

Legislative Finance Committee

IT Project Portfolio: Post Implementation Report

1. Agency: Montana State Fund
2. Project title: Claim Center Upgrade
3. Executive sponsor: Al Parisian, CIO Montana State Fund
4. Project close date: April 14, 2015
5. Appropriated budget amount:
 - a. MSF Board of Director annual approved total budget: \$887,877 (external costs)
 - b. MSF Board of Director annual approved total budget: \$425,100 (internal costs)
6. Total project development cost: \$1,052,237 (external and internal costs)
7. Expected ongoing annual cost: \$103,663 (ongoing software maintenance)
8. Year the ongoing annual cost started: MSF originally implemented Claim Center software in 2005 and has paid annual maintenance since then.
9. Funding source(s) for ongoing cost: MSF Board of Director annual approved budget
10. List the primary project goals: Implement upgraded Claim Center application in production by March, 2015.
11. List the key project objectives, the metrics used to measure these objectives, and the final metric results.

	Key Objectives	Metric Used	Final Results
1	Complete user training prior to production implementation	Complete user training by March, 2015	User training complete by February 13, 2015
2	Implement upgraded Claim Center application in production	Implement upgraded Claim Center application in production by March, 2015	Claim Center implemented in production on February 15, 2015
3	Complete project within approved budget.	Complete project within Board approved external costs of \$887,877	Project external budget cost of \$475,821

12. List and describe all post-implementation issues that have arisen and, if they have been resolved, what was the solution. If they have not been resolved, describe actions taken so far and possible solutions. Also list and describe any possible concerns.

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Major post-implementation issues fixed:

	Start Date	Resolved Date	Issues and Concerns
1	2/15/15	3/6/15	Performance/response time issues when accessing activities from the desktop.
2	2/15/15	3/6/15	Unable to receive ISO documents with medicare data
3	2/15/15	4/28/15	Serious performance issues when accessing financial transactions on any claim

13. Please add any additional comments the agency would like to provide to the committee, if any.

No other comments to add.