

Appendix 3

Business Process Re-engineering Deliverable

ID #	Description of Deliverable Milestones	Development of Deliverable
CMS-PSS-16	<p>Business Process Re-engineering</p> <p>The selected Contractor will perform Business Process Re- engineering on the current business processes and systems of the CaMS legacy application. Contractor responsibilities include:</p> <ul style="list-style-type: none"> • Review the CaMS requirements • Review and document the current business processes; • Observe current staff as they work in current process and document that process; • Document the back-office workflow process and address such challenges with CaMS redesign Project Manager; • Identify gaps, redundancies and deficiencies in the current business process; • Identify complexities that exist due to the legacy systems; • Document the changes to the current business process and define the future state for future Alliance Aware implementation; • Work with the integration Alliance Team and state business team to re-engineer and stream line current business processes “as is” to the “to be” processes. • Create Use Cases to validate the solution. 	<p>Business process reengineering and Organizational change management to be successful, the following must take place</p> <ul style="list-style-type: none"> • A clear description of the TO-Be process • Documentation of new policies and procedures • Clear escalation and communication path identified • Training in the new processes and procedures with appropriate staff • New roles for existing staff • Additional Security Privacy requirements • Well developed and incremental communications plan • Culture change and adaption of new culture methodology. • Implementation plan for OCM. <p>We will review to ensure these items are clearly articulated and defined.</p>