member's success.

See Section 9.1 Appendix A: Referenced Artifacts for links to the above listed components.

4.0   Deliverable Description

4.1   Scope

Effective onboarding ensures the scope of the MMISR project is being met by smoothly transferring project knowledge quickly and efficiently. Following successful onboarding, business objectives, requirements, knowing how their role contributes to the overall goal, and the expected outcome of the project should be understood. This Plan will describe the usage of our collaborative platform's Onboarding site and who will be responsible for facilitating the onboarding processes (see Section 4.3 Roles and Responsibilities).

The EPMO has oversight for compliance to the Plan; however, all MMISR team members are responsible for adherence to the Plan. The EPMO, the Hiring Manager, and the HSD Module PM will coordinate to address the appropriate onboarding requirements for each New Member and/or new Module Contractor and will provide input for updates needed to this Plan as necessary, communicating suggested changes to the EPMO Onboarding/Offboarding Facilitator.

The State Project Team Onboarding Plan may be carried out at the individual and/or team level. Individual project team members will onboard at different times to the project and this Plan will be used for those single new hires at that time. If several new hires are onboarding at the same time, due to hire dates, a combined group onboarding may be scheduled. Onboarding within module teams is to be developed, monitored, and controlled by the Module Contractor's designated resource(s) based on its corresponding Statement of Work (SOW), Request for Proposal (RFP)/Request for Quote (RFQ), Plans, and other governing documents.

4.2   Approach

Understanding an organization's goals, values, and learning the project's unique language are all important indicators of resource adjustment to the project and ultimately are associated with commitment, satisfaction, and retention on the project. Effective onboarding will improve retention rates, increase productivity, improve performance levels, and ensure easy transition to the MMISR project; all of which are critical to the project's success.

This Plan's approach to onboarding includes the following best practices:

- Develop a written onboarding Plan
- Make onboarding participatory

- Ensure the onboarding program is consistently implemented
- Ensure that the program is monitored with the use of the Blackboard Learning Management System and midway checkpoints via acknowledgment forms
- Use of technology to facilitate the process
- Engage stakeholders in planning
- Stakeholder coaching and support
- Facilitate SharePoint (SP) Onboarding Site walk-through for newly onboarded Module Contractors (at the team-level) and partner agencies
- Hold key stakeholder lessons learned meetings after the 30-day onboarding deadline for newly onboarded Module Contractors (at the team-level) and partner agencies
- Continuous improvement efforts to all onboarding processes following lessons learned sessions
- Use of an online Blackboard course that summarizes program content and includes a review of the mandatory MMISR Project Management Plans. The newly onboarded team member's Hiring Manager and HSD Module PM are responsible for designating which of the Plans are required to be reviewed either per role or across the Module Contractor's team.

4.3 Roles & Responsibilities

Understanding who owns the onboarding/offboarding process as a whole and who controls various steps in the process is vital to the Plan's success and sustainability over time. The key is to engage important stakeholders and newcomers in interactions that help them understand one another and how they interact over time.

This Plan promotes effective onboarding with the support and coordination of onboarding logistics between the EPMO's Onboarding facilitator, the Hiring Manager, the HSD Supervisor, and the HSD Module PM, as well as the New Member's and/or new Module Contractor's proactive participation throughout their onboarding.

The roles and their responsibilities as they relate to the Plan are listed below, are subject to change, and may also be found in the HHS 2020/MMISR Orientation and Onboarding course in HSD's Blackboard learning management system.

Table 1 – Plan Roles and Responsibilities

(*) Asterisk indicates tasks that may only be applicable for on-site resources or circumstances.

Plan Role	Responsibility	Responsible Resource(s)
Deliverable Author	Create and revise State Project Team Onboarding Plan and its referenced artifacts and acronyms tables listed in Section 10.0 Appendices	EPMO
HSD Deliverable Owner	Review, provide recommendations, and approve/reject the State Project Team Onboarding Plan	HSD
EPMO Onboarding/Offboarding Facilitator	- Follow Onboarding and Offboarding System Access Request (SAR) Workflows - Work with all roles outlined in this Plan in preparing and/or processing logistical onboarding and offboarding documentation (including SAR form)	EPMO

Plan Role	Responsibility	Responsible Resource(s)
	▪ Submit Blackboard Training requests to HSD ▪ Ensure enrollment in Blackboard Orientation course and update course materials regularly ▪ Primary for updating and maintaining Distribution List Dictionary ▪ Assist the Onboarding and Offboarding Facilitator ▪ Convey the onboarding and offboarding expectations to relevant New Module Contractor team members ▪ Oversee compliance to the Plan, facilitate SP Onboarding Site tour for new Module Contractors and new members, and upon request, facilitate onboarding to MMISR and HHS 2020 for Partner Agencies (team-level) personnel ▪ Introduce New Member and/or Module Contractor project leads to the appropriate MMISR Leads (e.g., introduce Module Contractor's Certification Lead to MMISR's Certification Lead) ▪ Hold Lessons Learned Sessions for Module Contractors and Partner Agencies (team-level) ▪ EPMO routinely reviews onboarding and offboarding list of personnel	
Hiring/Offboarding Manager	▪ First point of contact between New and/or Exiting Member, Member's hiring entity(state or staffing contractor), and the MMISR project until onboarding and/or offboarding tasks have been completed ▪ Facilitates, coaches, monitors, and supports required logistical and educational onboarding tasks ▪ Ensure all logistical tasks are initiated and/or completed on time ▪ Requests and/or returns HSD property (if applicable) ▪ Confirms which meetings new hires are required to attend vs. review the meeting notes/recording or be informed about (i.e., optional) ▪ Collects the New Member information from new person to add to HHS 2020 Contacts List ▪ Notifies EPMO if new or existing role affects the Responsible, Accountable, Consulted, Informed (RACI), Role, and Org Charts ▪ Face-to-face* or virtual introductions ▪ Reviews and prioritizes EPMO MMISR Project Management Plans critical for new members role	Module Contractor, HSD Contract Manager, or HSD Employee/Staff Aug

Plan Role	Responsibility	Responsible Resource(s)
New Member	▪ Proactively participates in assigned onboarding tasks ▪ Completes required paperwork, assigned Blackboard trainings, and reviews applicable documentation	Newly hired staff person or transferred NM State Employee/Staff Aug
Module Contractor	▪ Proactively participates in assigned onboarding tasks ▪ Completes required paperwork, assigned Blackboard trainings, and reviews applicable documentation	Newly hired module contractor
HSD Project Manager (these responsibilities may also be fulfilled by an HSD Contract Manager or Module Owner in alignment with the Leadership Operating Model)	▪ Participate in onboarding and offboarding activities of Module Contractor team ▪ Work with HHS 2020 Systems Administrator in creating a SharePoint site for new module contractor team ▪ Facilitate knowledge transfer sessions with the relevant MMISR teams and new Module Contractor ▪ Communicate expectations within various areas of the MMISR project (e.g., contract management, deliverables sequence, etc.) ▪ Works to safeguard compliance to the various HHS 2020 Project Management Plans by ensuring the completion of HHS 2020/MMISR orientation and Onboarding course via HSD Blackboard is completed by Module Contractor PM and other Module Contractor project members as they onboard ▪ Participate in Lessons Learned activities for Module Contractor team	HSD State Employee/Staff Aug
HSD Supervisor	▪ Initiate and authorize key onboarding/offboarding documentation (Blackboard Requests and SAR form), Blackboard training, and access permissions ▪ If Hiring Manager is not on site, will introduce on-site New Member to MMISR team members and give a tour of the MMISR working area and conference rooms* ▪ If working remotely, HSD Supervisor or Hiring Manager may introduce New Member via teleconference ▪ Assign/remove workspace for on-site, full-time members ▪ HSD Supervisor will inform when an Exiting Member transitions from the project ▪ Hold Exit Interview when Exiting Member offboards (required for HSD employees)	HSD State Employee This individual may also fill the role of Hiring Manager for HSD New Members.
HHS 2020 Systems Administrator	▪ Work to provide or remove SP, JIRA, and Jama access ▪ Collaborate with HSD Module PM in creating SP site for new modules	HSD Employee/Staff Aug

Plan Role	Responsibility	Responsible Resource(s)
Certification Manager	Convey the certification expectations to Module Contractor PM and Certification Lead	HSD State Employee/Staff Aug & New Module Contractor
Change Manager	Convey the Change Management expectations to Module Contractor PM and other key personnel	EPMO Change Manager
Communication Manager	Convey the Communication expectations to Module Contractor PM and other key personnel	HSD State Employee/Staff Aug & New Module Contractor EPMO will orient new staff to PMO3: Communication Management Plan and PMO4: Communication Matrix. HSD Supervisor may choose to elaborate upon communications expected for employee
Data Governance Manager	Convey the Data Governance process and expectations to key personnel	HSD State Employee/Staff Aug & New Module Contractor
Independent Verification & Validation (IV&V) Orientation	Convey the IV&V roles and expectations to Module Contractor PM and other key personnel	IV&V Contractor, HSD State Employee/Staff Aug & New Module Contractor
Requirements Manager	Convey the requirements expectations to Module Contractor PM and requirements Lead	HSD Requirements Manager will provide orientation. HSD State Employee/Staff Aug & New Module Contractor will contribute as well
Risks & Issues Manager	Convey the risks and issues expectations to Module Contractor PM and other key personnel	EPMO Risk & Issues manager will provide orientation. HSD State Employee/Staff Aug & New Module Contractor will contribute as well
Schedule Manager	Convey the scheduling expectations to Module Contractor Scheduler and other key personnel	EPMO Schedule Manager will provide orientation. HSD State Employee/Staff Aug & New Module Contractor will contribute as well
User Acceptance Testing (UAT) Test Manager	Convey the UAT testing expectations to Module Contractor PM and Testing Lead	HSD State Employee/Staff Aug & New Module Contractor

Please note, the MMISR project relies heavily on ITD for completion of SARs and all technical aspects of user set up and system access. The EPMO is not responsible or able to resolve access or user set up issues.

For Module Contractors, following onboarding of a new module, the EPMO will hold an Onboarding Lessons Learned Session with the Module Contractor(s), the supervising Contract Manager, and HSD Project Manager(s). Any lessons will be documented, and the appropriate changes will be implemented into the Plan and/or the appropriate tools and technologies.

Additional information pertaining to MMISR Administrative Contacts and their associated Roles and Responsibilities can be found in Section 9.1 Appendix A: Referenced Artifacts of this document (see

MMISR Administrative Contacts). Each of the Referenced Artifacts includes a short description of the artifact for additional guidance.

4.4 Communication

The EPMO will effectively communicate the onboarding processes and provide the necessary structure to ensure resources effectively access the self-service information available. As project stakeholders, everyone on the project has the ability and responsibility to be each other's mentor by offering advice, helping with job instruction, and providing support; but it is the specific responsibility of this Plan to lay out how best to communicate the MMISR project's expectations at a macro level.

The State Project Team Onboarding Plan utilizes the following tools and technologies to communicate relevant onboarding and offboarding tasks, trainings, and important artifacts to reviewers of this Plan:

- HSD Blackboard Trainings -A welcome to the HHS 2020/MMISR Project is included as well as the following courses
  - Lesson 1 – HHS 2020/MMISR Project Overview
  - Lesson 2 – MMISR Administrative contacts
  - Lesson 3 – MMISR Role and Organizational Charts
  - Lesson 4 – HHS 2020 Acronyms & Definitions List
  - Lesson 5 – Enterprise Project Management Office (EPMO)
    - EPMO_PMO1_MMISR Project Management Plan
    - EPMO_PMO2_ Staffing Model and Resource Management Plan
    - EPMO_PMO3_Project Communication Management Plan
    - EPMO_PMO4_ Communication Matrix
    - EPMO_PMO6_Schedule Management Plan
    - EPMO_PMO7_Risk and Management Plan
    - EPMO_PMO10_ Change Control Management Plan
    - EPMO_PMO13_ Quality Management Plan
    - EPMO_PMO14 Test Management Plan
    - EPMO_PMO15 Requirements Management Plan
    - EPMO_PMO16 Requirements Traceability MatrixPlans
  - Lesson 6 – Paid and Non Paid Deliverable Process
- Quick Links to Informative Project Artifacts
- SharePoint (SP) Onboarding Site
- SAR Form Workflow
- State Project Team Onboarding Workflow
- State Project Team Offboarding Workflow

Links to the previously mentioned outputs can be found in Section 9.1 Appendix A: Referenced Artifacts of this Plan.

It is important that these referenced artifacts are described in detail due to the frequent need so that the process is consistently carried out. An example of this is the HSD SAR Checklist; this is a multi-step process and is critical in allowing New Members access to required tools, technology, and to begin training. With this in mind, the Plan describes the SAR Form workflow to improve proper execution of this key onboarding task by the Hiring Manager. See Section 9.1 Appendix A: Referenced Artifacts for the SAR Form workflow.

4.5 Tools & Technology

The use of technology helps solve many onboarding obstacles. The most common tools and their use on the project are described below:

SharePoint (SP): SharePoint is a web-based collaborative platform that integrates with Microsoft Office. The Plan utilizes SP for document management, training, and as a requesting mechanism. We use SP for training in that all the onboarding documents, and links are stored in SP which are the same documents and materials available in the HSD Blackboard system described below. As a requesting mechanism, Hiring Managers trigger the use of SP by first uploading the New Member's SAR form to the appropriate folder, thereby initiating the onboarding process. SP then notifies the EPMO Onboarding Facilitator to begin processing the necessary onboarding tasks required to onboard the new MMISR project team member.

In addition to the administrative capabilities, SP houses the SharePoint (SP) Onboarding Site referenced in Section 9.1 Appendix A: Referenced Artifacts, where the following can be found:

- Project documents
- Instructions/job aids
- Best practices
- Templates
- Logos
- Tools
- Lists and/or dictionaries
- Trainings
- Workflows
- Calendars
- Contacts

This site is a working artifact that is managed and maintained by the EPMO Onboarding Facilitator and the HHS 2020 Systems Administrator.

A working document with a list of Quick Links to Informative Project Artifacts can be found on the Onboarding SP site and highlights important MMISR information. This document will be updated as needed. In addition, SP provides an inventory of all the current MMISR project tools along with administrative contacts and descriptions. A link to these SP artifacts can be found below in Section 9.1 Appendix A: Referenced Artifacts. Please reference Table 1: Roles and Responsibilities above regarding assignment of tool usage and training.

Microsoft (MS) Teams: MS Teams allows you to work effectively online with others alongside MS Office or any other integrated apps. There are various features like team meetings, private calls, chatting functionality, and more. Technologies for enterprise chat or instant messaging makes teammates more accessible, allowing team members to stay connected, get screen-to-screen training, and provide visibility to onboarding progress. If ever a quick response time is needed, our MS Teams communication tool can be a great tool to use. Among other helpful tips, an introduction to MS Teams and how to get started can be found on the SP Onboarding Site and is included in the Quick Links to Informative Project Artifacts document.

MS Excel: MS Excel is a spreadsheet program used to record and analyze numerical and statistical data. MS Excel provides multiple features to perform various operations like calculations, pivot tables, graph tools, macro programming, etc. Some onboarding documents are created and maintained in MS Excel.

HSD Blackboard Learning Management System: Blackboard is an application for online teaching, learning, community building, and knowledge sharing. Blackboard is used on the project to provide key artifacts, and knowledge to the new hire through required courses. The courses are designed to help transition the new hire onto the project. The course new hires will be required to take is the HHS 2020/MMISR Orientation Onboarding course. The course contains six (6) lessons, two (2) Electronic Acknowledgements, and one (1) test. All the information covered in the course relates to HHS 2020/ MMISR project artifacts found in Section 9.1.

There may be other tools that HSD offers to staff such as JIRA, JAMA, Confluence, etc. The use of these tools are based on a new hire's project role.

5.0   Centers for Medicare and Medicaid Services (CMS) Certification

The NM HSD Certification Manager is responsible for meeting with each newly onboarded Module Contractor's Project Manager and Certification Lead to describe certification expectations. The EPMO will help facilitate introductions for these meetings as needed. Additionally, team members with a certification role will also be introduced to the Certification Manager and Certification Team to ensure consistent methodology across the MMISR project.

6.0   Standards/Practices

This deliverable is submitted as a Microsoft Word document and the Project Management Body of Knowledge (PMBOK) standards were considered.

7.0   Assumptions/Constraints/Risks

7.1   Assumptions:

- The intended audience of this Plan is MMISR project leadership, hiring managers and other key stakeholders who participate in MMISR project onboarding and offboarding activities
- New Members are not required to review this Plan unless assuming a leadership role described in Table 1 - Roles and Responsibilities
- The Plan is designed to onboard active, MMISR project team members (e.g., Medical Assistance Division (MAD) Team Onboarding is executed separately) who are focused on implementation of the MMISR project
- State Project Team Onboarding Plan process is initiated post hire onto the MMISR project. It is assumed that the team members will be simultaneously working through their module contractor or role-based training while onboarding onto the MMISR project with this Plan
- In accordance with HSD security policy, Blackboard Training is to be completed prior to accessing any training and/or work materials found on SharePoint
- The Plan's Responsible Resources are subject to change as resources transition or roll off the project
- Onboarding tasks for this Plan will be prioritized appropriately by the Hiring Manager and team members to ensure completion within thirty (30) days of coming onto the project
- Some of the links included herein may be subject to change as the project is continuously improving its filing system and the contents within these artifacts. We have placed referenced artifacts and their associated weblinks in the appendices of this document as the appendices will be maintained through periodic review of this document

- It is the responsibility of the EPMO to periodically update the MMISR Role Charts and MMISR governing bodies but require Hiring Managers to review these living documents and notify the EPMO if a team member must be added
- All project team members are expected to follow the EPMO Project Management Plans (e.g., Requirements Management Plan, Communication Management Plan, etc.) which are included in the HSD Blackboard course: HHS 2020 and MMISR Orientation and Onboarding and the Quick Links to Informative Project Artifacts document in Section 9.1 Appendix A: Referenced Artifacts but it is the responsibility of the Hiring Manager to prioritize these Plans based on the team member New Member's role
- Although HSD Employees/Staff Aug have a separate hiring process, much of the detailed MMISR project artifacts, processes, and trainings are learned during and post onboarding
- Each Module Contractor will have their own individualized onboarding process that is specific to their role on the MMISR project, therefore it is the Module Contractor's responsibility to onboard their team members accordingly (e.g., proposed work streams, Module Contractor team schedule, etc.)

7.2 Risks/Constraints:

- The State Project Team Onboarding Plan cannot be initiated until the Hiring Manager submits the SAR form for the New Member and request that this be done as soon after hire as possible so New Members will have appropriate access by their start date.
- For new Module Contractor Onboarding, the Plan is initiated after the HSD Contract Manager submits a SAR form and/or schedules a planning meeting for onboarding.
- If the Hiring Manager is not on-site, but works remotely, the HSD Supervisor will introduce the New Member to the project using teleconference meetings.
- Proper onboarding and following all directions provided by the EPMO Onboarding Facilitator will result in completion of all tasks, adherence to all security protocols, and completion of required Blackboard training.
- Timely and proper shipment/setup of laptops by ITD that includes clear instructions for accessing the network and SharePoint.

8.0 Conclusion

Onboarding helps all team members adjust to the cultural and performance aspects of their positions so they can smoothly and quickly become productive, contributing members of the project. Proper execution of the Plan from all involved parties ensures there is clear communication, and with that, comes positive sentiments regarding education, culture, and engagement. By laying out the essential tools, links, and artifacts, we have already begun to help set the new teammate up for success. The development of this Plan provides both remote and on-site team members access to documentation and tools that will help them learn about this project's mission, how we are going to reach our goal, and where to go for additional assistance. By the end of the Onboarding process, it is the goal of this Plan that each resource is prepared to satisfactorily perform his/her responsibilities.

9.0 Appendices

9.1 Appendix A: Referenced Artifacts

Table 2 - Referenced Artifacts

Referenced Artifacts	Brief Description	Link
HHS 2020 Acronyms List and Definitions List	A list of project related acronyms and definitions with their translation.	HHS 2020 Acronyms List and Definitions List
HHS 2020 MMISR Overview Orientation	An orientation overview of the HHS 2020 initiative and MMISR project	HHS 2020 MMISR Overview Orientation HHS 2020 MMISR Overview Orientation
MMISR Administrative Contacts List	List of HHS 2020 administrators who can assist with access to project tools and includes a brief description of the process.	MMISR Administrative Contacts List
Quick Links to Informative Project Artifacts	Quick reference document for commonly utilized project artifacts such as: ▪ Best Practices ▪ Calendars ▪ Commonly used SharePoint sites ▪ Dictionaries ▪ Project Schedule ▪ Governance and Role Charts ▪ Info Sheets ▪ Instructions ▪ Lists ▪ Logs ▪ MMISR Deliverables and processes ▪ MMISR Reports ▪ Project Management Plans/MMISR Deliverable Tracker ▪ Project Vision/Overview ▪ RACI ▪ Templates and logos ▪ Tools ▪ Training presentations	Quick Links to Informative Project Artifacts
System Access Request (SAR) Form Workflow	Sequence of administrative processes for processing a System Access Request Form. The SAR form is to be referenced by the Hiring Manager and	SAR Form Workflow
SAR Form Workflow	Sequence of administrative processes for processing a System Access Request Form. The SAR form is to be referenced by the Hiring Manager	SAR Checklist
SharePoint (SP) Onboarding Site	Web-based collaborative platform utilized across the HHS 2020 project. For onboarding purposes, it is used for document management, training, and as a requesting mechanism. All onboarding artifacts referenced in this Plan are housed and maintained here.	SharePoint (SP) Onboarding Site
State Project Team Onboarding Workflow	High-level view of the sequence of onboarding tasks that take place from initiation to completion.	Onboarding Workflow

Referenced Artifacts	Brief Description	Link
State Project Team Offboarding Workflow	High-level view of the sequence of offboarding tasks that take place from initiation to completion.	Offboarding Workflow
HSD Blackboard Learning Management System	Blackboard is an application for online teaching, learning, community building, and knowledge sharing. Blackboard is used on the project to provide key artifacts, and knowledge to the new hire through required courses. The Blackboard course contains 6 lessons, 2 Electronic Acknowledgements, and 1 Test: ▪ Lesson 1 - HHS 2020/MMISR Project Overview ▪ Lesson 2 - MMISR Administrative contacts ▪ Lesson 3 - MMISR Role and Organizational Charts ▪ Lesson 4 - HHS 2020 Acronyms & Definitions List ▪ Lesson 5 - Enterprise Project Management Office (EPMO) Deliverables ▪ Lesson 6 - Paid and Non Paid Deliverable Process	HSD Blackboard

9.2   Appendix B: Record of Changes

Table 3 - Record of Changes

Version No.	Date	Author/Owner	Description of Change
V1.0	6/9/2020	Lisana Chavez	Development of deliverable
V2.0	5/4/2021	Lisana Chavez	Annual Review and Update
V2.1	5/24/2021	Dawn Gelle	Updates based on HSD feedback
V2.2	8/31/2021	Rafaela O'Reilly	Updated to remove references to MODINT1 Vendor Onboarding Plan as new System Integrator vendor is in place
V3.0	8/31/2022	Jaelin Roseman	Annual Review and Update
V4.0	11/30/2022	Jaelin Roseman	Updated to reflect use of Blackboard HHS 2020/MMISR orientation onboarding training course
V4.1	12/28/2022	Dawn Gelle/Jaelin Roseman	Updated all SharePoint links after HSD-DoIT migration on 12/9/22 and HSD final comments addressed
V4.2	1/5/2023	Dawn Gelle/Jaelin Roseman	HSD final comments addressed
V5.0	11/21/2023	Jaelin Roseman	Annual Review and Update

9.3 Appendix C: List of Used Acronyms

A more complete list of project-specific acronyms is maintained on the MMISR SP site in the HHS 2020 Acronyms List, linked in Appendix A: Referenced Artifacts. Acronyms listed below are referenced throughout this Plan.

Table 4 - List of Acronyms

Acronym	Definition
CMS	Centers for Medicare and Medicaid Services
DED	Deliverable Expectation Document
EPMO	Enterprise Project Management Office
HHS	Health and Human Services
HSD	Human Services Department
IV&V	Independent Verification and Validation
MAD	Medical Assistance Division
MECT	Medicaid Enterprise Certification Toolkit
MMISR	Medicaid Management Information System Replacement
MS	Microsoft
PM	Project Manager
PMO	Project Management Office
NM	New Mexico
RACI	Responsible, Accountable, Consulted, Informed
RFP	Request for Proposal
RFQ	Request for Quote
SAR	System Access Request form
SI	System Integrator
SOW	Statement of Work
SP	SharePoint
SPTOP	State Project Team Onboarding Plan
TGC	Tools Governance Council
UAT	User Acceptance Testing
WBS	Work Breakdown Structure