



Vermont Web Portal Board
RESOLUTION: Collaborative
Approaches
_____, 2023

WHEREAS, substantial portions of the Vermont Web Portal faced two (2) outages during 2023 when better failover mechanisms might have prevented such outages.

WHEREAS, greater communication between the State and Tyler Technologies can foster greater collaboration; additional checks and balances between WSPP and the State concerning their interdependent systems; and can more effectively reveal vulnerabilities as well as opportunities in the Web Portal.

Pursuant to 22 VSA § 953(a)(2) and § 953(b), the Web Portal Board hereby resolves to make the following requests of the Agency of Digital Services (“ADS”):

1. Incorporate mechanisms into the 2025 RFP to ensure improved communication and oversight, including but not limited to, the following:
 - a. Requirements to incorporate a disaster recovery (“DR”) and failover testing procedure meeting similar requirements (e.g. 2x annual failover testing in PROD) to Center for Medicaid Services standards¹;
 - b. Access by appropriate SoV staff to all DR plans, procedures, manuals, failover testing logs, and other related document;
 - c. Required use of @partner accounts by WSPP staff to ensure ease of real time communication, scheduling and file sharing;
 - d. Required use of SoV project management tools and methods;
 - e. Cross trainings between SoV Staff and the WSPP so as to improve a greater collective understanding of WSPP systems, SoV systems and SoV business domains.
2. Work with the WSPP to incorporate the above directives where reasonable under the current contract whether through agreement or amendment; and report to the Web Portal Board.

¹ See CMS Emergency Preparedness Rule, <https://www.gpo.gov/fdsys/pkg/FR-2016-09-16/pdf/2016-21404.pdf>; AHS Customer Portal Failover Procedures, <https://dev.azure.com/humanservices-vermont/Uploader%20CPh1/wiki/wikis/Uploader%20CPh1/wiki/620/DR-Failover-Testing-Procedure>.