



WHAT HAPPENS DURING A TECHNICAL ASSISTANCE CALL

CDC provides technical assistance through the National Notifiable Diseases Surveillance System (NNDSS) Modernization Initiative (NMI) State Implementation and Technical Assistance Team. The team includes experts from CDC and our partners at the Association of Public Health Laboratories and the Council of State and Territorial Epidemiologists.

The team provides technical assistance to public health agencies (PHAs) to help them adopt the NNDSS HL7 message mapping guides (MMGs) and use them to send case notification messages to the Message Validation, Processing, and Provisioning System (MVPS).

For PHAs that request assistance, the team will lead the PHA through an initial call and a kickoff call to plan for the implementation process as outlined below in the “What Happens During a Technical Assistance Call” job aid.

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TECHNICAL ASSISTANCE INITIAL CALL

- STEP 1:** The technical assistance team schedules the initial call with the PHA.
- STEP 2:** During the call, baseline information about the PHA’s systems and current case notification processes is collected and shared.
- STEP 3:** The technical assistance team will discuss the PHA’s responses to the Infrastructure Assessment Questionnaire at www.cdc.gov/nmi/ta-trc/implementation-aoc/phase-1-pre-onboarding/nmi-infrastructure-questions.html to determine the resources and level of effort required for the implementation.
- STEP 4:** The PHA answers questions related to its technical architecture, security setup, disease surveillance system, and vocabulary (i.e., standard coding).
- STEP 5:** Using the information collected, the technical assistance team drafts a plan for the PHA, including a proposed timeline, a preliminary gap analysis, and a technical solution.

TECHNICAL ASSISTANCE KICKOFF CALL

- STEP 1:** When both the technical assistance team and PHA are ready to begin work, the technical assistance team schedules the kickoff call with the PHA. This call officially begins the implementation work and finalizes the project plan.
- STEP 2:** During the call, the technical assistance team and PHA identify any remaining preparation to be done.





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- STEP 3:** The PHA and technical assistance team develop a target implementation timeline.
- STEP 4:** The PHA and technical assistance team establish weekly checkpoints.
- STEP 5:** After the kickoff call, the technical assistance team will work with the PHA through all of the implementation steps and provide support to meet specific needs.

FREQUENTLY ASKED QUESTIONS

QUESTION: For which activities is NMI technical assistance available?

ANSWER: The NMI State Implementation and Technical Assistance Team works with PHA leadership, IT personnel, and epidemiology subject matter experts to assist in three areas:

- project management and business analysis;
- terminology expertise, data standards expertise, and workflow analysis; and
- technical architecture and system integration expertise.

For a complete listing of all activities supported by technical assistance, please see “Areas of NMI Technical Assistance” at www.cdc.gov/nmi/ta-trc/technical-assistance/areas.html.

QUESTION: What models of technical assistance are available?

ANSWER: NMI technical assistance is provided as three different models: 1) onsite, 2) virtual, and 3) hybrid, a combination of onsite and virtual technical assistance.

See “Models of NMI Technical Assistance Available” at www.cdc.gov/nmi/ta-trc/technical-assistance/models.html for more information.

QUESTION: Can all PHAs use NMI technical assistance?

ANSWER: Yes, all PHAs can use technical assistance. In addition, all PHAs can use the templates, standardized information, checklists, and other tools that are available on the NMI Technical Assistance and Training Resource Center at www.cdc.gov/nmi/ta-trc/resources.html.

QUESTION: Is there a cost to PHAs for using NMI technical assistance?

ANSWER: No, there is no cost to PHAs for technical assistance.

QUESTIONS ABOUT TECHNICAL ASSISTANCE OR ONBOARDING?

- Send an email to the CDC Electronic Data Exchange inbox at edx@cdc.gov.
- Include your question or a brief description of assistance needed.

FOR MORE INFORMATION

Visit the NMI Technical Assistance and Training Resource Center

www.cdc.gov/nmi/ta-trc