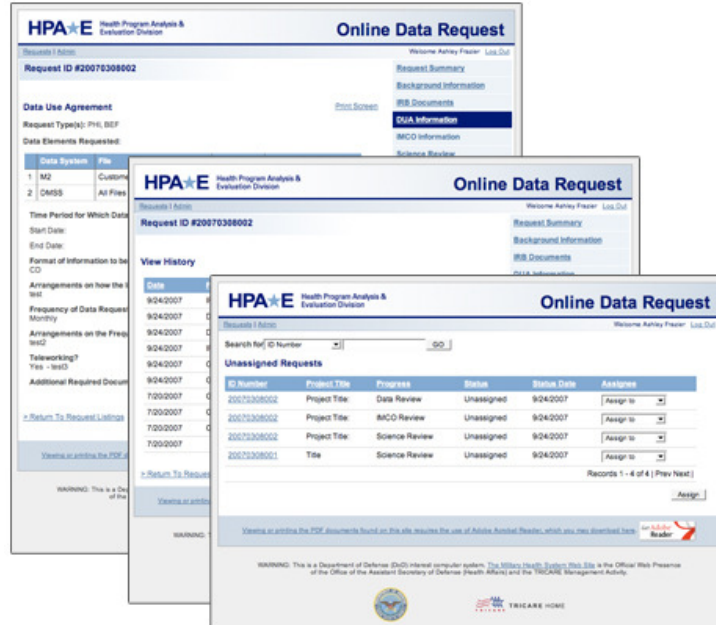


Case Studies: Government



Health Program Analysis & Evaluation (HPA&E) Division Online Data Request Workflow Application

The Challenge

The Health Program Analysis & Evaluation (HPA&E) Division of TRICARE Management Activity (TMA) requested a secure Web-based workflow system for processing, administering, and generating information requests including Data Use Agreements (DUA), Institutional Review Board (IRB) reviews, and survey reviews. This online system would allow users to request tri-service, multi-population data for use in reports, studies and daily operational tasks. Currently, this process requires a user to interact with three different division offices and complete numerous paper forms.

Keymind worked to design, develop, and implement the workflow application for HPA&E that allows pre-screened, qualified users to initiate online requests for data. Working in conjunction with all the various stakeholders, Keymind was able to help HPA&E develop and refine their business process for the approval and review of these data requests. Through the development of the online workflow application, the HPA&E staff and other program area staff, including TMA Privacy Office, will be able to complete the review and approval process in a much more streamlined and efficient manner.

Our Strategy

Keymind built the Web-based workflow application using Microsoft ASP.NET in C# with a SQL database. After fully reviewing all the requirements, Keymind also worked to develop a DoD compliant Public Key Infrastructure (PKI)

integrated Common Access Card (CAC) authentication process where Department of Defense users can access the application through a single sign-on. Based upon the initial request details, the system routes the information to all necessary internal reviewers for approval. Users requesting the data are notified of their request's status throughout the process as it moves from one approval step to the next. After all preliminary review is done, the TMA Privacy Office staff is able to login to perform a final review and approve the DUA, and ultimately grant the user access to the data if approved. The workflow application meets all Department of Defense Information Assurance Certification and Accreditation Process (DIACAP) standards and is fully compliant with Section 508 of the Americans with Disabilities Act.

The Impact

By refining and streamlining the three separate program offices' processes, the staff now has a single repository where they are able to access information about the requests at any point during the review process. Users requesting the data are also able to log on and view the status of their request, reducing the need to call with questions. Through the use of the application and its generated reports, every request for data and all resulting actions are tracked and recorded for auditing purposes. Additionally, the HPA&E staff will be able to run reports to track the amount of time it takes to fully complete a request and identify areas of the process that may be bottlenecks or need improvement. This reporting feature was not possible in the previous paper-driven process.