

TITAN

FEBRUARY
NEWS

Project Update:

Following the expiration of DIDD's implementation services contract in November, the department and our partners at OIR and BSD engaged in several meetings with Microsoft to discuss how best to successfully complete the remaining portions of the project. As a result of these meetings, Microsoft has agreed to perform, at their own expense, a project review and software upgrade assessment, in order to provide DIDD with a report of the estimated work effort and cost to complete this work. The assessment will take approximately 3 weeks, and is scheduled to begin on February 17.

DIDD's project team has made continual improvements to the Intake module of Titan, which was implemented on May 27, 2014. In January, the project team corrected several automated work flows that generate notices to users which eliminated many unnecessary notices and reduced the overall volume of these notices by approximately 60%. End users have also received additional training on the system-generated notices. These improvements allow users to respond appropriately when additional information is needed or changes are made that require their attention within the system. Overall, it provides a better user experience.



Barbara DeBerry
Director of Provider Support and Services

When traveling in a foreign land, you need someone who can translate. Barbara DeBerry is that translator for the Titan team. She uses her depth of knowledge of DIDD's services, processes, provider manual, and waivers to translate into IT terms what Titan can do and how it should do it. "When I first started, we were writing plans by hand, so I've seen firsthand how technology has transformed our jobs," DeBerry said.

One special focus for her is making sure Titan takes DIDD services and supports to the next level. DeBerry added, "The piece that's crucial isn't how to use the technology to replicate what we do now but how to use tech to make us better." It's a busy time at DIDD and few teams know that better than Titan. Still, she thinks an investment now will definitely pay big dividends. "There's a lot going on right now, but Titan has the potential to make all those jobs easier," DeBerry said.

Looking at future phases of Titan, she sees a lot of room for buy-in. "I think if we can get something that really works well and works for people, I think there will be untold enthusiasm."

Coming Soon:

DIDD will complete the 3-week project assessment with Microsoft. This will help determine the exact scope of work required to complete Project Titan.

DIDD will continue to refine its detailed business requirements based on changes that have taken place within our department since the beginning of the project. This effort is expected to continue through March.

DIDD will train several members of its regional IT support staff in order to fully turn over ongoing support of the Intake module of Titan to help desk staff.