



Medicaid Management Information System Replacement (MMISR) Project

MMISR Requirements Traceability Matrix (PMO16)

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Configuration Number V3.1

Date: 1/1/2023

netlogx

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1.0 Introduction

This document defines the process for the Enterprise Project Management Office's (EPMO) Requirements Traceability Matrix (RTM) (PMO16) for the New Mexico (NM) Human Services Department (HSD) Medicaid Management Information System Replacement (MMISR) project, a part of Health and Human Services (HHS) 2020. This document defines the process to establish the development of the RTM deliverable which is essential to ensure that the requirements and design meet the business objectives of the MMISR project. This document defines how to use the tools to trace requirements throughout the project life cycle. The final RTM deliverable traces requirements from the Request for Proposal (RFP) or Request for Quote (RFQ) or Request for Information (RFI) through requirements specification, design, and testing (including both system and acceptance) through federal certification. This RTM process supports Module Contractors in addressing the Centers for Medicare & Medicaid Services (CMS) Streamlined Modular Certification (SMC) process. This RTM process definition is based on and supersedes the previously approved PMO16 and is underpinned by the Requirements Management Plan (RMP) (PMO15) to ensure the proper requirements processes and methods are clearly defined and adhered to for the MMISR project.

2.0 Requirements Traceability Matrix Purpose

The MMISR project is part of NM HSD's HHS 2020 initiative. One (1) of the main objectives of the project is to get the overall solution certified by the CMS for compliance with the Medicaid Information Technology Architecture (MITA) guidelines and standards. The RTM provides traceability for each requirement from the project's initiation through completion. The RTM also provides a framework to enable mapping of all applicable project requirements to the SMC process, and Evaluation Criteria from Outcome Based Certification (OBC) for all modules in Design, Development and Implementation (DDI). The Consolidated Customer Service Center (CCSC) module was certified under MMIS Module Medicaid Enterprise Certification Toolkit (MECT) System Review Criteria (SRC) and received full approval received May 6, 2022.

The intended audience for this plan is the MMISR Project team, Project Managers (PMs), Business Owners (BOs), Business Analysts (BAs), Technical Owners (TOs), Technical Analysts (TAs), Module Contractor teams, and any other Stakeholders whose leadership and support are necessary to successfully implement this plan.

All HHS 2020 Module Contractors must comply with this RTM process for integration into the enterprise. A Module Contractor may develop their own RTM addendum that aligns with the overall strategy laid out in this enterprise RTM and describes in detail how they will define and deliver their scope with complete traceability. The Module Contractor's RTM addendum offers the opportunity, if needed, to further define, with HSD approval, the requirements process with the goal to increase the effectiveness of the delivery of their module. The EPMO Contractor, in collaboration with the HSD Requirements Manager (RM), provides oversight and guidance and monitoring to Enterprise Stakeholders to ensure compliance with this plan.

Note: All supporting documents contained within this plan are listed in [Appendix C](#), with their associated links, including links to any individual Module Contractor RTM Addendums.

3.0 Requirements Traceability Goals

Requirements Management is key to ensuring the scope of the MMISR project is defined and delivered successfully. The goal of the MMISR RTM process is to define and capture evidence showing

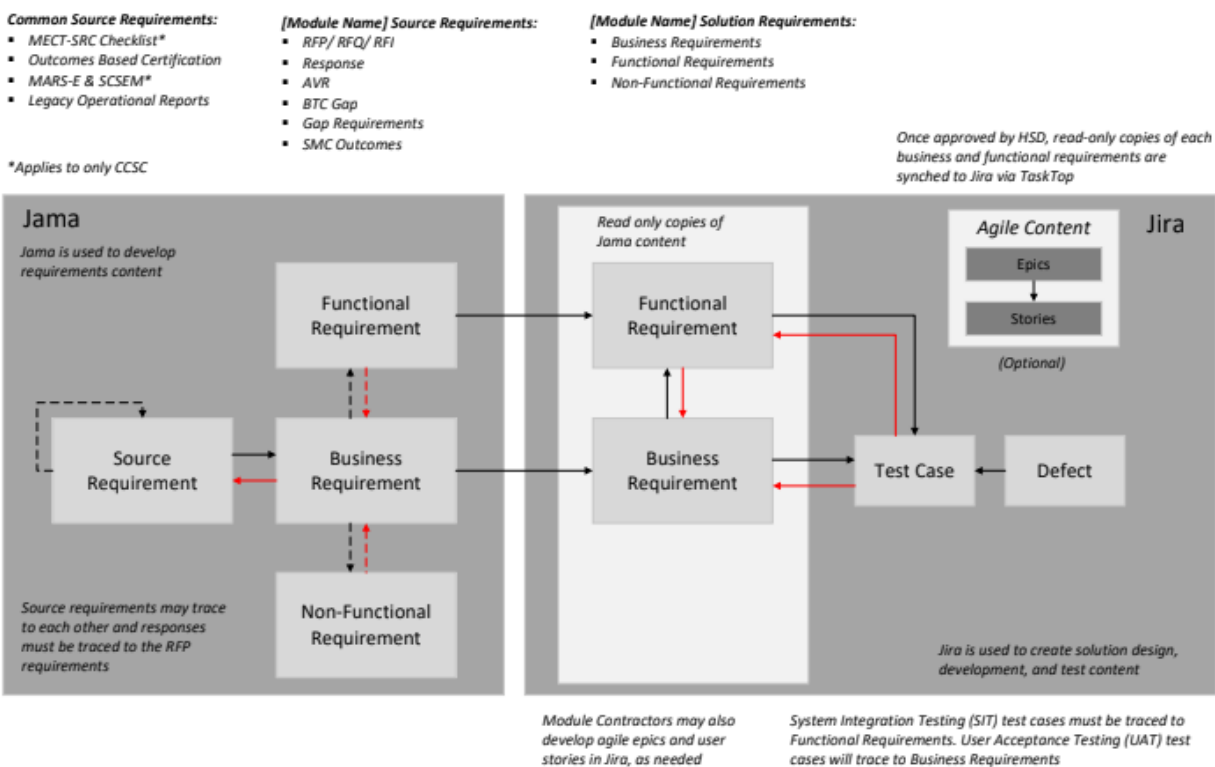
how all the source requirements are successfully delivered and validated via test cases. The RTM process will support traceability from source requirements through testing and vice versa as well as support certification. While the goal is a fully functional solution validated by successful testing in support of full transparency, the MMISR RTM process will support the tracking of defects if applicable.

The following visual provides an overview of the process for developing and maintaining the traceability relationships between the various requirements and testing artifacts that make up the MMISR RTM process. Both tools maintain traceability, therefore ensuring the RTM deliverable provides the bi-directional traceability required for the MMISR Project. The final RTM evidence will be in two (2) parts:

- Upstream using a customized Jama Trace report
- Downstream using a customized Jira Trace report

In the Figure below traceability is indicated by the arrows and as traceability is bi-directional and can and should be read in both directions the arrows have been color-coded to aid in reading. The black arrows reflect how traceability evolves as depth and detail is added, both the black and the red arrows reflect how the traceability can be used.

Figure 1 - Complete Requirements Standards Traceability



4.0 Approach

The MMISR requirements are captured in Jama, which is the requirements management tool for the MMISR project that functions as the project’s requirements repository. Jama is integrated with the Atlassian suite of tools, where work items related to design, development, and testing are managed (Jira). The Jama and Atlassian suites are integrated using Tasktop and the syncing of Jama requirements from Jama to Jira is one way. Although Jira returns a link to the Jama requirement so

users can easily jump from a requirement issue in Jira to its parent requirement in Jama. Only the solution requirements – Business and Functional - are synced to Jira when the Jama “Approval Status” field has the value set to “Approved”. The MMISR Project is using Jira to support (agile) development, testing, and defect resolution. The final MMISR RTM deliverable is the product of elements from both Jama and Jira; upstream traceability from Jama and downstream from Jira. See [Appendix E](#) for the RTM deliverable layout.

5.0 Roles and Responsibilities

The EPMO, in collaboration with the HSD Requirements Manager, is responsible for the definition of the RTM process and oversight of the generation of the RTM deliverable itself. The EPMO provides guidance and direction to the Requirements Management process and acts as an escalation point to support project progress. As the RTM process leverages the work of the Requirements Management Plan (RMP), the Roles and Responsibilities are consolidated and maintained in the RMP.

6.0 Tools

The MMISR Project has identified Jama as the primary Requirements Management tool. Jama will function as the project requirements repository and provide upstream traceability. Additional project documentation and supporting artifacts are maintained within the NM HSD SharePoint site. The Atlassian tool suite including Jira and Xray will support development, configuration, testing, and downstream traceability as part of the HSD Tools Ecosystem. Each Module Contractor team has a dedicated SharePoint site provided to them for storing and sharing any Project-related documents.

6.1 HSD Tool Ecosystem

The full toolset for the MMISR Project has Jama integrated with Xray and Jira along with other tools such as Confluence, Microsoft Project, MITA Pulse, Bamboo, Bit Bucket, and SharePoint service productivity tools. Licenses for all these tools are owned and distributed by NM HSD. Integrating Jama and Jira via the Tasktop integration hub provides automated and enterprise-wide traceability from RFP/RFQ/RFI through certification. The links for information on SharePoint about the tools can be found in [Appendix C](#).

Xray and its custom traceability report are at the center of the RTM report generated in Jira. Xray is the MMISR Project’s testing tool across all the modules for both QAT and UAT.

In support of complete end to end traceability, all MMISR Contractors must use, at minimum, Jama, Jira, Tasktop and Xray.

7.0 Requirements Traceability Structure

The MMISR approach to the requirements traceability structure is established and maintained within the Jama toolset enhanced with testing, and if applicable defects, from Jira to form the final MMISR RTM deliverables.

7.1 Traceability Guidelines

Within Jama the MMISR project traceability is complex, especially within the Source requirements, at a minimum, the following bidirectional traceability is expected:

- Source requirements can trace to each other as well as Business requirements
- Under Source Requirements the RFP/RFQ/RFI requirements must trace to the Response requirements

- Under Source Requirements Response requirements only trace to the RFP/RFQ/RFI requirements
- Business requirements must trace back to at least one source requirement
- Business requirements must trace back to at least one Functional or Non-Functional requirement
- Functional requirements must trace to a Business requirement
- Non-Functional requirements must trace to a Business requirement

The Figure below, from Jama, uses arrows to indicate the expected relationship to be established in in the tool. Traceability is bi-directional allowing relationships to be examined top down and bottom up. As noted throughout full project traceability leverages Jira too.

Figure 2 – Jama Relationship Rule Diagram



7.2 Jama Folders

Within Jama there is a single MMISR project named HHS2020. The HSD Requirements Team is made up of the HSD RM and Requirement Analysts, and HSD BA/TAs supported with expertise from the HSD Certification and Security Teams. This team will establish the folders below for each Module Contractor BA Team prior to onboarding, populating some folders with HSD approved requirements.

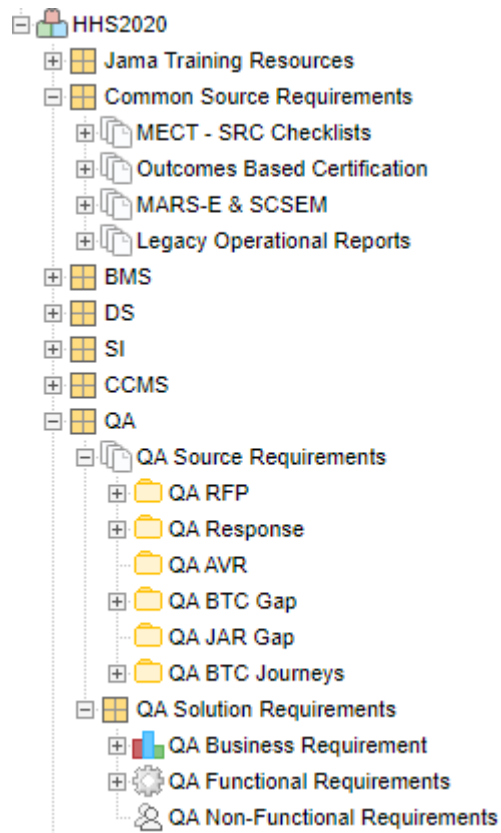
The Module Contractor BA Team will also develop and populate the detailed requirements following the process outlined in RMP from the source materials. The Module Contractor BA Team is responsible for establishing traceability links, from Source requirements through BR, FR, NFR within Jama.

- Common Source Requirements – pre-loaded by HSD
- Source Requirements:
 - [module name] RFP/Q/I – pre-loaded by HSD
 - [module name] Response – loaded by the Module Contractor
 - [module name] AVR – loaded by the Module Contractor
 - [module name] BTC Gap – pre-loaded by HSD
 - [module name] SMC Outcomes – loaded by the Certification Team
- Solution Requirements
 - [module name] Business Requirements – loaded by the Module Contractor
 - [module name] Functional Requirements – loaded by the Module Contractor
 - [module name] Non-Functional Requirements – loaded by the Module Contractor

Upon final approval by the HSD RM of Business and Functional and Non-Functional requirements in Jama, the Business and Functional requirements synchronize with Jira using Tasktop to support the design, development and testing activities. Details of data managed in the sync activities are found in [Appendix E](#).

An example of these folders from Jama, based on the Quality Assurance (QA) module, is shown in the Figure below:

Figure 3 – Hierarchal Jama Folder Structure Example



Note: these folders are only present in Jama and only Business and Functional requirements are synced, upon approval, to Jira.

7.3 Jira Traceability

For the Business and Functional Issue Types established by the sync in Jira, the workflow status will be set to “TO DO”, as shown in the Figure below which also shows the possible next steps for the Design, Development, and Implementation (DDI) work associated with these Issue Types.

In reading the Figure below a typical path for an Issue:

- The initial status is TO DO
- The item is moved into a work queue, based on the Module Contractors SDLC style, agile, waterfall hybrid etc, upon work commencing the status changes to IN PROGRESS
- After completion of the work the status changes to DONE, if further work is identified it can be moved back to a status of TO DO and be rerouted in time as described above
- Any item can be moved to either BLOCKED, if progress cannot be made for a reason, or INVALID if the scope changes

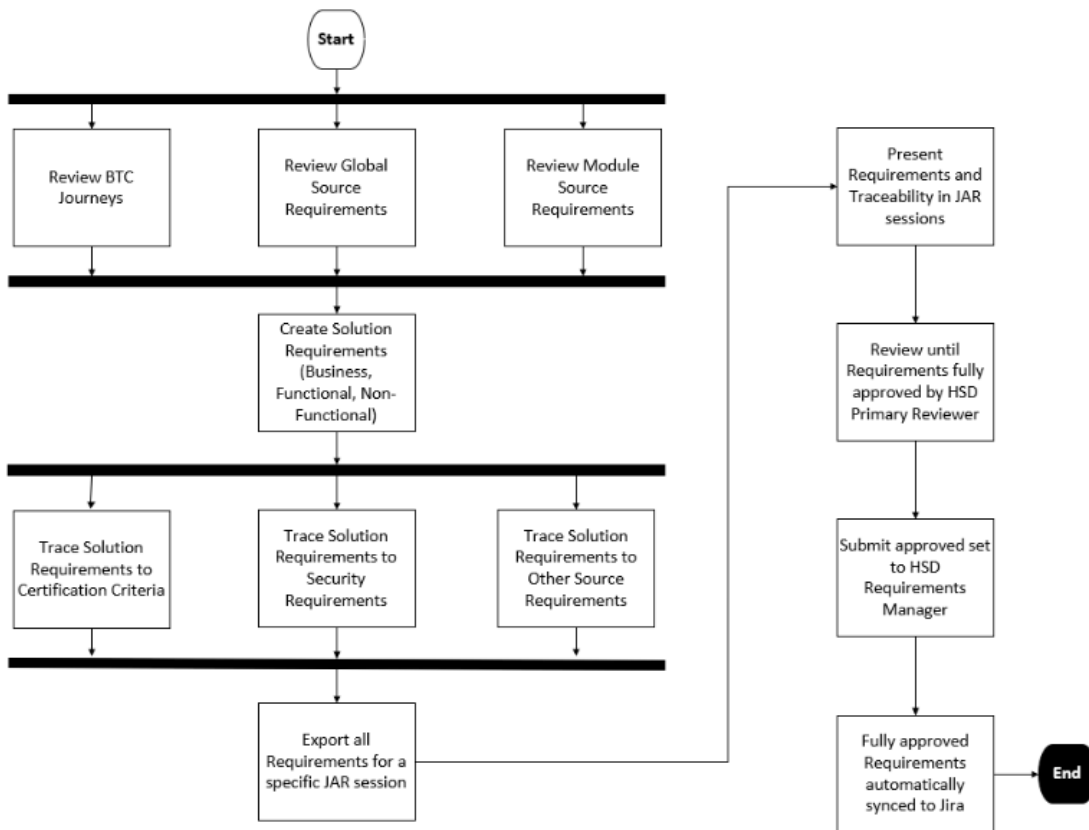
Figure 4 - Jira Workflow Statuses



8.0 Requirements Elicitation Workflow

This diagram shows the basic workflow that MMISR module contractors follow to comply with the HSD requirements development process, more details are provided in the RMP.

Figure 5 - Requirements Contractor Workflow



9.0 Jama and Jira Data Mapping

As noted in [Section 6.0](#) the MMISR requirements processes leverage both Jama and Jira to support full end to end requirements activity. The table below defines the syncing activities initiated upon the final approval in Jama of the business, functional, and non-functional requirements.

9.1 Business Requirements Sync

The Tasktop sync uses the Jama fields shown in the Table below to create Jira BR Issue Type. After the initial event when the first sync activity creates the Jira Issues the sync runs continuously so any subsequent changes in the fields listed below will be resynced to keep Jama and Jira in sync.

Table 1 - Business Requirements Sync Details

Jama Field	Sync Direction	Jira Field
Name	To Jira	Summary
Description	To Jira	Description
Jira URL	From Jira	URL (generated by Jira)
Module	To Jira	Module
URL (generated by Jira)	To Jira	Jama URL
Certification	To Jira	Certification
Acceptance Criteria	To Jira	Acceptance Criteria
Jama ID	To Jira	Jama Project ID
Tags	To Jira	Labels

9.2 Functional Requirements Sync

The Tasktop sync uses the Jama fields shown in the Table below to create Jira FR Issue Type. The creation of the FR issue includes the establishment of Jira traceability from the BR to the FR is After the initial event when the first sync activity creates the Jira Issues the sync runs continuously so any subsequent changes in the fields listed below will be resynced to keep Jama and Jira in sync.

Table 2 - Functional Requirements Sync Details

Jama Field	Sync Direction	Jira Field
Name	To Jira	Summary
Description	To Jira	Description
Jira Status	From Jira	Status
Jama URL	To Jira	Jama URL

Jama Field	Sync Direction	Jira Field
Module	To Jira	Module
Jira URL	From Jira	Jira URL
Certification	To Jira	Certification
Acceptance Criteria	To Jira	Acceptance Criteria
Jama ID	To Jira	Jama Project ID
Tags	To Jira	Labels

10.0 RTM Deliverable Definition

In support of CMS certification, and best practices for software development, the MMISR project requires a consistent cross-module RTM be produced. The RTM deliverable will be populated with elements captured from Jama and Jira. Both tools maintain traceability, therefore ensuring the RTM deliverable provides the bi-directional traceability required for the MMISR Project. The final RTM evidence will be in two (2) parts:

- Upstream using a customized Jama Trace report
- Downstream using a customized Jira Trace report

The RTM sample, provided in [Appendix E](#), is produced from data extracted from Jama and Jira.

11.0 Assumptions/Constraints/Risks

This section will detail the assumptions, constraints, and risks associated with the RTM.

11.1 Assumptions

- All contractors will work with NM HSD to set up the tools for their project and will be responsible for undergoing the necessary training for each tool
- NM HSD and the Module Contractor BA Team will partner for tool configuration; and request any configuration changes through their HSD Module Project Manager or Module Owner.

11.2 Constraints

- None at this time

11.3 Risks

- Guidance provided in administering the RTM must be shared consistently
- Any changes to the approved RTM process, defined within the latest approved RTM version, must be requested in writing to the EPMO
- If the resources do not have the skill level required for the requirements process, then the requirements may not be correctly and fully defined to meet the business need.

12.0 CMS Certification

CMS certification requirements (CCSC SRC, Non-CCSC OBC Evaluation Criteria) are an essential part of the overall Project requirements and are used to confirm both certification readiness as well as MMISR’s Medicaid Information Technology Architecture (MITA) compliance. The CMS Certification scope includes SRCs, MECT checklists (only applicable to CCSC), Outcome Performance Measures, outcome criteria artifacts, and project deliverables.

It is the responsibility of the Module Contractor BA Teams to ensure the Certification mapping is complete throughout the lifecycle of the MMISR Project to support timely certification activities. Should any MECT Checklist SRCs or OBC Evaluation Criteria be identified as being “no longer required by CMS” it is the Module Contractor BA Team’s responsibility to make the necessary revisions for traceability.

CMS required outcomes and State specific outcomes and how that supports the Streamlined Modular Certification guidance is documented in the State Certification Plan.

12.1 Use of Certification Flag

The method chosen by NM for identifying if Source or Solution requirements have been chosen to support the CMS certification process is to use the Certification flag in Jama. By default, the certification flag is blank or null. Setting the Certification flag to “yes” enables reports to be run which identify the requirements that support the certification process.

The HSD Certification Team should always review Source or Solution requirements with the Certification flag to “yes” in order to validate the evidence produced is valid.

13.0 Standards and Guidelines

This deliverable will be submitted as a Microsoft Word document, following CMS Standards. Project Management Book of Knowledge (PMBOK) standards were considered.

Appendices

Appendix A: Deliverable Record of Changes

The deliverable will include a record of changes in the following form:

Table 3 - Deliverable Record of Changes

Version Number	Date	Author/Owner	Description of Change
V1.2	N/A	Turning Point	Original SI Deliverable
V2.0	11/25/20	Audrey Taylor	Draft Plan (Version 2.0) submitted to HSD for review
V2.1	1/7/2021	Audrey Taylor	Updated based on Jama / Jira decisions
V2.2	1/27/2021	Audrey Taylor	Submission to HSD for Final approval
V2.3	3/30/2021	Audrey Taylor	Updated based on Jama / Jira decision 283
V2.4	4/15/2021	Audrey Taylor	HSD comments addressed

Version Number	Date	Author/Owner	Description of Change
V2.5	9/21/2021	Brian Knowles	Draft updates to Outcome Based Certification and Acceptance Criteria synchronization between Jama / Jira
V2.6	6/3/2022	Brian Knowles	Updates to conform to April 2022 CMS Streamlined Modular Certification Guidance
V3.0	11/18/2022	Brian Knowles/Audrey Taylor	Annual Review an include prior draft changes updating Appendix C Reference Documents, Process changes, NFRs no longer sync to Jira and update the Jama and Jira sync fields
V3.1	1/1/2023	Brian Knowles/Audrey Taylor	Final version after HSD review

Appendix B: List of Acronyms

A list of project-specific acronyms will be maintained within and can be found on the MMISR SharePoint Site using the Acronym List Link. A link to the Acronym List can be found in [Appendix C](#).

Table 4 – List of Acronyms

Acronym	Definition
AVR	Added Value Requirements
BA	Business Analyst
BO	Business Owners
BRD	Business Requirements Document
BTC	Business Transformation Council
CMS	Centers for Medicaid & Medicare Services
DDI	Design, Development, and Implementation
DED	Deliverable Expectation Document
DS	Data Services
EPMO	Enterprise Project Management Office
HSD	Human Services Department
HHS	Health and Human Services
JAR	Joint Application Requirements
MAD	Medical Assistance Division
MECT	Medicaid Enterprise Certification Toolkit
MITA	Medicaid Information Technology Architecture
MMISR	Medicaid Management Information System Replacement
NM HSD	New Mexico Human Services Department
OBC	Outcomes Based Certification
PM	Project Manager
PMBOK	Project Management Body of Knowledge
PMO	Project Management Office
RFP	Request for Information
RFP	Request for Proposal
RFQ	Request for Quote
RM	Requirements Manager

Acronym	Definition
RMP	Requirements Management Plan
RTM	Requirements Traceability Matrix
SRC	System Review Criteria
SMC	Streamlined Modular Certification
TA	Technical Analyst
TO	Technical Owner

Appendix C: Referenced Documents

Table 5 – Referenced Documents

Document	Link
Architecture Review Board SP Site	Architecture Review Board SP Site
Business Transformation Council Site	Business Transformation Council Site
Requirements Management Plan (PMO15)	Requirements Management Plan (PMO15)
Test Management Plan (PMO14)	Test Management Plan (PMO14)
Jama Team Collaboration Site	Jama Team Collaboration Site
Jama Review Job Aids	Jama Review Job Aids
CMS Site	CMS Website
Certification Management Plan	Certification Management Plan *under review
Requirements Management SharePoint	Requirements Management SharePoint
CMS Standards	CMS Standards
Unified Portal (external) Requirement Management Plan	UP PMO15 Requirements Management Plan Addendum
Tools Library	Tools Library
NM JAR Checklist	Instructions and Best Practices and Quick links document
MITA Roadmap	NM HSD 5-Year MITA Roadmap 2019
MITA Concept of Operations	NM HSD MITA COO 2019
MITA SSA	MAD MITA SSA 3.0

Appendix D: Sample Requirements Traceability Matrix

The final RTM evidence will be in two (2) parts, with samples of both in the Figures below:

- Upstream using a customized Jama Trace report
- Downstream using a customized Jira Trace report

Figure 6 - Sample Jama Trace Report

Traceability Report - Bidirectional Relationships
HHS2020 - MARS-E & SCSEM

HHS2020-SEC-1611, AC-2: Account Management

Direction	Project	Item Type	Artifact	Type	Suspect?
Downstream	SI	SI Non-Functional Requirement	SIReq-SINFR-912, NFR-ESB-038.8	Related To	F
Downstream	SI	SI Non-Functional Requirement	SIReq-SINFR-913, NFR-ESB-038.9	Related To	F
Downstream	SI	SI Non-Functional Requirement	SIReq-SINFR-916, NFR-ESB-038.12	Related To	F
Downstream	SI	SI Non-Functional Requirement	SIReq-SINFR-920, NFR-ESB-038.16	Related To	F
Downstream	SI	SI Non-Functional Requirement	SIReq-SINFR-921, NFR-ESB-038.17	Related To	F
Downstream	SI	SI Non-Functional Requirement	SIReq-SINFR-922, NFR-ESB-038.18	Related To	F
Downstream	SI	SI Non-Functional Requirement	SIReq-SINFR-923, NFR-ESB-038.19	Related To	F
Downstream	SI	SI Non-Functional Requirement	SIReq-SINFR-924, NFR-ESB-038.20	Related To	F

HHS2020-SEC-1656, AC-2 (7): Role-Based Schemes

Direction	Project	Item Type	Artifact	Type	Suspect?
Downstream	SI	SI Non-Functional Requirement	SIReq-SINFR-912, NFR-ESB-038.8	Related To	F
Downstream	SI	SI Non-Functional Requirement	SIReq-SINFR-916, NFR-ESB-038.12	Related To	F
Downstream	SI	SI Non-Functional Requirement	SIReq-SINFR-920, NFR-ESB-038.16	Related To	F
Downstream	SI	SI Non-Functional Requirement	SIReq-SINFR-921, NFR-ESB-038.17	Related To	F
Downstream	SI	SI Non-Functional Requirement	SIReq-SINFR-922, NFR-ESB-038.18	Related To	F
Downstream	SI	SI Non-Functional Requirement	SIReq-SINFR-923, NFR-ESB-038.19	Related To	F
Downstream	SI	SI Non-Functional Requirement	SIReq-SINFR-924, NFR-ESB-038.20	Related To	F

HHS2020-SEC-1657, AC-3: Access Enforcement

Direction	Project	Item Type	Artifact	Type	Suspect?
Downstream	SI	SI Non-Functional Requirement	SIReq-SINFR-912, NFR-ESB-038.8	Related To	F

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Figure 7 - Sample Jira Trace Report

Parent Requirement Key	Parent Requirement Summary	Requirement Key	Requirement Summary	Requirement Status	Test Key	Test Summary	Test Status	Test Execution Key	TestRun Status	Test Environment	Executed By	Version	Revision	Start
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-1	ISD/MAD MCO Switch Within First 90 Days	PASSED	CUAT-380	PASSED	Johnny Gonzales						
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-1	ISD/MAD MCO Switch Within First 90 Days	PASSED	CUAT-143	PASSED	Karin Stevenson						
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-2	ISD/MAD MCO Switch Within First 90 Days	PASSED	CUAT-110	PASSED	Karin Stevenson						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-3	ISD/MAD MCO Switch Within Open Enrollment Period	PASSED	CUAT-110	PASSED	Karin Stevenson						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-4	ISD/MAD MCO Switch Within Open Enrollment Period	PASSED	CUAT-371	PASSED	Johnny Gonzales						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-4	ISD/MAD MCO Switch Within Open Enrollment Period	PASSED	CUAT-143	PASSED	Karin Stevenson						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-9	ISD/MAD Benefit Status	PASSED	CUAT-371	PASSED	Johnny Gonzales						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-9	ISD/MAD Benefit Status	PASSED	CUAT-143	FAILED	Karin Stevenson						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-10	ISD/MAD Benefit Status (ALL)	PASSED	CUAT-110	PASSED	Johnny Gonzales						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-117	ISD/MAD Request A Fair Hearing	PASSED	CUAT-110	PASSED	Karin Stevenson						8/25/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-118	ISD/MAD Request A Fair Hearing	PASSED	CUAT-380	PASSED	Johnny Gonzales						10/7/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-118	ISD/MAD Request A Fair Hearing	PASSED	CUAT-143	CANCELLED	Johnny Gonzales						3/9/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-119	ISD/MAD YesMIM Password Reset	PASSED	CUAT-110	PASSED	Karin Stevenson						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-120	ISD/MAD YesMIM Password Reset	PASSED	CUAT-371	PASSED	Johnny Gonzales						10/9/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-120	ISD/MAD YesMIM Password Reset	PASSED	CUAT-143	CANCELLED	Johnny Gonzales						3/8
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-123	ISD/MAD Interim Reporting	PASSED	CUAT-110	PASSED	Karin Stevenson						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-127	ISD/MAD Request Replacement Medicaid Card	PASSED	CUAT-110	PASSED	Karin Stevenson						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-128	ISD/MAD Request Replacement Medicaid Card	PASSED	CUAT-381	PASSED	Johnny Gonzales						10/7/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-128	ISD/MAD Request Replacement Medicaid Card	PASSED	CUAT-143	CANCELLED	Karin Stevenson						3/2/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-129	ISD/MAD Request Replacement EBT Card	CANCELLED	CUAT-110	CANCELLED	Karin Stevenson						8/27/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-130	ISD/MAD Request Replacement EBT Card	PASSED	CUAT-380	PASSED	Johnny Gonzales						10/9/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-130	ISD/MAD Request Replacement EBT Card	PASSED	CUAT-143	CANCELLED	Johnny Gonzales						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-135	ISD/MAD SNAP Work Program	PASSED	CUAT-110	PASSED	lori garin						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-136	ISD/MAD SNAP Work Program	PASSED	CUAT-380	PASSED	Johnny Gonzales						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-136	ISD/MAD SNAP Work Program	PASSED	CUAT-143	EXECUTING	Johnny Gonzales						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-169	ISD/MAD Interview	PASSED	CUAT-110	PASSED	magdalena foley						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-170	ISD/MAD Benefits	PASSED	CUAT-110	PASSED	Johnny Gonzales						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-187	ISD/MAD Recertification	PASSED	CUAT-110	PASSED	Karin Stevenson						8/25/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-242	ISD/MAD YesMIM Password Reset (does not know user name)	PASSED	CUAT-380	PASSED	Johnny Gonzales						10/9/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-242	ISD/MAD YesMIM Password Reset (does not know user name)	PASSED	CUAT-143	FAILED	Karin Stevenson						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-246	ISD/MAD YesMIM Unlock Account	PASSED	CUAT-381	PASSED	Johnny Gonzales						8/13/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-246	ISD/MAD YesMIM Unlock Account	PASSED	CUAT-143	CANCELLED	Johnny Gonzales						3/9/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-247	ISD/MAD YesMIM Unlock Account (Does not know username)	PASSED	CUAT-380	PASSED	Johnny Gonzales						10/15
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-247	ISD/MAD YesMIM Unlock Account (Does not know username)	PASSED	CUAT-143	CANCELLED	Johnny Gonzales						3/9/2
CCSC-10	Connect: MAD/ISD Flow and VUI - Non-Self Service in English	OK	CUAT-248	ISD/MAD YesMIM Password Reset (Bot fails or times out)	PASSED	CUAT-371	PASSED	Johnny Gonzales						8/13/2