

3P / PACE: Readiness Thresholds for national expansion

Purpose: To inform a Go / No Go decision the Program has established thresholds to track towards and assess against to inform a go/no go decision.

Go / No Go thresholds for program delivery and technology

Go live threshold: Ensuring a fully stable and tested platform is operational in Tasmania

1. All functional releases to deliver the “must have” features required for national expansion are completed
2. The technical solution is able to manage the transactional loads expected when PACE use is at scale.
3. PACE to be stable in Tasmania, with all functionalities tested and in production
4. The whole of program hypercare infrastructure and process is established
5. Person Data Mastering in PACE: All person records transferred and mastered in PACE, reflecting back into SAP
6. Work in Progress management clear and communicated: WIP approach documented and shared with partners and staff
7. Pre & Post Go-live Orchestration: All users created in PACE.
8. Enabling Infrastructure for Change and Business Readiness: Service Desk established & Hypercare process and responsibilities documented and understood.
9. Enabling Infrastructure for Change and Business Readiness: NDIS Microsite is established and live ready to publish content
10. Enabling Infrastructure for Change and Business Readiness: Training environment (‘sandpit’) for staff and partners and the In Portal “How to” capability is established and operational
11. Service Delivery sign off on UAT outcomes at each release for Service Delivery processes
12. Go-live solution cycle time assessments align with the Agency Resource Model assumptions
13. Plans that are not approved in PACE prior to expiry are auto-extended in SAP
14. An effective and fully tested in production-system routing solution is in place and communicated for day one use

Go Live thresholds for business readiness

Participants

Participants are reasonably aware of changes that may affect them as their plans move from SAP-CRM to PACE, and that support mechanisms are in place to assist during transition:

1. National program of engagement, communication and support for participants in advance of national expansion
2. Development of key products and guidance underway for participants and stakeholders supporting participants including:
 - Plain English guidance for participants
 - Products to support providers to help participants
 - Easy Read, LOTE, videos, Auslan of plain English content
3. Delivery of digital content aligned to plain English content, including via the newly established microsite
4. Development and delivery of community events

Service Delivery

Staff are competent and ready to operate in PACE:

1. 80% of staff have been trained in the learning program relating to their business area requirements
2. Staff training environment has been accessed by 50% of staff engaged in the training program each week
3. Gaps in training are understood and appropriate solutions (work instructions and communications) are in place to support implementation
4. Super Users meet requirements in the Competency Framework
5. Relevant and comprehensive guidance is available at the time that functionality is released for staff
6. Cutover activities completed in readiness for national expansion, in accordance with the SteerCo approved final cutover plan
7. KPI concerns are resolved with all key stakeholders
8. Service Delivery BCP's are in place and communicated
9. Business readiness sentiment survey results are showing a high confidence rating across Service Delivery

Partners

Partners are competent and ready to operate in PACE:

1. 80% of training completed for partner staff
2. Cutover activities completed as per agreed plan
3. Effective routing and queues in place for day one
4. Super user program operational with early, focused training and ongoing support
5. Partner performance being held within acceptable parameters ahead of go-live

National Contact Centre

The National Contact Centre are competent and ready to operate in PACE:

1. Staff training environment is in place two months prior to go-live to assist staff to familiarise themselves and build competence with PACE functionality
2. NCC specific training and change program commenced three months prior to go live
3. Super User program strengthened with additional resourcing, training and support ready one month prior to go live
4. 80% of training completed for NCC staff by go live
5. Cutover activities completed in readiness for national expansion
6. Clear workflow routing processes and policies for downstream referrals are in place and communicated by two months prior to go live

Providers

Providers are aware of changes that will affect them as participant plans are transitioned from SAP-CRM to PACE, and

- a) They have been provided sufficient information to enable them to update their systems and processes,***
- b) Support mechanisms are in place to assist during transition, and***
- c) They have access to information to support participants, as required, during transition.***

1. Enhanced education program for providers in advance of national expansion
2. Provider engagement approach be replicated and expanded and take a cohort specific approach (e.g. plan managers, support coordinator specific support)
3. New resources and tools to support providers to operate in PACE
4. In Portal Guided Online Assisted Training for providers

Payments

- a) Stable system integration between PACE and PSCD, addressing known integration defects and regression of defects, and mitigating payment delays or requirements for staff intervention.***
- b) Target benchmark is <0.1% of claims requiring manual intervention for payment (as represented by a payment enquiry, consistent with current state measure which is also <0.1%).***
- c) Staff are competent and adequately prepared to operate in PACE.***

1. Automated data reporting is available to support high incoming payment enquiry and claim volumes, with ability to track work-in-progress and respond to priority work items, including escalations
2. Targeted training and change program supporting NDIA staff readiness
3. Super User Network expanded with early, focused training and ongoing support
4. Operational teams are appropriately resourced to respond to payment enquiry volumes.

Data users

NDIA's back-of-house data-users functions are able to continue operating as front-of-house services transition to PACE.

1. Targeted training and change program supporting Data User readiness
2. Transparency of system changes and the impact on data
3. Prioritised BAU reporting and analysis is remediated and any additional checks in place in time for national rollout