**Meeting Title:** SDA Audit (Meeting with Client)

**Date:** 03/25/2021

**Location:** WebEx

**Attendees:**

Sarah Kubiak

Michael Bavasso

Bill Mullins

Jeaner Willis

Seun Mafi

Gaurav Sachdeva

Padmalatha Ajit

**Meeting Minutes:**

**Sarah:** We are in the planning process for the simple dose application. Seun and Michael are in the audit. It was initially pegged as an integrated audit but got dropped last year because it was deemed from an operation perspective. We revised the application at the yearend audit plan. We will be focusing on the IT applications, operating effectiveness. We want to refine our scope, any risk, or areas of focus as we walk through the review. That's the purpose of our call today. We want to take a step back and understand what you and your team role is as it relates to the simple dose application

**Bill:** The application combines several applications for dosage.

**Gaurav:** We are still in the pilot phase of this application. Our goal is to be done by end of June, **Bill?** We just want to make sure you guys are aware where we are. We are in 10% deployment. Just want to make sure that doesn't affect what you guys are doing. ]

**Sarah:** Yes, we do have a note that there is migration from our notes. We would like to revisit that

**Bill:** The general idea is, We manage the package and ensure. We have migrated 10% of the patients that are on the platform. Next release is to let patient enroll into the new system.

**Gaurav:** Primary user is the call center agents. If it automated, it just flows through. The actual production of the package is happening In specific locations. They use RxCOnnect. There is heavy integration with RxConnect and Digital.

**Pad:** We have done phase 1 which is the check in process of enrolling patients. And the second phase is what we are involving digital, currently working on that. Hopefully by end of June, we will deploy that. So, the call centers in Florida, Rhode island, and California who takes care of patients getting enrolled, monthly orders etc.

**Sarah:** As you walk through phase1, have you had any challenges?

**Bill:** Do you want to talk about 1.1 fixes - **Team**?

**Pad:** When we did phase 1, it was the check in process. We tried to automate the process. Most of it right now, is manual. Call the patient to make sure everything is working fine, collect from patients, and submit every month. A manual process. With simple dose, everything is automated. Since the prescriptions are the same every month of patient, we automatically fill info and submit since info stays the same. Using the new application, call center agents, and getting approval to submit orders etc. Migration of patients, etc that what we took care of in 1.1

**Gau:** Overall, business is checking the overall time and usage of the new app, which we can share with you, so that management can ensure it is operating better than the first version.

**Pad:** Phase 1 went well, and the business is very happy with the result. The main work is the phase 2 (enrollment part of it) which will make the business grow, which the plan to roll out in June.

**Sarah:** Areas you want us to focus on, from an IT perspective? You have migrated about 10% of the patients over. What road map do you have, what will be coming down the pipeline. When will you have 100% migration,

**Pad:** we are planning a minor release in First week of April. Help the business migrate a lot faster. We are migration 200-250 patients. It will help business expectation. We know we need corporation with RxConnect and other entitles to work together.

**Bill:** After June, we will then be able to move new patients into the new application. Pushing July, the final patients will have converted.

**Sarah:** From change management perspectives. What tools are being used, for deployment, etc.

**Pad:** We use a tool management, Jenkins. We check the codes. Code management has done that. Codes are being checked on a daily basis. We have a check mark to see if there is any venerability and try to resolve it asap - Code management.

**Gau:** We also use Service NOW for approval before we make any changes into production.

**Pad:** Any business change, we document that. All changes go through a workflow, we test before it is ready for deployment.

**Sarah:** What tool for deployment?

**Pad:** It is through Gift and jenkins. Management should approve, VP approval, then the change gets approved for deployment. For code deployment, we use the GITT deployment. The code management team

**Sarah:** High level understanding of the data. Any data being stored through the application?

**Bill:** We store references to prescriptions, and coordinate with RxConnect.

**Sarah:** Programs functionality. Any concerns from a capacity, scalability perspective?

**Pad:** We do have a performance test environment, where we will do performance tuning, We test in that environment to make sure that we can handle that.

**Bill:** I see we are only focused on the IT side of things. Is this our primary focus on here?

**Michael:** If you have a different focus from what the entity use. What we are looking for is that you are following policy and that you have the support you need. Making sure you have the support and resource you need.

Did you say the data is stored in Oracle? **Yes -**

Is that by chance, connect to SPARCS? **No - it is independent**

In regard to access, are you using enterprise controls where you get periodic reviews.

* We use **Site finder**, it is an internal application. We need the access and roles defined to access the application. More of enterprise controls, but also follow the cadences of the access review and such. File tracker.

**Jeanne:** Tadma and team represent the application, but because we follow the enterprise process, if you ask database type questions, there would be different teams to address this. So there might be the need for other parties to answer questions.

**Sarah:** we will schedule more meetings to refine our scope. And pull together a kick off deck, where we will share with you guys. More details around the timing, key contacts. You will have more of a detailed outline of the projects. We will refine and share with you. Kickoff going to be shared in the coming weeks. Even maybe some additional data to shed more light on the application. The new functionality being rolled out.

**Sarah:** Final questions. Is there anyone else we need to loop into these conversations?

**Bill:** We are certainly the right team, as we understand the scope, we can add if needed. **Guarav** also confirmed this as well.

Sarah: We will be in touch next week as we work through the scope.