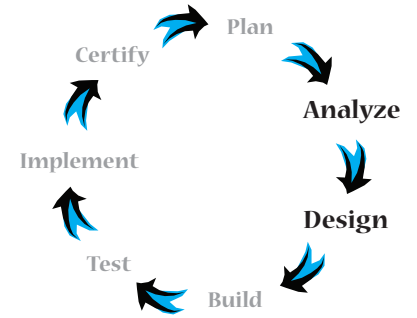




MITA

Get Aligned



MITA Alignment documents a Medicaid enterprise's organization and systems and maps them to MITA

The MITA framework guides States in assessing, documenting and implementing plans to improve their business performance. MITA builds on best practices in software engineering to aid Medicaid enterprises in developing more mature business processes to increase predictability, effectiveness and measurability of organizational results.

Mississippi DSS/DW Project
4TG Application Portal
Home EVALUATE MATT Organizations REACT Sessions Systems Reports
Powered by: FOURTHOUGHTGROUP

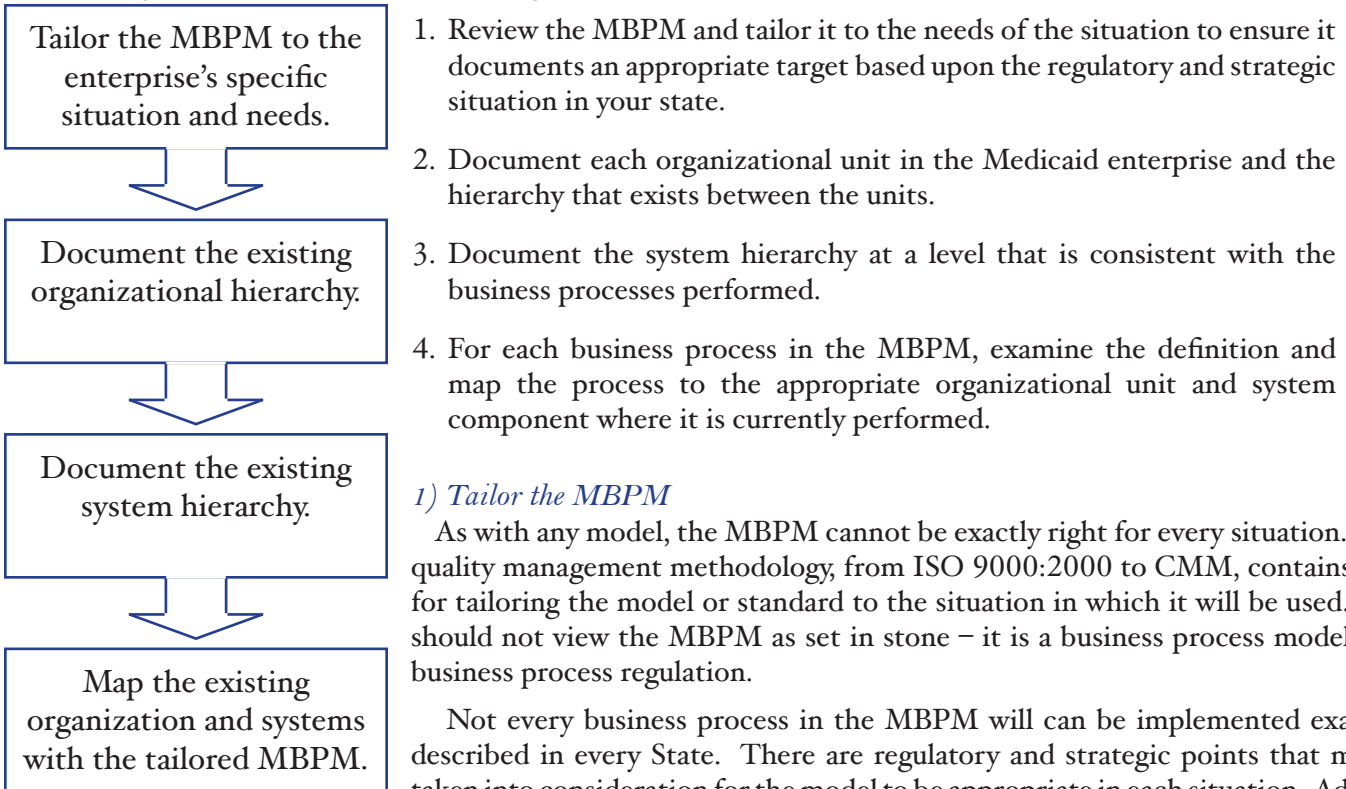
Assessments Manager
Example Assessment Select
Assessment Information: Assessment Hierarchy:
ID: 9e4311e5-3bb6-4df4-b2 Matrix: M3 Evaluation Matrix 2.0
Name: Example Assessment
Description: This is an example only Organization:
Bureau of Medical Services (Department)
Assessor: FourThought Group Inc. (Company)
Start Date: 7/27/2007 12:39:25 PM
Finish Date: Completed
Add Delete Submit
Example Assessment
Business Relationship Management
Establish Business Relationship
Maturity Level 1
Maturity Level 2
Maturity Level 3
Maturity Level 4
Maturity Level 5
Area Excluded: Score: 1 Avg: 1.00 Process Excluded: Score: 1
Next Previous
Status:
Matrix Cell: \Business Relationship Management\Establish Business Relationship\Maturity Level 1(Complete: 0%)
Capabilities % Characteristics
7917 Establish Business Relationship 0
Excluded Possess
Characteristic Measures

A MITA Alignment demonstrates how the existing Medicaid enterprise is aligned with the Business Process Model (MBPM). Aligning with MITA is extremely valuable to the organization for a number of reasons:

- It orients the Medicaid enterprise to MITA terminology, concepts, and basic philosophy.
- It demonstrates the differences between the existing environment and the MITA environment.
- It highlights the areas where the most significant change is likely – the areas that are most difficult, or even impossible, to map back to the current environment, as well as the areas in the current environment that do not map at all to the MBPM.
- It allows the organization to begin using the MITA artifacts to improve its business.

Steps for a MITA Alignment

MITA Alignment consists of the following steps:



1. Review the MBPM and tailor it to the needs of the situation to ensure it documents an appropriate target based upon the regulatory and strategic situation in your state.
2. Document each organizational unit in the Medicaid enterprise and the hierarchy that exists between the units.
3. Document the system hierarchy at a level that is consistent with the business processes performed.
4. For each business process in the MBPM, examine the definition and map the process to the appropriate organizational unit and system component where it is currently performed.

1) Tailor the MBPM

As with any model, the MBPM cannot be exactly right for every situation. Every quality management methodology, from ISO 9000:2000 to CMM, contains a step for tailoring the model or standard to the situation in which it will be used. States should not view the MBPM as set in stone – it is a business process model, not a business process regulation.

Not every business process in the MBPM will can be implemented exactly as described in every State. There are regulatory and strategic points that must be taken into consideration for the model to be appropriate in each situation. Adjusting

the specifics of the model to the specifics of the user is known as tailoring and is a requirement whenever models are used.

2) Document the Organization

The next step in performing a MITA Alignment is to document the existing organization. Most Medicaid enterprises maintain an organization chart showing each unit and the hierarchy between the units. This document is typically sufficient, but may need to be supplemented with additional detail to ensure that the level of granularity in the organization chart is appropriate for the mapping exercise that occurs in a later MITA Alignment step.

During this step, a Medicaid enterprise would most likely want to review the MBPM and see the level of detail in business processes, then make a reasonable attempt to accommodate that level of detail in the organizational documentation. The final documentation will probably take a couple of iterations during the later mapping step, so this step can be viewed as a “first pass”.

3) Document the System

In order to see how the existing Medicaid enterprise aligns with MITA, the existing system must be documented so that it can later be mapped to the MITA business processes. Again, the primary question here is the granularity at which the system will be documented. Obviously, if system documentation stops at the subsystem level, there will be a lot of business process that map to that subsystem. On the other hand, documenting every screen or report in the system would be labor intensive and may not provide much additional information in the end.

