

Select Five Number	SF0069
Requesting Entity Name	Office of MN.IT Services
Request Title	MDH eLicensing Detailed Requirements
Request Description	<p>This contract is for hiring IT Business Analysts to gather detailed requirements based on the business analysis documentation that has been completed for the MDH licensing systems project. The documentation contains the following: scope definition, system functions and workflow, what the in-scope systems have in-common, gaps in functionality, recommendations on the best way to close the gaps in the functionality to combine systems, and a report of the findings and recommendations. The deliverables for this phase of the project will be:</p> <ol style="list-style-type: none"> <li>1. Create a detailed project plan with delivery dates for completion of all major tasks within the first two weeks of the contract period. The project plan should include: reviewing existing project documents and scope; completing detailed requirements for system functions and workflows for a shared system; completing detailed requirements for in-common functionality that can be shared; and completing detailed requirements for gaps. Requirements must align with the high level design for the eLicensing system.</li> <li>2. Meet with business subject matter experts and IT Application Support staff to gather additional information on system functions, workflows, and gaps to complete the detailed requirements.</li> <li>3. Create a detailed requirements document, review with MNIT@MDH and SME's, and make updates, corrections, and changes as required.</li> <li>4. Help identify best options and mediate when CORE requirements conflict between programs.</li> <li>4. Conduct weekly check-in meetings with the MNIT@MDH management to provide updates on the project plan, discuss any issues and/or ideas that may positively or negatively impact deliverables.</li> </ol> <p>Summary of existing documentation:  Compare and Contrast documentation:  As-Is Business Process Mapping sessions with 9 sections in 3 Minnesota Department of Health (MDH) divisions: Health Policy (HP), Health Regulation (HR) and Environment Health (EH). The processes related to issuing credentials have been documented in the form of process flow diagrams and narratives and then analyzed to identify common patterns, as well as gaps and differences. This document is aimed at comparing and contrasting the identified processes to aid in the final recommendation preparation. We have identified the core process that is followed by all programs and sections in all divisions along with unique features of each of the programs. For each of the stages of the core process specific elements and features were analyzed across programs and documented in a form of table/matrix. Each of the tables is followed by a narrative about each feature, as well as an intradivision (across sections and programs) and an interdivision (across divisions) comparison.</p> <p>Recommendations Document:  Minnesota Department of Health (MDH) has several licensing systems across three divisions: Health Policy (HP), Health Regulations (HRD) and Environmental Health (EH). This project's aim was to gather process and licensing system information through existing documentation and subject matter experts, model the information to an 'as-is' state and analyze the feasibility of reducing the number of and/or combining the collection of licensing systems. For this project, "Licensing" includes the full range of licensing functions, e.g. inspections, enforcement, and complaints. We conducted as-is Business Process Mapping sessions for 9 sections in the three MDH divisions. The processes related to issuing licenses, certificates, registrations etc. (later referred to as "Credential") have been documented in the form of process flow diagrams and narratives. These processes were then analyzed to identify common patterns, as wells as gaps and differences (see As-Is process maps for more details). Common and different features across programs were documented in</p>

Compare and Contrast document in the form of matrices and narrative. Features specific to each stage of issuing credential were compared across programs and divisions (see Compare and Contrast Document for more details). Final Recommendation document describes the proposed model, ways to combine business processes and gaps each program has between current and future states. This document is aimed at helping the client in assessing solution options, initiating business requirement process and supporting the initiative justification.

Contract(s) Awarded

Contract ID 103439

Entity Type

State Agency

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