**IIS Platform Migration Planning Questionnaire**

Address key questions to inform migration project planning



## This planning questionnaire is intended for use by program staff to inform the development of IIS migration project management plan(s). The questionnaire lists key questions to consider across a myriad of planning topics that may be addressed at various points throughout the project life cycle. Time spent earlier in the migration effort to clarify and document your thinking and methods for executing the project will save significant time and cost in later phases.

## Instructions

## Walk through the questions to begin to develop approaches/thinking around each of these areas.

## Indicate any anticipated resource gaps in terms of people, budget and/or time constraints to sufficiently address a particular topic.

## Revisit the questions periodically over time, including when the solution vendor is selected to discuss your needs in relation to the new system.

## Helpful hints

* How your program uses this tool may vary and should be based on your program’s workflow and needs. For example, an assigned project manager may use these questions to drive development of project plans and agendas. Program staff may also walk through sections of this document over time as a team, to inform work with a vendor.
* Answering these questions provides important insights and inputs into addressing your project needs and requirements.
* Not every response may be known initially, but can be addressed at a future time when more information is available.
* Use your responses to inform the development of project plans/an integrated project management plan and help identify where assistance may be needed.

# Goals/intended objectives

* 1. What are the specific overall organizational goals/objectives you intend to achieve as a result of this migration? Refer back to your project charter for reference.

# Project governance and assembling the teams

* 1. Who is the executive sponsor for the project?
  2. What project teams will need to be formed, such as a leadership team, a core team, extended team, testing team, etc.?
  3. How frequently do you anticipate project teams will need to meet?
  4. Who will be responsible for day-to-day decision-making?
  5. How will issues be escalated and resolved?
  6. How will decisions be documented?

# Project budget management

* 1. How are project resources and activities being funded?
  2. Are there time constraints related to any of the funds?
  3. Is funding sufficient to meet project objectives?
  4. Will other funding sources be sought during the project period?
  5. Who will be responsible for reviewing invoices, tracking expenses and monitoring the overall project budget?

# Project schedule

* 1. What are the drivers for our timeline?
  2. What are the key milestones in the schedule?
  3. Is the project timeline sufficient/realistic?
  4. Where will the schedule be maintained?
  5. Who is responsible for updating the schedule?

# Resource management

* 1. Who will be responsible for drafting and/or reviewing key project artifacts and outputs? (See the **Migration Project Management Framework***.*)
  2. Will you have a designated project manager to manage and support the IIS migration project?
  3. Will you have designated business analyst(s) to help document and track requirements and assist in testing?
  4. What staff will be involved in key project activities?
     1. Communications
     2. Requirements documentation and validation
     3. Procurement and contracting
     4. Data cleansing, migration and validation
     5. HL7 testing and provider interface re-validation
     6. User acceptance testing
     7. Training
     8. Help desk and user support
  5. How will staff time commitments vary over the course of the project?
  6. Can additional staff be temporarily assigned from elsewhere in the immunization program or health department to maintain daily IIS operations through the migration process?
  7. How might our staffing needs (program, technical) change with a new IIS system?

# Help desk and user support

* 1. How are help desk issues currently tracked?
  2. Will the issue-tracking system change as a result of the migration?
  3. Who will be responsible for answering questions related to new or changed functionality within the system?
  4. Who will be responsible for documenting and/or updating standard operating procedures related to IIS help desk operations, including help desk and issue tracking?
  5. What user support materials do you have available to end users, and who will be responsible for updating these?

# Change management

* 1. What are the current strengths of the system and program we want to maintain?
  2. What is driving the need for change?
  3. What will be changing as a result of this system migration?
     1. Will program policies change? (E.g., reporting for all ages, VFC vaccine ordering/reporting policies and practices, etc.)
     2. What changes to key functionality and related business processes do we envision?
     3. How will the change impact existing internal interfaces? Will there be new internal interfaces as a result of the migration? (E.g., vital, state HIE, surveillance system, WIC, etc.)
     4. What modules do we want to consider adopting/implementing as part of the migration? (E.g., SmartyStreets for address cleansing, etc.)
     5. Is changing the name/re-branding of the IIS desirable? If so, how will that be communicated in a positive way?
  4. What factors will help contribute to the success of this project?
  5. What factors might present obstacles to success?
  6. Which stakeholders may be champions and advocates of the change and why?
  7. Which stakeholders may be resistant to the change and why?
  8. What stakeholder engagement activities will your primary sponsor and other champions of change participate in to contribute to the success of the project?
  9. How will the team celebrate success, such as when project milestones are reached?
  10. What performance measures will be established to audit compliance to changed business processes?

# Communications

* 1. Who will be responsible for developing, approving, executing and maintaining the communication plan?
  2. Which stakeholders must be included in messaging/notification for the IIS migration?
  3. What are the key messages to be communicated regarding the overall IIS migration?
  4. What messages should be communicated to specific stakeholder groups?
  5. At what point in the migration must communication be initiated for each stakeholder group?
  6. What is the frequency of communication required for each stakeholder (monthly, quarterly, semi-annually, etc.)?
  7. Which modes of communication will be used for each stakeholder? (E.g., IIS bulletin board, email, newsletter, phone calls, social media, meetings, etc.)
  8. What website updates will be needed? Who will be responsible for making/maintaining these changes?
  9. What feedback mechanisms will be in place to ensure two-way communications throughout the project?

# Risk management

* 1. Do you have statutes or administrative rules that impact the functionality of the new IIS? (E.g., consent requirements, reporting requirements, etc.)
  2. What issues, constraints and risks at the state, agency and/or program level may impact your migration planning?
  3. How will you plan to mitigate these risks?
  4. How will the project risks be reviewed and addressed throughout the project?

# Change control

* 1. How will requests for changes to project scope be handled?
  2. Who will approve change requests?

# Requirements management

* 1. How will requirements be identified and documented?
  2. Who will facilitate the process of identifying and documenting requirements?
  3. How will requirements be prioritized?
  4. How will requirements be validated?

# Procurement and contracting

* 1. Will we need to work through the procurement process to secure technical services and/or solution(s)?
  2. With which offices/agencies will we need to work?
  3. What other program(s) recently went through a similar procurement from whom we can learn?
  4. What procurement options are available?
  5. What is the optimal procurement approach for the new IIS?
  6. What is the projected timeline based on the required approval processes and procurement policies?
  7. How much overlap will we need after go-live to ensure all data was migrated successfully and the new system is stable?
  8. At what point will we need to disengage from our current vendor?

# Data cleansing, migration and validation

* 1. What data quality concerns do you have with the data in your current system?
  2. What data will be migrated as part of the move to a new system? Are there data that will not be migrated?
  3. How do field names utilized by the end users map to naming convention in the backend of the current database? (E.g., site name = facility name, etc.)
  4. What databases, systems and applications provide, receive or use IIS data?
  5. Is there a detailed data schema available for the current system?
  6. What data cleansing will occur prior to migration? What data is expected to be cleansed as part of the migration process?
  7. How will data fields be mapped from one system to another?
  8. Who will be responsible for data cleansing, migration and validation?
  9. How will you test or benchmark estimates as to how much time will be needed for a full migration?
  10. Do providers have to reconcile inventories before migrating data to a new system? Will you migrate private inventories?

# Interface and HL7 testing

* 1. What is the status of interfaces with the current system? (E.g., transport, format, volume, etc.)
  2. With what other state programs and/or systems do you share or receive data? (E.g., HIE[s], Vital Records, Medicaid, WIC, etc.)
  3. What messaging format(s) do you plan to accept in the new system?
  4. What transport methods do you plan to support with the new system?
  5. When will testing (re-validation) of current data exchange partners’ interfaces occur?
  6. What are opportunities to improve the current onboarding process?
  7. Will the role of HIE(s) as it relates to IIS HL7 onboarding and/or testing change as a result of the system migration?

# User acceptance testing

* 1. Who will be responsible for developing test scripts?
  2. Who will be involved in testing? Who will serve as the program’s testing coordinator?
  3. How will testers be set up and oriented for the testing process?
  4. What is the process for testing, documenting and escalating issues that arise?
  5. When will testing occur?
  6. How will new issues be communicated to staff during testing?

# Training

* 1. Who is responsible for developing the training plan?
  2. Who will serve as your training coordinator?
  3. Which internal and external users need to be trained on the new IIS?
  4. How will training occur? Which format(s) will be used for training?
  5. Will specific modules/topics require in-person training?
  6. What training materials are needed?
  7. Where will the training occur?
  8. When will training for the new system begin?
  9. Which training will be conducted by the solution vendor, and which will be the responsibility of your staff?
  10. Is there a training platform/learning management system that you plan to use?
  11. Do we envision having a training environment in our new IIS?
  12. How will you know which users have successfully completed the training? Will users be required to complete training prior to being granted access to the production system?
  13. If all users are not trained on the new system before go-live, how will you reach them after go-live?

# Go-live/implementation

* 1. Who has the authority to make the decision to proceed with go-live?
  2. Who is responsible for developing the go-live plan and the contingency plan?
  3. What is the contingency plan if the go-live implementation has issues or fails?
  4. What is the roll-out strategy? All at once or a phases approach? (E.g., phased introduction of functionality over time, phased based on user role, etc.)
  5. How will you manage external interfaces data flow at go-live?
  6. At what point in the process will you make the inventory frozen/static, with no further input, processing or changes being made to support go-live activities?
  7. Will you have a “warranty” period after go-live to resolve issues?
  8. When will the old system be “turned off”?
  9. What staffing resources are required at go-live?
     1. How many staff will be required to manage the help desk for go-live?
     2. Are they needed at various locations?