Minnesota Health Insurance Exchange (MNHIX)

Issue Identification and Escalation

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1. Identify Issue

Issues describe situations in which something has gone against plan or impedes production activities and/or a decision has to be made. An issue refers to a problem that is happening in the present and is

often discovered during the course of the project. Issues are events that impact schedule, cost, performance, and/or quality. Issues can be identified at any time during the project lifecycle. They could be the result of the review of a deliverable. For example, a detailed design that incorrectly specifies a calculation or omits a report from the requirements could be an issue; it may require review and resolution of the problem by appropriate teams or committees. Another example is an issue related to testing with a trading partner. If a schedule conflict arises and precludes testing with an external partner from progressing as planned, that conflict will be identified and managed as an issue.

MNHIX Project team members will be trained on the process to identify issues and provided with a tool (Change Request Form) such that everyone has a voice in identifying and logging issues. Change Request Form provides each team member access to a tool to document any issue impacting the project.

1.1 Document Issue

Once a team member has identified an issue, it is documented using the Change Request Form (see Attachment F - MNHIX Change Request Form for an example) and submitted to the PMO. The creator of the Change Request Form must populate the following information prior to submitting the Change Request Form to PMO:

Request: Detailed description of the issue and the circumstances leading up to the issue. The creator should include any known impacts of the issue, which should serve as supporting documentation for the priority selection.

Date Submitted: The date the issues was submitted.

Due Date: The due date will be blank initially forcing the creator to think about an appropriate due date.

Priority: Captures the level of urgency for the resolution of the issue as Low, Minor, Moderate, High, and Critical. Specific priorities have been adapted to the Project.

The table below table provides the guidelines to be used when prioritizing an issue:

Priority	Description
Low	● A problem with current functionality where an easy workaround exists ● The occurrence of the issue is very low. ● Minimal workload
Minor	● A problem with current functionality or process where a feasible workaround exists ● The workload to address the issue could reasonably be accomplished without significant change to work plans or schedules ● The occurrence of the issue is low and does not impact a large number of clients
Moderate	● A problem with current functionality or process where a workaround exists ● The workload to address the issue could reasonably be accomplished with no more than minor adjustment to work plans or schedules ● The volume of the issue is medium or the issue is exception based

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Priority	Description
High	• Key business functions are operational, however a severe error exists in its processing and the workaround is complex and time consuming • The workload to address the issue is significant and will have an impact on work plans or schedules • The issue affects a large volume of clients
Critical	• A key business function is at a **standstill** and no workaround exists • Corrective changes are necessary before the business function can proceed • A fix must be implement as soon as possible and takes precedence over all non-critical priority work in progress • The error affects a large volume of clients

Once the issue has been submitted to the PMO it goes through further assessment and analysis to determine if the identified request is actually an issue. If it is determined to be an actual issue the issue it will be added to the Issues Log and assigned to an Issues Owner. The Issue Owner may not be assigned until the Weekly Risk and Issues Management Meeting.

2. Issue Resolution

Once the Issue Owner has resolved the issue they should provide any supporting documentation and communicate the resolution to the PMO. In addition, Issue Owners should communicate lessons learned as part of the resolution. Once resolved the issue goes into "Closed" status. Issues will remain in Issues Log for their entire lifecycle (from identification to closure). Closed issues will remain visible in Issues Log to provide historical documentation of action taken, as well as provide an educational tool for possible sources of issues in the future.

3. Escalate Issue

If the Issue Owner determines the issue needs additional visibility or action or the Issue Owner decides that they can no longer resolve the issue, the issue will be escalated back to the PMO and then to Project Oversight Committee or the IT Contract Advisory Committee.

The Project Oversight Committee is tightly integrated with the PMO. This group is responsible for tracking, monitoring and reporting project status, risks, issues, milestones, deliverables, schedule, quality and costs. The project governance consists of two layers of management, one controlled by MAXIMUS the other by the State:

1) Project Oversight Committee
2) IT Contract Advisory Committee

PMO will implement escalation approach to move the issue upward. The issue priority influences when an issue should be escalated. For example, if the PMO has little control over the issue and the issue priority is critical, the issue may need to be escalated to the Project Oversight Committee or the IT Contract Advisory Committee. These two committees have the ability to facilitate the appropriate routing of issues. Please see Attachment C - MNHIX Project Charter for MNHIX Governance Committees for details.