Case Study: Project Management Support, Missouri Electronic Vital Records Project

CHALLENGE

The State of Missouri, Department of Health and Senior Services (DHSS) was seeking assistance with the implementation of a new Electronic Vital Records (MoEVR) system.

PROBLEM

The MoEVR project aimed to implement a commercial-off-the-shelf (COTS) system to manage vital record events. The new system provides real-time access to the State and other stakeholders for registering, amending, and issuing records for birth, death, marriage, divorce, and other vital events, while improving data accuracy, reducing reporting timelines, and eliminating manual work. The implementation effort was expected to take approximately two and a half years.

Due to the complexity and length of the project, the DHSS requested project management support to ensure that meetings and decisions were appropriately documented, project leadership was informed of project status, and deliverables met quality standards.

SOLUTION

netlogx has a proven history of providing project management support for system implementation projects. Our Project Coordinators (PCrs) are skilled in using netlogx' proprietary tools and templates to provide the framework needed to drive successful project completion.

A netlogx PCr was assigned to the MoEVR project to support the overall implementation effort. The PCr's responsibilities included:

- Assisting with scheduling and scribing meetings

- Recording and tracking action items, project risks and issues, and documenting decisions

- Maintaining the requirements traceability matrix, which is used to record project specifications and document progress toward reaching them

- Entering information into the Vendor's JIRA system, prompting the vendor to make system changes

SOLUTION (Continued)

- Compiling weekly status reports

- Updating the project schedule

- Performing quality assurance reviews on all project deliverables

- Routing approved documents for signature

- Maintaining project documentation on SharePoint

RESULT

By employing netlogx' Project Management support tools, templates, and techniques, the PCr helped ensure the effective and efficient management of the MoEVR software implementation.

ADVANTAGES

- netlogx leveraged project management skills, experiences, and processes to create a standardized approach to project documentation

- netlogx' project coordination expertise was instrumental in getting large numbers of meetings scheduled in a remote environment

- netlogx' efficient approach to meeting documentation enabled us to capture decisions, track action items to completion, and record risk and issue mitigation efforts

- netlogx' exemplary note taking was leveraged on multiple occasions to reference conversations to find where project decisions had been captured

- netlogx' time management skills ensured that project tasks were completed and delivered to the client promptly