



# SoftDev

## Program and Project Management

Every project starts and ends with the SoftDev touch - exceptional communication, coordination, and transparency. We apply our business understanding and knowledge of stakeholder needs to keep everything moving forward. For our management services, we have three main areas of focus – our C3 Model, Agile Methodology, and are use of technology to execute effective management.

## What do we deliver?



### C3 Model

Cooperation, Coordination, and Collaboration empower us to see the bigger picture and go beyond to identify where the real needs lie. With the right touch points at the right time and level, we keep all involved informed and on track.



### Applying Agile Authentically

Working smartly with our eyes on the goals at hand while remaining flexible enough to adjust and pivot to emerging needs, ensures better quality outcomes for all stakeholders



### Using Technology

Leveraging the Atlassian Suite, our custom dashboards, workflow automation, and increased visibility to deliver higher levels of accountability and quality. Our clear communications keep everyone accountable and on task - this is a key facilitator in our process.



For more information, contact:  
Melanie Marsh, Chief Growth Officer  
[melanie.marsh@softdevinc.com](mailto:melanie.marsh@softdevinc.com)

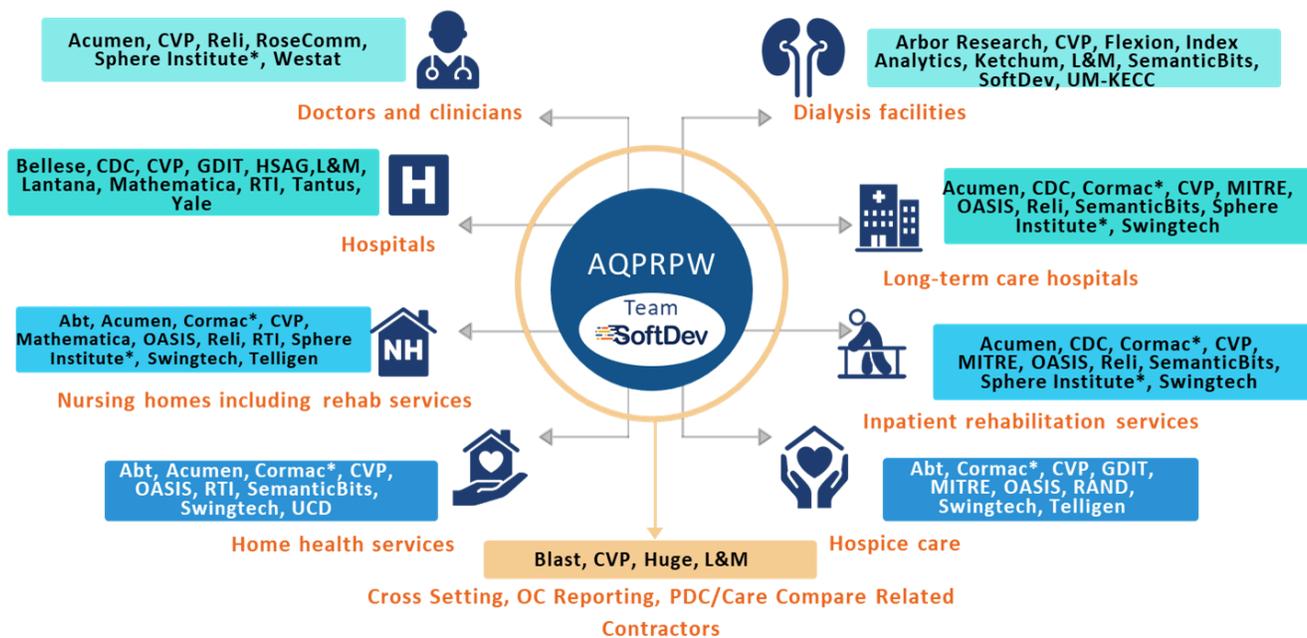
See a need, fill a need.  
SoftDev believes in service.



# Highlighted Projects

## CMS / Alignment of the Quality and Public Reporting Programs and Websites (AQPRPW)

AQPRPW – one of our prime efforts – is a great example of our work managing and coordinating complex stakeholder communities that are publishing health data. SoftDev wraps our C3 Model in a lens of HCD to adeptly engage, communicate, and work with the complex measures community. AQPRPW opens doors to modernization across the public reporting spectrum through the mentorship of cross-division coordination. With two FedHealth IT Innovation Awards, AQPRPW has been recognized for its impact to CMS' public reporting initiatives.



"...you came in and stepped not just up to the plate, but beyond...Thanks so much for doing that! Greatly appreciated!"

**Linda Klingensmith,**

Division of Web Development, Web & Emerging Technologies Group, Office of Communications, CMS



# CMS / Portfolio Management, Program Management, and Project Management (PM3)

SoftDev sees tenants of agile to be directly aligned with Government drivers to develop cost-effective and interoperable solutions that eliminate waste and align with agency missions. Scaled Agile Framework (SAFe) Agile has successfully incorporated Lean User Experience (UX), building successful systems teams, creating vision and providing a roadmap for achieving success completion of initiatives. It also utilizes DevSecOps to integrate and empower teams to develop and deploy efficiently. At the management level, it empowers software developers to best institute the Agile/SCRUM at the more granular, development level. Through our work on the PM3 contract, SoftDev staff have been at the forefront of SAFe Agile implementation across all of the Quality Reporting Programs existing within CMS.

PM3 includes management of IT governance, programs, system releases, and the schedule integration that manages work related to the integration of a complex portfolio of Healthcare Quality Information System (HCQIS) applications which cover 40+ programs and their migration to a private government cloud. This effort represents CCSQ's first foray into a SAFe/Agile framework. SoftDev's multi-tiered management leverages a DevOps/SAFe framework and close coaching to support CMS staff in their evolution to become successful Product Owners within the SAFe/Agile framework. PM3 requires skillful communication and advisory support of CMS staff using aspects of human-centered design skills and approaches tailored to the needs of diverse learning styles.

The quality of SoftDev's performance is reflected in our accomplishments and their value to CMS. Examples include:

- Led the creation of environments, installed tool sets, supported/trained personnel across multiple LoBs for the Atlassian Suite, including JIRA, Confluence HipChat, and the integration of ServiceNow and Atlassian.
- Implemented SAFe while providing program-wide SAFe Agilist training to all personnel: Launched Agile Releases, built a continuous delivery pipeline and DevOps culture, and empowered a Lean Portfolio. This included embedding our staff alongside CMS Product Owners.
- Provide oversight of the Quality Incentive Program Proof of Concept Use Case/data de-identification with Leidos' CAADS and other teams.

This work has been recognized for its success and impacts in a case study published by [www.scaledagileframework.com](http://www.scaledagileframework.com). The staff that architected and executed this effort remain with SoftDev today, providing unparalleled insight and understanding of both the tools and delivery.



"SAFe provided a map that enabled us to shift to modernizing versus just maintaining the status quo. As a result, we will deliver value faster to hospitals, clinicians, and medical facilities, resulting in better healthcare for our beneficiaries."

**Brent Weaver,**

Director of Systems Implementation, CMS

<https://www.scaledagileframework.com/case-study-centers-for-medicare-medicaid-services-cms/>

