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# ALERT IIS and HPE IIS and Vendors: a partnership

Speakers: Jenne McKibben and Eric Schuh  
Co-Authors: Deborah Richards

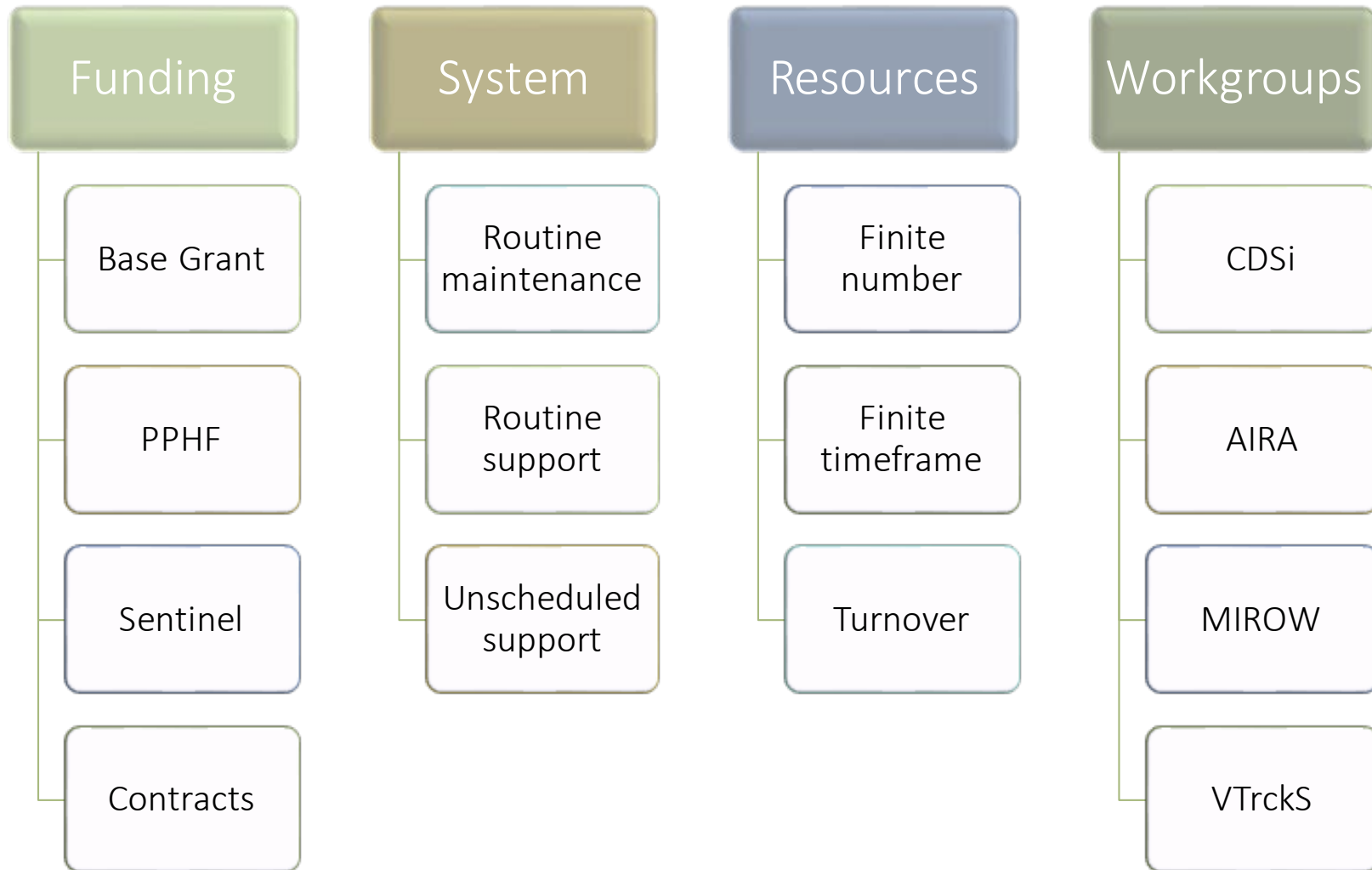
April 2016

**ONWARD**  **UPWARD**

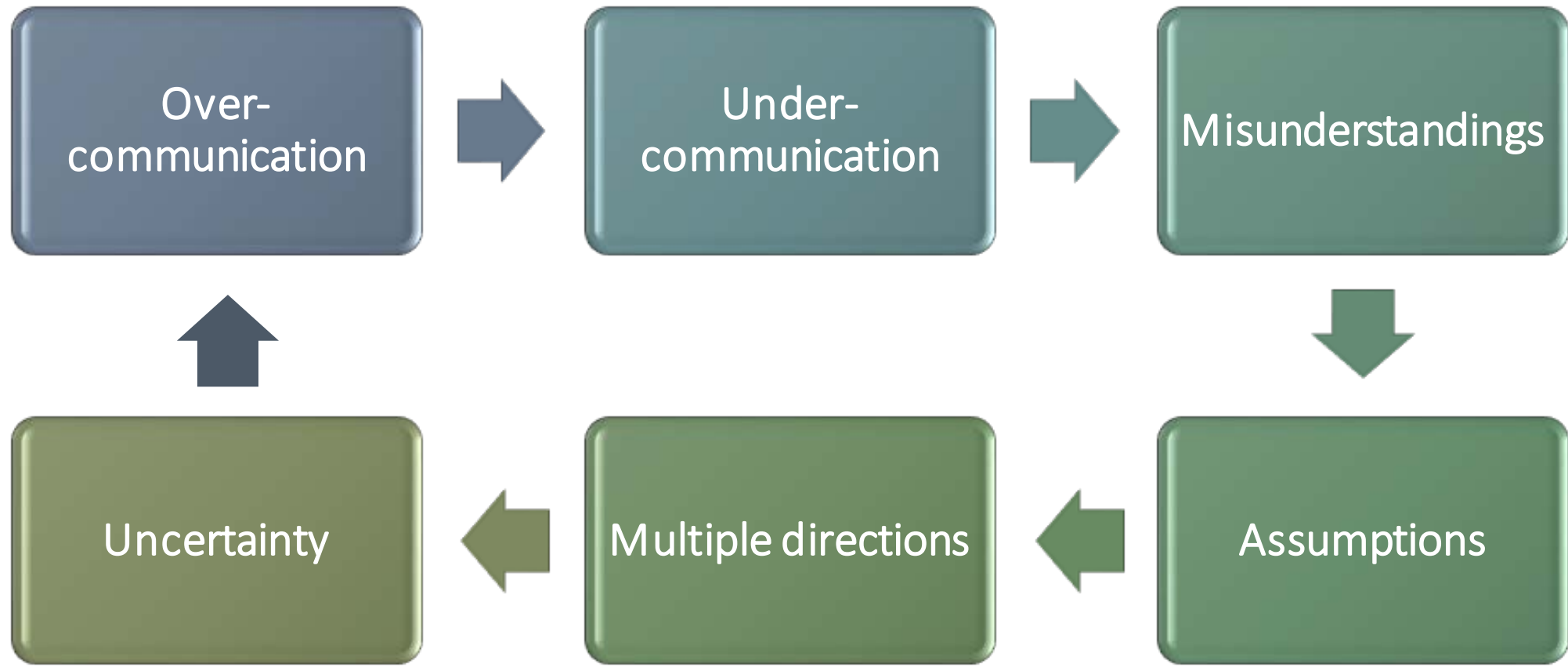
# Presenters will be:

- slightly hesitant to describe our challenges in detail...
- excessively happy to share details on how contracts are your friends...
- annoyingly delighted to discuss the change control process we implemented...
- overly excited about sharing how important it is to figure out a communication strategy that works for both parties...
- unduly eager to show off real-world examples...

# Challenges – Competing Projects



# Challenges - Communications



# Contracts

## Frustrations:

- contracts, agreements, change orders? What do we use?
- understanding the process
- changing rules
- differences between local jurisdiction and private business regulations

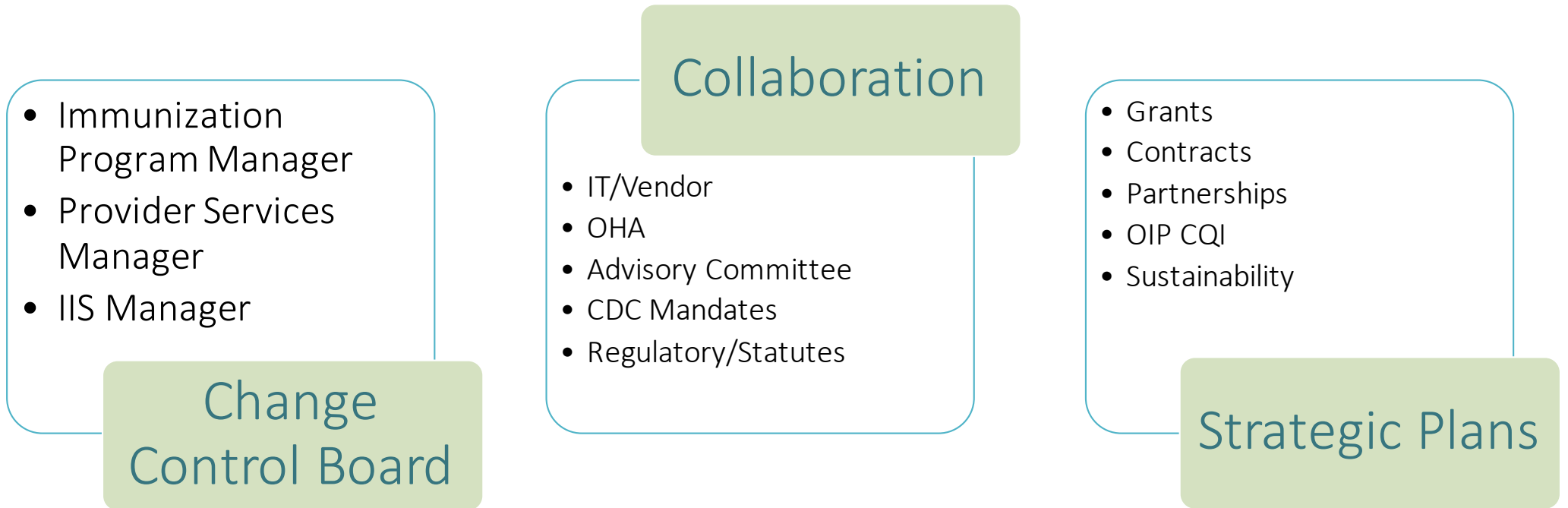
## Triumphs:

- workforce development opportunities
- accountability
- deliverables
- Service Level Agreements  
24/7 support

# Change Control Team

- comprised of subject matter experts (SMEs) that represent each area of the Immunization Program
- analyzes and plans ALERT IIS system bug fixes and enhancements
- collaboration done through gatekeepers
- contacts for immunization program teams and partners
- team members have participated in PHII 8 Steps of the IT life-cycle

# Change Control Drivers



# Maintain Appropriate Communication

- Primary Contact(s) on both sides
- Maintenance priorities and their order
- Nothing is perfect!
- Adjust as needed...at least annually
- Meet in-person when possible
- Celebrate successes



# Weekly Status Check

## Document:

*Weekly Status report highlighting prior week activities*

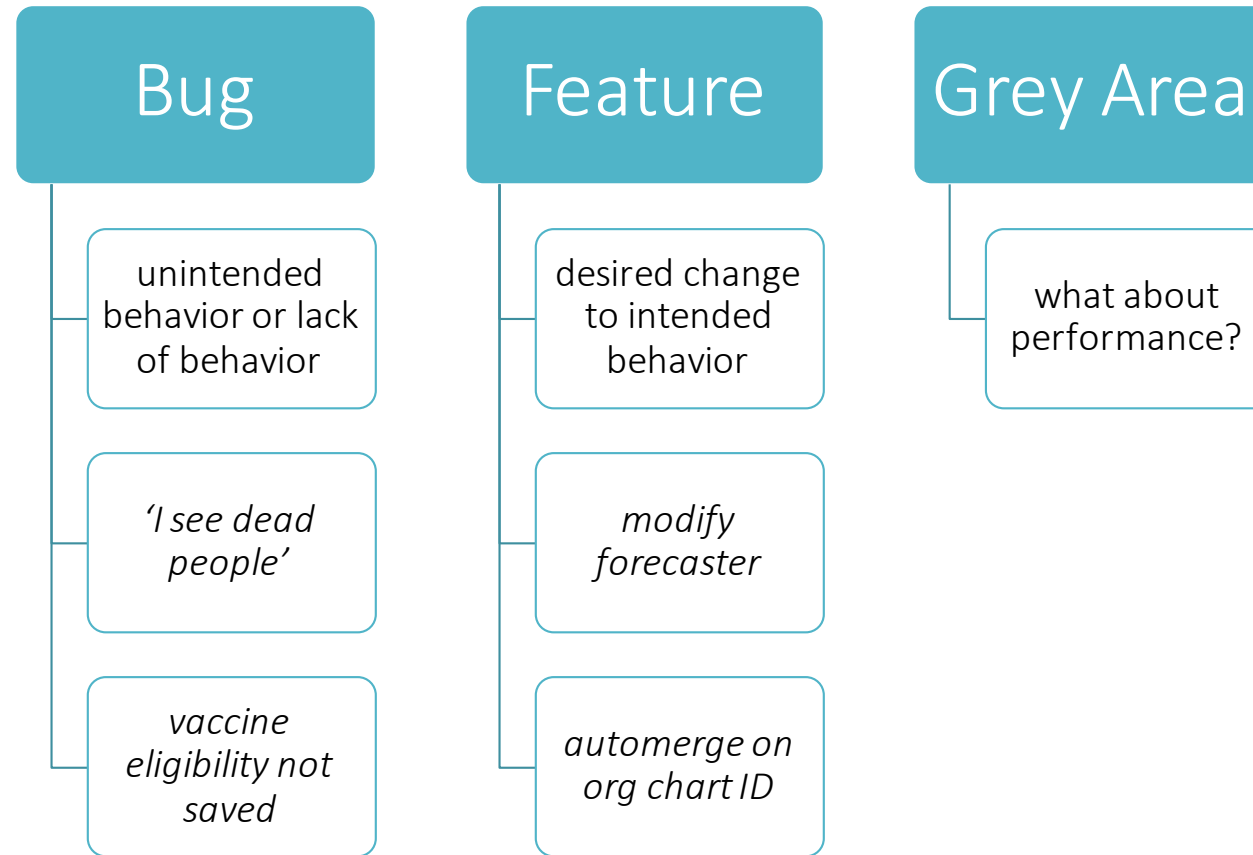
- to-do items
- other open/unresolved items
- current maintenance and grant priorities
- completed items to be removed

## Conference Call:

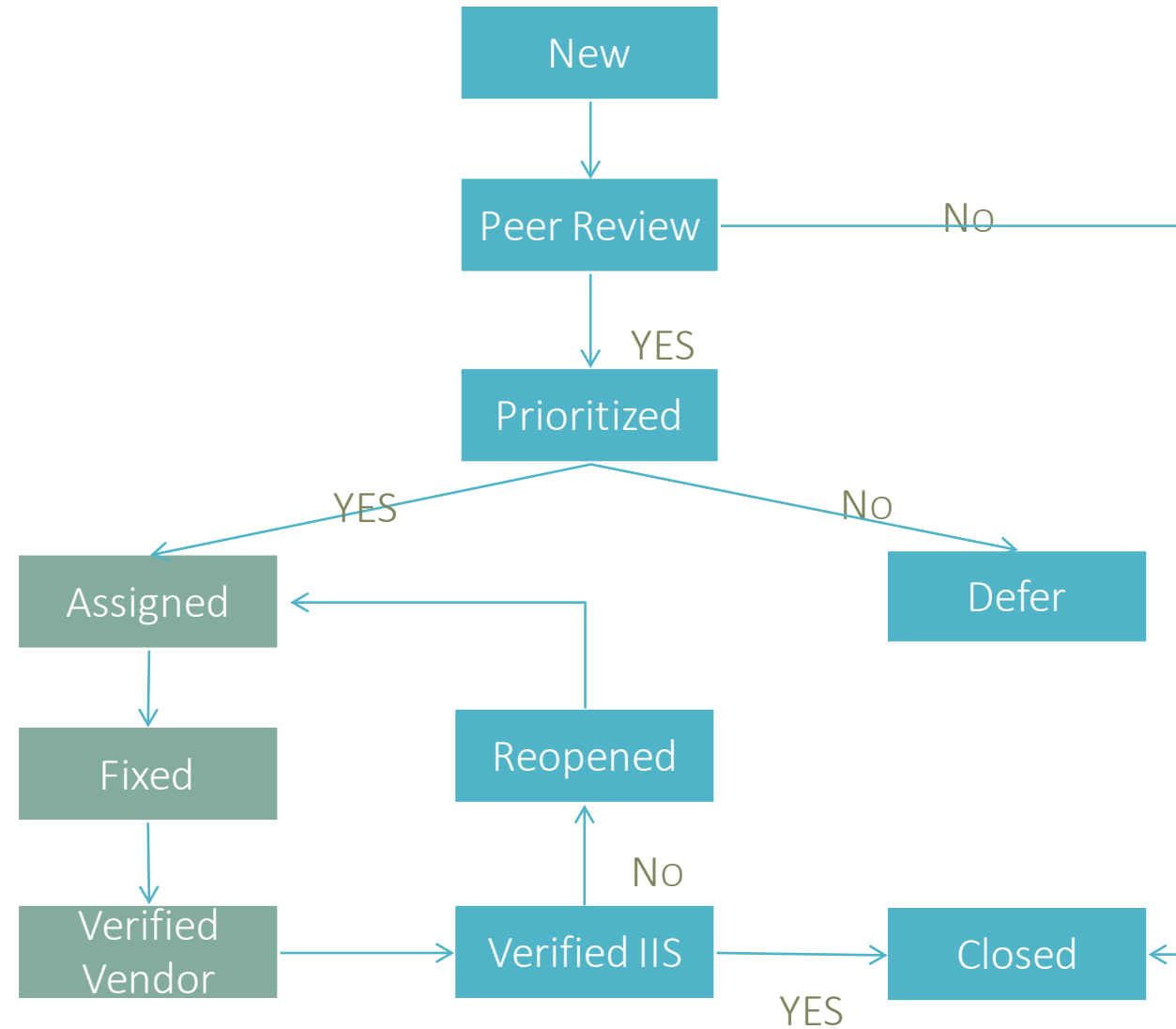
*Half hour meeting to run through status check document*

- changed items
- especially those needing OHA or HPE attention
- review and approval of upcoming activities

# Bug vs. Feature



# Case study: A Bug's Life



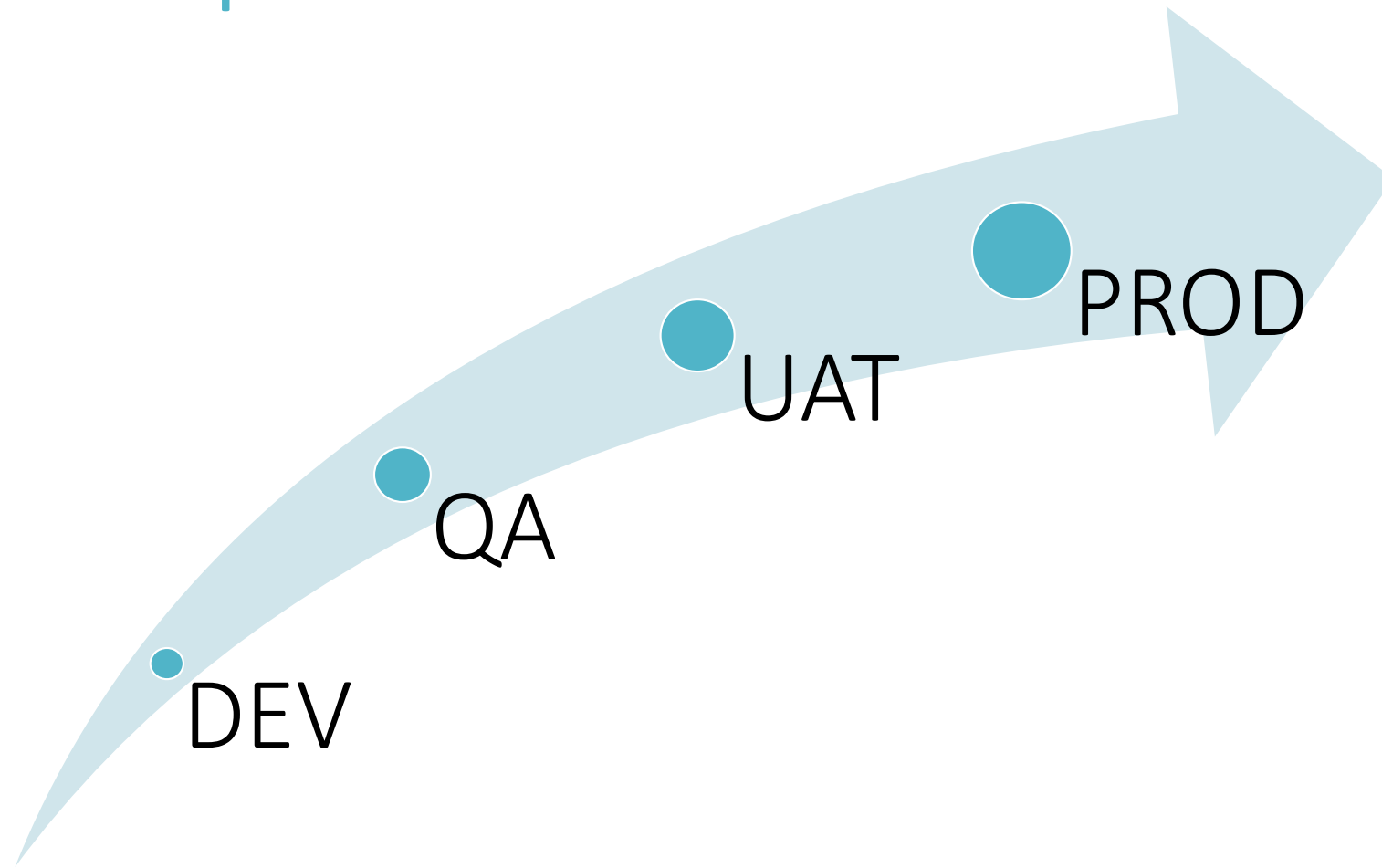
Vendor

IIS

# Issues Morphed into Successes

- domain name propagation issue
- infrastructure issues (i.e. power failures, etc.)
- competing priorities

# Software Updates



# Successes can Create Issues

## Interoperability

- impact on performance
- growth/increased data volume – space concerns
- additional errors

Coming together is a beginning;  
keeping together is progress;  
working together is success.

-Henry Ford



# Contacts

## Presenters:

**Jenne McKibben**

[jenne.mckibben@state.or.us](mailto:jenne.mckibben@state.or.us)

ALERT IIS Director  
800 NE Oregon, #370  
Portland, OR 97232

**Eric Schuh**

[eric.schuh@hpe.com](mailto:eric.schuh@hpe.com)

Senior Business Analyst  
313 Blettner Blvd  
Madison, WI 53784

## Co-author:

**Deborah Richards**

[Deborah.l.richards@state.or.us](mailto:Deborah.l.richards@state.or.us)

Data Quality Analyst, ALERT IIS  
800 NE Oregon, #370  
Portland, OR 97232



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