

PIJ ED19004 - CNP Web Replacement Project

State of Arizona – Department of Education

Informational Update

August 21, 2024



### Agency Mission

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

### Agency Values

*Honesty and Integrity • Sense of Urgency • Spirit of Service  
• Quality • Continuous Improvement*



# Project Team Introduction

## Project Team

- Colette Chapman - Associate Superintendent
- Melissa Conner – Senior Deputy Associate Superintendent
- Cara Alexander- Deputy Associate Superintendent
- Beth Neely - Chief Information Officer
- Joe Carrillo - Chief Technology Officer, Deputy CIO
- Sandeep Desai – Information Security Officer
- Qur'an Nero - Director of IT Program Management
- Venkesh Ethiraj - Project Management Office Manager
- Deepika Kushwaha - IT Project Manager
- Spencer Ammons - 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
- Processes Reimbursement Claims, Payments, and Advancements

## Updates

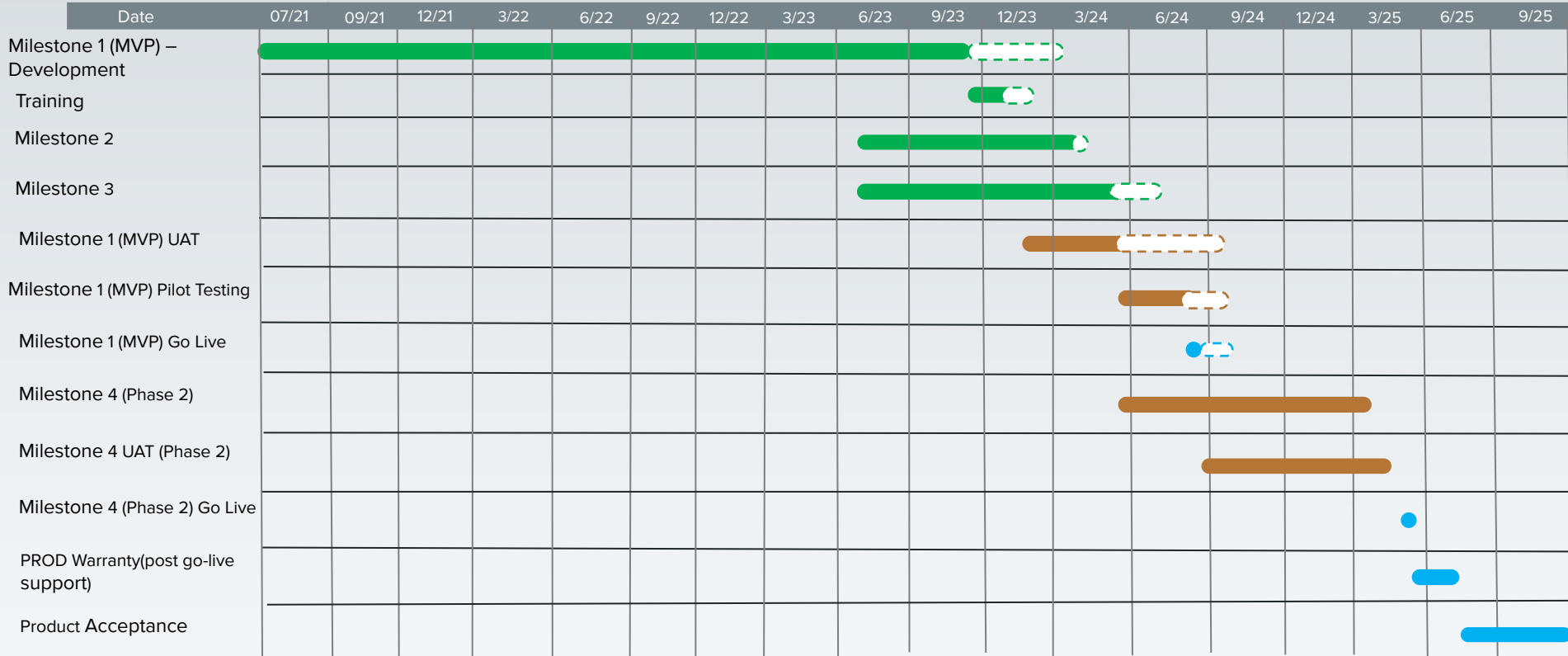
- **Overall Project** completion is **81%**
- **Milestone 1** development is **100%** complete
- **Milestone 2** development is **100%** complete
- **Milestone 3** development is **100%** complete
- **Milestone 4 (Non-MVP)** development is **17%** complete (Includes: APIs, budgets, Dashboards, Management Plans, Provider operations and list, Provisions, Reports, Serious deficiency, and Site Applications).
- The target Go-Live date of 7/1 was missed by LINQ due to multiple MVP showstoppers reported by ADE during UAT and Beta testing. ADE is working with LINQ to assess the current situation in preparation to submit a change request.

# Proposed Change Request Timeline

Activity	Due Date	Status
ADE Project Team to Prepare Project Risk Assessment	6/15/2024	Complete
ADE Project Team to Review Risk Assessment with Executive Leadership	6/24/2024	Complete
ADE Procurement Officer to Send Demand for Assurance letter to LINQ	7/18/2024	Complete
LINQ Deadline to Respond to Demand for Assurance	7/29/2024	Complete
ADE / LINQ Follow up Meeting to Discuss Concerns	8/5/2024	Complete
LINQ Deadline to Re-Evaluate Story Points for Remaining Work (MVP and Milestone 4 Deliverables), Provide Proposed Project Plan Revisions, Address Outstanding ADE Concerns	8/16/2024	In Progress
LINQ Deadline to Resolve All MVP Go-Live Showstoppers	8/30/2024	In progress
ADE Leadership Decision on Path Forward / Submit Change Request to ITAC	9/2/2024	Not Started
ADE to Present Change Request for ITAC Approval	9/18/2024	Not Started
ADE / LINQ to Implement Changes	9/18/2024	Not Started

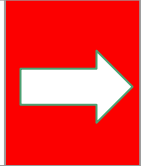
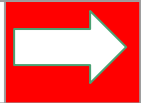

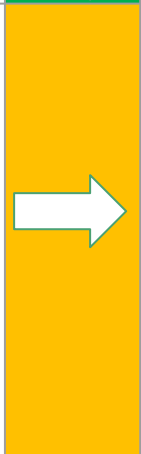
# Project Timeline

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



# Project Health Card

## Overall Project Health is Red

Schedule		<ul style="list-style-type: none"><li>• The go-live scheduled for July 1, 2024, has been postponed due to LINQs inability to resolve the list of showstopper bugs and issues</li><li>• Beta testing could not be completed as there was a Sync issue between production and UAT environments</li><li>• LINQ is now Targeting for 9/1 to resolve showstopper bugs</li></ul>
Milestones		<ul style="list-style-type: none"><li>• Milestone 3 was delivered to ADE for UAT testing with a large volume of bugs and issues</li><li>• Milestone 4 development work is impacted by QA and UAT findings from Milestone 3</li></ul>
Budget		<ul style="list-style-type: none"><li>• Payments to LINQ have not yet resumed</li></ul>
Risks		<ul style="list-style-type: none"><li>• Milestone 4 Development Schedule: Deliverables from prior milestones were moved to Milestone 4 to allow more time for bug/issue resolution. Story Points must be re-evaluated to ensure schedule has enough bandwidth to complete all contract deliverables on time</li><li>• Reduced Beta Test Scope: Production environment set up issues impacted the beta schedule, leading to a reduction in scope and limited user experience</li><li>• Code Migration Issues: LINQ's migration between environments (UAT to PROD) missed some components, raising concerns about their migration, build, and integration practices</li><li>• Inadequate Training: Insufficient training from LINQ, including unknowns regarding cleared payments processing and data flows for reports</li><li>• Security Concerns: Issues with API authentication and end-user security through ADEConnect integration. Core API testing lacks dedicated authorized users</li><li>• Provision Claiming Deferment: Potential deferment of provision claiming due to misunderstanding of requirements may impact usability</li></ul>

# Project Health Card

## Overall Project Health is **Red**

Below is the list of ACTIVE UAT Showstopper Bugs/Issues:

- Reports: FNS 10 should be pulling total meal counts for NSLP/SSO, SBP, ASCS, and SMP
- Claims: Unable to submit CACFP Claim
- Site Applications & Provider Applications: Request to have the ability to "Backdate Applications
- Area Eligibility: Unable to Find/Open the supplemental information previously attached
- SNP Site Applications + SNP Claim: Expect claims to show Applied At-Risk/ASCS and Approved
- Site Applications/Sponsor Dashboard: Sponsor should have access to SNP, SFSP, and CACFP - Private schools are eligible to apply for SNP along with everything else
- Core API: /api/v1/Snp/SpecialistInfo Endpoint displaying higher level Accounts that are NOT specific to Specialists.
- Claims: After the application/packet is approved, an entity should be able to claim ASCS
- Dashboard: 'Some' Sponsor Entities, have the correct EOS Roles, attributes, and CNP relationships, yet they do NOT appear in the SFA Header
- State Dashboard: ADE can not see entity information - The dashboard is blank
- Site Applications: Anytime EOS adds a new CNP Relationship, myCNP should recognize the change nightly - The system is not syncing with EOS nightly

BETA/PROD Go-Live Showstopper Bugs/Issues

- Area Eligibility: Date Established and Expires do not populate
- Documents Module: Optional Documents that were uploaded are missing
- Dashboard: Contacts->Roles Directory shows red error indicator, SFA cannot trigger green checkmark
- Area Eligibility: ASCSP Sponsor application couldn't be submitted, F/R% was blank and couldn't be manually edited
- Single Sign On: Ability to bypass ADEConnect and login directly to myCNP with spoof/fake account - Security Risk
- Provision: The system should have rolled over previous information (No data populated for the user)

Issues



# Financial Burndown Chart

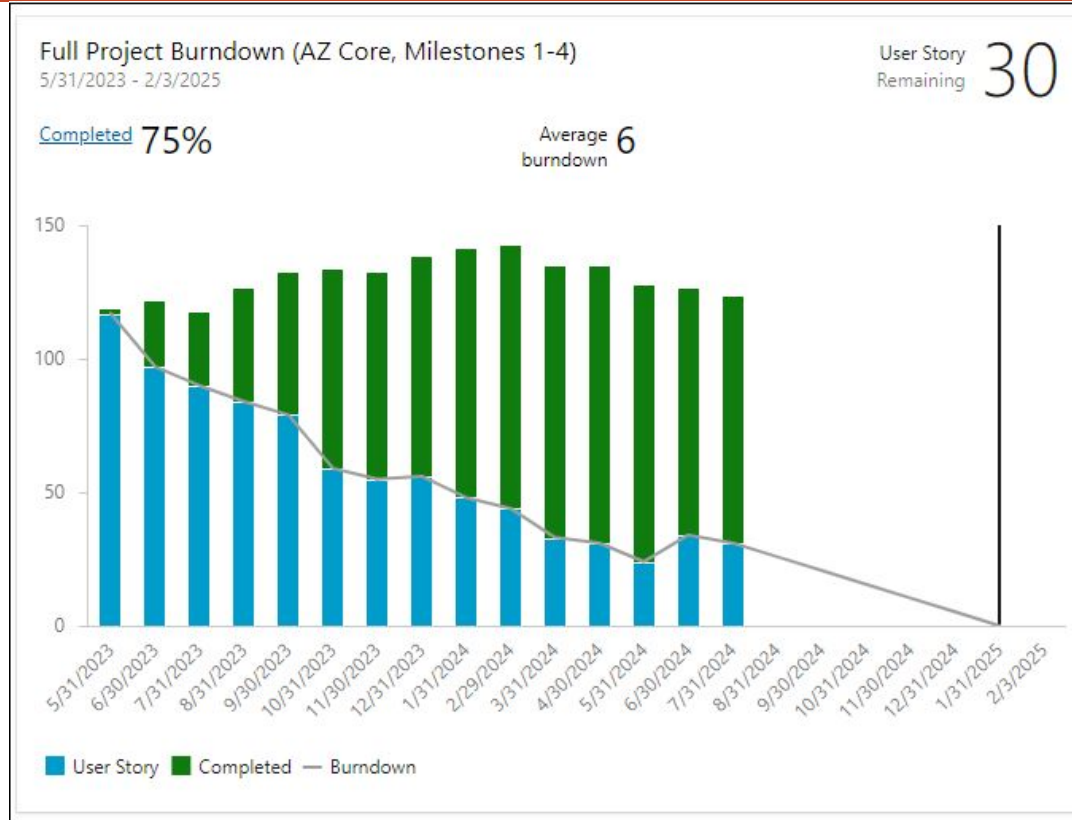
Project Costs by Category	FY20*	FY21*	FY22*	FY23*	FY24*	FY25	Total
Professional & Outside Services (Contractors)	\$449,677	\$237,894	\$995,298	\$422,938	\$67,500	\$283,093	\$2,456,400
Hardware	-	-	-	-	-	-	-
Software	-	-	-	-	-	-	-
License & Maintenance Fees	\$68,000	\$68,000	\$70,000	\$72,100	\$74,300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

\*Actual project costs  
Note: Payments to LINQ have not yet resumed



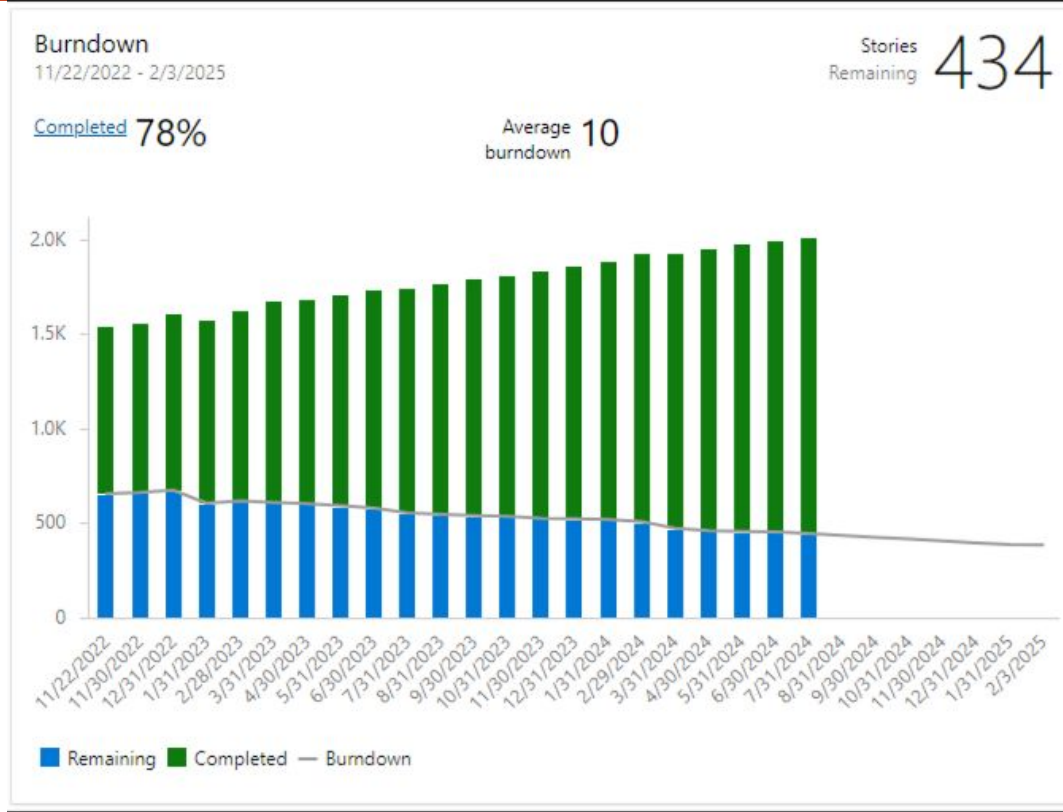
# Project Burndown Chart

## Project Burndown(AZ CORE, Milestone 1-4)



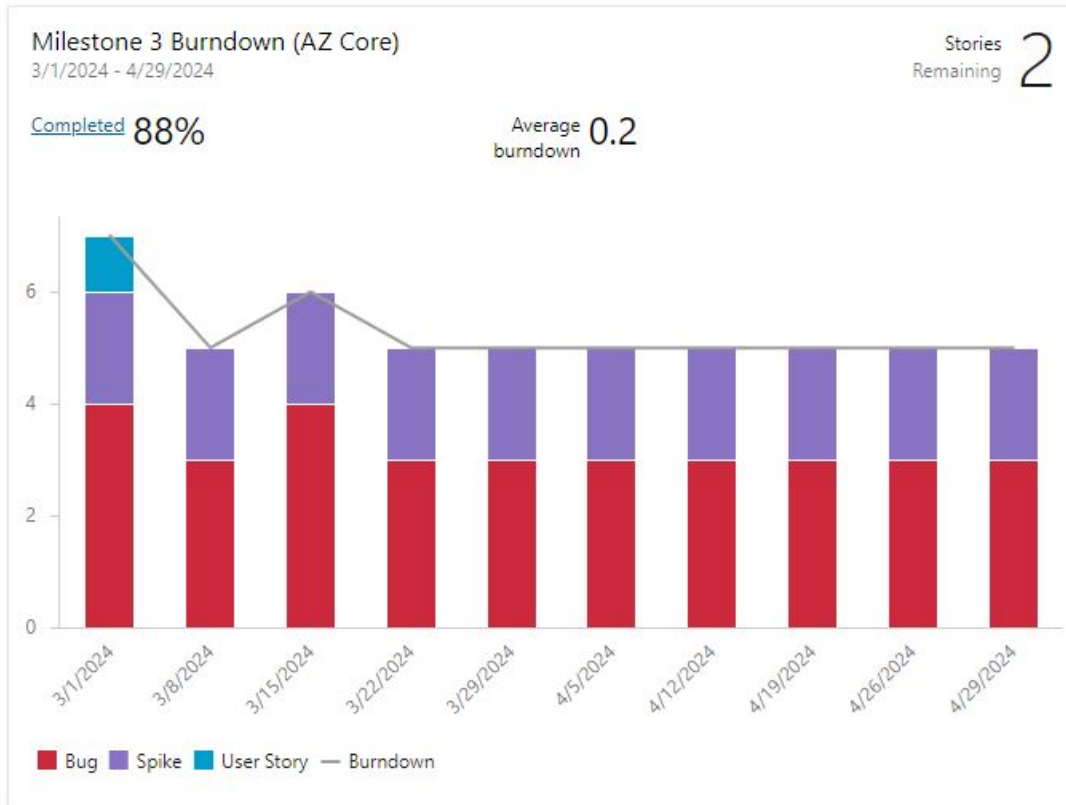
# Project Burndown Chart

## CORE 2 Burndown



# Project Burndown Chart

## Milestone 3 Burndown (AZ Core)



# Q & A Session