



**Operations and Maintenance document**

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| --- | --- |
| **Incident PIM#** | <<PIM #>> |
| **Description (JIRA Summary)** | <<Description from JIRA>> |
| **Version** | 1.0 |
| **Write-up Created Date** | <<currentDate>> |
| **O&M Review Completed** | << currentDate >> |
| **Write-up Prepared By** | <<your name>> |
| **Write-up Reviewed By** | <<reviewer name>> |
| **Write-up shared with COM** |  |

|  |  |
| --- | --- |
| **Write-up Summary** | |
| **RCA Provided**  **NOTE: RCA is not a review or summary of the issue or scenario but an explanation on why this happened in the first place** |  |
| **If no RCA available provide reason**  **NOTE: just because it is an old issue is not acceptable my MH** |  |
| **How was the issue detected?** |  |
| **PROD Issue in current release** |  |
| **Release number when introduced** | <<if we are not sure, we need to say “cannot be determined and mention reason for the same’’>> |
| **Issue Start Date** | <<Issue Start Date>> |
| **Issue last occurrence in production** | <<last occurrence Date”>> |
| **Batch(s) Impact** |  |
| **Notice Impact** |  |
| **MMIS Impact** |  |
| **PA / BA Impact** |  |
| **FMS / EPB Impact (yes/no)** |  |
| **Impacted Counts (members vs apps)** | If no impact then say “ no impact” |
| **Potentially Impacted Counts (members vs apps)** |  |
| **Impacted count as of:** | << currentDate >> |
| **Data Correction Required (if yes DC PIM)** |  |
| **Workaround Required (if yes Workaround PIM)** |  |
| **Code fix is required, provide ALM# if yes** |  |
|  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version History** | | | | |
| **Version** | **Comments** | **Author** | **Reviewer(s)** | **Date** |
| 1.0 | Initial Document | <<your name>> | <<Prahlad S/Ishwar B/Rajat R>>  <<Neethu P>> | <<date-three char month-two |
| 2.0 | Updated as per review comment |  |  |  |
| 3.0 | <If there are any further major changes then please mention> |  |  |  |

# Issue Description (including downstream impacts to affected members)

<<Issue Description >>

**Expected system behavior:**

<<Expected system behavior>>

**Current system behavior:**

<<Current system behavior>>

# Root Cause (Including details if it is a code issue)

<<root cause>>

**Example:**

<<example>>

**RCA Validation:**

<<>RCA Validation>

# Code Fix required (if yes ALM)

If No then say=>No code fix is required. This is a data issue.

# Workaround

# Data Correction

# Impacted Population

<Impacted population should always be in the below format>

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **CCA-Only** | | **MIXED** | | **MH-ONLY** | **Not Eligible** | **Total Applications** |
| **Enrolled** | **Not Enrolled** | **Enrolled** | **Not Enrolled** |
|  |  |  |  |  |  |  |

# Scripts

# MMIS Impact

# EPB impact (CCA only)

# Batch(s) Impact (Exclusion or workaround) CCA renewal, PDM, MH renewal

# Notice Impact by Notice type

# Next steps

# Next steps after PIM resolution

<This section is about what to do when the code fix will be delivered>

Code Fix Validation:Yes or No

Decommission the workaround after COM approval:Yes / No / NA

Decommission the exclusion/s after COM approval:Yes / No / NA

Monitoring period:For e.g. 3 weeks after code fix

Close after COM approval:Yes / No / NA