

KyPSC Case No. 2018-00370
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DATA REQUEST

WITNESS

TAB NO.

STAFF-DR-02-001

Roshena Ham 1

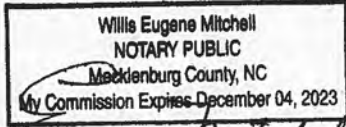
VERIFICATION

STATE OF NORTH CAROLINA)
)
COUNTY OF MECKLENBURG) SS:

The undersigned, Rosehena Ham, Senior Products & Services Manager being duly sworn, deposes and says that she has personal knowledge of the matters set forth in the foregoing data requests and that the answers contained therein are true and correct to the best of her knowledge, information and belief.

Rosehena Ham
Rosehena Ham-Bugge 02/06/2019
Rosehena Ham Affiant

Subscribed and sworn to before me by Rosehena Ham on this 6th day of February, 2019.

Willis Eugene Mitchell

Willis Eugene Mitchell 02-06-2019
NOTARY PUBLIC

December 04, 2023
My Commission Expires:

REQUEST:

Refer to Duke Kentucky's First Set of Responses to Commission Staff's First Request for Information, response to item 4(a), filed January 18, 2019. Explain in detail what additional work will be needed in 2019 to fully integrate the reservation system into the application processing platform.

RESPONSE:

The work to integrate the reservation system into the application processing platform is currently involved in a larger negotiation with the vendor that supplies the platform for 2019 enhancements. When the agreement is complete, expected by the end of Q1 2019, the work can commence. The proposed reservation system work in DSMT is intended to allow the program to reserve funds for applications as well as monitor and track available funds to budgeted dollars for a given program/state/year. The IT work involved includes:

- New fields, email templates, automated notifications, application stage categories;
- Workflow modifications;
- Updates to offer letter/pre-approval letter procedures;
- New functionality to handle waitlisted applications;
- New and updated automated follow-up and closure routines; and,
- Dashboard build to view, manage and track reserved, available, waitlist and paid dollars for each program/state/year combination.

Testing will follow for all work that is done before the updates can launch. The number of hours of work and cost are still to be determined.

PERSON RESPONSIBLE: Roshena Ham