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DEPARTMENT OF PUBLIC WELFARE

Transformation - Take My Services Please

APHSA – ISM Conference
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PA Department of Public Welfare,
Insurance, Aging



THE COMPUTERWORLD
HONORS PROGRAM

The Pennsylvania HHS Client-Centric Enterprise



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INSURANCE DEPARTMENT



Evolution of Application Shared Service Approach



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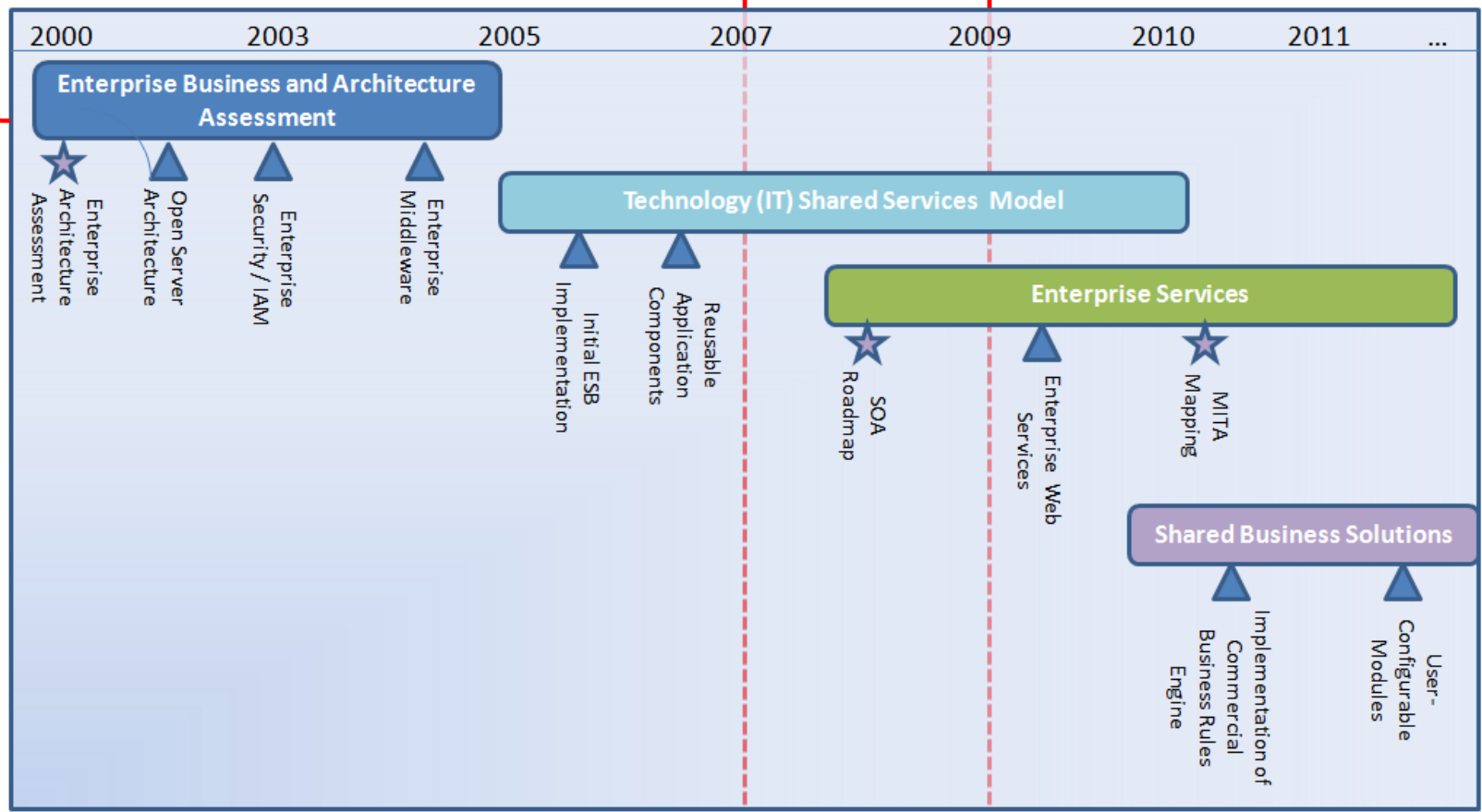
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IT, Email, and Infrastructure Consolidation

Commonwealth IT Executive Order

Aging and Insurance Consolidation

1990's



Evolution of Contract and Operating Models

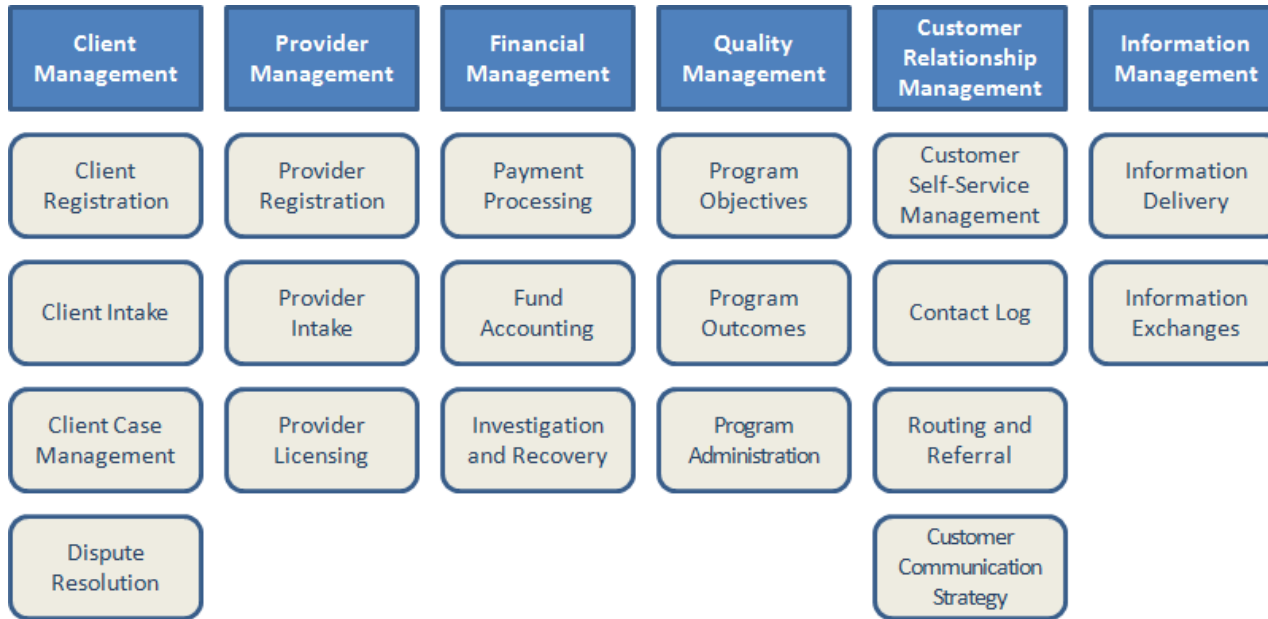
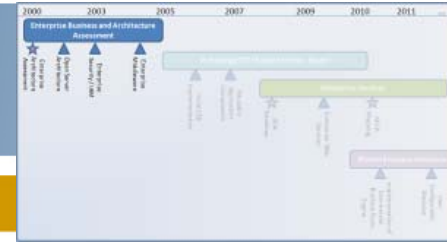


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	2000 - 2005	2005 - 2010	2010 and Beyond
Contract	<p>10+ Contracts</p>		<p>Integrated Approach</p>
Operating Model	<p>19 Systems</p>		
Details	<ul style="list-style-type: none"> Administrative overhead in dealing with 10+ contracts Focus on siloed systems approach Minimal sharing, primarily informal in nature Potential duplication of functionality 	<ul style="list-style-type: none"> Efficiencies through single point of coordination, BIS Organized and formal sharing of common services across applications Reduced level of effort and savings for Commonwealth 	<ul style="list-style-type: none"> Promotion of enterprise services Extended functionality through service oriented architecture (SOA) ITIL and CMMi enabled De-branding of systems in favor of business process enabled modules

Phase 1: Business Process and EA Assessment



Enterprise Standards

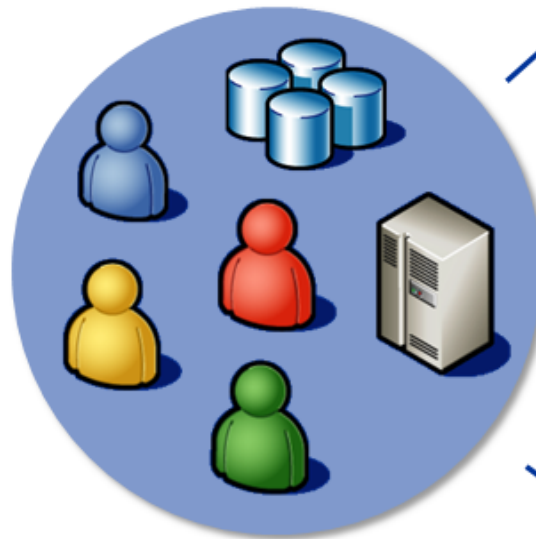
- Master Client Index
- Master Provider Index
- Provider Certification
- Enterprise Data Warehouse
- Enterprise Security / Single Sign-On
- Enterprise Message Oriented Middleware
- Architecture Review Board
- Business Review Board

Phase 2: Shared Services Technology and Infrastructure



Common Support

- Database Administrators
- Middleware
- Configuration Management Specialists
- Security Specialists
- Operations



Common Platform

- Configuration
- Database
- Middleware
- Security
- Knowledge Management

Phase 3: Shared Services – Enterprise Services



Service Bus

Enterprise Business Services
 Master Client Index (MCI)
 Master Provider Index (MPI)
 Early Learning Client Data Services
 Enterprise Rate Service
 Enterprise Correspondence Service (ECS)
 Enterprise Incident Management (EIM)
 Enterprise Provider Search
 Enterprise Notification Services
 Submit Application Service

Enterprise System Services
 File Storage Web Service (FSWS)
 Address Validation and Geocoding
 Adobe Document Creation Services
 Correspondence Direct Print Service
 Corticon Decision Services

Enterprise Architecture Services
 Fine Grained Access Control
 MCI Management Interface
 Scheduling
 Self-Registration
 User Repository (UREP)

25+ Enterprise Services

Service Bus



