



# CT's IIS Migration Project: The Real Untold Story

Presented by:

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# Sharing our Experience



We will let you in on:

- Inside scoop on what happened behind the scenes
- 'Myths' and reality of our IIS migration effort

Caveat:

- Not always pretty
- Not exclusive to migration projects
- Pertains to any IT implementation initiatives

# Key IIS Migration Project Areas

- Planning
- Project Management/IT Lifecycle
- Change Management/Marketing
- Governance
- Resources/Staff Development
- Schedule
- Requirements
- Communication
- Go-Live



# Planning

## What you may have heard...

- Can't plan until project is initiated/Vendor selected
- We don't need to plan, our Vendor has the plan
- We've undertaken these types of projects before, and everyone knows the IT Lifecycle

## Reality...

- All projects need planning
- Tasks begin ASAP such as: assigning a Core Team and completing a Stakeholder Matrix
- Review IT Lifecycle with Team
- Plan in Phases: Day 1, Day 2
- Planning doesn't stop at Go-Live

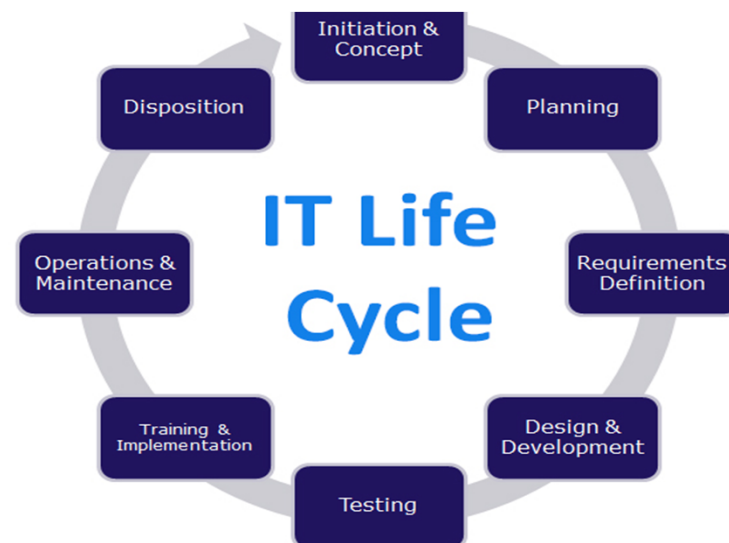
# Project Management & IT Lifecycle

## What you may have heard...

- Project management is not necessary
- Always know when development starts, and implementation ends
- Project Manager must be onsite and full time

## Reality...

- Following/understanding the IT Lifecycle is essential
- Project Manager to coordinate/track/report project activities is crucial, can be remote and part-time



# Change Management & Marketing

## What you may have heard...

- Technology, *not marketing*, is the primary element of an IIS migration project
- No need to focus on “change management” to get everyone onboard with the impending changes as they are required

## Reality...

- Marketing is essential in:
  - Conveying key IIS messages, status and vision
  - Ensuring everyone understands the need for the changes
  - Obtaining buy-in from internal and external stakeholders

# Project Governance

## What you may have heard...

- Don't need a formal governance process
- Everyone knows their role and responsibilities

## Reality...

- It is essential to:
  - Establish a steering committee or assign overall approval for project direction
  - Keep leadership apprised of progress
  - Clearly define and announce roles and responsibilities - as they will change and evolve



# Resources & Staff Development



## What you may have heard...

- Our staff know what is expected from them during the project
- Roles and responsibilities will stop changing at go-live

## Reality...

- Roles and responsibilities evolved with program needs/enhancements/new releases
- Continue applying “change management” to assist them with the transition in roles/processes



# Project Schedule

## What you may have heard...

- Project schedule not needed
  - since it shifts constantly –
- just need to keep track of go-live and new release dates

## Reality...

- Monitor and update the schedule weekly
- Define realistic deadlines driven by: funding, staffing, project goals
- Define realistic expectations (Prioritizing is key!)
  - (ex. Go-Live, then Release 1.2, 1.3 – think/plan ahead!)

# Requirements

## What you may have heard...

- We know what we want, we don't have time to document requirements
- We documented requirements initially, no need to revisit
- Vendor knows our requirements

## Reality...

- Program must have input/approve all artifacts
- IT/Program/Vendor had meetings to approve requirements
- Started with data migration strategy by defining rules, conditions, mapping, validation, data cleansing
- 3 rounds of migration testing *before final* round
- Quick daily touch point meetings with IT/Program/Vendor during UAT and migration testing

# Communication

## What you may have heard...

- We communicate well with the project team and internal stakeholders
- We're afraid to communicate too early or too often to external stakeholders

## Reality...

- Cannot over-communicate
- Communicate with ALL stakeholders often
- Need to repeat messages so people hear it
- "Repetition is our Friend"



# Communication



# Go-Live

## What you may have heard...

- There is a clear line of demarcation between Go-Live and maintenance mode

## Reality...

- Draw your own line from Go-Live to operational mode
  - Celebrate the Milestone!
- Development continues with enhancements/new releases
- All staff conducting UAT





# Final Tips

Don't reinvent the wheel:

- IIS Consortia/Partners
- [ProofHub](#)
- [AIRA Repository](#)

IT Lifecycle Continues after Go-Live:

- "Stop and Smell the...Progress"
- Celebrate & Communicate Milestones
- Recognize Staff - the real Key to Success!





# Contributions

Our migration project took “a village” to accomplish in less than a year! We want to thank the following “awesome” organizations for their support and assistance:

- AIRA
- CDC
- Envision
- PHII
- HLN
- CT DPH



# Celebrate Milestones - Big & Small...



"It's funny how day by day, nothing changes. But when you look back everything is different."

-Calvin & Hobbes

# Contact

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## About CT WiZ Website

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