MINNESOTA IT SERVICES

Project Overview:
Annual Cúram Upgrade (Version 7.0.0.1)

PROJECT SCOPE

This project will upgrade the METS software platform, Cúram, from version 6.2.0.1 to version 7.0.0.1.

Included with the upgrade will be user experience changes (layout, colors, text and icons), updates to improve consistency across screen views and navigation, and enhanced eligibility viewer enhancements allowing caseworkers to view additional income and evidence details that will help to respond to customer questions about eligibility.

Also included in the upgrade are a number of fixes that address Minnesota-specific defects, focused on improving caseworker efficiency, compliance with Minnesota eligibility requirements, and reducing the need for manual corrections.

TIMEFRAME

The 2017 Cúram upgrade is scheduled to deploy as part of the METS Summer 2017 Release. Cúram upgrades will continue to occur on an annual basis, to ensure that Minnesota is staying current with the latest software and fixes that are built into these upgrades.

PROJECT BENEFITS

Upgrading on an annual basis ensures that Minnesota is maximizing the benefit of 'out of the box' software by staying current with features and defect fixes, maintaining support of the technical systems and databases used by Cúram, and meeting the rise in customer expectations around more user-friendly technology systems.

Defects and issues experienced in Minnesota are built into the upgrades, allowing Minnesota development resources to be dedicated elsewhere. Upgrades also reduce the on-going cost of customization and the staff time and expertise needed to support these efforts.

The benefit of Cúram-certified compliance with ADA Accessibility regulations and the continual improvements of security and fraud detection provide benefits to workers and end users alike. Additionally, day-to-day users of Cúram will experience simplified and consolidated views of case details, reduced manual corrections, and the ability to more quickly respond to customer eligibility questions.

ADDITIONAL INFORMATION

The size and scale of the upgrade will vary from year to year, and as such, will require a different level and type of resources depending on what is included in the upgrade. In 2016, the upgrade required significant operations, development, testing and training resources. The 2017 upgrade will require significantly less resources overall, eliminate many customizations and require fewer operational changes.