



**Hewlett Packard
Enterprise**

Oregon
Health
Authority

ALERT IIS and HPE IIS and Vendors: a partnership

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

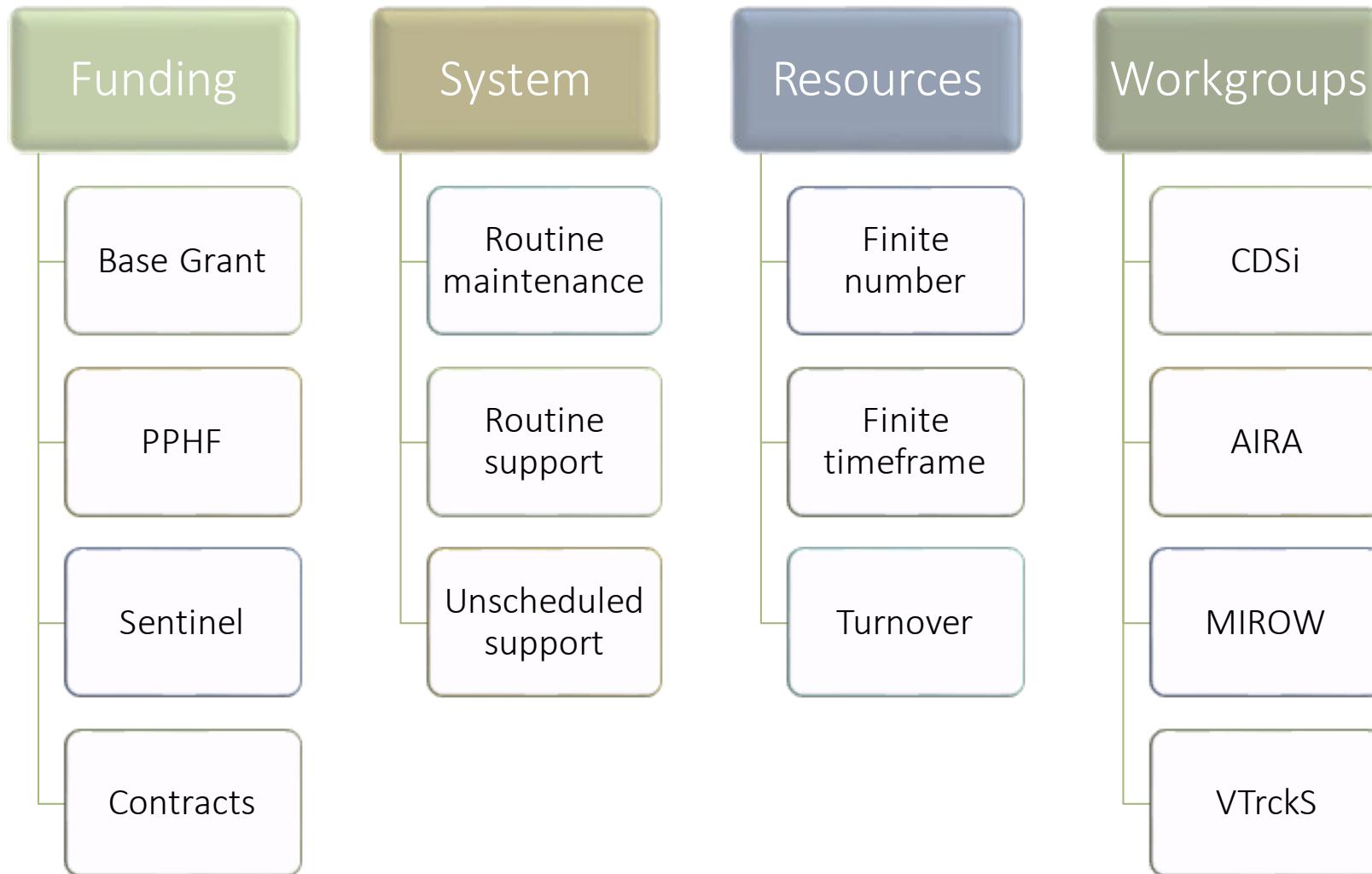
April 2016

ONWARD  UPWARD

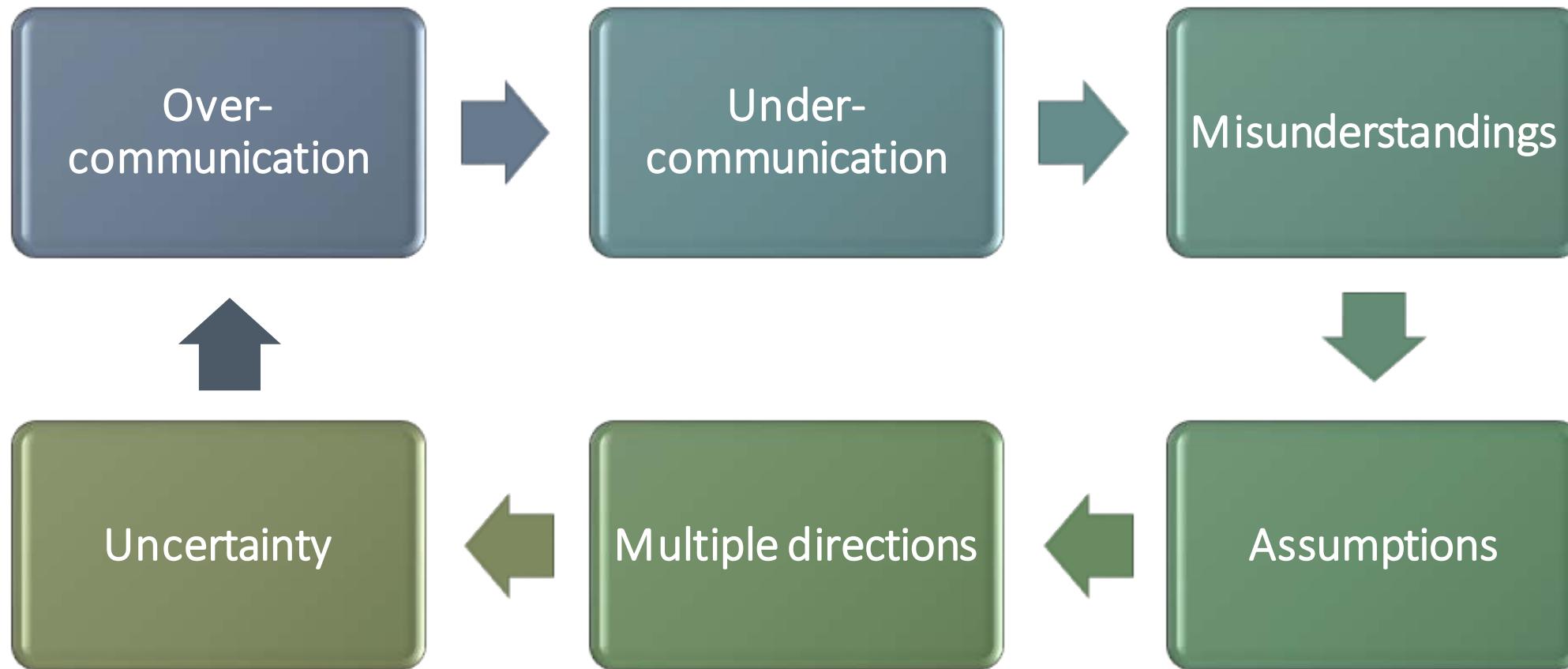
Presenters will be:

- 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

- Immunization Program Manager
- Provider Services Manager
- IIS Manager

Change Control Board

Collaboration

- IT/Vendor
- OHA
- Advisory Committee
- CDC Mandates
- Regulatory/Statutes

- Grants
- Contracts
- Partnerships
- OIP CQI
- Sustainability

Strategic Plans

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

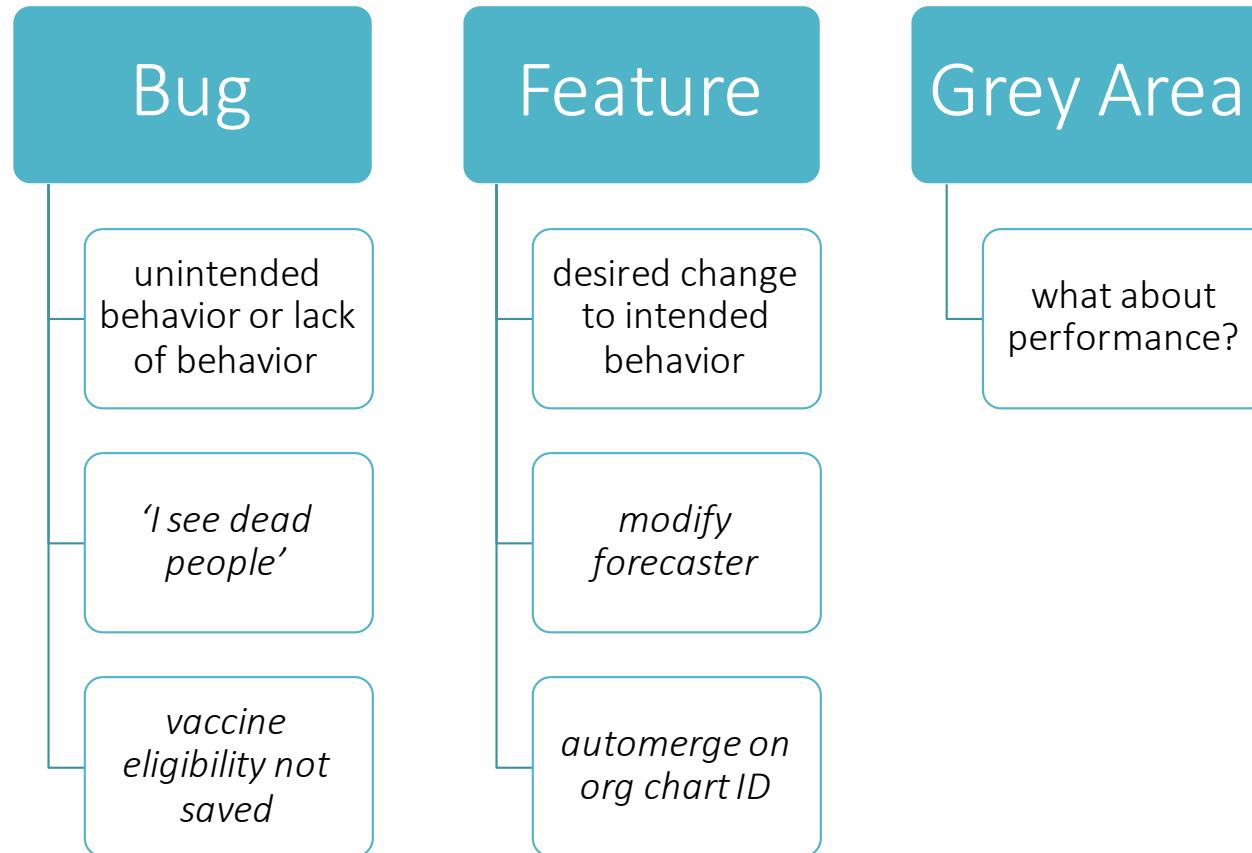
- to-do items
- other open/unresolved items
- current maintenance and grant priorities
- completed items to be removed

Conference Call:

Half hour meeting to run through status check document

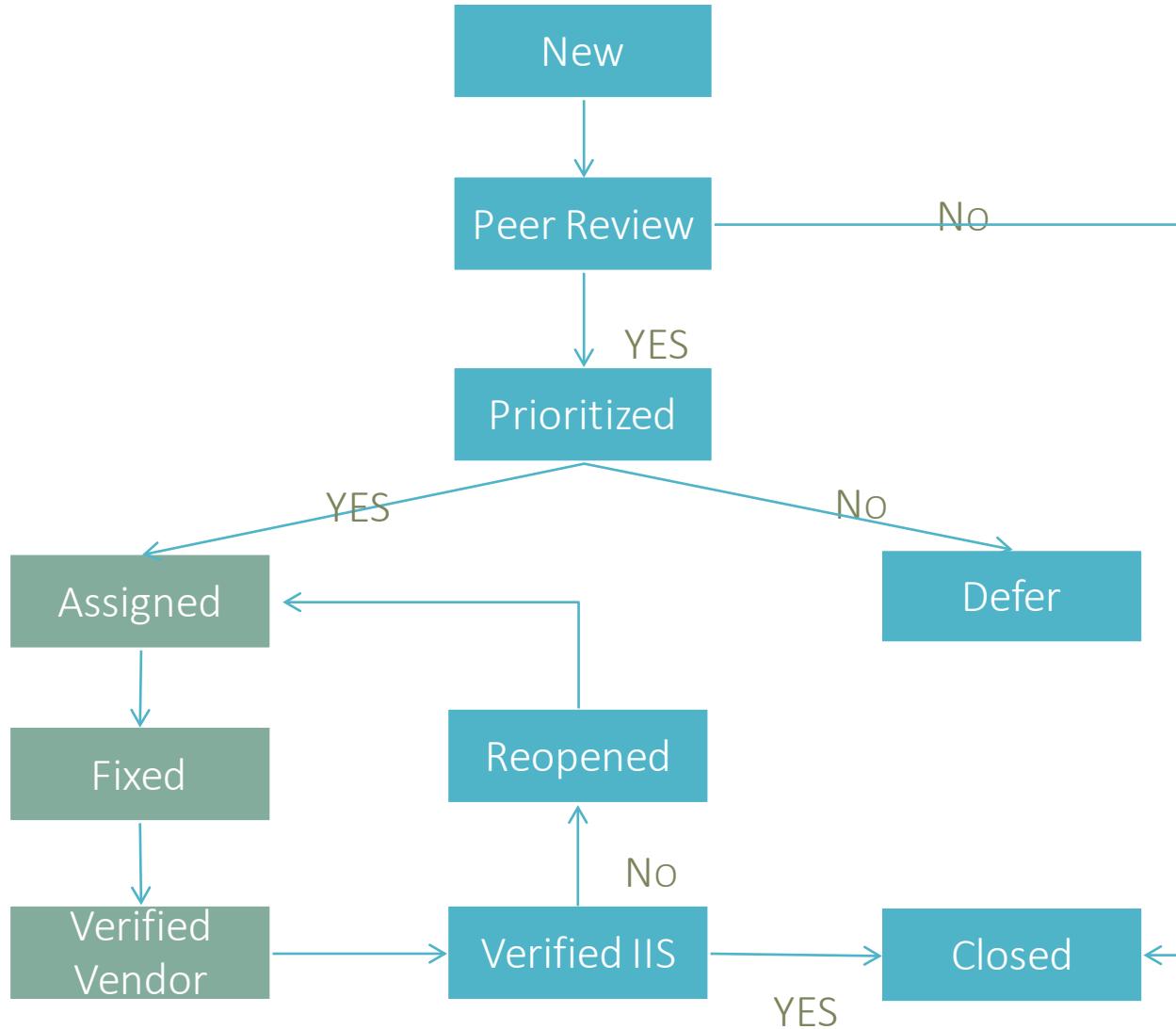
- changed items
- especially those needing OHA or HPE attention
- review and approval of upcoming activities

Bug vs. Feature



Case study: A Bug's Life

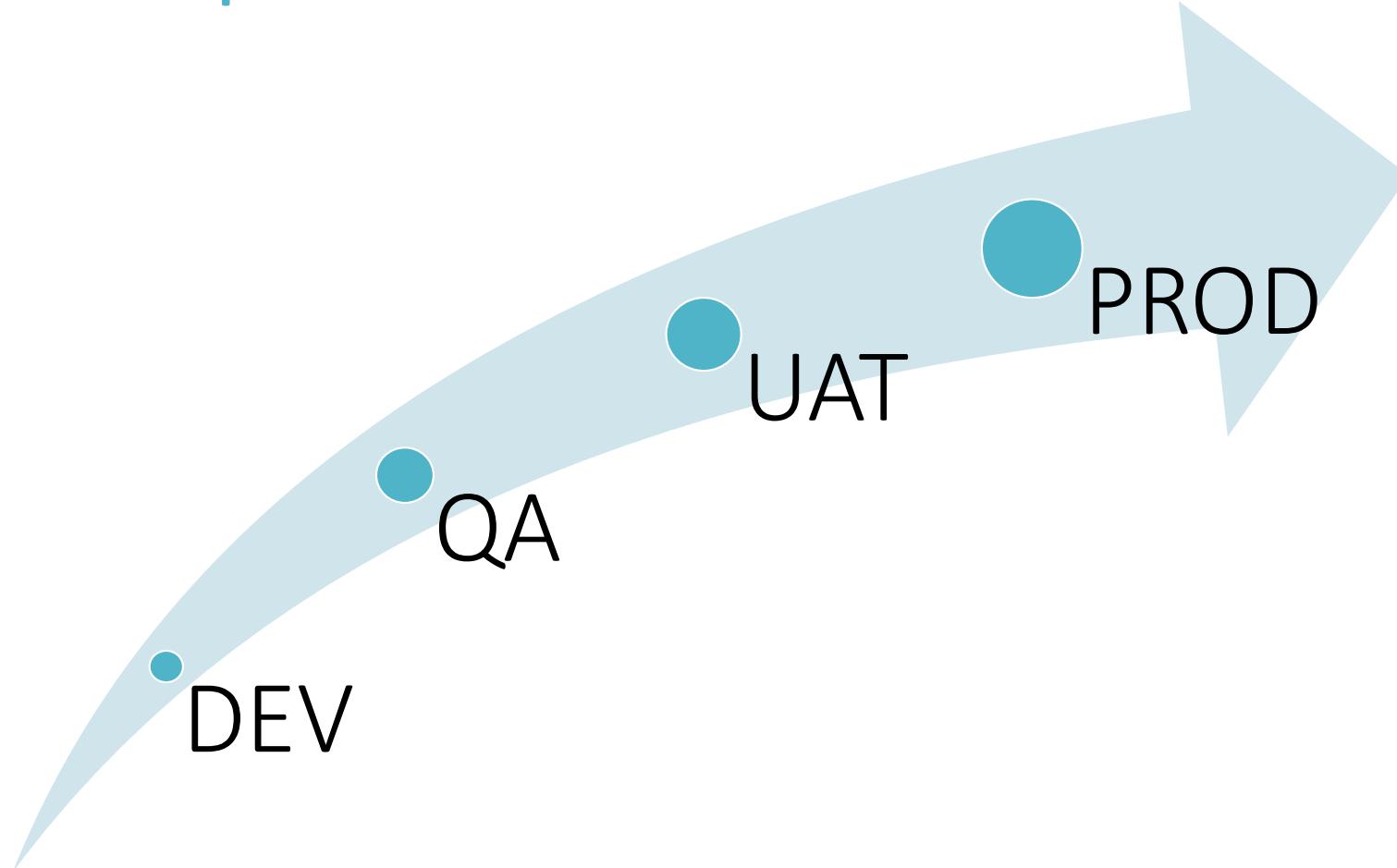
Vendor
IIS



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

ALERT IIS Director

800 NE Oregon, #370
Portland, OR 97232

Eric Schuh

eric.schuh@hpe.com

Senior Business Analyst
313 Blettner Blvd
Madison, WI 53784

Co-author:

Deborah Richards

Deborah.l.richards@state.or.us

Data Quality Analyst, ALERT IIS

800 NE Oregon, #370
Portland, OR 97232



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