

Solution Intent Template

<<Please use the **share** button when trying to share the document with others>>

Naming Conventions for the confluence page: <<The below naming convention to be followed for all the confluence page where the solution is created by the Architects. This Section is to be removed while publishing the solution>>

For Mandate Projects: <<MANDATE - <<STATE NAME or FEDERAL>> PRJNAME - PRJID or SS-Intake ID>>

Examples:

- MANDATE - CA AB1184 Confidential Communication - PRJ00140000
- MANDATE - CA AB1184 Confidential Communication - SS189
- MANDATE - CA AB1184 Confidential Communication
- MANDATE - FEDERAL - Consolidate Appropriations Act - Continuation of Coverage - <<ADD PRJID or SS Intake ID or EPIC # at the end>>

For non-Mandate Projects: <<PRJID or SS-Intake ID or EPIC ID - PRJ NAME>> or <<DISCOVERY - Initiative Name>>

Examples:

- PRJ1093423 - VA Network Optimization
- SS189 - LHO Virtual Primary Care - ROM ONLY
- EPIC 14059 - GA IND ON and OFF Exchange - New Pathway Network Changes
- DISCOVERY - AIM Produce Code Replacement for MBM / CPAS

Solution Intent Document Info

Assigned Solution Architect	<<Mention the name of the Primary Enterprise Solution Architect>>
EA Champion	<<Enter the name of the EA Champion for the initiative>>
Solution Peer Reviewer	<<Enter the names of the ESA(s) for Peer Review>>
Peer Review Completion Date	<<Enter the date on which the Peer Review is completed>>
Version (Revised on)	<<Enter the version or the Revised on information here>>
EA Champion Approved Date	<<Enter the date on which this solution is approved by EA Champion>>
Level of Complexity	<<Enter the level of complexity in terms of Low, Medium or High>>
Horizontal Patterns (AI, Tech, Cloud, Data, etc.)	<<Enter the horizontal patterns being leveraged in the Solution like from AI, Technology, Cloud, Data, and any other horizontal patterns >>
Primary Business Contact	<<Primary Business Contact - Maybe multiple - identify Business Owners and/or EPIC owners>>
Tags	

Table of Contents:

<<Highly recommend to include all the sections. However, the architects can decide the applicable sections based on the type of solution>>

- [Solution Intent Document Info](#)

Table of Contents:

[Introduction](#)

[Business Problem Definition](#)

- [Solve the Correct Problem](#)
- [High Level Requirement:](#)
- [Scope](#)
 - [In Scope](#)
 - [Out of Scope](#)

[Business Impact Mapping](#)

- [BCM Capability heatmap:](#)
- [Operational Value Stream](#)

[Conceptual Architecture Design](#)

- [Current State Baseline](#)
- [Future State Architecture](#)
- [System Impact Analysis based on Business Needs:](#)

[Potential Impacted Systems](#)

[Links and References](#)

Introduction

Introduction should answer the question - What is this architectural proposal ?

Short, simple, concise and conversational - how would you describe to your manager if he asked you in a hallway conversation.

Business Problem Definition

Solve the Correct Problem

Before attempting to develop a solution, make sure you understand all of the relevant aspects of the problem to be solved. Always validate your understanding of your problem with the "customer" before diving ahead to defining and implementing the solution. There is nothing more wasteful than solving the wrong problem!

Although IT by its very nature is a complex undertaking, much of the complexity in the IT world can be attributed to an imperfect understanding of the problems to be solved. This unneeded complexity leads to higher development costs, maintenance cost, and defect rates.

The challenge is to do enough up front analysis of the problem to identify those factors that are critical to the creation of a successful solution, while at the same time not wasting time and money on understanding those factors that have little or no relevance to creating a successful solution. In this way the solution will truly solve the problem the first time without excess time and money being spent on analysis that is not required.

This, however, is easier said than done. It begins with being aware that all facts about a problem are not created equal and that some are more important than others. We must balance the need to gather enough information to start creating a solution against getting stuck in "analysis paralysis" to define every fine detail before starting to create a solution.

This section may include a **business context diagram** - a graphic depiction of relationships among business stakeholders. The diagram may include business locations, functions, behavior, and outcomes.

High Level Requirement:

- Summary Bullets describing business problem to be solved
- Providing a brief overview
- <<Add the link to the project requirements here provided by Business>>

Scope

In Scope

1. List down all the in-scope details

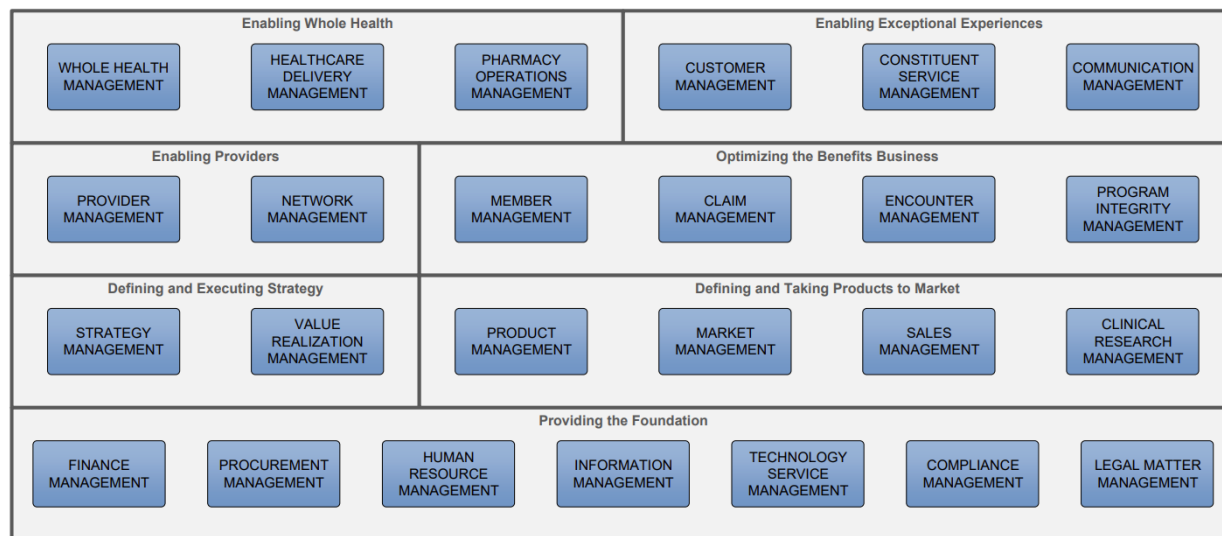
Out of Scope

1. List down all out of scope details if known at the time of solutioning.

Business Impact Mapping

Enterprise Capability Model (BCM): <https://collaborate.wellpoint.com/sites/entarch/SitePages/BCMHome.aspx>

[BCM Visio Template](#)



CAPABILITY DOMAIN

BCM Capability heatmap:



CAPABILITY DOMAIN Business Capability

Operational Value Stream

Enterprise Operational Value Streams



Ent Ops Value Stream	Functional
<p>Instructions</p> <p>The intent of this section is to define draft master features ("ability to" - high level requirements) for each of the impact steps within the above highlighted diagram.</p> <p>Full table is provided as a template - Delete unimpacted rows and steps within the table</p>	<p>Example</p> <p>Offer Products/Services</p> <ul style="list-style-type: none"> Ability to define which Program Package settings are based on which demographic criteria, (ie availability of some programs/vendors or options may be constrained by geographic location, group size, medical plan type, etc) Ability to define which Program Packages and/or which programs are available for opt out the sales process (new and renewal) Ability to define which Program settings (as part of the Program Package) are available for client customization during the sales process (new and renewal) Ability to offer Program Packages thru Sales channels
Product or Service Idea to Market	<p>Conceptualize Product or Service</p> <p>Approve Product or Service (Regulatory)</p> <p>Publish Product/Service Documents</p> <p>Offer Products/Services</p> <p>Configure Benefits</p> <p>Manage Product/Service Lifecycle (Portfolio Analytics)</p>

Lead to Sale	Identify Lead Identify Prospect Qualify Opportunity Provide Quote/RFP Response Convert Quote to Sale Receive Sales Compensation
Sale to Cash	Implement Customer Account Enroll Member Bill Customer Accept Payment Maintain Customer and Member
Sales Channel Partner Interest to Commission Ready	Initiate Sales Channel Partner Relationship Onboard Sales Channel Partner Manage Sales Channel Partner Lifecycle
Benefit to Care	Explain Benefits Offer Care Decision Support Facilitate Access to Care Manage Utilization Deliver Care Provide Post-Care Support
Health Assessment to Health Improvement	Coordinate Health Communities Assess Health Status Provide Health Engagement Offerings Offer Engagement Incentives Participate in Health Engagement Offering Fulfill Incentive Incentive Rewards Monitor Health Progress
Request to Service	Offer Constituent Services Receive Constituent Service Request Fulfill Constituent Service Request Communicate Constituent Request Status Solicit Constituent Satisfaction Feedback
Issue to Resolution	Receive or Detect Issue Create Issue Case Gather Information and Analyze Issue Review Issue Implement Resolution Monitor Issue Resolution Close Issue Case Communicate Outcome

Provider Interest to Network Participation	Initiate Provider Relationship Contact Provider Provider Setup Affiliate with Payment Innovation Programs Maintain Provider
Claim to Settlement	Submit Claim Receive Claim Process Claim Send Claim Payment Communicate Claim Results Collect Recovery Amounts
Program Integrity Detection to Recovery	Manage Reimbursement Policy Detect Program Integrity Scenarios Perform Program Integrity Review Follow up with Provider Investigate Fraud Waste and Abuse Adjust Claim Collect Recovery Amounts
Business Strategy to Realization	Measure and Track Strategy Results* (NOTE - Identify Metrics)
Financial Planning to Reporting	
Audit to Compliance	
New to Retire	

Conceptual Architecture Design

Abstract or high-level view which includes only the key components and entities. The main goal of conceptual architecture is to provide an understandable picture of the overall purpose of the proposed solution.

Conceptual Design should include content and diagrams that depict key solution components.

Current State Baseline

Include models describing current state application, data, and process (if applicable) impacts material to the proposed solution design.

Future State Architecture

Include models describing the conceptual application, data and process (if applicable) designs representative of the solution required to deliver the end state outcomes articulated in the business case.

0

Enterprise Solution Architecture

External Systems

Enterprise Health Systems

Shared Business Functions

Enterprise Solution Architecture

0.1.0
Solution Diagram

Author: Q
Last Updated: 0
Last Published By: Q
Review By: Q
Contributor

Document Status:
DRAFT

Requirement Version: 0.01

Legend - Entities

ID Card

Preview Customer

Install Customer

Administrative Services Only

Fully Insured

Medical

Dental

Vision

Life & Disability

Senior

Individual

Small Group

Large Group

System

Actor

Data Store

Enterprise Business Service

System Impacts

Systems

Interfaces

Batch interfaces are the default. Enterprise Service interfaces are indicated by the EBS icon.

System Impact Analysis based on Business Needs:

	Business Need	Requirements Summary	Assumptions	Clarifications / Questions	Decisions	Impacted Systems	Impact Description
1	Business Area Name Eg: Sales If available, Give link to feature when it is updated in JIRA as below. Eg. LINK-1400	Requirement summary provided in the Business need document.	<ul style="list-style-type: none">Add any assumptions made during the discussions /Walkthroughs or anything identified during solutioning.	<input type="checkbox"/> MM/DD/YY: Fill in any open queries in this box and check the box if the question is clarified.	<input type="checkbox"/> Document any decisions made by business during the discussions.	<ul style="list-style-type: none">Impacted systems for this business need.	Explain in 1 or 2 lines on the impact to the systems.

Potential Impacted Systems

Application	APM ID	Draft Feature	EA/SA ROM Estimate	IT LOE Estimate	System Contacts	Comments /Assumptions
End to End Testing (DO NOT REMOVE)	N/A	Complete Intake form OPEN A NEW BROWSER TAB AND LOG INTO JIRA https://jira.elevancehealth.com/issues/?jql= THEN USE LINK BELOW E2E Request Intake Assistance			CSBDE2ETestIntake@anthem.com	

Application Name Eg. COM2	Link to SNOW APM ID Eg. APM 1005993	<ul style="list-style-type: none">• Capture the draft feature here for the application team to come up with LOE.• Feature 2.• Feature 3.	Eg:\$ 300,000 (Provide EA ROM only when the LOE is not available or the project is not funded) Refer T-Shirt Range and use mid point by default; use max number if needed		Add the name of the person and their role Examples below. POD Manager Name (POD Manager) - ROM System Architect (Architect) Business contact (Business)	
Application Name 2		<ul style="list-style-type: none">• Capture the draft feature here for the application team to come up with LOE.• Feature 2.• Feature 3.		\$ 500,000	Add the name of the person and their role Examples below. POD Manager Name (POD Manager) - ROM System Architect (Architect) Business contact (Business)	
Sub Total			\$ 300,000	\$ 500,000		
Total		Total ROM including the EA provided ROM	\$ 800,000			

Links and References

- Set of bullets linking to reference points
- or other relevant documents
- <<Give the link of JIRA EPIC or Task or any intake>> Note: ESAs to give the link of EPIC Created in CSBDSA Projects. (This is being displayed in EA Kanban Board) Others can provide the link to their intake request.

Attached Documents

File	Modified
PNG File 2020 Enterprise Operational Value Stream Portfolio - Inventory Listing (1).png	May 05, 2023 by Seshadri, Sriraman
PNG File image-2023-5-12_4-39-33.png	May 12, 2023 by AL39727
File Operational Value Stream.vsd	May 12, 2023 by AL39725
PNG File MicrosoftTeams-image (8).png	Sept 29, 2023 by Esguerra, Adrian
PNG File MicrosoftTeams-image (10).png	Sept 29, 2023 by Esguerra, Adrian
PNG File image-2024-1-10_21-39-32.png	Jan 10, 2024 by Tumandru, Krishna
PNG File image-2024-8-1_15-14-50.png	Aug 01, 2024 by Seshadri, Sriraman
PNG File image-2024-8-1_15-17-2.png	Aug 01, 2024 by Seshadri, Sriraman
File bcm_domain_v2024.04.06.vsd BCM Domain_2024.04.06	Sept 03, 2024 by Seshadri, Sriraman
File bcm_capability_v2024.04.06.vsd BCM Capability_2024.04.06	Sept 03, 2024 by Seshadri, Sriraman
File bcm_capability_heatmap_v2024.04.06.vsd bcm_capability_heatmap_v2024.04.06	Sept 03, 2024 by Seshadri, Sriraman
Microsoft Excel Spreadsheet bcm2.01_v2024.04.06.xlsx	Sept 03, 2024 by Seshadri, Sriraman
PNG File image-2024-9-5_15-2-6.png	Sept 05, 2024 by Seshadri, Sriraman
File SI Template_without External Systems.vsd SCD Template without External Systems	Sept 05, 2024 by Seshadri, Sriraman

[Download All](#)

EA Metrics

Strategy Support	Solution Support	Governance Support	Reference Architecture	Manage EA
<input type="checkbox"/> Capability Assessments <input type="checkbox"/> Road mapping <input type="checkbox"/> M&A Architecture Due Diligence <input type="checkbox"/> Post M&A integration Support <input type="checkbox"/> Technology Evaluations & Rationalization and support	<input type="checkbox"/> Planning <input type="checkbox"/> Pre-initiation / Initiation Support <input type="checkbox"/> Solution Guidance <input type="checkbox"/> Application Portfolio Inventory and Analysis	<input type="checkbox"/> Architecture Community of practice (COP) <input type="checkbox"/> Architecture Governance Review Board (AGRB) <input type="checkbox"/> Enterprise Standards Governance (ESG)	<input type="checkbox"/> Domain Architecture Blue Prints, Domain Roadmaps OBA <input type="checkbox"/> Digital Reference Architecture <input type="checkbox"/> Information Architecture Information Flows <input checked="" type="checkbox"/> Reference Architecture Standards Policies	<input checked="" type="checkbox"/> Work In progress