PROJECT CLOSEOUT REPORT

Submitted to Large Project Oversight on 12/27/2018

GENERAL INFORMATION

Program/Project Name: New Medicare Card (NMC)
Agency Name: Department of Human Services (DHS)
Project Sponsor: Maggie Anderson
Project Manager: Kris Vollmer (Primary), Melissa Hvidsten

PROJECT BASELINES

Original And Final	Project Start Date	Baseline Execution Start Date	Baseline End Date	Baseline Budget	Actual Finish Date	Schedule Variance	Actual Cost	Cost Variance
Original Baseline	08/02/2017	02/14/2018	12/31/2018	$2,513,220	10/30/2018	0%	$1,950,380	21.8% Under
Final Baseline		02/14/2018	08/17/2018	$2,513,220	10/30/2018	64.3% behind	$1,950,380	21.8% Under

Notes: The original schedule was baselined through phase 1/1a, with an estimated end date of 12/31/2018. Prior to baselining phase 2 it was determined that a majority of the work could be overlapped with phase 1a. The final baseline was approved with an end date of 08/17/2018. All phases were implemented and moved into production on 7/19/2018 (prior to the baseline end date), however an issue was identified that was not fixed until post-production, which elongated the project's completion date.

MAJOR SCOPE CHANGES

N/A

PROJECT OBJECTIVES

Business Objective	Measurement Description	Met/ Not Met	Measurement Outcome
Complete the requirements for this project to be in compliance with the CMS New Medicare Car ds initiative.	Upon completion of the project, all CMS requirements have been met by the system.	Met	North Dakota became compliant with the New Medicare Cards initiative on 7/27/2018.
			The project ran a post-production MBI load to capture deceased and inactive eligible MBIs to reduce risk of beneficiary medical identify theft.

POST-IMPLEMENTATION REPORT

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Post-Implementation Reports are performed after a project is completed. A "PIR" is a process that utilizes surveys and meetings to determine what happened in the project and identifies actions for improvement going forward. Typical PIR findings include, "What did we do well?" "What did we learn?" "What should we do differently next time?" Notable findings are presented in this closeout report.

Lesson learned, success story, ideas for future projects, etc.	
	What Went Wrong? or What Went Right?
Communication	On the whole the project was well organized and went smoothly. Documentation was easy to find and updated when promised.
Testing	MMIS security roles need to be better understood and standardized testing developed.
Requirement/Design	The timeline for the project was not good. If we were able to get approval of the SOW earlier, we would have had adequate time. Because the SOW was approved between Thanksgiving and Christmas, we attempted to start JAD sessions the week prior to Christmas. This was rushed and then we were expecting state response the first week of Jan which was not realistic. This lead to use basically starting JAD all over from scratch in Jan. We didn't get sign-off on the requirements until all the CRs were approved. This also impacted the start date of coding. If we had gotten approved for each CR individually instead of having the approved tied to all of them, development could have started earlier.
Partnership/Team Relationships	Project team worked well together.