

Requirement Development

Lessons learned from the Vital
Records EDEN Rewrite Project

Executive Sponsor and Business Owner Role

Rich Oborn, Director, Office of Vital Records and Statistics,
CHDI

- ▶ Fundraising
- ▶ Coordination between requirements and budget
- ▶ DTS accountability for each requirement and scope of work
- ▶ Control of scope creep
- ▶ Lesson Learned: Address current system problems in requirements

How will new EDEN address problems in current EDEN?

Problem in Current EDEN	How problem is addressed in new EDEN requirements
EDEN users must use IE browser. This is significant inconvenience to users.	New EDEN will be cross-browser and mobile device compatible. Physicians will be able to certify death records on an iPad.
EDEN security standards.	New EDEN user ID system is more secure.
If EDEN user forgets username or password, they must contact EDEN support for assistance. This causes delays for users, OVRs, and overall death registration.	New EDEN will allow users to reset passwords on their own.
Spellcheck in EDEN is limited and rarely used by physicians. Data quality can be improved. Errors in records appear more often than they should.	New EDEN will have VIEWS tool. Users will be prompted regarding misspelled words and ill-defined and rare causes of death. Data quality will improve.

Project Manager's Role

Terry Lucherini, Senior Informaticist, Registration Program Manager, Office of Vital Records and Statistics, CHDI

- ▶ Draft requirements into developer language
- ▶ Coordinate with vendor (DTS) regarding requirements
- ▶ Lessons Learned:
 - ▶ In-house vs. Contractor (from developer to manager)
 - ▶ Message can get lost with so many levels of communication
 - ▶ Us vs. Them mentality
 - ▶ Verbal agreements are not good enough. Get everything in writing

EDEN System Administrator / Subject Matter Expert (SME) Role

Leisa Finch, Death Registration Supervisor, Office of Vital Records and Statistics, CHDI

- ▶ Identify all your business processes and reflect them in your list of requirements

- ▶ *Layout your business processes*



- ▶ *Obtain input from your stakeholders*



- ❖ Drafting your requirements



- *You can NEVER be too detailed in laying out your requirements*

Remember: To get what you want... you need to define it!

EDEN System Administrator / Subject Matter Expert (SME) Role

Leisa Finch, Death Registration Supervisor, Office of Vital Records and Statistics, CHDI

- ▶ Ongoing prioritization of requirements

- ▶ *Be flexible*



- ▶ Lesson Learned: Communication between customer (OVRS) and vendor (DTS) is key
 - ▶ *Communicate: Be Candid, Direct, Open and Honest*
 - ▶ *Document... Document... Document!*

