



# MD THINK Update

## MHBE Board Meeting

**Subramanian Muniasamy**

*Executive Director, MD THINK &  
Chief Information Officer, MDH*

*10.17.2022*

# Agenda

**1** MD THINK Overview

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**2** MDH Modernization Roadmap

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**3** HBX on MD THINK

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**4** Disaster Recovery Process

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**5** Disaster Recovery Schematic and Available Options

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**6** Q & A

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# Governor Hogan's Objective Established in 2017

*Leverage data, information & technology to improve life for all Marylanders*

**1** *Break down silos across agencies*

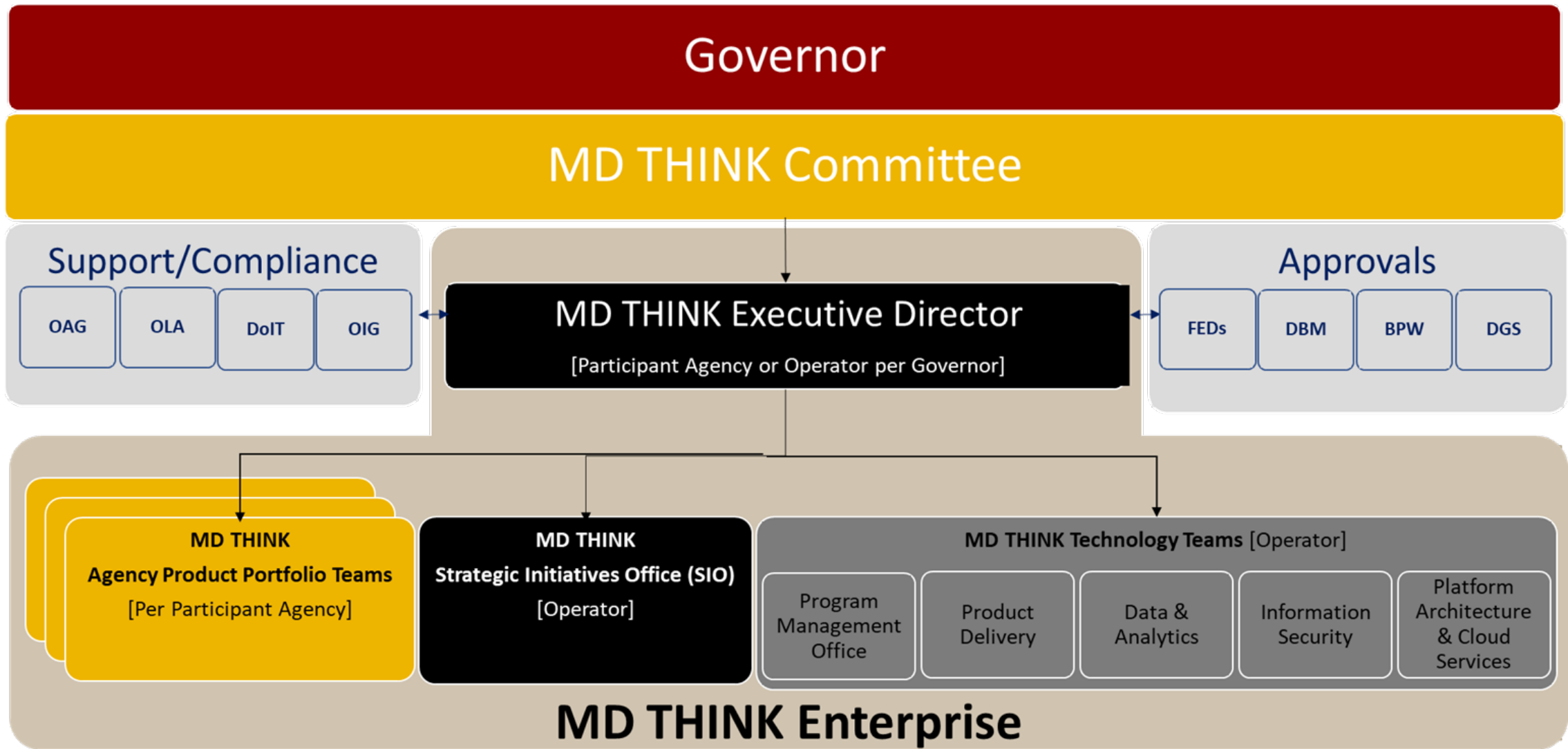
**2** *Implement “No Wrong Door” approach to facilitate benefits access*

**3** *Link data across eligibility programs to enable **holistic approach to services***

**4** *Apply data analytics to help identify problems and **foster data-driven solutions***

**5** *Enable efficient, effective government operations for improved customer service and citizen outcomes*

# MD THINK Organization - Conceptual View

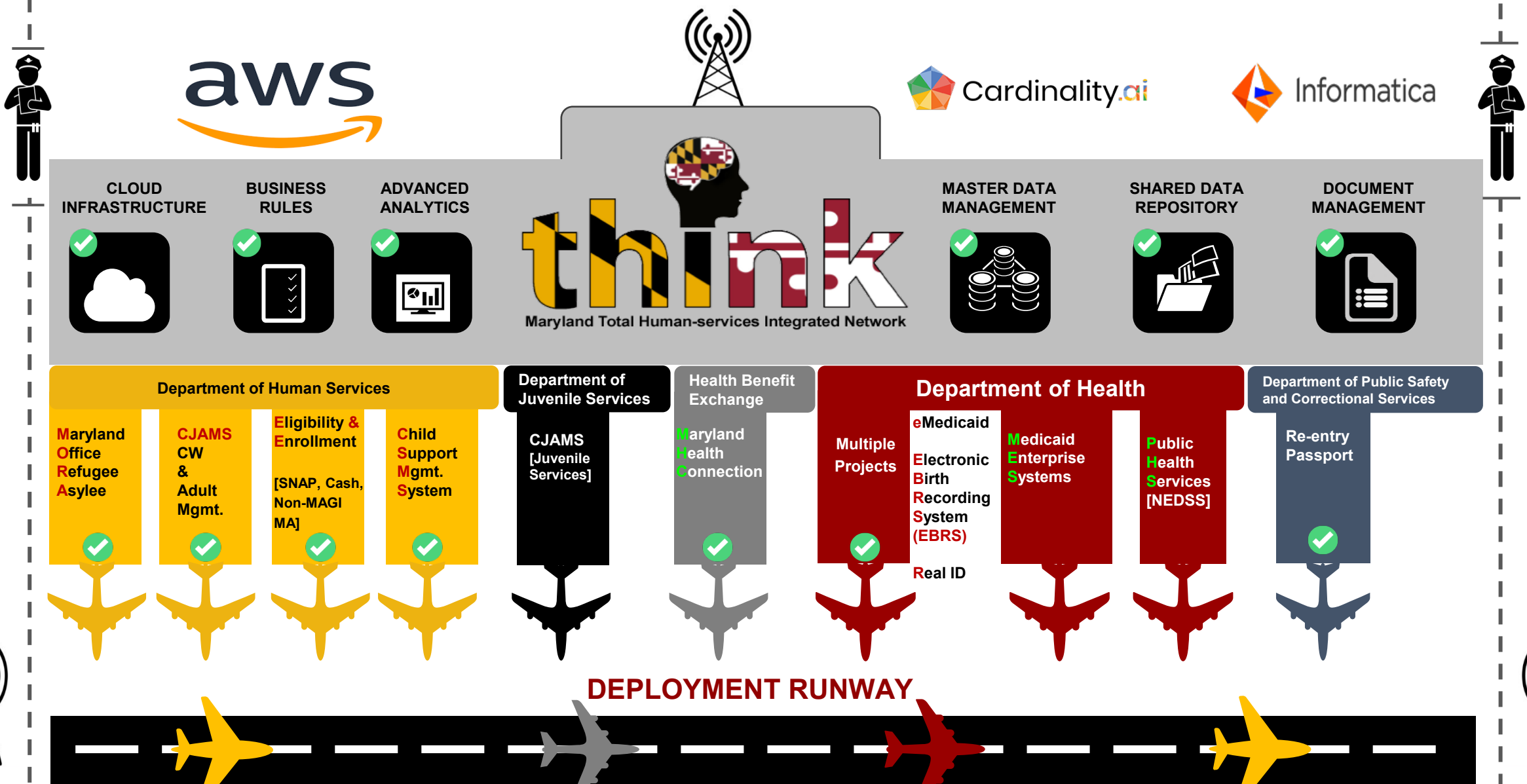


The MD THINK Executive Director will have overall accountability for successful program delivery , and therefore, will also be responsible for key decisions on implementation approach, technological design, timeline, resource needs, and budget

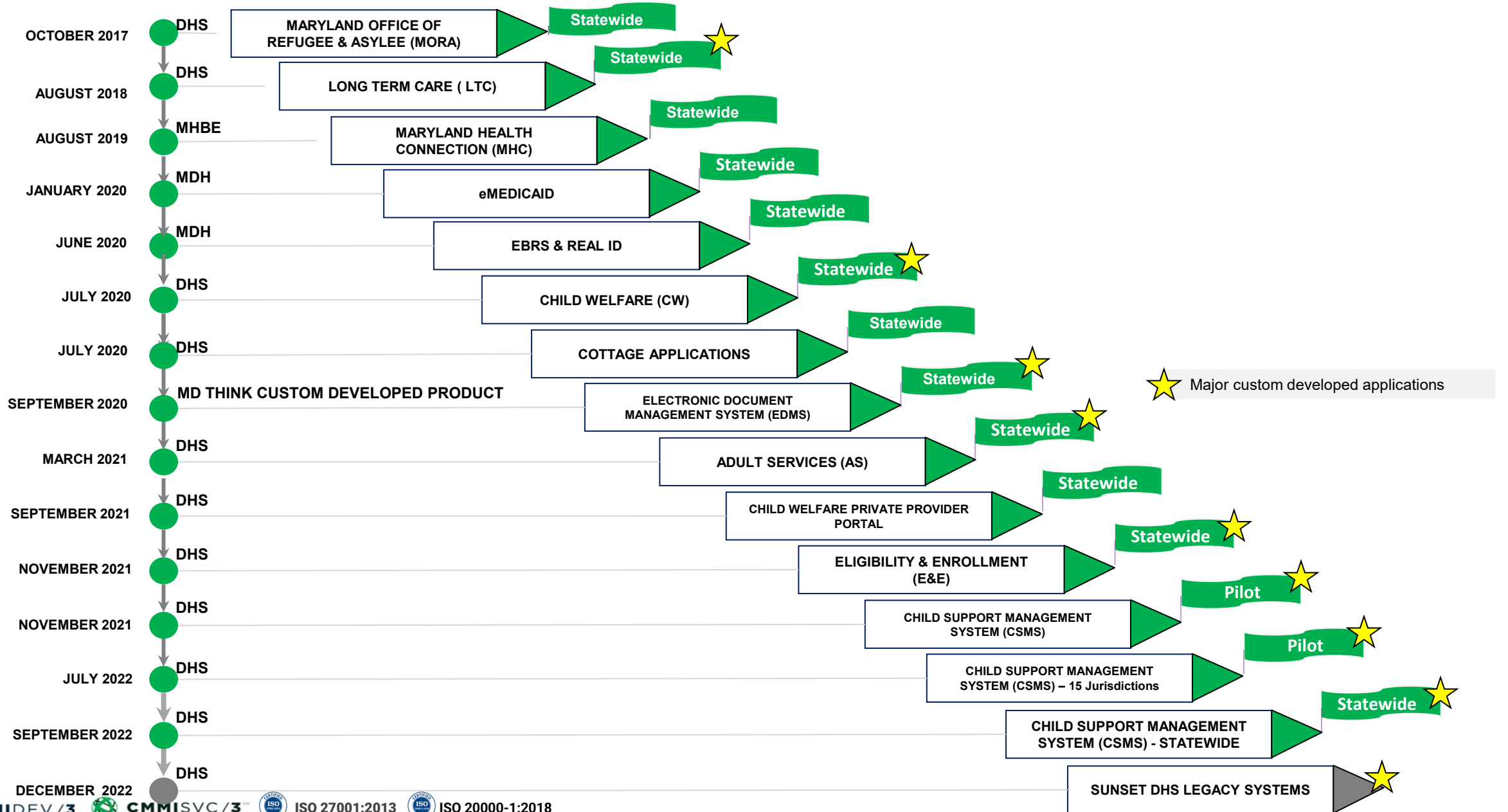
# MD THINK Airport Model

Enterprise-Level Data Security

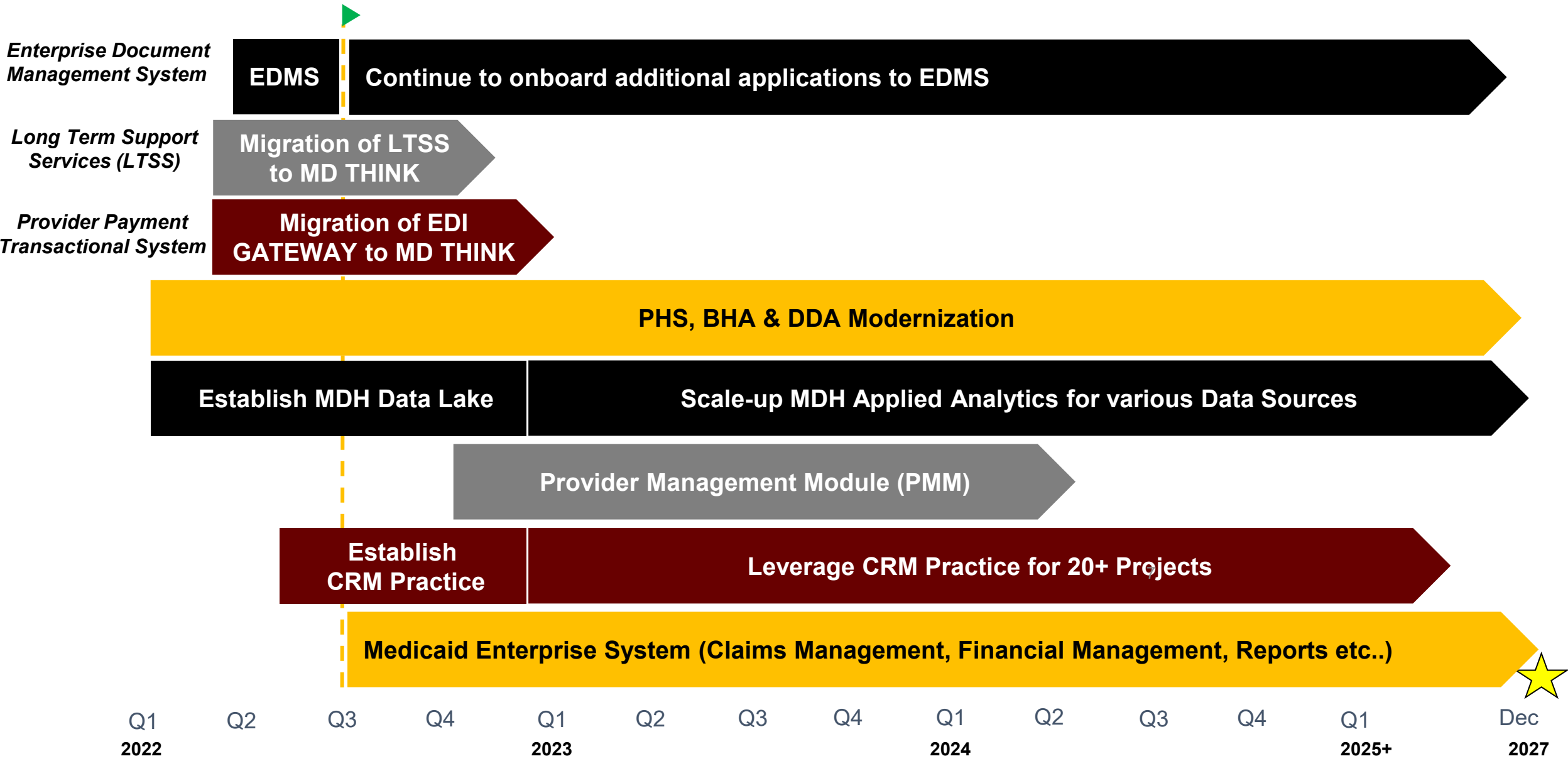
Enterprise-Level Data Security



# Major Accomplishments To Date



# MDH Modernization Roadmap



# HBX on MD THINK

- MHBE's HBX application onboarded to MD THINK in Aug 2019

- Three Successful Open Enrollments including multiple extended OE during pandemic

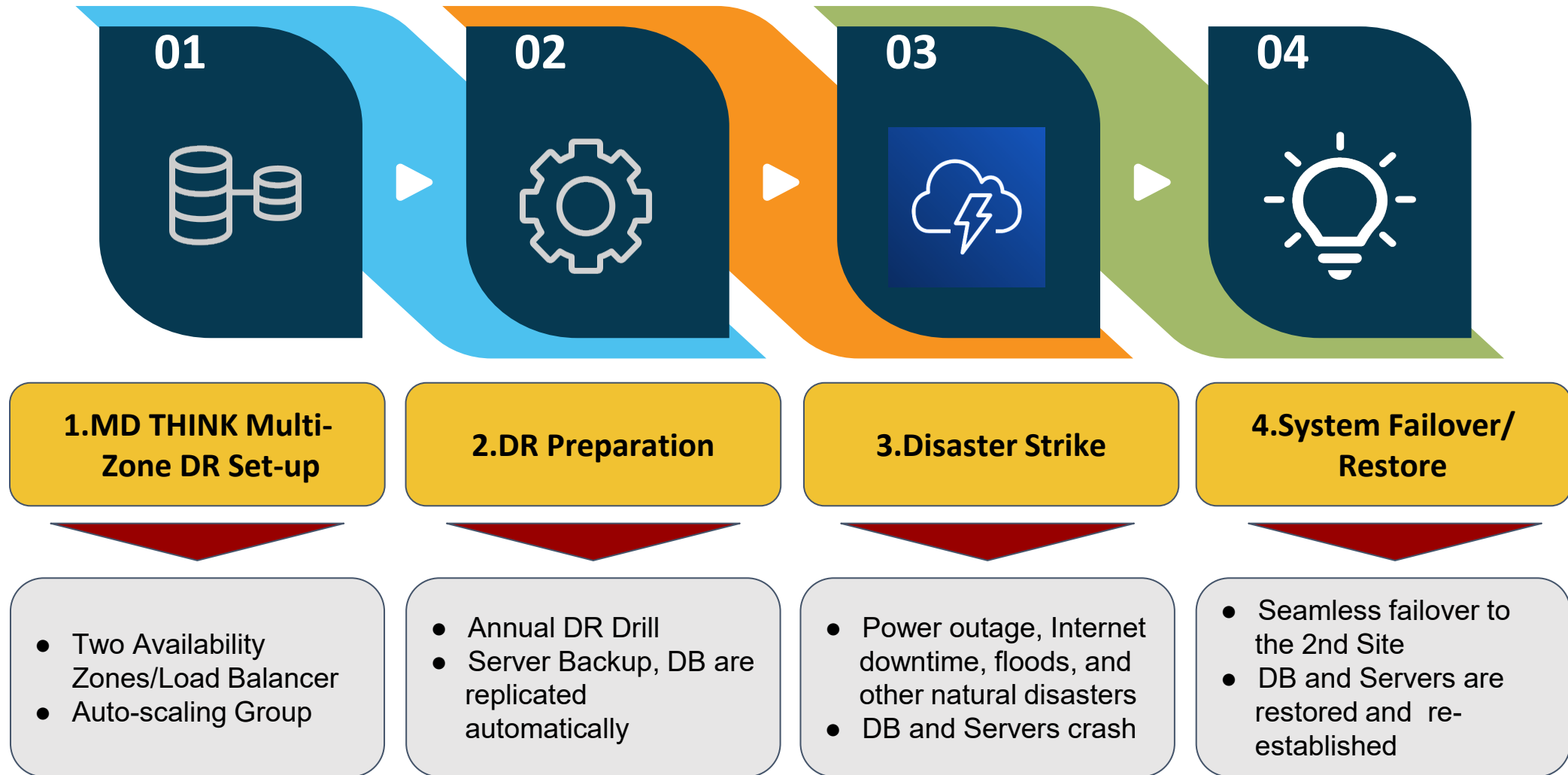
- 15 Application environments and integrations are operational with 45+ components in each environment

- CMS Medicaid No Wrong Door implementation includes client application transfers between HBX and E&E, MDM and security integrations

- Overall Production System uptime is 99.89 %



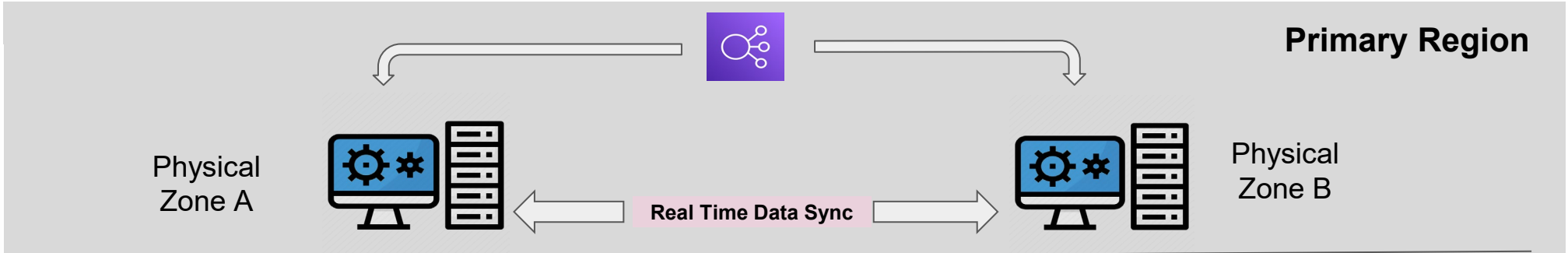
# MD THINK Current Disaster Recovery (DR) Process



# MD THINK Current Disaster Recovery Schematic



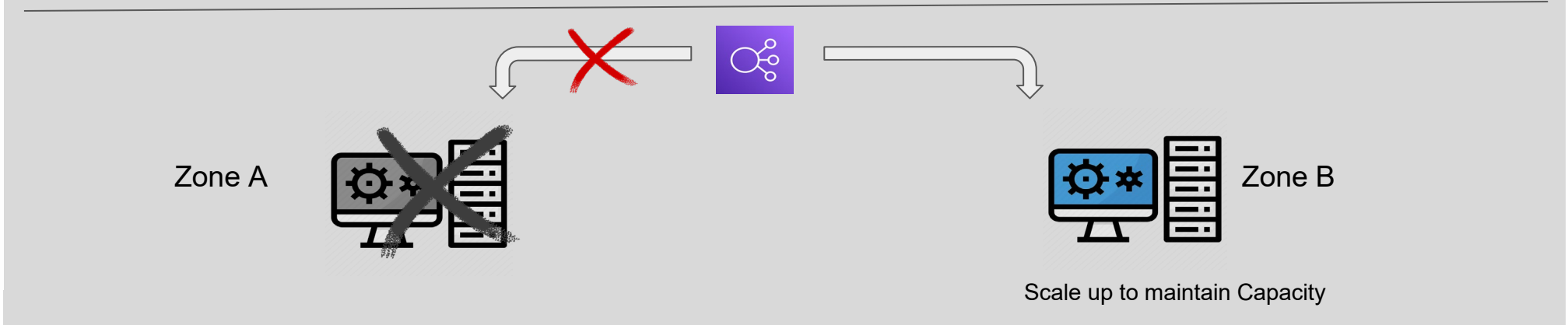
Sunny Day



Disaster Strikes

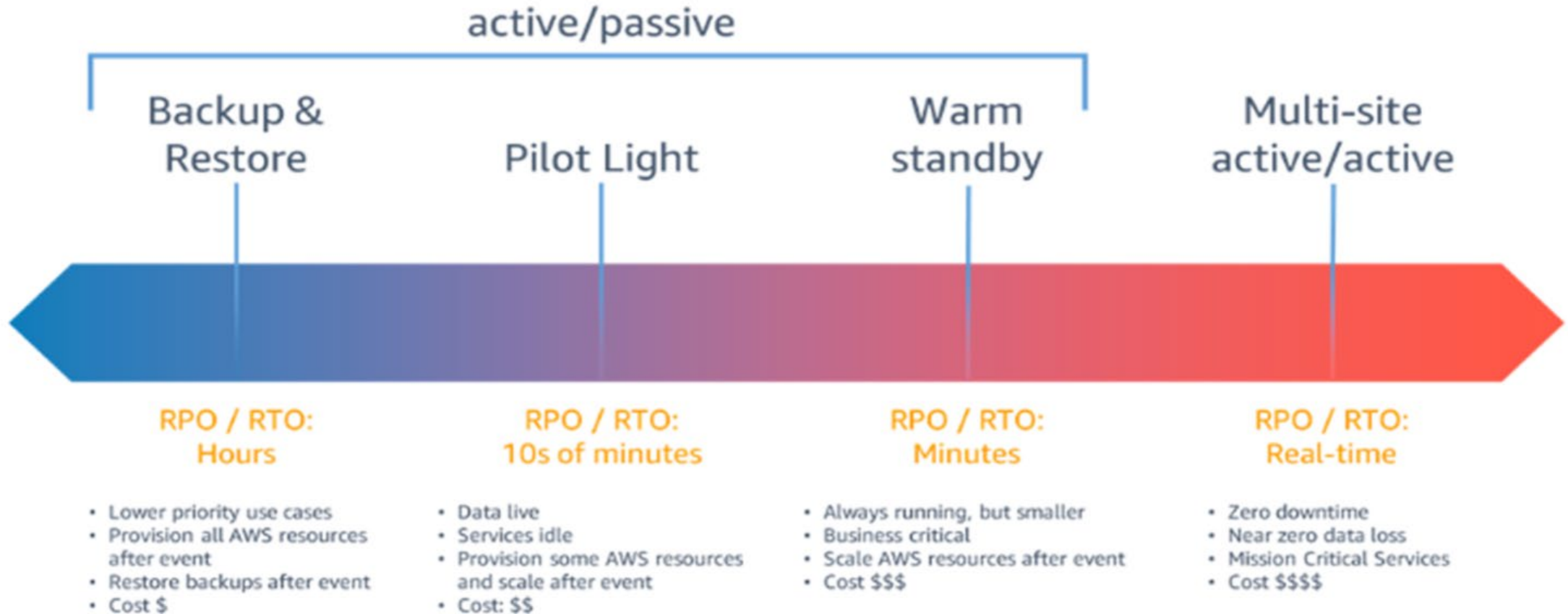


Uninterrupted Service provided by Site E



# MD THINK Disaster Recovery - Available Options

*MD THINK platform has built-in disaster recovery capabilities to restore service as seamlessly and quickly as possible against small and large area disasters*



Source: AWS Well-Architected Framework

# CMMI Certifications

MD THINK has been successfully appraised at CMMI Level 3 for both  
“Development” and “Services”



**CMMI DEV / 3** <sup>SM</sup>  
CMMI®V2.0 / Exp. 2024-05-26 / Appraisal #53627



**CMMI SVC / 3** <sup>SM</sup>  
CMMI®V2.0 / Exp. 2024-05-26 / Appraisal #53627

MD THINK was appraised for CMMI (Capability Maturity Model Integration) Level 3

- The appraisal covered 20 practice areas for development and 22 practice areas for services
- Development appraisal was based on the E&E, CJAMS and CSMS projects
- Services appraisal was based on Infrastructure, Security, Data, Governance and PMO areas

# ISO 27001 Certification



## **ISO/IEC 27001:2013**

**Information technology — Security techniques  
Information security management systems**

- *Specifies the requirements for establishing, implementing, maintaining and continually improving an information security management system within the context of the organization.*
- *Includes requirements for the assessment and treatment of information security risks tailored to the needs of the organization.*

**Thank  
You**