

FASAMS O&M Communications Plan

1. Communications Plan

The purpose of this plan is to document communication process used to support FASAMS during operation and maintenance (O&M). This plan defines:

- What needs to be communicated on the project?
- Who is responsible for communicating with what audience?
- When the communication needs to take place?
- How information will be communicated?

The project communication process ensures that project leadership and team members are kept in sync and are aligned about the status of the project and its upcoming activities.

DCF SAMH OITS will manage this plan, including any and all changes. To locate the official version of this document the reader is directed to \\scfmzfp001\Application_Support\SAMH\Maintenance and Support\FASAMS\Communications.



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2. Communications Matrix

Communication	Description / Purpose	Recipients	Frequency	Format	Owner
FASAMS Daily Report	Provides both detailed and summary daily status updates regarding FASAMS-related DCF Help Desk Tickets, including the current <u>State</u> (Open, or Closed), Help Desk <u>Ticket Number</u> , a brief <u>Title</u> , full <u>Description</u> as provided on the Ticket, <u>Resolution</u> , the Ticket <u>Type</u> (Defect, Unassigned, or User Request, or User Requested Future Enhancement), <u>Severity</u> Level (1,2,3, or 4), <u>Status</u> (if Open: Dev, or UAT; If Closed: Prod), <u>Targeted Branch</u> (Planned Release), <u>Release ID</u> , <u>Submitted Date</u> , <u>Open Interval</u> (Number of days since submitted), <u>Resolved Date</u> , and (if Closed) <u>Closed Date</u> . It also provides a daily update regarding Batch Jobs, including the <u>Batch Process</u> , <u>Last Run</u> date run, <u>Status</u> (Success, or Failure), and <u>Number of Records Processed</u> , and a count of records submitted <u>So Far This Week</u> , by <u>Record Type</u> .	OITS SAMH App Support Management	Daily	Email	FEI Account or Implementation Manager
FASAMS Monthly Average Server Availability Report	Provides service level agreement data regarding the monthly average availability (expressed in percentage of time) for each server by node name and IP address	OITS SAMH App Support Management	Monthly	Email	FEI Account or Implementation Manager
FASAMS Monthly Performance Statistics Report	Provides charts each month of APP Server(s) average CPU usage and Memory usage, and SQL Server(s) average CPU usage, Memory usage, Disk Reads, Disk Writes, and Disk Transfers.	OITS SAMH App Support Management	Monthly	Email	FEI Account or Implementation Manager



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Weekly Stakeholder Report	<p>Provides itemized summaries of the following: <u>Activities Completed During the Prior Week</u>, <u>Activities Planned for the Current Week</u>, and <u>Upcoming Changes and Noteworthy Details</u>.</p> <p>The <u>Quarterly Release Schedule</u> lists the dates for the next four regularly scheduled quarterly releases and the planned content of each release. Its tables document each by Release Number as well as the planned dates for DCF User Acceptance Testing and subsequent deployment to Production.</p> <p>The Report also provides updates regarding all FASAMS-related Help Desk Tickets which have not been Closed by DCF. This section includes:</p> <p><u>Open Tickets</u>: ticketed items not currently scheduled for release. Each item is identified by DCF Ticket Number along with a brief Description, the current Work Status, and the Submitted Date.</p> <p><u>Upcoming Releases</u>: tickets that will be included in upcoming releases. This includes ticketed items that, having completed development and testing, are now scheduled for release to Production as a subset of the most recent Quarterly Release.</p> <p><u>Completed Releases</u>: lists and describes each ticketed item moved to Production in the last 30 days. These items are identified as a subset of the most recent Quarterly Release.</p> <p><u>Scheduled Enhancements</u>: lists those enhancements to be included in an upcoming Schedule Release. Grouped by Release Number and Release Date, each item is listed with its Ticket Number, Title, and its anticipated impact on Submitting Entities and their data systems.</p>	The Substance Abuse and Mental Health (SAMH) Program Office team, as well as their Service Providers, Submitting Entities (SEs), and Managing Entities (MEs), along with the SAMH Office of Information Technology Services (OITS) Application Support team.	Weekly	Email	OITS SAMH App Support



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Weekly Project Status Meetings	Provides a list of invitees and attendees at the FASAMS Weekly Project Meeting. Documents the overall status of the project with detailed updates regarding <u>Releases</u> , <u>Work Items</u> (Help Desk Tickets), and <u>Enhancements</u> , and notes pertinent details of other items discussed.	All Stakeholders	Weekly	In-person at DCF HQ and via on-line meeting	FEI Account or Implementation Manager
Data Advisory Committee Meetings	Ensures that SAMH Program Office decisions regarding data system changes and enhancements benefit from the collective input of all stakeholders, and that these stakeholders are well informed of the scope and impact of these changes and enhancements at the state, region, managing entity, and provider level.	Representative Stakeholders	Quarterly	In-person	SAMH Product Owner
Hot Fix Alert	Notifies recipients of a soon-to-be-implemented fix. Describes broken functionality, Impact on system and users, any temporary work-around, DCF ticket number and date, anticipated date for deploying fix, and estimated anticipated down-time.	Submitting Entities, Managing Entities, SAMH, OITS.	Ad hoc	Email and Help desk	SAMH Product Owner
Hot Fix Deployment Report	Notifies recipients of a recently-implemented fix. Describes broken functionality and associated repair, and includes DCF ticket number and date, actual deployment date and time, and total actual down-time.	Submitting Entities, Managing Entities, SAMH, OITS.	Ad hoc	Email and Help desk	SAMH Product Owner
Scheduled Deployment Report	Notifies recipients of a recently-implemented scheduled deployment. Describes the functionality impacted by the deployment, and includes DCF ticket number and date, actual deployment date and time, and total actual down-time.	Submitting Entities, Managing Entities, SAMH, OITS.	Ad hoc	Email and Help desk	SAMH Product Owner