**ASC Administrative
Policy and Procedure**

ASC X12N Maintenance Request Processing

(ASC95)

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1   Introduction

The Accredited Standards Committee (ASC) Steering Committee (Steering) is responsible for this policy and associated procedures. Members agree to adhere to X12's policies and procedures as a condition of membership. Non-member participants afforded specific collaboration privileges agree to adhere to X12's policies and procedures as a condition of those privileges.

Any party may submit a revision suggestion at x12.org/maintenance-requests.

2   Authority

X12 maintains corporate rules which define overall corporate policies and procedures. X12 committees are required to establish a committee operating manual and are generally permitted to establish other committee-level rules that apply only to that committee. In some cases, corporate policy is intended to stand-alone and lower-level rules are prohibited. A committee's subordinate groups may be required or permitted to establish group-specific rules that supplement the committee rules except when lower-level rules are prohibited. All supplemental rules shall provide more detail or be more restrictive than the higher-level governance. Supplemental rules are not permitted to duplicate, contradict, countermand, supersede, or overrule any higher-level rules. No accommodation is intended or provided to permit a committee or subordinate rule to override a higher-level rule with a more permissive requirement. In the case of any inconsistency between the corporate, committee, and subordinate group rules, the higher-level governance shall always prevail.

X12's primary organizational policies are established in the *X12 Bylaws (CAP01)* and supplemented by other corporate governance. The ASC's committee-specific rules are established in the *ASC Operating Manual (ASC01)* and supplemented by other committee-level governance. The subcommittee-specific rules established herein supplement that corporate and committee governance. These rules stand-alone and shall not be supplemented with additional rules.

3   Background

The ASC's maintenance request policies and processes are established in the *ASC Maintenance Request and RFI Processing Manual (ASC02)*. This policy, *ASC95*, establishes the X12N subcommittee's specific maintenance policies and processes in support of *ASC02*. This subcommittee-level governance stands alone to define the X12N subcommittee's process for processing its maintenance requests.

Within X12, the term "maintenance" includes activities related to revising existing products and activities related to developing new products. The terms "maintenance request", "data maintenance", and "request" and the acronyms "MR" and "DM" are used interchangeably.

4   ASC95 Revisions

At any time, the subcommittee chair may entertain revision requests related to this governance. Revision requests may be identified internally or requested by Steering, the X12 Policy and Procedures Task Group (P&P), staff, or any party via maintenance-requests.x12.org. If revisions are approved via a subcommittee ballot, the draft shall be submitted to P&P for review and recommendation.

Per the *ASC Operating Manual (ASC01)*, P&P is responsible for reviewing any proposed ASC policy or procedure to ensure it complies with related corporate and committee-level governance. Following an affirmative review, P&P recommends the proposed version to Steering. Otherwise, P&P shall work with the subcommittee chair to resolve the issue(s) or concern(s). Upon P&P's recommendation, Steering reviews the proposed version and either approves it or provides feedback to P&P on issue(s) or concern(s) that must be addressed with the subcommittee chair.

5   X12N Roles Supporting the MR Process

Several subcommittee positions are critical to ensuring efficient and effective processing of X12N's assigned MRs. Two of these roles, X12N X12J Representative and X12N PRB Representative, are defined within *ASC Subcommittees and Subordinate Groups (ASC05).* The Project Delegate role is defined within the *ASC Maintenance Request and RFI Processing Manual (ASC02)*. X12N specific governance for those positions is defined below. In addition, X12N herein defines the subcommittee-specific roles of X12N MR Coordinator and MR Development Group SME.

5.1   X12N X12J Representative

In addition to the criteria and responsibilities established in *ASC Subcommittees and Subordinate Groups (ASC05)*, the X12N X12J Representative shall communicate X12N status and progress to X12J throughout the MR lifecycle and shall work closely with the MR Coordinator and the Project Delegates to ensure such reporting is timely and accurate.

To avoid any appearance of conflict, the X12N X12J Representative shall not serve as a project delegate during their tenure.

5.2   X12N MR Coordinator

The X12N MR Coordinator organizes X12N's MR assignments and ensures adherence to process requirements. The MR Coordinator also reports on the status and progress as requested by the X12N Chair. The X12N MR Coordinator works closely with the X12N officers, primary X12J Representative, and Project Delegates.

Due to the demanding nature of this position, the MR Coordinator shall not assume any other appointed or elected position within the subcommittee during their tenure as MR Coordinator and shall not serve as a Project Delegate or as a constituent in any MR Development Group.

The MR Coordinator must possess specific knowledge, experience, and skills. To ensure an experienced and qualified X12N constituent is consistently assigned to this role, it shall be an appointed position. The MR Coordinator shall meet all the following criteria:

1. Have a keen understanding of the corporate, committee, and subcommittee policies related to ASC maintenance request processing.
2. Have personal experience with the X12 MR process.
3. Have a solid working knowledge of both technical reports and all components of the EDI Standard.
4. Have proven project management experience and skills based on their current position with their employer.
5. Have strong interpersonal and organizational skills.
6. Have strong written and oral communication skills.

The MR Coordinator is responsible for the following:

1. Communicating with the X12N Chair and X12N Management on the status of X12N-assigned MRs.
2. Managing X12N's MR inventory.
3. Working with staff to maintain and present training materials for X12N Project Delegates.
4. Assigning a qualified X12N Project Delegate to chair each MR Development Group.
5. Requesting staff create an online collaboration workspace for each MR Development Group.
6. In cooperation with the impacted work group chairs, assigning the MR Development Group's voting participants, ensuring all materially interested X12N groups are represented on the MR Development Group.
7. Tracking the development progress of all X12N-assigned MRs, including ensuring timely progress.
8. Monitoring X12N conformance with X12 due process requirements.

5.3 X12N Project Delegate

In addition to the criteria and responsibilities established in the *ASC Maintenance Request and RFI Processing Manual (ASC02)*, X12N defines the following subcommittee-specific governance.

X12N shall maintain an established pool of X12N constituents who are qualified and willing to serve as project delegates with responsibility for steering a specific MR through its development cycle. The MR Coordinator shall track qualified constituents selected from this established pool when assigning project delegate responsibilities.

An X12N Project Delegate chairs the MR Development Group, works closely with the X12N MR Coordinator, the X12N primary X12J Representative, and the constituents of the MR Development Group.

X12N task group chairs and the chairs of an X12N work group with maintenance responsibility for one or more X12 transactions shall only serve as an X12N Project Delegate as a replacement for another project delegate who is unable to fulfill their commitment.

5.4 X12N MR Development Group SME

Each MR Development Group shall include subject matter experts (SMEs) that represent the X12N task and work groups impacted by the request, including the Technical and Harmonization Task Groups.

These SMEs must possess specific knowledge, experience, and skills. SME criteria is as follows:
1. Have a keen understanding of the business functions represented by the MR, harmonization within X12N-maintained products, or X12 syntax and semantic rules.
2. Have a solid understanding of both technical reports and the EDI Standard.
3. Have good communication skills.

Each SME is responsible for the following:
1. Actively and consistently participating in the MR Development Group's collaborations.
2. Actively and consistently participating in the collaborations of the X12N task or work group they are representing.
3. Presenting the MR Development Group's proposal(s) to the X12N task or work group they are representing for the purpose of obtaining the task or work group's concurrence and/or feedback.
4. Providing concurrence or feedback from the X12N task or work group to the MR Development Group for its consideration.

6 X12N MR Development Group

An adhoc MR Development Group is established for each MR assigned to X12N for development. The voting constituents are determined based on balanced representation of

the transaction sets and technical reports impacted by the MR and X12N Harmonization and EDI Standard experts. Other X12N constituents may observe at MR Development Group meetings but shall not have voting rights and shall participate in collaboration activities only if recognized by the MR Development Group chair.

MR Development Group constituents are expected to actively contribute to the timely development of a solution for the MR. As such, an X12N constituent shall limit the number of MR Development Groups they serve on at any one time based on their availability. Task group chairs and chairs of an X12N work group with maintenance responsibility for one or more X12 transactions shall only serve as a constituent in an MR Development Group as a replacement for another SME who is unable to fulfill their commitment or if another SME cannot be assigned to represent the group.

Each X12N constituent who participates in an MR Development Group must possess certain knowledge, experience, and skills. Each participant shall meet all the following criteria:
1. Be a constituent in the subject matter task group or work group whose interests they are representing in the MR Development Group.
2. Have experience implementing or otherwise using the associated technical report(s) or X12 standards in a production environment.
3. Have a solid understanding of X12 technical requirements, including syntax and semantic requirements, design rules, and other committee guidelines.
4. Have strong communication and interpersonal skills.

Each participant is responsible for the following:
1. To actively participate in the MR Development Group's collaborations.
2. To report back to the subject matter workgroups whose interests they are representing to obtain the group's informal concurrence on the proposed revision(s).
3. To support the consensus decisions of the MR Development Group.

7   Initial Committee-Level Processes

Per the ***ASC Maintenance Request and RFI Processing Manual (ASC02)***, a new maintenance request (MR) is reviewed by the ASC Procedures Review Board (PRB) and the X12J Technical Assessment subcommittee (TAS) before being assigned to a developing subcommittee or one of its subordinate groups.

As part of that committee-level process, X12N's PRB Representative promptly reviews the PRB notice of a new maintenance request to ensure that X12N or one of its subordinate groups is assigned development responsibility for maintenance requests that primarily relate to X12N-maintained work products.

Following the PRB review, X12N's TAS Representative participates in any discussion that follows the X12J notice of a new maintenance request to ensure that X12N or one of its

subordinate groups retains development responsibility for maintenance requests that primarily relate to X12N-maintained work products.

Following the X12J review, X12 staff develops an initial impact assessment for the MR. Once the initial impact assessment is developed, staff evaluates the subcommittee's MR assignments and the committee's volume-of-work decisions to determine whether the MR can be immediately assigned to the subcommittee or whether it will be held until one or more in-process MRs are completed. When the MR can be assigned, staff notifies the X12N TAS Representative that the MR is ready for subcommittee action and X12N enacts the process described in **Sections 9 and 10** below.

8 Mid-stream Committee-Level Process

Per the ***ASC Maintenance Request and RFI Processing Manual (ASC02)***, a developing subcommittee brings its proposed MR solution back to X12J for technical review and an approval ballot.

When X12N is the developing subcommittee, the related process steps are described in **Sections 9 and 10** below.

When X12N is not the developing subcommittee, it follows the process steps described in **Section 11** below so that the X12N TAS representative can cast an informed vote in the X12J ballot.

9 X12N Intake Steps

The X12N TAS Representative notifies the MR Coordinator when an MR is assigned to X12N and works with the MR Coordinator throughout the solution development process to ensure accurate reporting to X12J during the development cycle.

9.1 Establishing the MR Development Group

When a new MR is assigned to X12N, the MR Coordinator meets with the chair/co-chairs from the subject matter expert workgroups impacted by the request, including the Technical and Harmonization Task Groups. The goals of this meeting are to identify potential project delegate candidates to inform the MR Coordinator's assignment of the Project Delegate who will lead the MR Development Group and to identify the group's constituents, ensuring that all X12N groups with a material interest in the revision request are represented.

If there is no qualified X12N constituent available to serve as the Project Delegate for an MR, the MR Coordinator holds the MR in-queue until a qualified X12N constituent is available.

Once assembled, the MR Development Group does the following in accordance with **Section 10** below:

1. Evaluates the request.
2. Evaluates the initial impact assessment.
3. Develops the proposed solution or response to the MR, updating the impact assessment as necessary.
4. Approves the proposed solution for review by the full subcommittee.
5. Reviews any comments submitted during the full subcommittee review.
6. Revises the proposed solution and repeats steps 3) and 4) above or approves the proposed solution for a full subcommittee vote.

10 X12N Solution Development

Once the MR Development Group is established, the Project Delegate convenes the group. The group's first task is to review the request and determine if a solution is feasible.

A request is considered feasible if:

- The request aligns with the purpose and scope of an X12 transaction set or technical report and is within X12's purview.
- The request represents a business requirement supported by verifiable use cases, technical needs, or business process needs.

A request is considered unfeasible if:

- The requested revision is already accommodated in the associated X12 transaction set or technical report.
- No supporting use cases, technical or business requirements can be verified.
- The requested revision is outside the scope of the associated X12 transaction set or technical report or outside X12's purview.

If the request is feasible, the MR Development Group develops a proposed solution, documented within the MR's impact assessment. The proposed solution may include:

1. Revision(s) to one or more published implementation guides
2. Revision(s) to an X12 EDI Standard, including one or more internal code lists
3. Development of a new X12 EDI Standard
4. Development of a new technical report

If the request is determined to be unfeasible, the MR Development Group documents the rationale for the finding.

In accordance with *ASC02,* all documentation related to the MR shall be maintained in X12's MR systems. The proposed solution or rationale for not satisfying the request shall be

documented following staff's instructions and committee-level forms as defined in the *ASC02* process. If necessary, an MR Development Group may maintain temporary working documentation during its development process, however that documentation shall not persist once the MR moves back to X12J for continuation of the committee-level MR process. However, to comply with the overarching committee policies, X12N groups shall not maintain forms, spreadsheets, worksheets, word documents, or other documentation outside the X12 MR system.

10.1 Subcommittee Review of Proposed Solution

When the voting constituents of the MR Development Group are in substantial agreement on the proposed solution, the Project Delegate shall request the MR Coordinator initiate a full subcommittee review of the request and proposed solution.

The MR Coordinator shall notify the X12N Chair of the upcoming review and work with staff to conduct the review. A full subcommittee review shall be at least 14 calendar days and shall not exceed 45 calendar days.

When the review period ends, staff forwards all comments received to the MR Coordinator and the Project Delegate. The Project Delegate shall ensure each comment is reviewed and considered by the MR Development Group within 30 days of the end of the review period. Individual responses to submitted comments are not required, however the MR Development Group shall produce summary-level documentation describing the decisions related to rework based on the comments. In accordance with *ASC02,* such documentation shall be maintained within the MR system administered by X12 staff.

10.2 Subcommittee Votes on Proposed Solution

Once the MR Development Group has addressed any comments received during the review period and is ready to move the MR forward for a full subcommittee vote, the Project Delegate shall request the MR Coordinator initiate a full subcommittee ballot on a motion to move the MR and proposal forward to X12J for an ASC technical review. The MR Development Group's summary documentation regarding adjudication of the review period comments shall be included in the ballot materials.

The MR Coordinator shall notify the X12N Chair of the request and upon the chair's approval, works with staff to execute an electronic subcommittee ballot in accordance with X12 balloting policies.

If the subcommittee approves the proposed solution to move forward, the MR Coordinator works with the X12N TAS Representative to move the proposed solution to X12J for technical review.

If the subcommittee disapproves the proposed solution, the MR Coordinator remands the MR back to the MR Development Group for re-work.

10.3 X12J Technical Review

X12J conducts a technical review of the proposed solution in accordance with the ***ASC Maintenance Request and RFI Processing Manual (ASC02)***.

If X12J approves the proposed solution for an ASC committee-level vote, no additional action is required from the MR Coordinator, the Project Delegate, or the MR Development Group in this step.

If X12J remands the proposed solution to X12N for rework, the X12N TAS Representative shall notify the MR Coordinator of the reason(s) and the MR Coordinator remands the MR back to the MR Development Group for reconsideration.

10.4 Member Ballot

Per ***ASC02,*** upon PRB approval, staff conducts an ASC committee-level ballot on the proposed solution in accordance with X12 and ASC policies.

If the ASC constituents approve the proposed solution, no additional action is required from the MR Coordinator, the Project Delegate, or the MR Development Group, and the MR Development Group is disbanded.

If the ASC constituents disapprove the proposed solution, staff notifies X12J of the decision and the X12N TAS Representative notifies the MR Coordinator of the disapproval and technical reason(s) and the MR Coordinator remands the MR back to the MR Development Group for reconsideration.

11 X12N Reviews Another Subcommittee's MRs

When another subcommittee has developed a proposed MR solution, X12N constituents shall have an opportunity to provide feedback on the proposal via a full subcommittee review.

The X12N TAS representative shall work with staff to conduct the review. A full subcommittee review shall be at least 14 calendar days and shall not exceed 30 calendar days. The X12N TAS representative shall use the submitted comments as the basis for their vote in the X12J ballot on the MR.

12 Terminology

To ensure consistent use of terms, definitions, and acronyms across X12 products and activities, X12 maintains the ***Wordbook***, a comprehensive corporate glossary. The included terms are either proprietary to X12, cite definitions published by another authority, or represent common terms and definitions that are relevant to X12's work. The terms and definitions defined in the ***Wordbook*** shall be used in X12 work products when applicable, without modification or revision. The ***Wordbook*** can be referenced online at wordbook.x12.org.

13 Document History

New versions are effective on the Steering.

Date	Description
06/25/2021	V1: Initial version of X12N's process to support the ASC consolidated maintenance process and annual release cycle (ARC)