

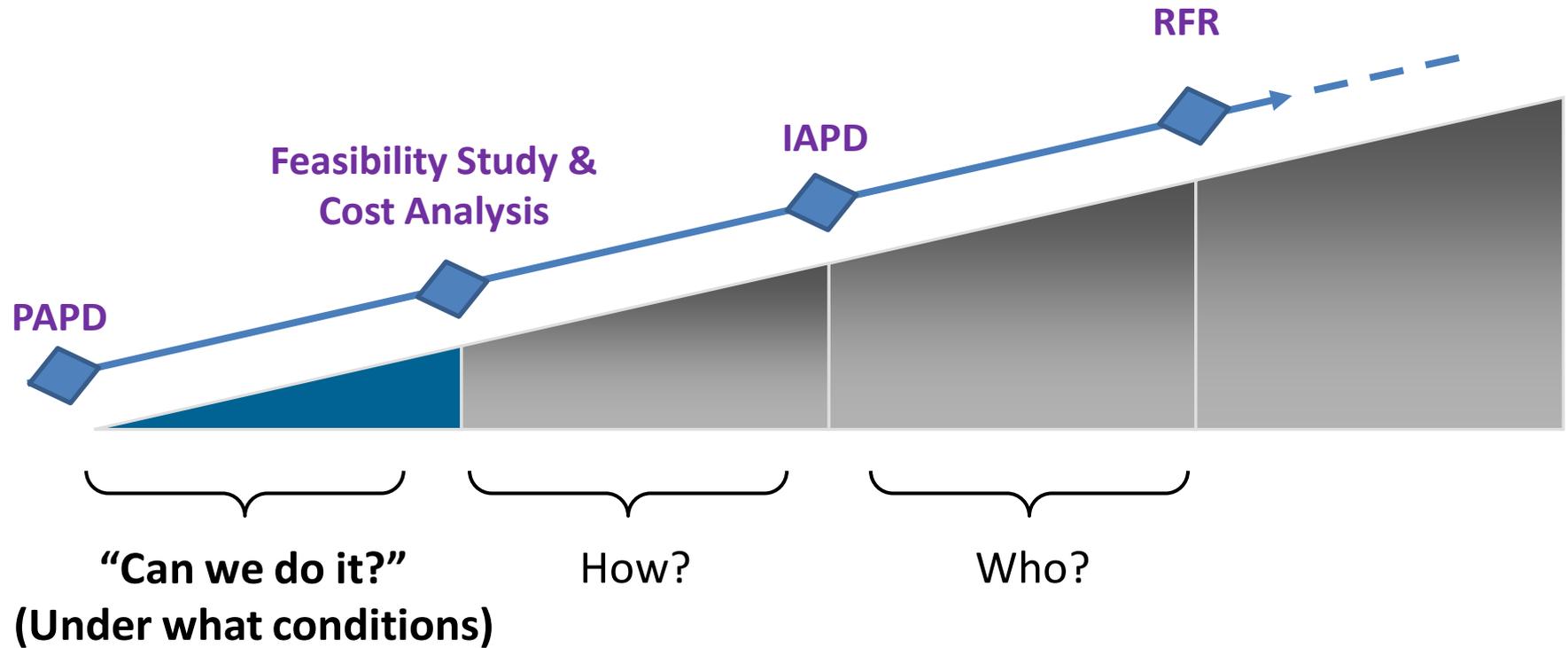
The Ripples Group



Feasibility Study

August 22, 2012

Feasibility defines the project



Need to address all 4 areas of impact



Participants

- Focus Groups
- Surveys

Vendors

- Meetings
- Surveys

Local Clinics

- Meetings
- IT Discussions

State Office

- Discussion
- Research/Analysis

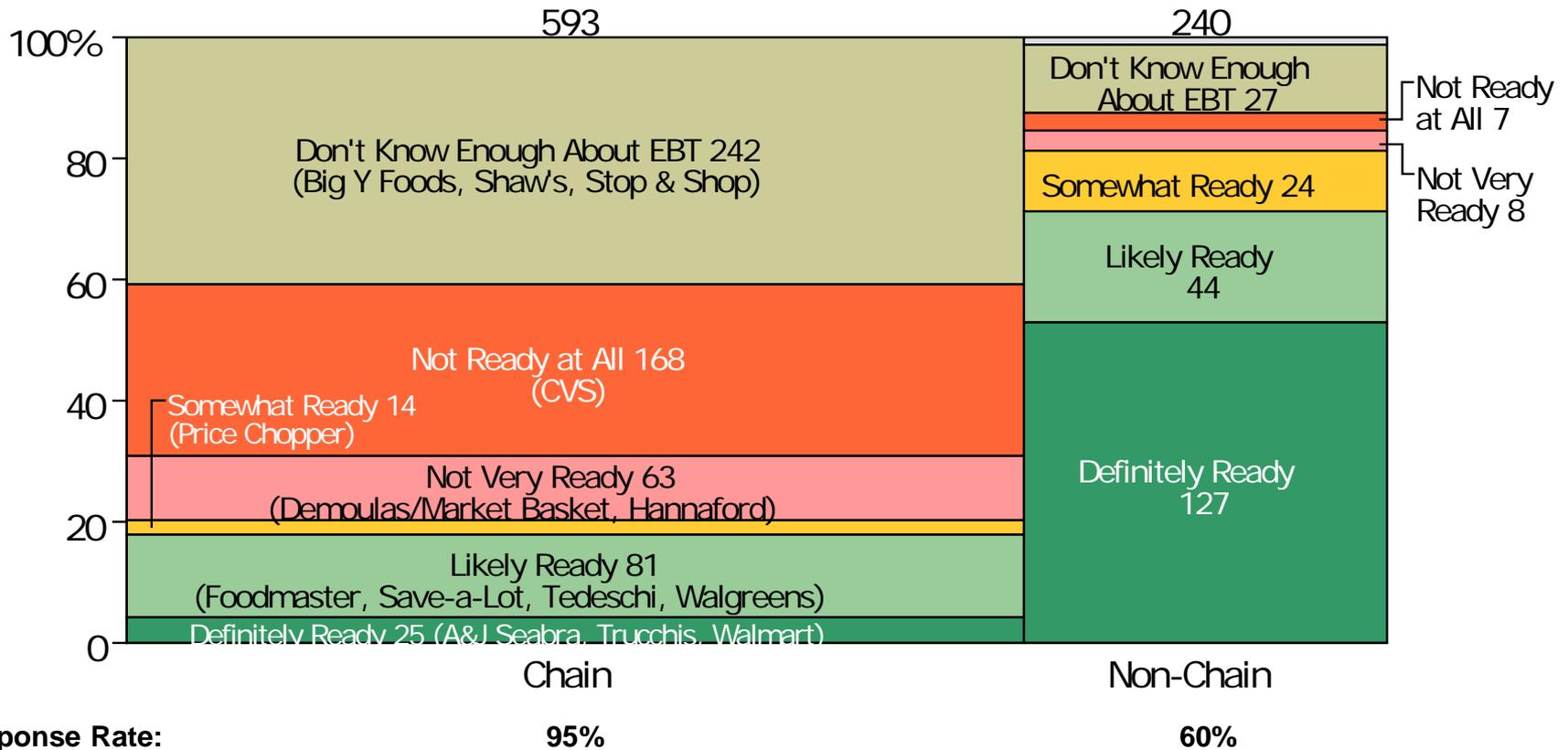
- Technology Evaluation
- Cost Analysis
- Organizational Assessment

Develop understanding of vendor readiness

Massachusetts Example

Vendor Sites by Self-reported EBT Readiness

Total = 833



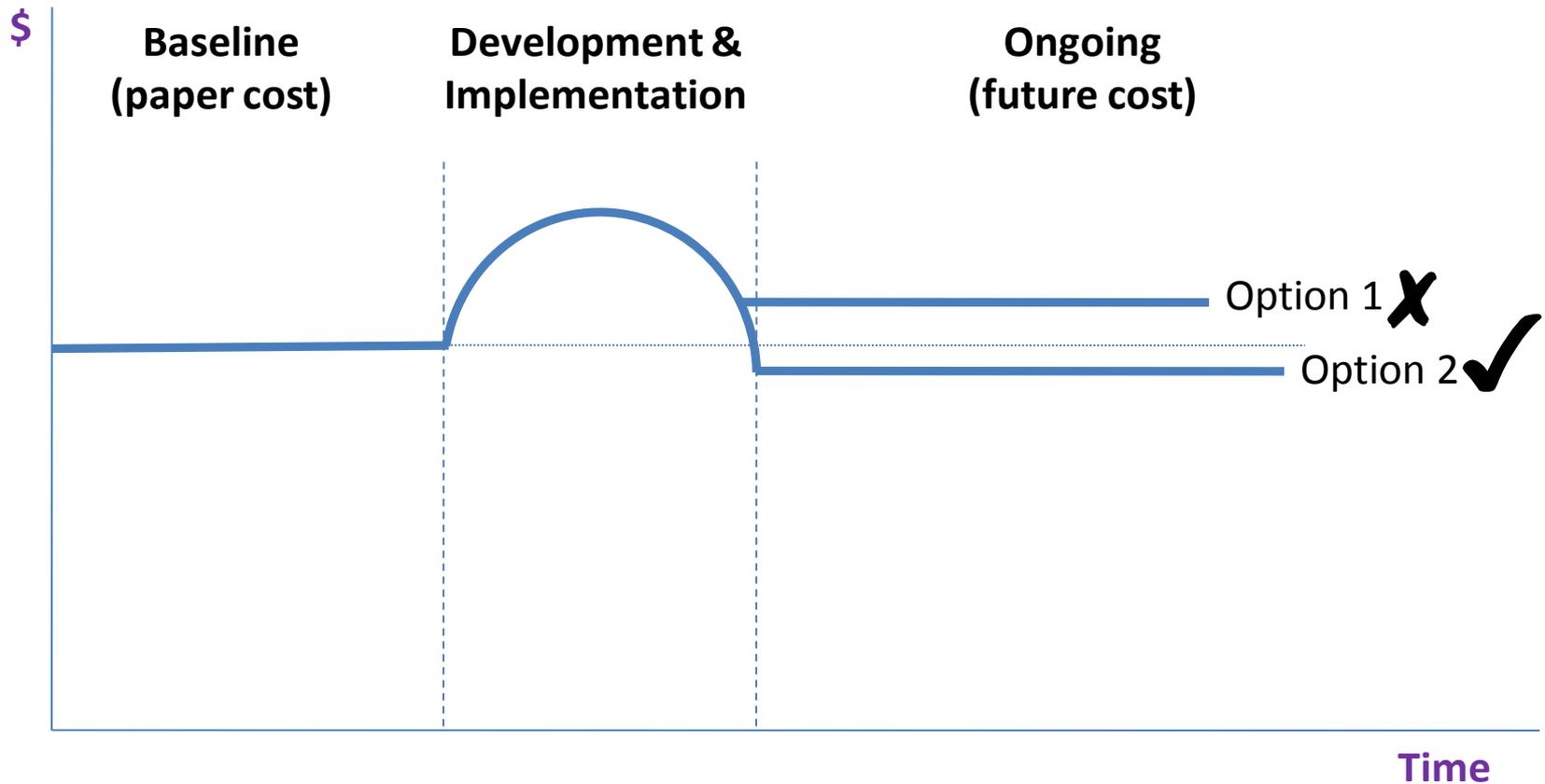
6 chains are involved in EBT planning, implementation, or operations in other states

Clearly develop options and evaluation criteria

Massachusetts Example

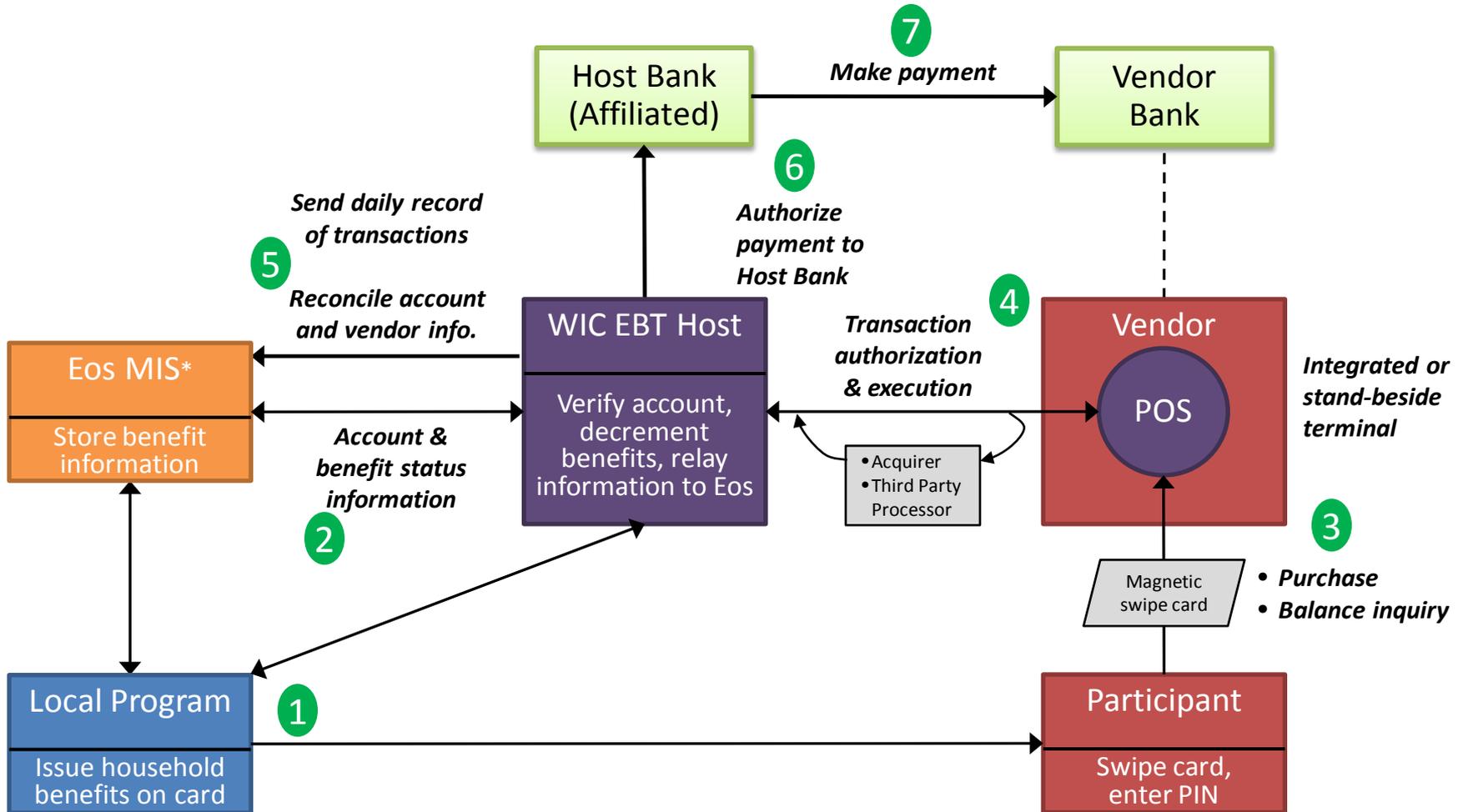
		Offline, Outsourced	Offline, In-house	Online, Outsourced	Online, In-house (Transfer Hybrid)
Operations: Data Access & Reporting	Help Desk customer service	2	2	3	3
	24/7 customer service & monitoring	2	1	3	3
	Report data availability	2	2	2	3

Options must be affordable and support all functions



Map process to ensure all pieces covered

Massachusetts Example



* Additional external repositories may exist to store information on vendors, etc.

Basic Flow

Use areas to structure planning



- *Team structure should support engagement with each area*
- *Change management starts with the first question!*

Three tips on completing a Feasibility Study

(or any project, really)

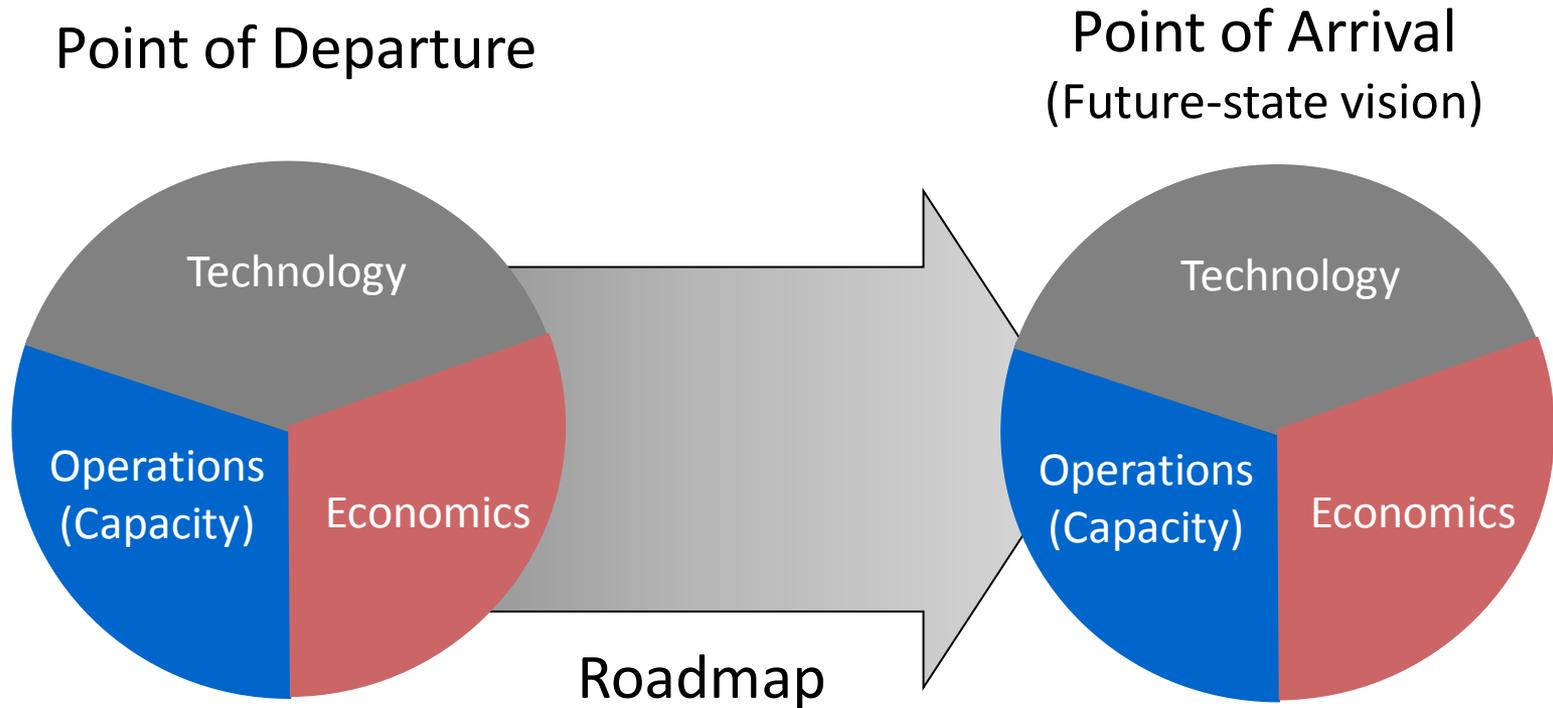
- Stay two steps ahead of yourself
- Divide and conquer
- Make it a big party!

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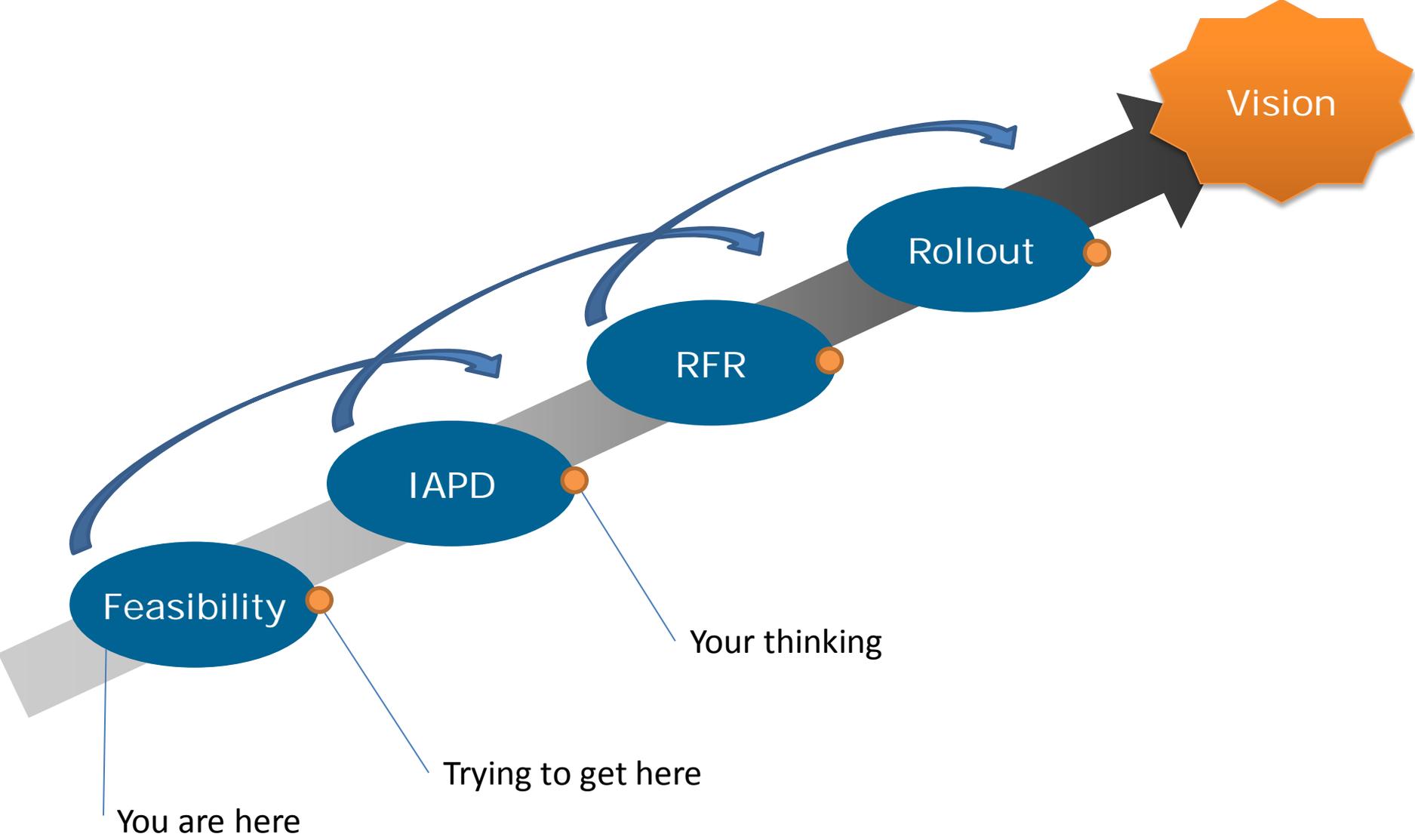
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Define a clear vision for the project

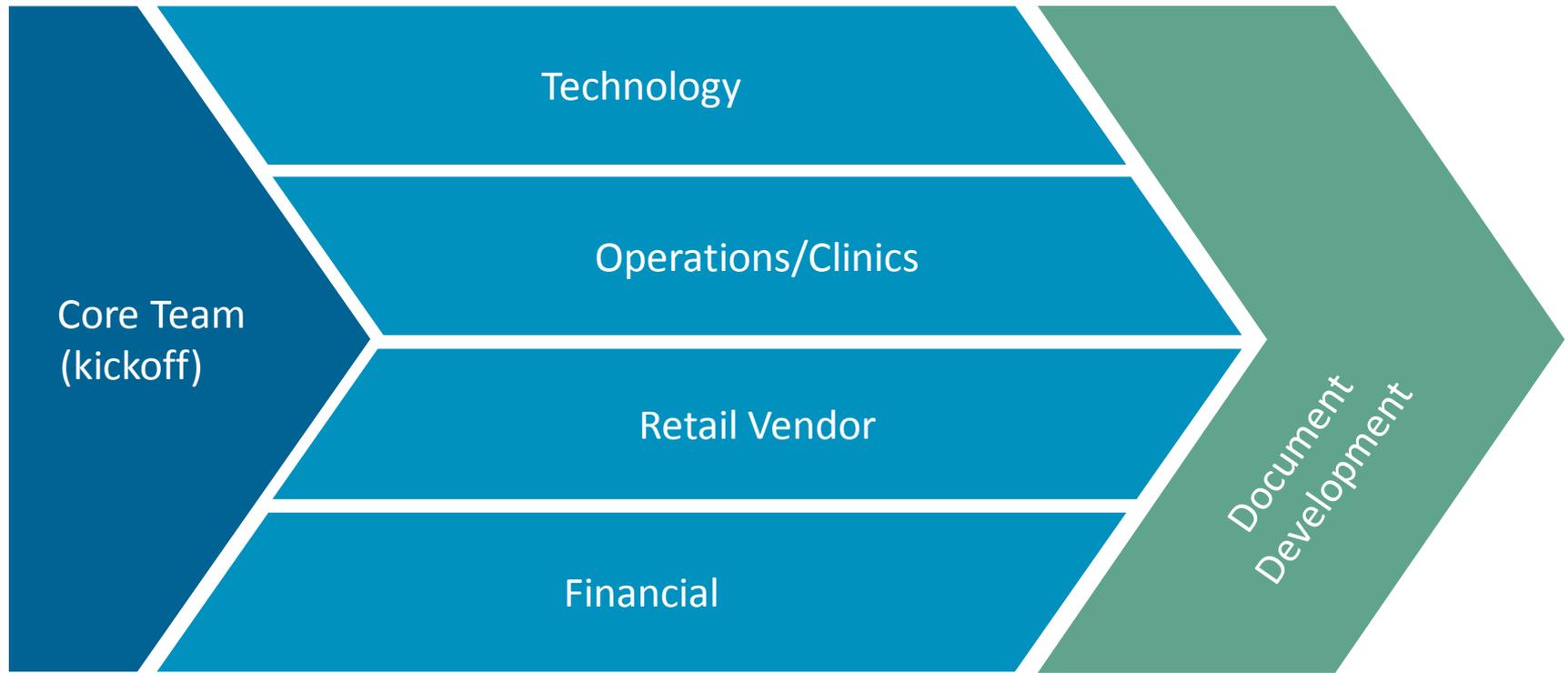


What are we trying to accomplish?
How will we know we are successful?
What will guide our trade-offs?

Stay 2 steps ahead of yourself



Divide and conquer



Multiple Parallel Workstreams

Make it a big party!



- Share findings
- Communicate progress (be honest)
- Seek input
- Discuss tradeoffs
- Listen to concerns
- Keep it fun