

# ED19004-CNPWeb Replacement Project

## State of Arizona – Department of Education

### Informational Update

February 21<sup>st</sup>, 2024

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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
- Cara Alexander - 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)
- Amy Basnage - Director of Professional Services - 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

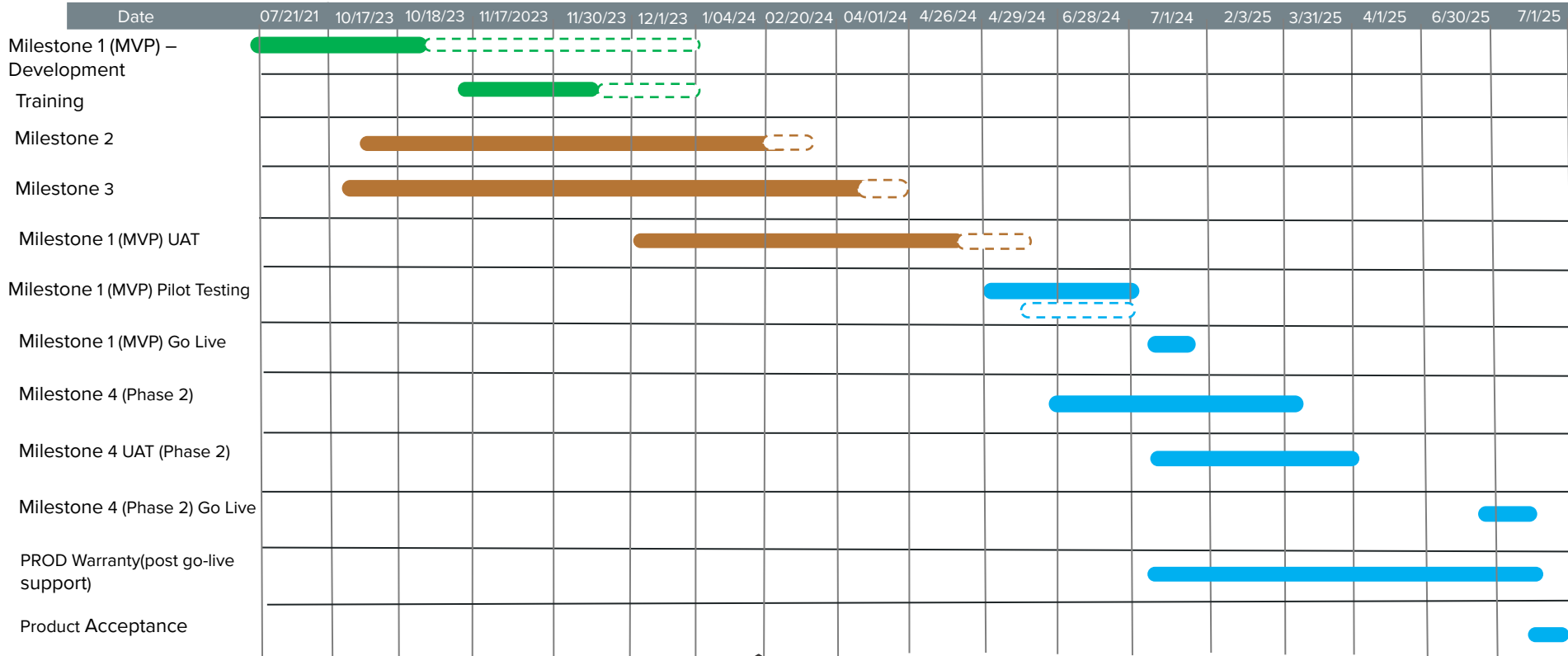
## LINQ Milestone Updates as of 2/6/2024\*

- **Overall project** completion is **73%**
- **Milestone 1** is **100%** complete as of 1/4/2024
- **Training Sessions** are **100%** complete as of 1/4/2024
- **Milestone 2** is **93%** complete  
Milestone 2 includes features from Compliance, Email Templates, Management Plan, Notifications, Provider operations, Reports, and Analytics modules
- **Milestone 3** is **44%** complete  
Milestone 3 includes features from Contracts, Documents, Profiles, Compliance, Performance-Based Reimbursements, FFVP, Provisions, Site Applications, Provider Operations and System/UI modules

*\*LINQ completion percentages include development and QA testing only and not ADE UAT*

# Project Timeline

- In Progress
- Not Started
- Completed
- Potential Delay
- Potential delay start
- Delivered Late



# Additional Project Updates

## Milestone 1 Delays

- Development for SiteApp and Advance Requests modules from Milestone 1 was reported as completed during the last ITAC meeting
- Bugs were identified during QA which delayed delivery to UAT until 1/4/2024
- Milestone 1 bug resolution also negatively impacted the LINQ training schedule
- As a result of the delays referenced above, the project health was changed to “At Risk” in the December 2024 PIJ status report

## End to End Testing (Milestone 1, 2 & 3)

- ADE End-to-End UAT began on schedule on 12/1/2023
- 50% completed

## Pilot Testing

- ADE completed a pilot planning kickoff meeting on 2/6/2024
- The application has been named myCNP

*Although the noted issues exist and project health is currently **RED**, LINQ and ADE continue to work together to bring project back to **GREEN** and deploy an MVP functioning application to Production by July 1, 2024*

# Identified Risks, Issues & Mitigation Plans

## Risks

1. Due to the UAT findings and prioritizations, there is a risk of delay to July 1, 2024, go-live date
2. Reprioritizing items from Milestones 2 & 3 can potentially also delay the Milestone 4 delivery date and extend the overall project / product acceptance dates.

## Issues

1. End-to-End UAT has yielded many findings, issues, and bugs. The business requirement documents (BRD's) were written back in 2020/2021 and some of the findings are due to updated business processes and USDA regulations.

### Impact:

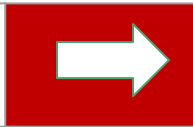
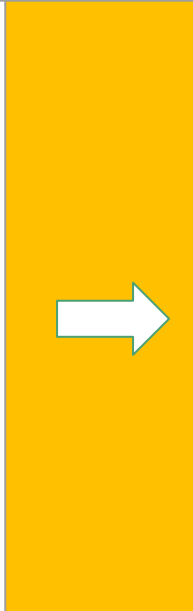
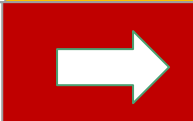
- Delayed delivery of Milestone 2 and 3 features
- Delayed start and shorter window for Pilot Testing
- Potential delay for scheduled for July 1 go-live

### Mitigation Plan:

- As a corrective action, ADE and LINQ are reviewing and considering the following features for reprioritization, assessing impacts to the business and project schedule and scope, allowing time to focus on the high priority findings, issues, and bugs:
  - Compliance module features, Dashboard and Contracts module bugs to move from Milestone 2 to Milestone 3
  - Data Analytics Implementation and Low priority bugs (14) for multiple modules to move from Milestone 2 to Milestone 4
  - Some features for Management Plan, Provisions, Site Applications, & FFVP modules and few bugs for Provider List, Documents, Provisions, Contacts, Notifications, System/UI, Serious Deficiency to move from Milestone 3 to Milestone 4
  - Site Profiles feature to move from Milestone 4 to Milestone 2
  - Features for Eligibility and Security, System/UI modules to move from Milestone 4 to Milestone 3
- LINQ has implemented the following internal mitigation strategies:
  - Additional Senior QA resource who is a State Nutrition subject matter expert to the sprint team full time for Q1
  - Additional new UAT triage resource
  - Additional reviews in SDLC process to reduce code defects
  - Monitor defect rates and velocity more aggressively

# Project Health Card

## Overall Project Health is RED

Schedule		<ul style="list-style-type: none"> <li>• LINQ will focus on complete Milestone 2 and 3 tickets</li> <li>• ADE will begin myCNP Pilot Planning</li> <li>• Project Team will review remaining milestones and begin planning for possible change request</li> </ul>
Milestone 2 user stories**		<ul style="list-style-type: none"> <li>• Dashboard - Application Packets can now be resubmitted after approval when site applications within them have been changed.</li> <li>• SiteApp - The old document upload fields on the At-Risk Tab of the site application have been replaced with the standard Documents section at the bottom of the tab.</li> <li>• SiteApp - The backend code that will be used to display the program meal indicators on the Site App Summary tab has been completed, for use in the next ticket 62293.</li> <li>• System/UI - The Sponsor Header Details card throughout the system has been updated to pull information from the Entity Profile.</li> <li>• MgmtPlan - The “Proof of Payment/Settlement on Liens/Judgements” document type is now shown and required when the question "Has there ever been a lien or judgement against the organization..." on the Financial Viability tab of the Management Plan has been answered “Yes”.</li> <li>• PrvApp - Once a provider transfer in Core 2 is complete, data is sent to Core to prevent claims from that provider under their previous sponsor after their transfer date.</li> <li>• Contracts - Active FSMC contracts can now be renewed. Questions for step 1 of an FSMC Renewal contract have been implemented.</li> <li>• Contracts - Documents and the ability to submit step 1 of an FSMC Renewal contract have been implemented</li> <li>• Provisions: Users can no longer apply for provision options after the application deadline has passed (June 30th of each program year).</li> <li>• Provisions: The CEP Eligibility percentage has been adjusted from 40% to 25% due to USDA regulation changes.</li> <li>• Provisions: Selecting Confirm Opt Out as a state user sends data to Core to adjust provision claims.</li> <li>• Contracts: Formal Catering contracts can now be renewed, and the questions for step 1 of a renewal are present.</li> </ul>
Issues		<ul style="list-style-type: none"> <li>• End-to-End UAT has yielded many findings, issues, and bugs –Opened 1/4/24</li> <li>• The business requirement documents (BRD’s) were written back in 2020/2021 and some of the findings are due to updated business processes and USDA regulations.</li> </ul>

*\*\*Detailed Sprint updates in the Appendix*

# Project Burndown Chart

Current burndown for LINQ's CORE 2 team

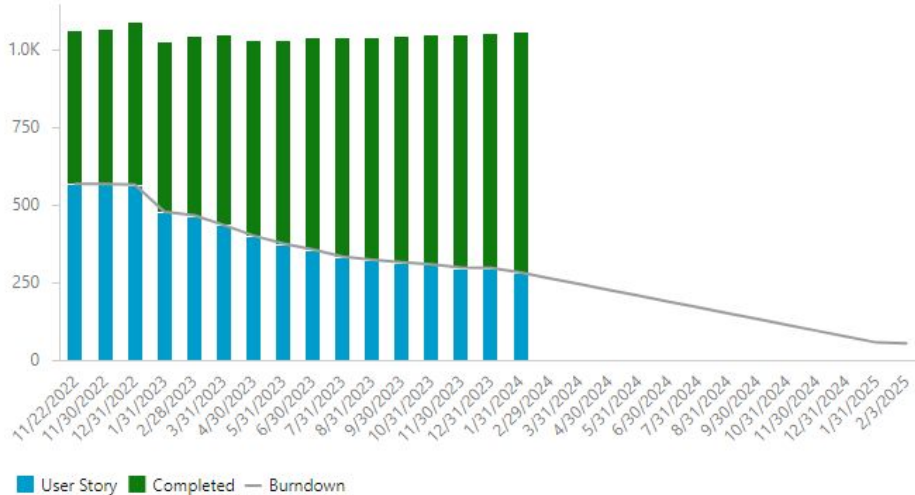
Full Project Burndown (AZ Core2, Milestones 1-4)

11/22/2022 - 2/3/2025

User Story Remaining **275**

Completed **73%**

Average burndown **19**



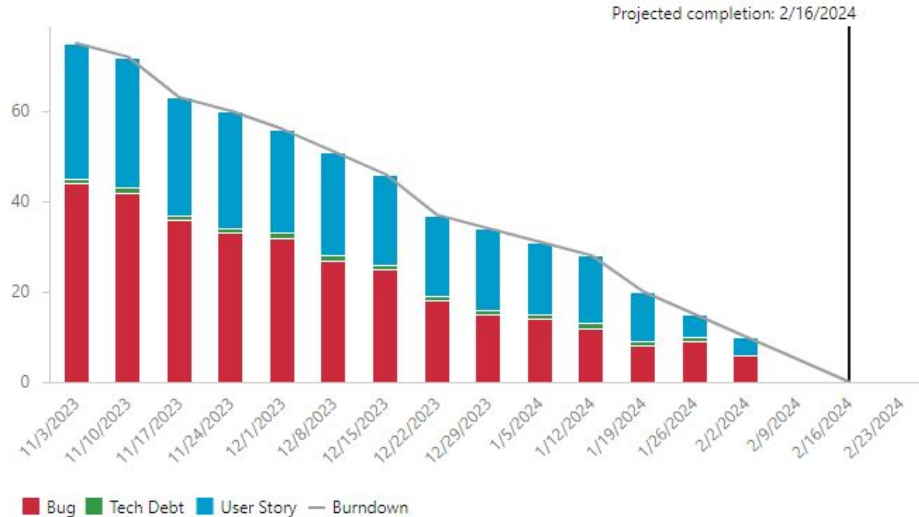
Milestone 2 Burndown (AZ Core2)

11/3/2023 - 2/23/2024

Stories Remaining **7**

Completed **93%**

Average burndown **5**



Above charts provided by LINQ as of 2/6/2024

LINQ completion percentages include development and QA testing only and not ADE UAT



# Project Burndown Chart

## Current burndown for LINQ's CORE team

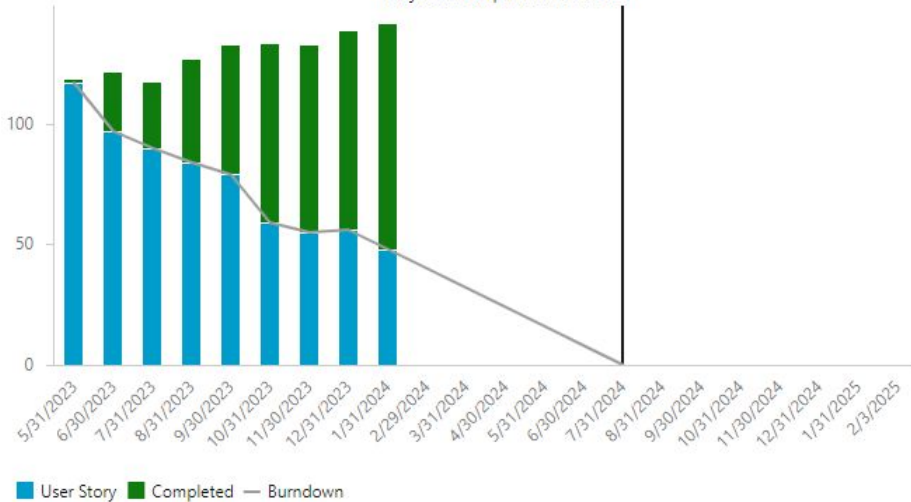
Full Project Burndown (AZ Core, Milestones 1-4)  
5/31/2023 - 2/3/2025

User Story  
Remaining **46**

Completed **67%**

Average **9**  
burndown

Projected completion: 7/31/2024



Milestone 2 Burndown (AZ Core)  
12/1/2023 - 2/16/2024

Stories  
Remaining **4**

Completed **89%**

Average **2**  
burndown



Above charts provided by LINQ as of 2/6/2024

LINQ completion percentages include development and QA testing only and not ADE UAT

# 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 yet resumed

# Q & A Session

# Appendix

# Project Updates (cont.)

## Updates: LINQ Sprint Updates

**1/22 UAT Release and Scrum updates Sprint 23 (1/9/2024 – 1/22/2024)** focused on completion of Milestone 2 updates to Site Apps, Provisions, Misc Bug Fixes, Area Eligibility, and Milestone 3 updates to Contracts.

- Provisions: Users can no longer apply for provision options after the application deadline has passed (June 30th of each program year).
  - Provisions: The CEP Eligibility percentage has been adjusted from 40% to 25% due to USDA regulation changes.
  - Provisions: Selecting Confirm Opt Out as a state user sends data to Core to adjust provision claims.
  - Contracts: Formal Catering contracts can now be renewed, and the questions for step 1 of a renewal are present.
  - Contracts: Formal Catering Renewal contracts now have required documents present on step 1, and step 1 can be submitted for approval.
  - Contracts: The recordkeeping section for FSMC Renewal contracts has been implemented.
  - Contracts: The recordkeeping section for Formal Catering Renewal contracts has been implemented.
  - SiteApp: At-Risk Pricing fields in the SNP Site App no longer include Paid/Reduced/Adult price fields, and all meals on the SNP tab now include Saturday and Sunday options.
  - SiteApp: State users accessing a site application will see most of the fields in view only mode – except for the License Expiration Date field and State Use Only fields.
  - SiteApp: The Site Details section in the header now populates with data from the Site Profile.
  - SiteApp: Program Meal indicators have been added to the Summary Tab and display based on the meals being provided in the submitted and/or approved site applications.
  - SiteApp: Updates have been made to the CACFP tab and At-Risk tab to add weekend meals and adjust F/R% calculations for Child-Care centers serving At-Risk.
  - Eligibility: A one-time import template has been created to bring Area Eligibility information over from ADE's previous system.
- Bugs List:** A total of 5 Bugs/Issues were closed as part of the above release including:
- Security: Users that are linked to multiple entities in ADEConnect are linked to multiple entities when they login to myCNP via single sign on.
  - SiteApp: Required documents must be uploaded in order to Submit a Site Application tab.
  - API: The SfalInfo API endpoint now returns valid data for all parameters when called.
  - API: The SpecialistInfo API endpoint now returns data for all active SNP Specialists.
  - API: The SitelInfo API endpoint no longer requires the AgreementNbr parameter to be 16 characters

## Updates: LINQ Sprint Updates

**1/12 UAT Release and Scrum updates Sprint 21 (12/12/2023 – 12/25/2023) and Sprint 22 (12/26/2023 – 1/8/2024)** focused on completion of Milestone 2 – Management Plan, System/UI, and Provider App Updates. There was also a secondary focus on progress on Milestone 2 – Site App, Provisions, Misc Bug Fixes, and Milestone 3 – Contracts.

- Dashboard - Application Packets can now be resubmitted after approval when site applications within them have been changed.
- SiteApp - The old document upload fields on the At-Risk Tab of the site application have been replaced with the standard Documents section at the bottom of the tab.
- SiteApp - The backend code that will be used to display the program meal indicators on the Site App Summary tab has been completed, for use in the next ticket 62293.
- System/UI - The Sponsor Header Details card throughout the system has been updated to pull information from the Entity Profile.
- MgmtPlan - The “Proof of Payment/Settlement on Liens/Judgements” document type is now shown and required when the question "Has there ever been a lien or judgement against the organization..." on the Financial Viability tab of the Management Plan has been answered “Yes”.
- PrvApp - Once a provider transfer in Core 2 is complete, data is sent to Core to prevent claims from provider under their previous sponsor after their transfer date.
- Contracts - Active FSMC contracts can now be renewed. Questions for step 1 of an FSMC Renewal contract have been implemented.
- Contracts - Documents and the ability to submit step 1 of an FSMC Renewal contract have been implemented.

**Bugs List:** A total of 11 Bugs/Issues were closed as part of the above release including:

- PrvApp - Adjusted the Add New Meal pop-up to not allow users to enter mealtimes before the Effective Date.
- PrvApp - New meals can now be added without issue to a provider’s application after they’ve been reinstated.
- PrvApp - The 2-hour duration between meals business rule now takes into account the second shift mealtimes.
- PrvList - The Export file has been updated to only include providers relevant to the sponsor selected in the header.
- Provisions - The District-Wide ISP calculation in the Annual CEP Election pop-up now includes data from the Sites Not Operating CEP, but Eligible table.
- Security - A critical Certificate Renewal issue that was preventing UAT users from logging into the system via SSO has been resolved.
- Claims - SFSP and CACFP claims are now enabled correctly upon packet approval.
- SiteApp - The “Unsaved” pop-up message no longer displays when the “Multiple Sessions” toggle is unselected.
- Contacts - The “Procurement Officer” role has been removed.
- SerDef - Updating a step name in the Admin page now updates the name of the step in the Existing Deficiencies workflow and does not break the workflow.
- Dashboard - Packets are now able to be submitted for approval

# Project Updates (cont.)

## Updates: LINQ Sprint Updates

**12/15 UAT Release and Scrum updates (11/28 to 12/11 Sprint 20)** focused on completion of Milestone 2 – Notifications, and progress on Milestone 2 – Management Plan, System/UI, Site App, Provider App, and Misc Bug Fixes.

- PrvApp - Providers can now be transferred from one sponsor to another, though updates still need to be made to disallow claiming after transfer.
- SiteApp - Approved site applications can now be revised, resubmitted, and reapproved.
- SiteApp - The general layout of the Summary Tab has been implemented.
- Notif - An alert notification displays on the sponsor dashboard 61 days after the last day of a claiming month to notify the user of a past due claim.

**Bugs List:** A total of 8 Bugs/Issues were closed as part of the above release including:

- System/UI - Sponsor Header and page data now match the sponsor selected in the header when returning to a Core 2 page from Core.
- Notif - The To-Do List widget on the dashboards no longer duplicates notifications or collapses on load.
- PrvApp - Sponsor users are no longer able to add new providers in the Provider Operation module.
- MgmtPlan - An error no longer displays when switching the Pass/Fail toggle next to the Accountability question, “What are the anticipated Board Meeting dates for the upcoming Program Year?”.
- MgmtPlan - Management Plans can once again be approved.
- Advances - Advance Requests are now created upon packet approval if conditions are met.

## Updates: LINQ Sprint Updates

**12/1 UAT Release and Scrum updates (11/14 to 11/27 Sprint 19)** focused on Milestone 2 – Notifications, Site App, Provider App, Management Plan, & System/UI Updates, and Misc Bug Fixes.

- Dashboard - State users can now assign specialists to each program packet.
- Notif - A to-do notification will be displayed on the sponsor dashboard on the 1st of each month to notify users of a new claim month becoming available.
- Notif - An alert notification will be displayed on the sponsor dashboard on the 15th of each month to notify users of their claims being due soon for a particular claim month.
- SiteApp - A reusable calendar component has been created for use in implementing the Summary Tab functionality for the Site App module.

**Bugs List:** A total of 8 Bugs/Issues were closed as part of the above release including:

- MgmtPlan - Uploading documents to the Management Plan no longer causes the Documents table to refresh and show additional document types.
- Wrapper - The “Select SFA” drop down list in the header of the Core system now has search/filter functionality so that it behaves the same as the Core 2 system.
- Dashboard - SFSP Application Packets can now be approved without error, provided all information has been entered to do so.
- Dashboard - CACFP Application Packets can now be submitted and approved without error, provided all information has been entered to do so.
- System/UI - Pagination of tables throughout the system continues to work after using the search functionality on the table.
- Contacts - The Contacts Directory and its data are now correctly updated when the sponsor or program year selection in the header is changed.
- PrvApp - The ‘2 hour’ business rule validation is no longer triggered incorrectly when adding a meal service to a Provider’s Application, if a later meal is added first.
- PrvApp - When providers are terminated in the Provider Operation module, that termination data is sent to the Core system