

1. Attachment F – Technical Proposal

1.1. 2.4.6.2 Implementation State Entity Prioritization Plan

Implementation State Entity Prioritization Plan

As part of the Contractor’s response, an initial Implementation State Entity Prioritization Plan must be submitted using Attachment K- State Entity User Requirements. Attachment K-State Entity User Requirements provides general details regarding each current platform.

NIC Indiana has completed several large enterprise migrations for the State of Indiana over the last 15 years including two engagements to migration over 200 websites to new enterprise content management systems, outlining and executing a migration from disparate custom checkout solutions to the NIC Payment Platform’s Common Checkout Pages (CCP) for all services operating under NIC, and numerous other implementations, and other statewide product migrations as requested. These large projects have provided lessons learned and proven strategies to ensure NIC Indiana’s Implementation State Entity Prioritization Plan outlines best practices in ensuring the state entities migrating to NIC’s Payment Platform have a streamlined and smooth transition.

NIC Indiana begins migration planning initiative with the following discussion points when engaging with each state entity:

- Obtain a thorough understanding of the agency’s needs and unique use cases
- Understand time constraints of each partner such as peak times of year
- Properly estimate the level of effort and make prioritization adjustments
- Evaluate cross-agency requirements to ensure dependencies are identified and managed if a service relates to more than one agency
- Ensure the project plan is setup initially for success by scheduling all tasks accordingly based on the steps above and utilizing best practices based on proven experience

NIC Indiana will first work to gather as many applicable details as possible, including peak season information, project sponsors and executive sponsors, preferred migration dates and more from each state entity. After reviewing the survey data, NIC Indiana will then put together a proposed prioritization plan that will be reviewed by the Indiana Office of Technology (IOT) for initial review and approval. After reviewing the proposed plan with IOT, NIC Indiana will then reach out to each state entity’s project sponsor and project executive to confirm their individual migration plan and timeline. Throughout the entire migration plan, NIC Indiana will continue communicating with each state entity with reminders of the upcoming timeline. Frequent and targeted communication strategies are used to learn of any agency schedule/priority changes as early as possible to adjust the project plan as needed.

Using the knowledge NIC Indiana has today, the following prioritized schedule has been presented for the project implementation and used in our initial Implementation Plan. As stated above, the proposed timeline below is subject to change based on each State Entity’s needs particularly around their peak time periods. NIC Indiana will work with each state entity to outline a project plan that meets their needs. The project plan has grouped services by agency and already attempted to account for time constraints based on peak season. It also groups agencies/services together by considering cross-agency dependencies.

1.2. Applications to Migrate List

Agency/Task	Agency	Duration	Start Date	Finish Date
Contract Finalized, Executed, and Transition Approved	IDOA	N/A	10/20/21	10/20/21
Adjutant General- National Guard	AGO	23.75d	10/20/21	11/22/21
Department of Administration - Parking	IDOA	23.75d	10/20/21	11/22/21
Department of Administration - Surplus	IDOA	23.75d	10/20/21	11/22/21
Department of Administration	IDOA	23.75d	11/22/21	12/24/21
Department of Financial Institutions	DFI	23.75d	11/22/21	12/24/21
Indiana Correctional Industries	DOC	23.75d	11/22/21	12/24/21
Department of Labor	DOL	23.75d	12/24/21	01/27/22
Department of Transportation	DOT	23.75d	12/24/21	01/27/22
Indiana Finance Authority	IFA	23.75d	12/24/21	01/27/22
Department of Workforce Development	DWD	39.75d	01/26/22	03/23/22
Department of Workforce Development	DWD	39.75d	01/26/22	03/23/22
Department of Workforce Development	DWD	39.75d	01/26/22	03/23/22
Department of Environmental Management	IDEM	23.75d	03/23/22	04/26/22
Indiana Department of Environmental Management	IDEM	23.75d	03/23/22	04/26/22
Indiana Gaming Commission	IGC	23.75d	03/23/22	04/26/22
Indiana Office of Tourism Development	IOTD	23.75d	04/25/22	05/27/22
Indiana Public Defender Council	IPDC	23.75d	04/25/22	05/27/22
Department of Agriculture	ISDA	23.75d	04/25/22	05/27/22
Department of Agriculture	ISDA	23.75d	05/25/22	06/27/22
Department of Toxicology	ISDT	23.75d	05/25/22	06/27/22
Indiana State Library	ISL	23.75d	05/25/22	06/27/22
Indiana State Police	ISP	23.75d	06/23/22	07/26/22
Indiana War Memorial	IWM	23.75d	06/23/22	07/26/22
State Lottery Commission Hoosier	Lottery	23.75d	06/23/22	07/26/22
Office of Community & Rural Affairs	OCRA	23.75d	07/22/22	08/25/22
Secretary of State Indiana Election Division	SOS	23.75d	07/22/22	08/25/22
White River State Park Development Commission	WRSP	23.75d	07/22/22	08/25/22
Avon Community School Corporation	AVON SCHOOLS	23.75d	08/22/22	09/23/22
Monroe County Building Dept	MONROE COUNTY	23.75d	08/22/22	09/23/22
Monroe County Health Department	MONROE COUNTY	23.75d	08/22/22	09/23/22
Family and Social Services	FSSA	23.75d	08/22/22	09/23/22
Department of Child Services, Child Support Bureau	DCS	53.75d	10/20/21	01/03/22
Department of Natural Resources -- Division of State Parks	DNR	77d	01/03/22	04/20/22
Department of Natural Resources	DNR	77d	01/03/22	04/20/22
Secretary of State- BOS.INBIZ	SOS	59.5d	04/20/22	07/13/22
Professional Licensing Agency	PLA	32.75d	04/20/22	06/06/22
Department of Revenue	DOR	45d	06/06/22	08/05/22
Department of Revenue- Motor Carrier Services	DOR	45d	06/06/22	08/05/22
Indianapolis Airport Authority	INDPLS AIRPORT	52.5d	08/08/22	10/19/22
Indianapolis Airport Authority	IAA	23.75d	08/08/22	09/08/22

2. Communication Email Samples

2.1. Post Webinar Survey Email (sample)

Subject: *Thank you for attending the NIC Payment Processing Solution Introduction Webinar!*

State Entity Contacts,

We wanted to thank you for attending the NIC Payment Processing Solution Introduction webinar. We are very excited to introduce this solution and hope this presentation helped to answer some of your questions about the payment processing solutions available to you.

There will also be a second webinar on [insert date/time].

Topic: NIC Payment Processing Solution

Join Zoom Meeting

<insert meeting & details link here>

Additionally, we hope you will take a few moments to fill out this brief survey to ask any questions and let us know when your agency would prefer to migrate to this new payment solution.

<insert link here>

As always, please do not hesitate to reach out to us with any questions!

Thank you!

The NIC Indiana Team

2.2. Kickoff Meeting and Pre-Migration Survey

Subject: *Payment Processing Migration – Kickoff Meeting Scheduling*

<State Entity> Contacts,

Your application has been identified as part of the group of sites to migrate to the State’s new payment processing system.

At this time, we would like to schedule a preliminary kickoff meeting with you to discuss your application and the migration process.

What can you expect during this meeting?

NIC Indiana will also walk you through the migration process and answer any questions you may have about the transition.

Finally, we will discuss your preferred timeline for the migration and work to schedule the transition during a time that works best for your agency.

Next Steps.

- 1. Fill out the following pre-migration survey: <insert survey link here>*
- 2. Reply to <Project Manager> (email@egov.com) with your preferred dates and times to set up this kickoff meeting. <Project Manager> will then work to schedule a time with you and your team to discuss the migration.*

We look forward to hearing from you soon!

The NIC Indiana Team

2.3. Migration One Week Reminder Email

Subject: *Reminder of Impending Payment Processing Migration*

<State Entity> Contacts,

Just a quick reminder that you are scheduled to start the migration to the State’s new payment processing system on <insert date>.

The following timeline has been agreed upon for all parties to ensure a smooth transition to the new payment processing system.

<insert migration timeline>

Do not hesitate to reach out if you have any questions.

We look forward to working with you!

The NIC Indiana Team

2.4. Migration Begin. Schedule Training Email

Subject: *Payment Processing Migration Beginning Today! Please schedule your training.*

<State Entity> Contacts,

Congratulations! NIC Indiana will begin your migration to the new payment processing solution today!

Please refer to the migration overview checklist if you have any questions regarding the process.

Our team will be in touch to update you as milestones are completed.

TPE Training

It is extremely important that you schedule training prior to the application going to UAT. Please submit a ticket here to have you and the identified TPE users trained: <https://www.in.gov/inwp/2584.htm>

If you have any questions, please do not hesitate to reach out to our team.

Thank you!

The NIC Indiana Team

2.5. UAT Release Email

Subject: *<Insert Application Name> has been migrated to the new payment processing solution and is ready for UAT*

<State Entity> Contacts,

<Insert Application Name> has been migrated to the new payment processing solution in the test environment and is ready for your User Acceptance Testing. Please submit any and all feedback, including questions, via the form link below by <insert one week from release date>.

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UAT Feedback Submission Form: <insert the specific form URL for each agency>

UAT URL: <insert UAT link>

REMINDER: If you have not already scheduled your training for TPE , please submit a ticket here to have you and the identified TPE users trained: <https://www.in.gov/inwp/2584.htm>

Please do not hesitate to reach out if you have any questions!

The NIC Indiana Team

2.6. Migration Complete Email

Subject: <Insert Application Name> has been migrated to the new payment processing solution and is now complete

<State Entity> Contacts,

<Insert Application Name> has been migrated to the new payment processing solution and is complete.

If you have any questions or concerns over the next month or so, we have provided a separate form for submitting this feedback. Please only use this form for submitting feedback directly related to the migration.

Submission Form: <insert link here>

If you need additional training on TPE, please submit a ticket here: <https://www.in.gov/inwp/2584.htm>

Please do not hesitate to reach out if you have any questions!

The NIC Indiana Team