

# ED19004-CNPWeb Replacement Project

## State of Arizona – Department of Education

### Informational Update

November 15<sup>th</sup>, 2023

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#### Agency Vision

The Arizona Department of Education is a service organization committed to raising academic outcomes and empowering parents.



# Project Team Introduction

## Roles present at ITAC

- Melissa Conner - Senior Deputy Associate Superintendent/Product Owner
- Beth Neely - Chief Information Officer (CIO)
- Qur'an Nero - Director of IT Program Management
- Suchi Narla - IT Project Manager
- Syd Frandsen - Product Manager - State Nutrition (LINQ)

# Project Status

## Description of Project

This project is to build a customized Child Nutrition Program (CNP) information and claiming system that:

- Functions as a web-based tool to assist the customer in maximizing exceptional USDA program operations by providing ADE enhanced tools to access detailed program data, review local agency participation data, monitor entities for program growth opportunities and for compliance measures
  - Meets Federal program requirements for application and renewal processes by reducing data entry redundancies
  - Meets Federal program requirements for local agency claim submission and accounts payable/receivable tracking including reconciliation with ADE accounting systems
  - Processes Review and Tracking Deficiencies
  - Creates Reports and Data Extracts
  - Processes Reimbursement Claims, Payments, and Advancements

## Updates for Milestone 1

1. LINQ Updates:
  - 99% completion towards Milestone 1 and 68% completion of the total project
  - Updates made to the following modules: Compliance, Accounting, Profiles, Provider Applications, Reports, Notifications, System/UI, Advance Requests, Security, Provisions, Dashboards, Site Applications, and Contacts Directory
  - Completion of Milestone 1 - Serious Deficiency MVP feature
  - Completion of Single Sign On Phase 2 - Creating Users
  - Completion of Single Sign On Phase 3 - Security Group Mapping
2. ADE Updates:
  - UAT test group Prep call to provide information on LINQ training and end-to-end UAT start
  - Training Sessions scheduled and have started with the UAT test group
3. Delivery Date updated from 10/18/2023 to 11/17/2023

# Project Status (cont.)

## Updates for Milestone 2 & 3

**Currently Milestone 2 is at 42% completion**

- Milestone 2 includes features from Compliance, Email Templates, Management Plan, Notifications, Provider operations, Reports, and Analytics modules

**Currently Milestone 3 is at 14% completion**

- Milestone 3 includes features from Contracts, Documents, Profiles, Compliance, Performance-Based Reimbursements, FFVP, Provisions, Site Applications, Provider Operations and System/UI modules.

# Project Timeline

- In Progress
- Not Started
- Completed



## Updates

### **LINQ Sprint Updates:**

**10/18 UAT Release and Scrum updates (10/3 to 10/16 Sprint 16)** focused on cleaning up the rollover items from the previous sprint, high priority bug fixes, and the start of Milestone 2 items as we start to wrap up Milestone 1.

- *Eligibility - Site cards within the Area Eligibility page may now be marked as Not Eligible depending on their role and attributes in their Site Profile.*
- *Email - The contact information in the Contract module email notifications has been updated from one singular contact to a contact group.*
- *Notifications - A To-Do notification is displayed on the Sponsor Dashboard on July 1st of each year reminding NSLP sites to send out their Press Media Release.*

**Bugs List** □ A total of 4 Bugs/Issues were closed as part of the above release including:

- *Email - Email templates for catering contracts now correctly show the name of the caterer instead of the sponsor's name.*
- *MgmtPlan - The State Use Only "Upload Pre-Approval Form" field is now enabled and marked as required.*
- *SerDef - The Existing Deficiencies menu item for Serious Deficiency now displays in UAT.*
- *System/UI - In UAT, users now remain in UAT when jumping between Core and Core2, rather than being redirected to the Test environment.*

# Project Updates (cont.)

## Updates

### **LINQ Sprint Updates:**

**10/6 UAT Release and Scrum updates (9/19 to 10/2 Sprint 15)** focused on cleaning up the rollover items from the previous sprint, completing the Serious Deficiency refactor, and high priority bug fixes.

- *SerDef - Serious Deficiency records can now be closed.*
- *SerDef - Serious Deficiency's feature flag for UAT has been adjusted so that next release, the module will be available and visible in UAT.*
- *Notifications - An Alert notification is displayed on the Sponsor Dashboard December 1st of each year to notify users of their Civil Rights Compliance Form due December 15th.*
- *Notifications - An Alert notification is displayed on the Sponsor Dashboard on the first day of a site's operation to notify users to discontinue the prior year's benefits.*
- *PrvApp - Back-up providers are now able to be added to Provider Applications.*

**Bugs List** □ A total of 3 Bugs/Issues were closed as part of the above release including:

- *SiteApp - The Approved Vendor dropdown list within Site Applications now correctly pulls a list of all applicable vendors.*
- *System/UI - Navigating to the Contracts page from a Core page now maintains the correct information (sponsor and program year) in the header, and the data on the page is accurate to the sponsor and program year in the header.*
- *PrvApp - The required fields in the Tier Determination card of a provider's application are no longer required to Submit but are required to Approve.*

## Risks

- *Development for Advance Requests and Report module tickets (milestone 1 tickets) being delayed by couple of sprints due to bugs and resource changes within the LINQ's CORE team – **Closed as of 10/18/23 and opened Issue***

### Risk Mitigation Plan:

- *See below under Issues #3*

## Project Issues

1. Data Templates files for Provisions/Claims formatting issues and resource out of office from ADE IT team is delaying the data import into the LINQ system – **Closed as of 10/25/23**
2. Major issue/bug found in Site Applications module's Versioning & Revisions feature delaying training and Milestone 1 deliverable – **Opened 10/13/23**
3. *Development for Advance Requests and Report module tickets (milestone 1 tickets) delayed by couple of sprints due to bugs and resource changes within the LINQ's CORE team – **Opened 10/19/23***




### Current Mitigation:

1. Project Manager has provided updated Data Templates files to LINQ which were processed and imported
2. Rolling back changes & reverting to usable state for the site applications module
  - This would allow the training to be scheduled on time with users still being able to use the system to submit applications, approve applications and process claims
  - The bug will be fixed in next sprint and delivered to UAT by 11/17/2023 and then a second training session for Site Applications will be included for this feature
3. Accept the risk and Advance Requests training to be moved to the end of the training period to give time for LINQ team to finish up and deliver this module feature to UAT in the upcoming sprint. Training sessions will be completed on schedule



# Project Health Card

## Overall Project Health is **Yellow**

Schedule		<ul style="list-style-type: none"> <li>• LINQ to Complete Milestone 1 tickets</li> <li>• ADE to coordinate training sessions with LINQ and UAT Test group</li> </ul>
Milestone 1 user stories		<ul style="list-style-type: none"> <li>• Serious Deficiency's feature flag for UAT has been adjusted so that next release, the module will be available and visible in UAT</li> <li>• Serious Deficiency records can now be closed</li> <li>• Single Sign Phase 2 was completed for user profile creation and authentication</li> <li>• Single Sign on Phase 3 - Security Group Mapping was completed</li> <li>• An alert notification for Civil Rights Compliance Form is now setup</li> <li>• Press Media Release - NSLP Reminder setup in Notifications</li> <li>• The Certification to Non-Base Year page now contains an Approval/Denial section and the ability to confirm the certification for Provisions</li> <li>• Providers are now automatically placed On Hold 30 days after a document expires, or when their Tier Determination expires</li> <li>• Outreach Materials for SBP and SFSP Reminders</li> <li>• Import Provider Records ability in Providers List</li> <li>• Back-up providers are now able to be added to Provider Applications</li> <li>• Navigating to the Contracts page from a Core page now maintains the correct information (sponsor and program year) in the header, and the data on the page is accurate to the sponsor and program year in the header</li> <li>• Dashboard Program Packet Widget - Assigned Specialists</li> <li>• Free and Reduced-Price Meal Percentage - Field Population and Eligibility Rules in FFPV module</li> <li>• Advances - Automatically create on Management Plan Approval (Call endpoint-Core2)</li> <li>• Re-establish Eligibility feature</li> </ul>
Issues		<ul style="list-style-type: none"> <li>• Dashboard - Terminate FDCH Providers in Core</li> <li>• Data Templates files for Provisions/Claims formatting issues and resource out of office from ADE IT team is delaying the data import into the LINQ system <b>Closed as of 10/25/23</b></li> <li>• Major issue/bug found in Site Applications module's Versioning &amp; Revisions feature delaying trianing and Milestone 1 deliverable <b>Opened 10/13/23</b></li> <li>• Advance Requests and Report module tickets (milestone 1 tickets) being delayed by couple of sprints due to bugs and resource changes within the LINQ's CORE team. Mitigation plans in place <b>Opened 10/19/23</b></li> </ul>

# Project Burndown Chart

## Current burndown for LINQ's CORE 2 team

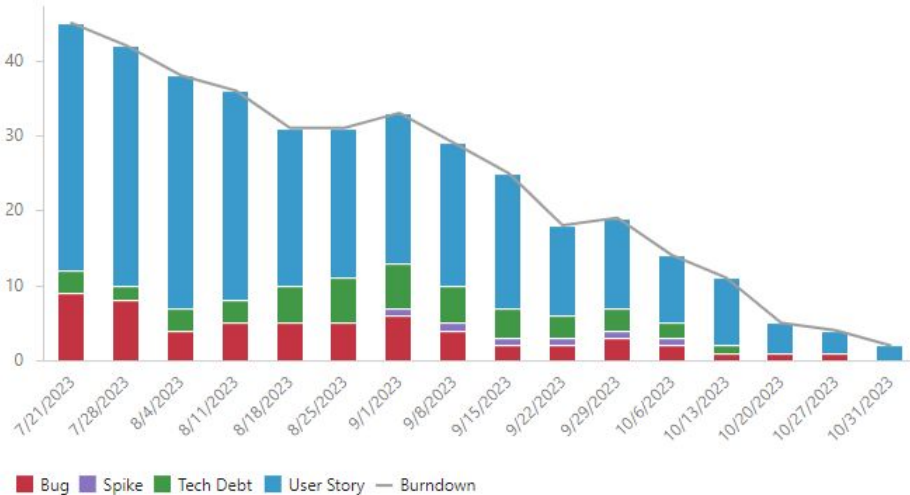
Milestone 1 Burndown (AZ Core2)

7/21/2023 - 10/31/2023

Stories Remaining **2**

Completed **99%**

Average **3**  
burndown



Full Project Burndown (AZ Core2, Milestones 1-4)

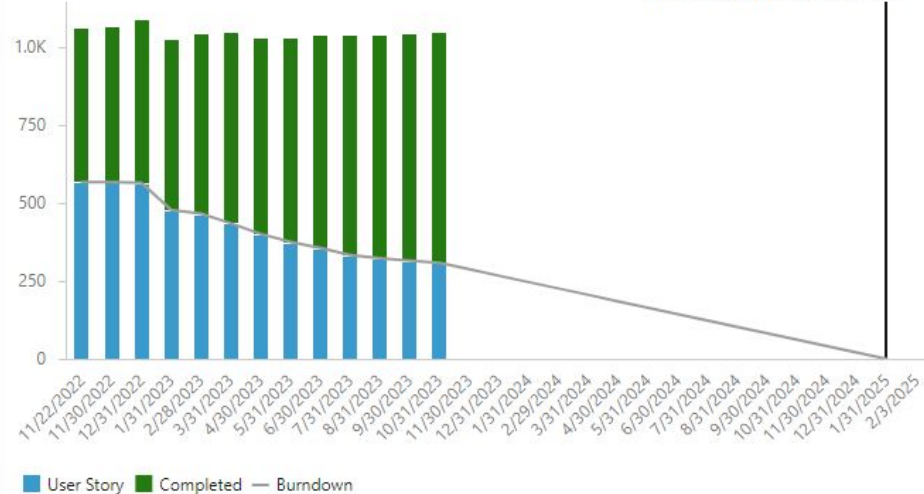
11/22/2022 - 2/3/2025

User Story Remaining **307**

Completed **70%**

Average **22**  
burndown

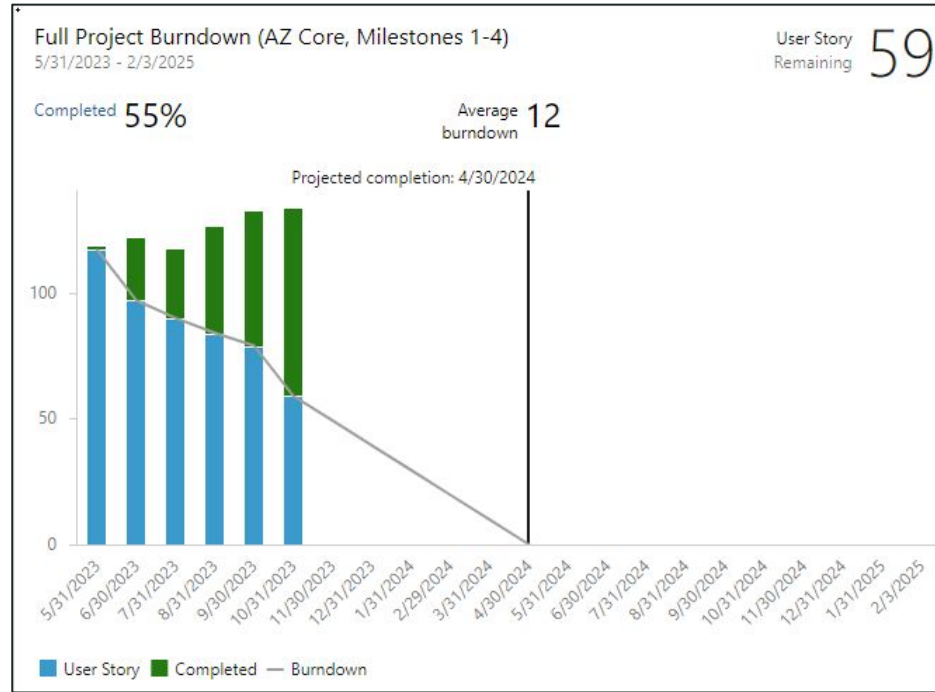
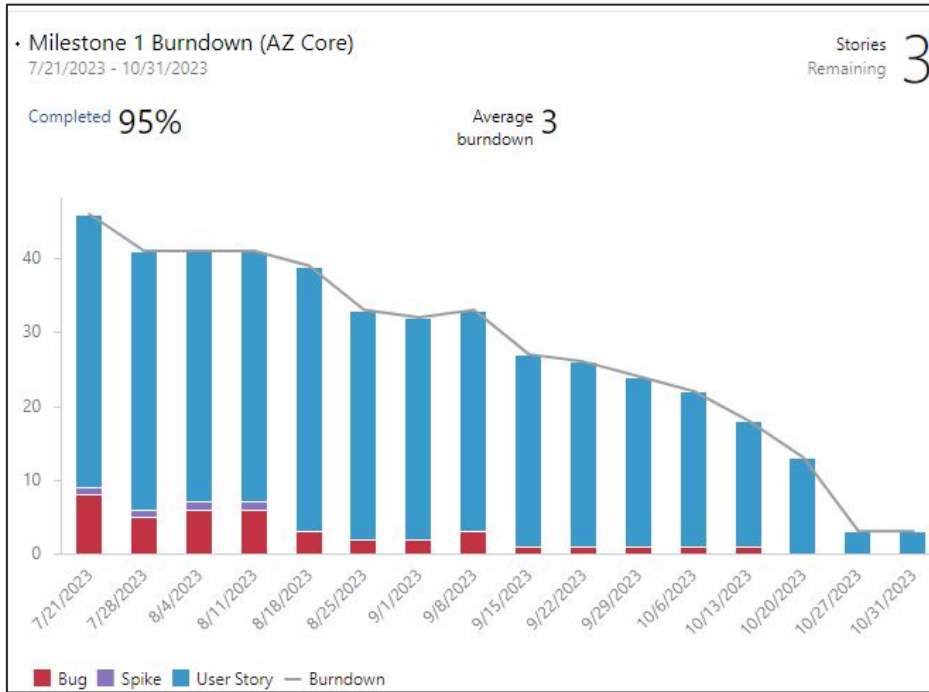
Projected completion: 1/31/2025



Above charts provided by LINQ

# Project Burndown Chart

## Current burndown for LINQ's CORE team



Above charts provided by LINQ

# Financial Impact

## Project Financials

***This is a federally funded project***

Original Development Budget \$2,750,930

Actual Spend from FY20 through FY23 \$2,512,627

Projected Spend for FY24 through FY25 \$534,953

Revised Development Budget	\$3,047,580
<b>Increase of:</b>	<b>\$296,650**</b>

*\*\*Vendor contract has not changed, the increase in cost is to maintain internal ADE IT resources for the extended timelines.*

### Noteworthy Fiscal Events:

- *FY19 – Original PIJ approved in September 2019.*
- *FY21 – Revised timelines & increased budget approved by ITAC via CR-0663.*
  - *Development budget payments were distributed equally monthly and not based on deliverables.*
- *FY23 – ITAC Approved change request for extended timelines via CR-0934.*
  - *Payments are now based on milestone deliverables.*

# Actual and Projected Project Costs

Project Costs by Category	*FY20	*FY21	*FY22	*FY23	FY24	FY25	Total
Professional & Outside Services (Contractors)	\$449,677	\$237,894	\$995,298	\$422,938	\$67,500	\$283,093	\$2,456,400
Hardware	-	-	-	-	-	-	-
Software	-	-	-	-	-	-	-
License & Maintenance Fees	\$68,000	\$68,000	\$70,000	\$72,100	\$74,300	\$426,575 (Maintenance Only)	\$778,975
Other Operational Expenditures (ADE MOA's)	\$13,068	\$117,606	\$123,358	\$152,788	\$184,360		\$591,450
<b>Total Development</b>	<b>\$462,745</b>	<b>\$355,500</b>	<b>\$1,118,656</b>	<b>\$575,726</b>	<b>\$251,860</b>	<b>\$283,093</b>	<b>\$3,047,580</b>
<b>Total Operational</b>	<b>\$68,000</b>	<b>\$68,000</b>	<b>\$70,000</b>	<b>\$72,100</b>	<b>\$74,300</b>	<b>\$426,575</b>	<b>\$778,975</b>

\*Actual project costs

Note: Payments to LINQ have not started yet

# Q & A Session