

Task Instructions

Task ID: *RDNS237*

Wave: *CMS*

Audience: *All Agencies*

Task Name: *Identify Tier 0 Support Model for CMS Wave*

Task Type: *Readiness*

Task Due Date: *March 5, 2021*

Task Overview

Tier 0 Support is the front-line support that will be provided by your Super Users to assist your end users before, during, and after CMS Wave go-live. Your Tier 0 Support team, which includes you Security Access Manager, will be responsible for assisting with agency-specific questions, agency-specific processes, and access to Florida PALM. If your agency's Tier 0 Support Team is unable to answer or resolve non-agency specific questions, Florida PALM will be available for support.

Your agency should identify and establish your Tier 0 Support Model for the CMS Wave using these guidelines:

- Identify Tier 0 Support members:
 - Identify Super Users who participated in previous Florida PALM activities (e.g., attending workshops, completing task instructions) and have built an understanding of agency business processes and Florida PALM functionality
 - Tier 0 Support Super Users should:
 - Have functional and technical expertise within your agency
 - Be considered a peer leader among their colleagues
- Define the Tier 0 Support Model:
 - The model or organization of your Tier 0 Support may look different depending on your agency's size and need.
 - Determine which types of questions (e.g., function, technical, or topic specific) each Super User is responsible for answering. For example:
 - Your agency may choose to route business process model questions to Super Users who are subject matter experts and attended the CMS Wave Office Hours and business process model workshops; or
 - Your agency may choose to route agency-specific process changes to other Super Users who were engaged in Readiness activities such as completing the Change Impact Tool or the End User Role Mapping Worksheet.
- Develop your Tier 0 Support Model processes and procedures:
 - Consider current support models within your agency
 - Develop practices to support consistent and reliable responses to end users (i.e., how quickly to respond, how to escalate if you cannot find a resolution)
 - Establish an internal process to help end users address problems (i.e., contact Tier 0 first then reach out to Florida PALM).
 - Identify agency and Florida PALM resources available to help resolve end user problems

The Florida PALM team will host a Tier 0 Kickoff in May 2021. This kickoff will include reviewing common go-live challenges to help support your identified Tier 0 Support Super Users.

You will not be asked to submit documentation describing your support model to the Florida PALM Team, however you are encouraged to discuss your support models with your Readiness Coordinator and other agencies while they are being developed. Your Readiness Coordinator will confirm the identification of participants, support model development, and creation of processes and procedures in Touchpoint meetings prior to **March 5, 2021**.

Task Instructions

Please work with your agency's Change Champion Network to coordinate who will be completing each of the items involved with this task.

Instructions
<i>1) Review the Super Users engaged in Florida PALM activities and understand their Florida PALM and agency-specific knowledge.</i>
<i>2) Select the agency Super Users who will be part of your agency's Tier 0 Support for the CMS Wave.</i>
<i>3) Define the model your agency will use to mobilize your Tier 0 support network.</i>
<i>4) Develop your Tier 0 process and procedure documentation.</i>
<i>5) Confirm the identification and development of your Tier 0 Support by March 5, 2021.</i>