



**Arkansas Department of Human Services  
Eligibility and Enrollment Framework  
(EEF)**

**TP042 Governance Board (GB) Charter**

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## APPROVALS

### Submitting Organization's Approving Authority:

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Signature	Printed Name	Date	Phone Number
CIO, Arkansas Department of Human Services			

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### CMS' Approving Authority:

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Signature	Printed Name	Date	Phone Number
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## REVISION HISTORY

Version	Date	Organization/Point of Contact	Description of Changes
0.1	June 26, 2013	AR DHS PMO/ Justin Mattocks	Initial Draft
0.2	July 10, 2013	AR DIS PMO/ Mike O'Shea	Added CCB responsibility
0.3	July 11, 2013	AR DIS PMO/ Dick Wyatt	Change GRB to GB

## 1. PURPOSE

The Governance Board (GB) is designed to be the decision making and governing body for the DHS Eligibility and Enrollment (EEF) project. This document outlines the specifics for the Governance Board Charter.

## 2. Governance Board Charter

### Description

The GB is the decision making body for approving the program requirements of the EEF solution. The charter of the GB is as follows:

Role	Name	Comments
1. CIO, Project Sponsor	Dick Wyatt	
2. DCO Director	Joni Jones	
3. DMS Director	Andy Allison	
4. DCO System Manager	Barbara Parsons	
5. DHS/DCO Assistant Director	Linda Greer	
6. DCO Area Director	Robert Williams	
7. DIS COO	Jeff Dean	
8. DIS CTO	Jerry Pack	
9. DCO Assistant Director	Melissa Dean	
10. DWS Sponsor	Earnest Sweat	
11. IV&V Director (Non-Voting)	Kerry Bass	
12. DMS Sponsor (Non-Voting)	Bashorat Ibragimova	
13. PMO Director (Non-Voting)	Mike O'Shea	
14. Project Advisor (Non-Voting)	Lori Faris	
15. Project Advisor (Non-Voting)	Kaylin Frappier	

## Charter

1. GB shall be responsible for approving program requirements for the EEF project with a focus on the areas mentioned in GB Areas of Responsibility section below.
2. GB shall meet at least weekly during the development phase of the project.
3. GB shall reserve the right to call an emergency meeting if needed with at least 24 hours prior to the meeting time.
4. GB shall publish the agenda for the meeting at least 12 hours prior to the scheduled meeting time.
5. Agendas of the GB meetings are designed to limit presentation time and maximize discussion time.
6. GB shall publish all meeting notes within 12 hours of the completion of each meeting.
7. GB shall track decisions (pending and made) in a decision register. Time will be tracked from the time a decision is entered into the log. Decisions will be posted also on SharePoint and the Met Tower wall.
8. Any voting member of the GB may open a decision item in the decision register.
9. Only the Project Sponsor can remove a decision item from the decision register.
10. The number of voting members shall always be odd (3, 5, 7, etc.). The project sponsor shall have the final tie breaking vote as needed.
11. GB area of responsibility is to achieve a final, actionable set of EEF program requirements. The requirements will be such that system integration, change management, project performance, and compliance can be achieved in a timely manner and deliver a capable eligibility and enrollment system that meets all state and federal guidelines.

## GB Areas of Responsibility

The following areas fall under the GB in terms of approving program requirements for the following functions and operational stakeholders:

- Project Change Management
- Responsibility Matrix
- ACA, CMS, and Arkansas statute Compliance
- Communications Management
- Risk & Issue Management
- Strategy and policy
- Project Performance
- Public Relations

## Responsibility Matrix (RACI)

The following Responsibility Matrix (also known as RACI chart) highlights the Activity Task Steps relevant to the procedures and protocols defined by this document, together with the responsibilities of each team member as appropriate to manage the activity process step.

In the table below, the terms “R”, “A”, “C”, and “I” represent:

- **R = Responsible** – the role or roles designated with an “R” are Responsible for undertaking the activity task on that line in the table. This individual or these individuals will actually be doing the work.
- **A = Accountable** – the role or roles designated with an “A” are Accountable for the work being undertaken for the activity task. This individual or group of individuals is accountable for making sure the person or persons responsible actually perform the work involved.
- **C = Consulted** – the role or roles designated “C” are Consulted as a part of performing the activity task. The person(s) responsible is expected to consult with all parties designated “C” as required to adequately perform the activity task and involve them in performance of the work on an “as needed” basis ... equally, the person accountable is expected to ensure the necessary consultation takes place.
- **I = Informed** – the role or roles designated “I” are Informed of the activity task being worked by the person responsible and/or the person accountable. The informed person is not expected to participate in the task, but is kept updated on the status and outcome of the activity.

## GB Business and Technical Decision Boards

The GB shall define the process for reviewing and approving program requirements. The GB has set up the Business Review Board and Technical Review Board to expedite removal of impediments and development of decisions crucial to the EEF project that need subject matter experts.

1. Business Review Board (BRB)
  - The GB identified the need to establish and operate a Business Review Board comprised of DHS and EEF business analysts and key business resources.
  - The BRB is the decision making body for approving the business requirements of the EEF solution.
2. Technical Review Board (TRB)

- The GB identified the need to establish and operate a Technical Review Board comprising of DIS, DHS, DWS and EEF project architects and key technical resources.
- The TRB is designed to be the decision making body for all technical requirements of the EEF solution.

## **ARDHS Change Control Board**

The GB will act as the Change Control Board, which is responsible for timely reviews to determine the disposition (approval, denial, or request more information) of all changes to project scope (new, changed or removed requirements or configurations), cost, schedule or quality.

The Change Control process defines how Change Requests are managed on the EEF Project:

- Change Priorities
  1. Initially designated by the submitter, but can be changed through consensus of the team.
  2. The GB has the final determination in setting the priority relative to the criticality of the change.
  3. Due dates for the Impact Analysis Estimate will be determined by the GB based on the assigned priority.
- Priority Determination
  1. High – Mandatory in order to deliver a viable EEF solution.
  2. Medium – Highly desirable in order to deliver a viable solution.
  3. Low – Desirable but not necessary to deliver a viable solution.
- The originator of the Change Request, project team members and/or specific state staff/resources may be invited to attend a GB meeting to provide support and input into the review pieces. These attendees do not attend GB meetings on a regular basis.
- Change requests are submitted and represented to the GB through the PMO. The PMO will facilitate the change review process, and is responsible for communicating the disposition of all Change Requests to the project teams and stakeholders.

## **ARDHS Governance Plan**

The ARDHS has also created a Governance Plan to help guide the Governance Board in addition to this GB Charter:

[TP030 Governance Plan](#)

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### **3. Glossary**

Definitions for project terms are stored in the project RADDIO log on the “Definitions” tab which can be found at:

<https://ardhs.sharepointsite.net/EEF/RADDIO/TP020%20RADDIO.xlsx>

For access to the project SharePoint site please contact Richard.Wyatt@arkansas.gov.

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### **4. Acronyms**

Acronyms are stored in the project RADDIO log on the “Definitions” tab which can be found at:

<https://ardhs.sharepointsite.net/EEF/RADDIO/TP020%20RADDIO.xlsx>

For access to the project SharePoint site please contact Richard.Wyatt@arkansas.gov.

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### **5. Appendices**

Not applicable; not appendices are required.