Our Vision

Children thrive in family environments free from abuse and neglect.

Our Mission

Successfully engage children and families to ensure safety, strengthen families, and achieve permanency.

GUARDIAN

(CHILDS Replacement Program)

State of Arizona – Department of Child Safety

February 19, 2020

Status Through: February 10, 2019

Agenda

- Total Program Dashboard
- Current Program Snapshot
- Program Iteration Burndown
- V1.0 Roadmap
- V1.1 Roadmap
- Program Status by Team
- Current Development Estimate at Complete by Fiscal Year
- Program Risks, Issues, Decisions, Action Items
- Appendix

Key discussion point:

- <u>Program</u> requirements velocity continues:
  - 18 requirements remaining to Solution Model and Design for V1.0
  - 389 requirements remaining to Solution Model and Design for V1.1
  - 167 requirements demo ready
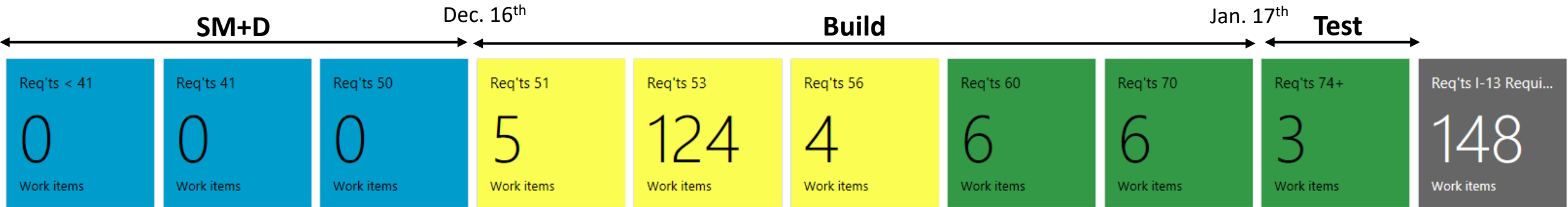
Program Health

Overall
→

Program Requirements – Priority 1-4	In Sol'n Modeling	SM+D Complete	In Build	In Test	Total Req'ts
	794 Work items	109 Work items	835 Work items	838 Work items	2576 Work items
"Business" Requirements – Priority 1-4	In Sol'n Modeling	SM + D Complete	In Build	In Test	Total Req'ts
	413 Work items	72 Work items	725 Work items	838 Work items	2048 Work items
"Technical" Requirements – Priority 1-4	In Sol'n Modeling	SM + Design	In Build	In Test	Total Req'ts
	381 Work items	37 Work items	110 Work items	0 Work items	528 Work items

Data as of 2/10

Current Program Snapshot

Iteration 13

SM+D — Dec. 16th — Build — Jan. 17th — Test

Req'ts < 41	Req'ts 41	Req'ts 50	Req'ts 51	Req'ts 53	Req'ts 56	Req'ts 60	Req'ts 70	Req'ts 74+	Req'ts I-13 Requi...
0	0	0	5	124	4	6	6	3	148
Work items	Work items	Work items	Work items	Work items	Work items	Work items	Work items	Work items	Work items

Iteration 14

SM+D — Jan. 20th — Build — Feb. 21st — Test

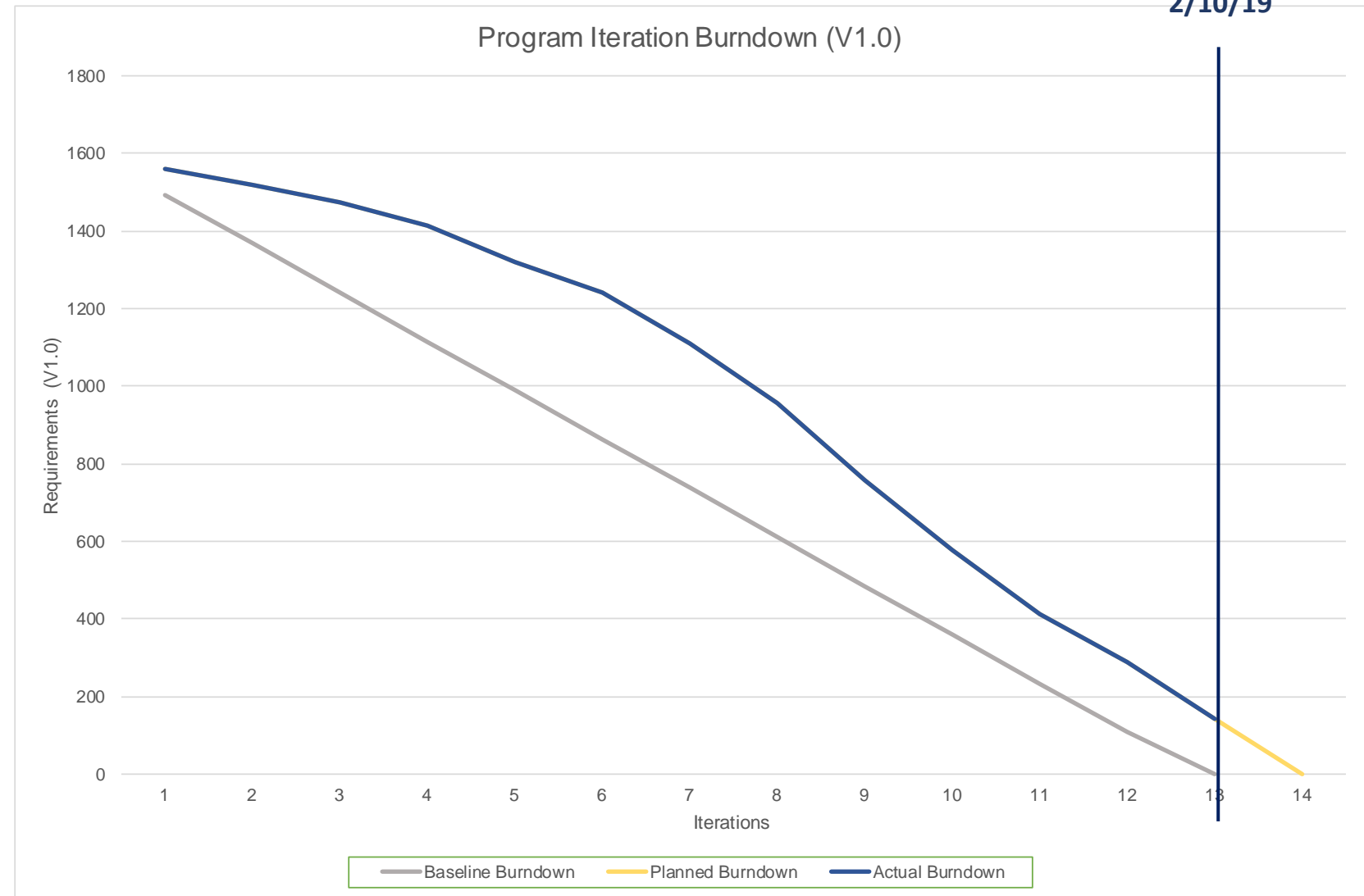| Req'ts < 41	Req'ts 41	Req'ts 50	Req'ts 51	Req'ts 53	Req'ts 56	Req'ts 60	Req'ts 70	Req'ts 74+	Req'ts I-14 Requi...
3	15	47	34	24	4	8	7	1	143
Work items	Work items	Work items	Work items	Work items	Work items	Work items	Work items	Work items	Work items

Data as of 2/10

Key Discussion Points:

- As of 2/10, the program is Halfway through iteration 14 for V1.0
- Current Velocity shows the program completing build of all planned requirements By the end of Iteration 14
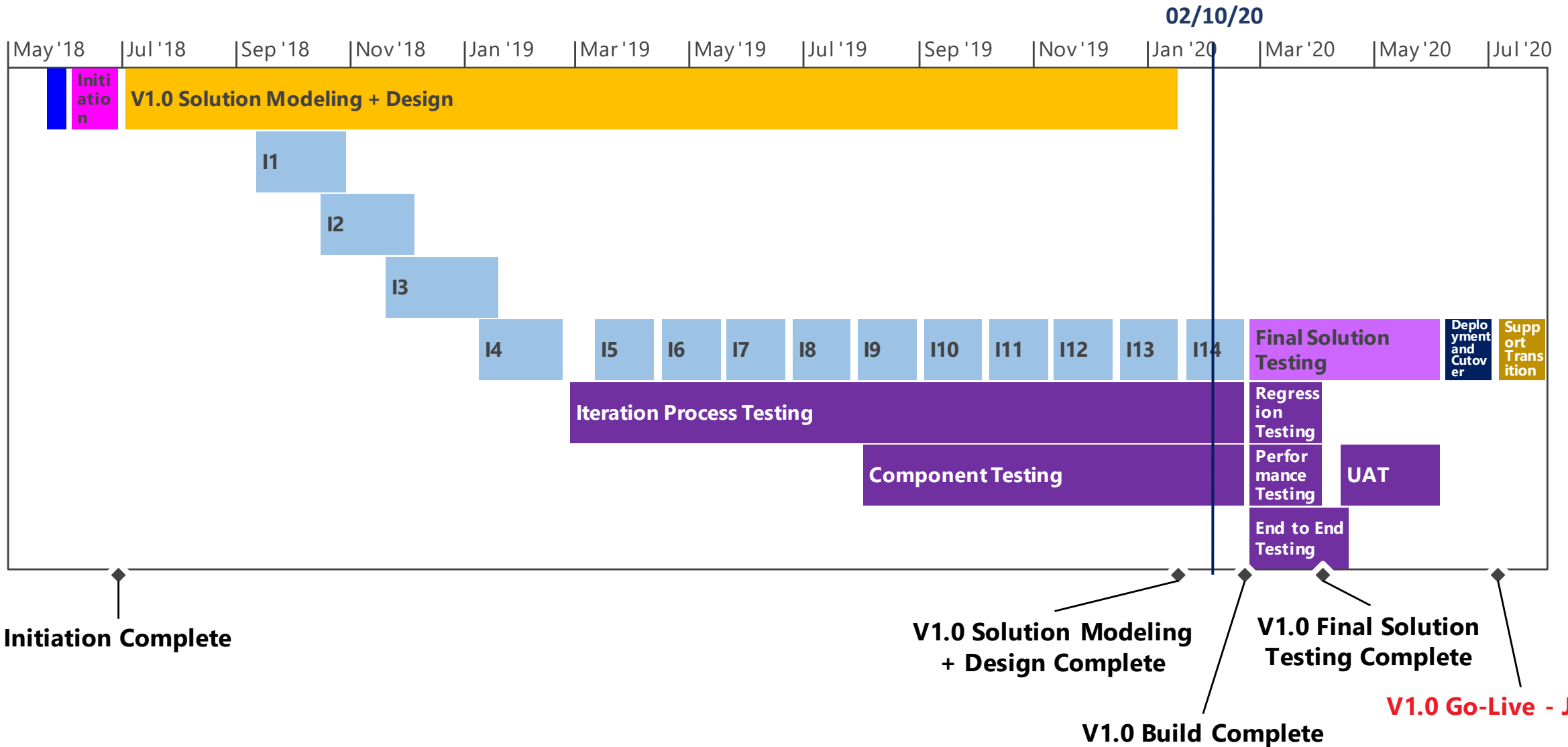
Remaining V1.0 Requirements to be developed
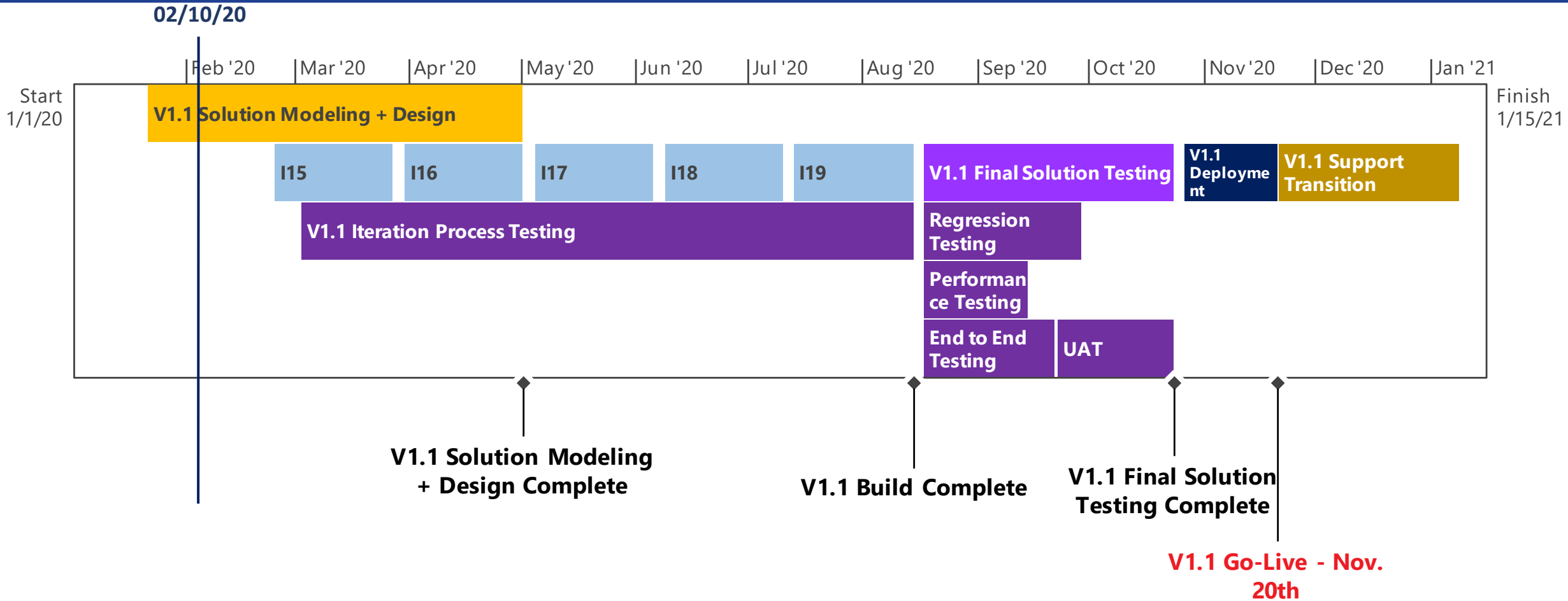
Req'ts <= 50

60

2/10/19

Program Iteration Burndown (V1.0)

Iterations

Requirements (V1.0)

Baseline Burndown   Planned Burndown   Actual Burndown

Program Roadmap V1.0

02/10/20

| May '18 | Jul '18 | Sep '18 | Nov '18 | Jan '19 | Mar '19 | May '19 | Jul '19 | Sep '19 | Nov '19 | Jan '20 | Mar '20 | May '20 | Jul '20 |

Initiation

V1.0 Solution Modeling + Design

I1
I2
I3
I4   I5   I6   I7   I8   I9   I10   I11   I12   I13   I14   Final Solution Testing   Deployment and Cutover   Support Transition

Iteration Process Testing

Regression Testing
Performance Testing   UAT

Component Testing

End to End Testing

Initiation Complete

V1.0 Solution Modeling + Design Complete

V1.0 Final Solution Testing Complete

V1.0 Build Complete

V1.0 Go-Live - July 6th

6

Work Stream Health ⮕

Blockers & Issues:
- N/A

Decisions:
- Provider Agency Transfer (76286)

Team Updates:
- I12 – Development and testing is complete. I-12 Demos except for 2 requirements is complete. This Demo will be planned during I13 Demos
- I13 – Demo on Finance portal complete. Additional Demos planned for next week
- I-14 SM & Design 8 out of 18 requirements are Dev complete and on track to complete all requirements by end of I14
- I-15 SM & Design slowed down in last 2 weeks due to Sneak Peeks. Plan is complete SM & Design of all I15 requirements by End of I14
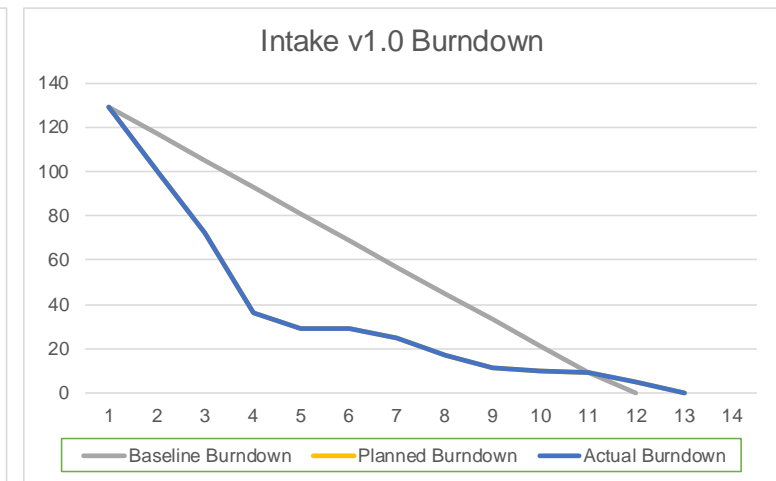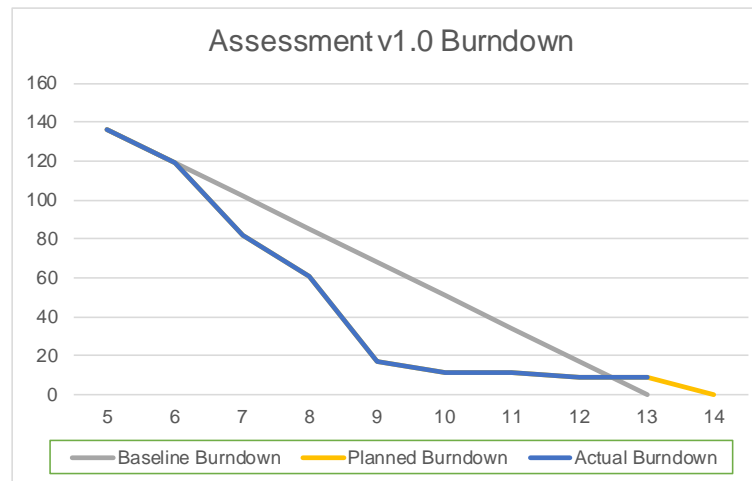
Upcoming Objectives (over next 2 iterations) :
- Focus on Portal & Provider Management Requirements
- Focus on V 1.0 Stabilization

Total Program Requirements (V1.0 and V1.1):

	In Sol'n Modeling	SM+D Complete	In Build	In Test	Total Req'ts
Team 1 Requirements (P1-P4) Team 1 Dashboard	189 Work items	10 Work items	193 Work items	326 Work items	718 Work items
Assessment Requirements (P1-P4) Team 1 Assessment Dashboard	21 Work items	1 Work items	30 Work items	120 Work items	172 Work items
Intake-Hotline Requirements (P1-P4) Team 1 Intake-Hotline Dashboard	0 Work items	0 Work items	18 Work items	128 Work items	146 Work items

V1.0 Component Burndown:

Assessment v1.0 Burndown — Baseline Burndown, Planned Burndown, Actual Burndown

Intake v1.0 Burndown — Baseline Burndown, Planned Burndown, Actual Burndown

Team 2 – Legal / Case Management

Work Stream Health ⮕

Blockers & Issues:
- N/A

Decisions:
- N/A

Team Updates:
- I12 – Development is complete. There are around 12 template related requirements in Development complete stage and tracking for bug fixing
- I13 – SM & Design complete. Development is complete and Demos are planned
- CRCU related requirements assigned to Team 2 and pushed to Iteration 14. I-14 SM & Design is in progress
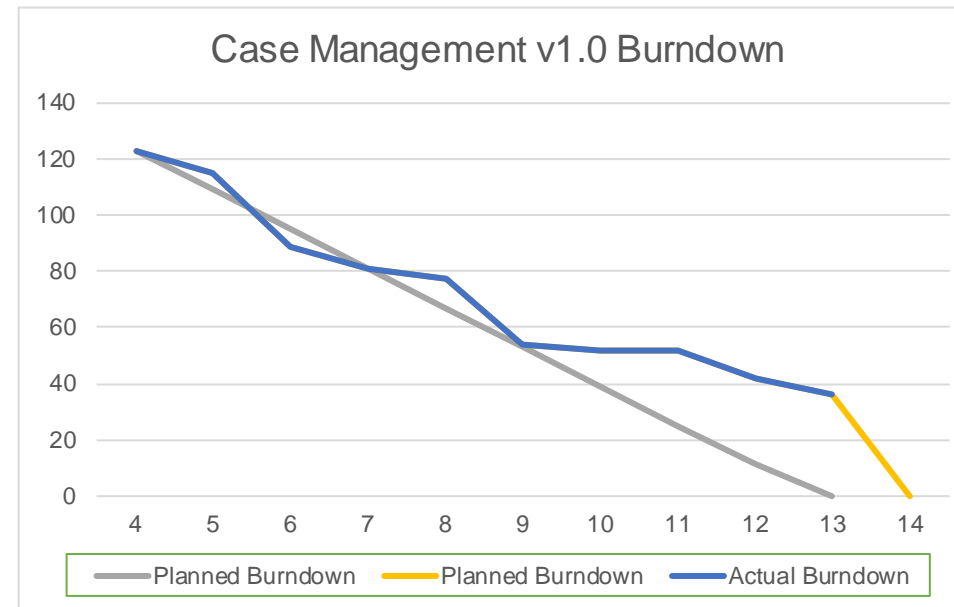- CRCU related requirements Design and Development will continue post I14

Upcoming Objectives (over next 2 iterations) :
- Focus to collaborate across workstreams to design and build Service Request --> Service Referral --> Service Approval functionality
- Focus on Concurrency / Edit Rules related requirements

Total Program Requirements (V1.0 and V1.1):

Team 2 Requirements (P1-P4) Team 2 Dashboard	In Sol'n Modeling 51 Work items	SM+D Complete 14 Work items	In Build 230 Work items	In Test 167 Work items	Total Req'ts 462 Work items
Case Management Requirements (P1-P4) Team 2 Case Management Dashboard	In Sol'n Modeling 101 Work items	SM+D Complete 4 Work items	In Build 51 Work items	In Test 58 Work items	Total Req'ts 214 Work items

V1.0 Component Burndown:

Case Management v1.0 Burndown

Legend: — Planned Burndown — Planned Burndown — Actual Burndown

Work Stream Health

Blockers & Issues:
- N/A

Decisions:
- N/A

Team Updates:
- Participated in and supported sneak peak sessions for Permanency this week
- V1.1 Team Planning
- I13
  - Demos scheduled for Feb 12
- I14
  - Development of demo feedback requirements
  - Finalizing design on AZTECS/ADE integration – CRM development
  - Bug fixes and UX adjustments as identified by testing team
- V1.1
  - SM&D on Adoption Matching & Eligibility XIX – to begin post sneak peek sessions
  - Configurable Checklist solution modeling
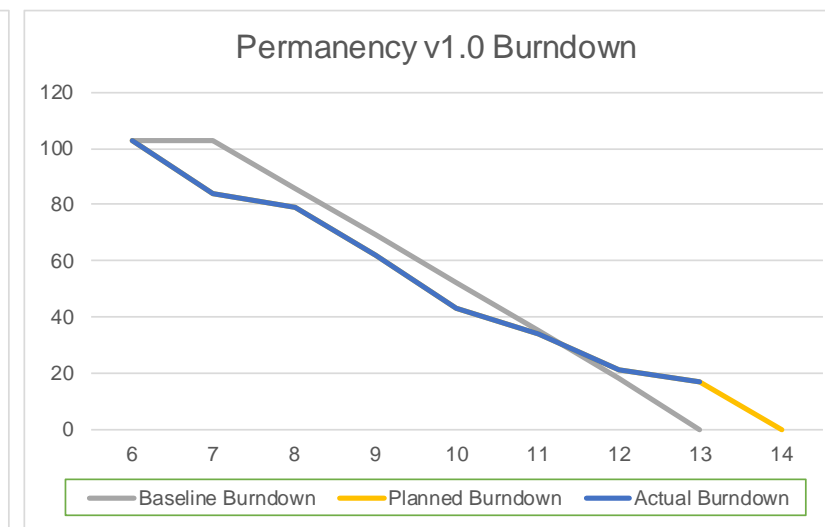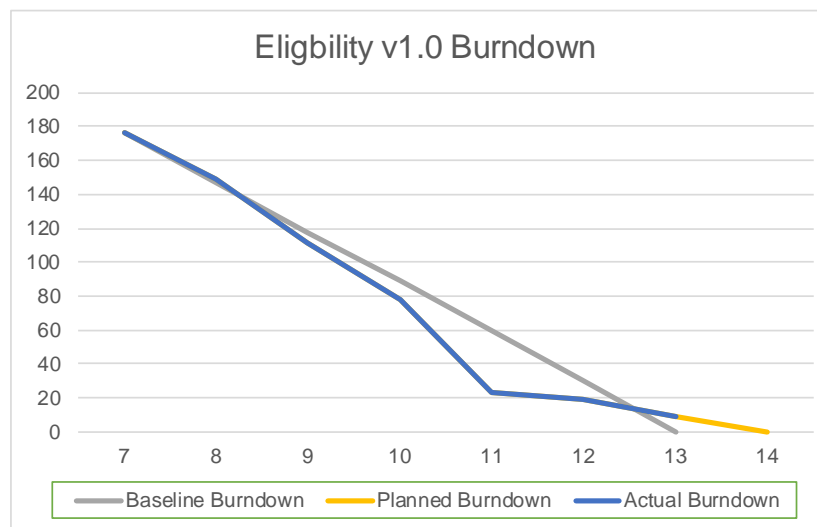 - Notifications Engine to be reviewed

Upcoming Objectives (over next 2 iterations) :
- Stabilization of v1.0
- UAT Preparations
- Solution Modeling & Design for v1.1 – Adoption Matching & Eligibility XIX

Total Program Requirements (V1.0 and V1.1):

Team 3 Requirements (P1-P4) Team 3 Dashboard	In Sol'n Modeling 179 Work items	SM+D Complete 40 Work items	In Build 135 Work items	In Test 283 Work items	Total Req'ts 637 Work items
Eligibility Requirement (P1-P4) Team 3 Eligibility Dashboard	In Sol'n Modeling 22 Work items	SM+D Complete 17 Work items	In Build 51 Work items	In Test 123 Work items	Total Req'ts 203 Work items
Permanency Requirements (P1-P4) Team 3 Permanency Dashboard	In Sol'n Modeling 28 Work items	SM+D Complete 11 Work items	In Build 51 Work items	In Test 42 Work items	Total Req'ts 132 Work items

V1.0 Component Burndown:

Eligbility v1.0 Burndown — Baseline Burndown, Planned Burndown, Actual Burndown

Permanency v1.0 Burndown — Baseline Burndown, Planned Burndown, Actual Burndown

Work Stream Health

Blockers & Issues:
- Delay in Novitex interface efforts (74666)
- List of Funding Source & Object code for testing (74764)
- *Risk*: AFIS Interface Changes (74653)

Decisions:
- N/A

Team Updates:
- Participated in and supported sneak peek sessions for Finance this week
- I13 –
  - Demos scheduled for 2/11
- I14 –
  - Bug fixes and UX adjustments as identified by testing team
  - Working with Data migration team for mapping
  - Heavily involved in AFIS mapping; changes requiring rework based on new information
  - Began work on Contract Shell, moved from v1.0 from v1.1
- V1.1
  - i-15 – Ready for development
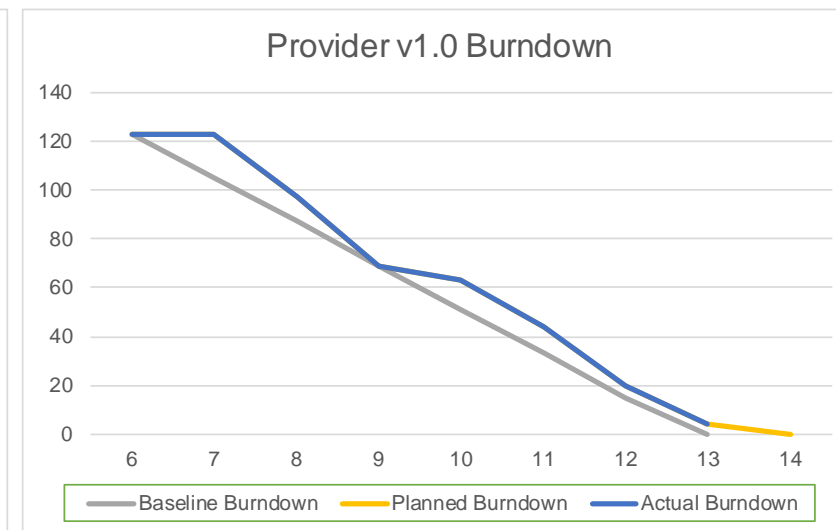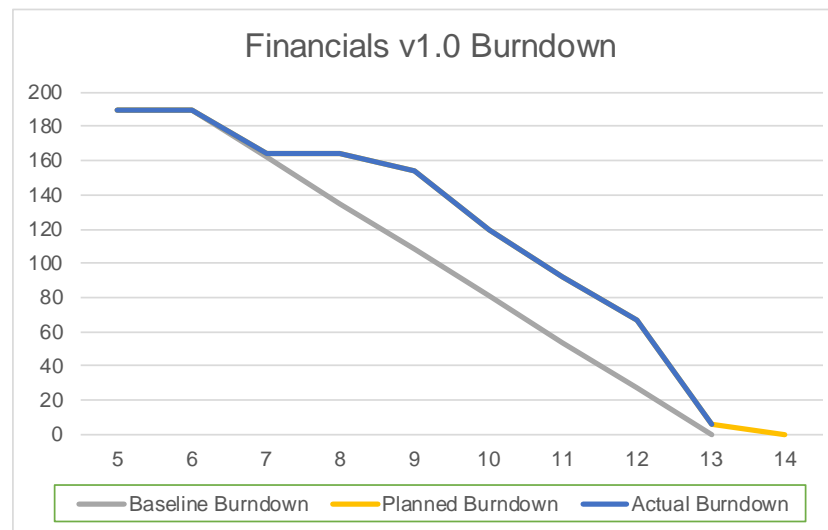 - i-16 – Beginning review of solution modeling for Trust Funds

Upcoming Objectives (over next 2 iterations) :
- Payment Process/Provider AFIS integration support
- Data Migration Assistance
- V1.1 Trust Fund Solution Modeling

Total Program Requirements (V1.0 and V1.1):

	In Sol'n Modeling	SM+D Complete	In Build	In Test	Total Req'ts
Team 4 Requirements (P1-P4) — Team 4 Dashboard	23 Work items	10 Work items	165 Work items	61 Work items	259 Work items
Financials Requirements (P1-P4) — Team 4 — Financials Dashboard	25 Work items	7 Work items	150 Work items	36 Work items	218 Work items
Provider Management Requirements (P1-P4) — Team 4 — Provider Management Dashboard	178 Work items	5 Work items	92 Work items	27 Work items	302 Work items

V1.0 Component Burndown:

Financials v1.0 Burndown
— Baseline Burndown — Planned Burndown — Actual Burndown

Provider v1.0 Burndown
— Baseline Burndown — Planned Burndown — Actual Burndown

Work Stream Health

Blockers & Issues:
- AFIS interfaces are going through re-work due to changes from ADOA
- Issue with test samples for SSA related interface (SVES, BENDEX, SDX). Working with AHCCCS and internal teams on a Plan B
- CMDP development is blocked due to ODS reference data issue and following up with the team to get unblocked. This issue is unblocked on 2/6
- Change in approach for Experian and will be tracked in I15

Decisions:
- N/A

Team Updates:
Interfaces
- Weekly sync-up meetings with Novitex initiated
- SM & Design started for Credit Check and SSA
- There is a change in Technical design for AFIS interfaces and resulted in rework
- Detailed update on interface status enclosed in subsequent slides

Data Migration
- Detailed update on DM status enclosed in the subsequent slides. Data mapping discussion are in progress
- In addition to above, requirements on Document Migration and Master data being tracked for completion. Design meetings for Document Migration is in progress
- Please note that Data status is based on the currently available entities and attributes, the numbers will change as we continue to solution

Reports
- Reports re-prioritization exercise is in progress. Currently collaborating with Business, stakeholders and Business. This can impact the iteration planning

Upcoming Objectives (over next 2 iterations) :
- Catch up with updated plans for Interfaces and Data Migration
- Catch up with reports stream slippages

Team 5 Requirements (P1-P4) Team 5 Dashboard	In Sol'n Modeling 320 Work items	SM+D Complete 38 Work items	In Build 108 Work items	Team 5 - In Test 0 Work items	Total Req'ts 466 Work items
Exchanges Requirements (P1-P4) Team 5 Exchanges Dashboard	In Sol'n Modeling 32 Work items	SM+D Complete 0 Work items	In Build 15 Work items	In Test 0 Work items	Total Req'ts 47 Work items

Training

Team Health ➡️

Blockers & Issues:

Decisions:

Team Updates:
- Super Users Finalized
- Super User Kickoff 3/11
- Super User training schedule 3/23 - 4/13
- Intake curriculum in review
- All-Guardian training approved for May – June
- Logistics planning for training delivery
- New team member in place by end of February

Upcoming Objectives (over next 2 iterations) :

- Guardian Curriculum Development
- Super User Invitations
- Super User Kickoff
- Training delivery logistics
- Curriculum feedback and revisions

Upcoming Deliverables (over next 2 iterations):
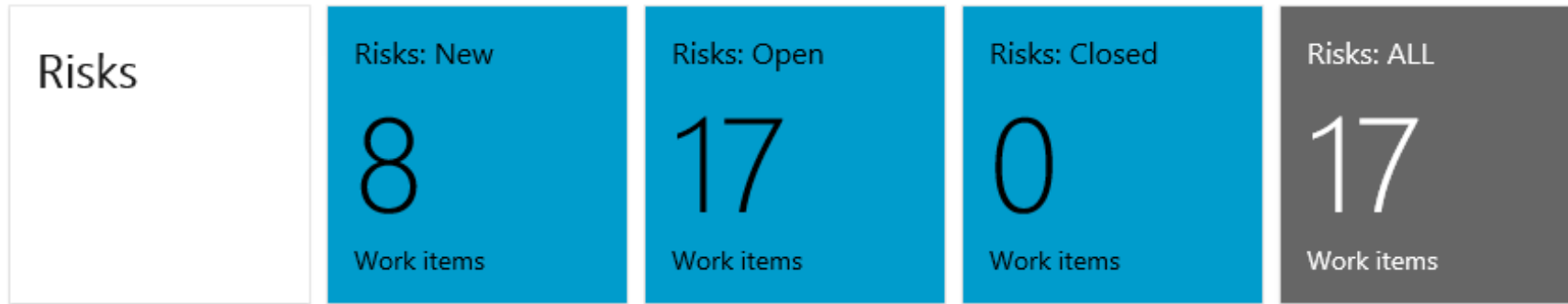
- Case Management Curriculum

Current Development Estimate at Complete by Fiscal Year

	SFY15	SFY16	SFY17 (Actuals)	SFY18 (Actuals)	SFY19 (Actuals)	SFY20 (Act + Fcst)	SFY21 (Forecast)	EAC (Estimate at Complete)
Planning and Procurement Cycles	$ 236,627	$ 314,593	$ 599,942	$ -	$ -	$ -	$ -	$ 1,151,163
Feasibility Study		$ 616,998	$ -	$ -	$ -	$ -	$ -	$ 616,998
Data Management Assessment			$ 625,307	$ -	$ -	$ -	$ -	$ 625,307
Program Management			$ 1,185,035	$ 2,799,270	$ 876,741	$ 759,674	$ 382,900	$ 6,003,619
Business Integration			$ 1,070,367	$ 2,450,314	$ 1,948,942	$ 4,074,242	$ 996,940	$ 10,540,805
Mobile Solution			$ 1,433,114	$ 1,611,003	$ -	$ -	$ 312,927	$ 3,357,044
IV&V			$ 107,460	$ 187,200	$ 195,400	$ 220,000	$ 180,000	$ 890,060
Quality Management			$ 26,078	$ 1,419,651	$ 247,205	$ 1,046,082	395,624	$ 3,134,640
Platform			$ 2,147,482	$ 1,218,300	$ 4,158	$ 809,634	$ -	$ 4,179,574
Hosting			$ 7,973	$ 1,200,145	$ -	$ -	$ -	$ 1,208,119
Enterprise Content Management			$ -	$ 187,983	$ 489,446	$ 2,786,497	385,699	$ 3,849,626
Integrated Shared Services			$ -	$ -	$ 82,347	$ 973,685	$ 207,411	$ 1,263,442
Data Management			$ -	$ -	$ 571,928	$ 2,836,770	$ 1,588,833	$ 4,997,531
Technical Integration			$ 6,035	$ 2,382,391	$12,887,429	$17,649,974	$ 9,167,191	$ 42,093,021
Training			$ -	$ -	$ 244,610	$ 1,083,652	600,000	$ 1,928,262
Service Management Office			$ -	$ -	$ 221,214	$ 27,652	$ -	$ 248,866
CHILDS Decommissioning			$ -	$ -	$ -	$ -	$ -	$ -
Total	**$ 236,627**	**$ 931,591**	**$ 7,208,794**	**$13,456,258**	**$17,769,420**	**$32,267,861**	**$14,217,525**	**$ 86,088,076**
Program Approved Budget								**$ 86,088,076**
(Over)/Under								**$ -**

- At month end of January, the program estimate at complete was still within the program approved budget

Risks

Risks

Risks: New	Risks: Open	Risks: Closed	Risks: ALL
8	17	0	17
Work items	Work items	Work items	Work items

PM	New This Week	Closed This Week	Open	Risks w/o Triggers
Harish Kothapalli	1	0	5	1
Joshua Jackson	0	0	4	0
Sarah Crago	0	0	2	1
Jules Cannon	1	0	4	3
Ardis McElhaney	0	0	1	0
Jason Andress	0	0	1	1

Key Guardian – New Risks This Week

New Risks

ID	PM	Assignee	Title	Description	Trigger	Risk Rank
75847	Jason Andress		OnBase Support capabilities for Konica Minolta resources	Due to current legal processes; DCS must handle all OnBase support requests through DataBank. This process causes potential delays for any OnBase Global Cloud Service issues and/or module requests.		High
75908	Ardis McElhaney		OCM - Program UAT Training Communications Delay	Currently, the Program UAT Training date and agenda has not been solidified. This date is required so that OCM can have the time required to produce the communications which needs to be sent out to the Super Users in a timely manner. Depending upon the Length of training (hours vs days) will impact the amount of time needed to create the communications and send.		Medium

Issues

Issues: New	Issues: Assigned	Issues: In Progress	Issues: Resolved	Issues: Closed	Issues: ALL	Overdue
5	6	3	0	3	17	0
Work items	Work items	Work items	Work items	Work items	Work items	Work items
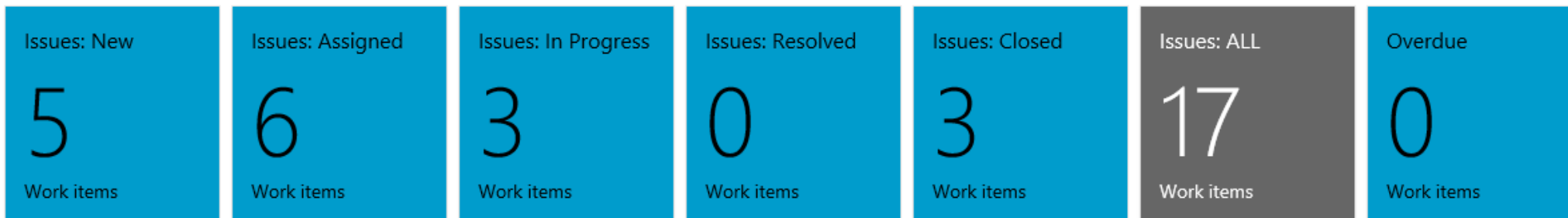
PM	New This Week	Closed This Week	Past Due	Due This Week	Due Next Week	In Progress
Harish Kothapalli	1	0	0	1	1	5
Jackson, Joshua	0	0	0	0	0	2
Grant, Matt	0	0	0	0	0	0
Cannon, Jules	1	0	0	0	1	5
Sarah Crago	1	0	0	0	0	2
Candice Craig	1	0	0	1	0	1
Linda Roberts	0	0	0	0	0	0
Jason Andress	1	0	0	0	0	1
James Dean	0	0	0	1	0	1

Key Issues

ID	PM	Assignee	Title	Description	Due Date	Severity
74656	Joshua Jackson	Grant Mathew	OnBase Solution architecture not proven	The solution architecture for OnBase is currently not proven as fully functional	2/24/2020	1. Critical
74659	Harish Kothapalli	Harish Kothapalli	Data Migration Velocity Slower than Planned	Current Data Migration velocity is slower than planed which shows that we will not finish data migration in time for V1.0		2. High
74660	Harish Kothapalli	Harish Kothapalli	Report Velocity Slower than Planned	Current Report velocity is slower than planed which shows that we will not finish data migration in time for V1.0		1. Critical
74661	Harish Kothapalli	Harish Kothapalli	Data Warehouse architecture not proven	The current data warehouse architecture has not been finalized and proven. The program cannot go live with V1.0 until this occurs.		1. Critical
74662	Joshua Jackson	Stephanie Verrone	UAT scenarios and E2E test cases are not complete nor approved	UAT scenarios and E2E test cases are not complete nor approved by Business leads which impacts readiness for Solution Integration testing	2/24/2020	1. Critical
74666	Harish Kothapalli	Harish Kothapalli	Novitex Interface delay to I-14	Novitex Interface cannot be delivered in I-13 due to pending contract update and interface development effort.	2/14/2020	2. High

Critical and High Issues Only

Key Guardian - Decisions

Decisions: ALL
116
Work items

Jan 2020
7
Work items

Feb 2020
0
Work items

Decision for Previous Month

ID	PM	Decision Date	Description Title
74820	Jules Cannon	01/08/20	Allow blank 1099
74821	Linda Roberts	01/14/20	Provider EFT Decision
74822	Jules Cannon	01/15/20	AFIS Rejection Handling
74823	Jules Cannon	01/16/20	Credit Check Results on Person
74824	Jules Cannon	01/17/20	Signature Capture in CRM
74887		01/03/20	Guardian Training Support Resources Housed in DCS L&D SharePoint Site
76286	Harish Kothapalli	01/23/20	Decision on Provider Agency Transfer

Action Items

Action Items (Not Including IV&V)	AI: New	AI: Assigned	AI: In Progress	AI: IV&V Rev (St...	AI: On Hold	AI: Completed	AI: ALL
	7	13	6	0	0	25	51
	Work items	Work items	Work items	Work items	Work items	Work items	Work items

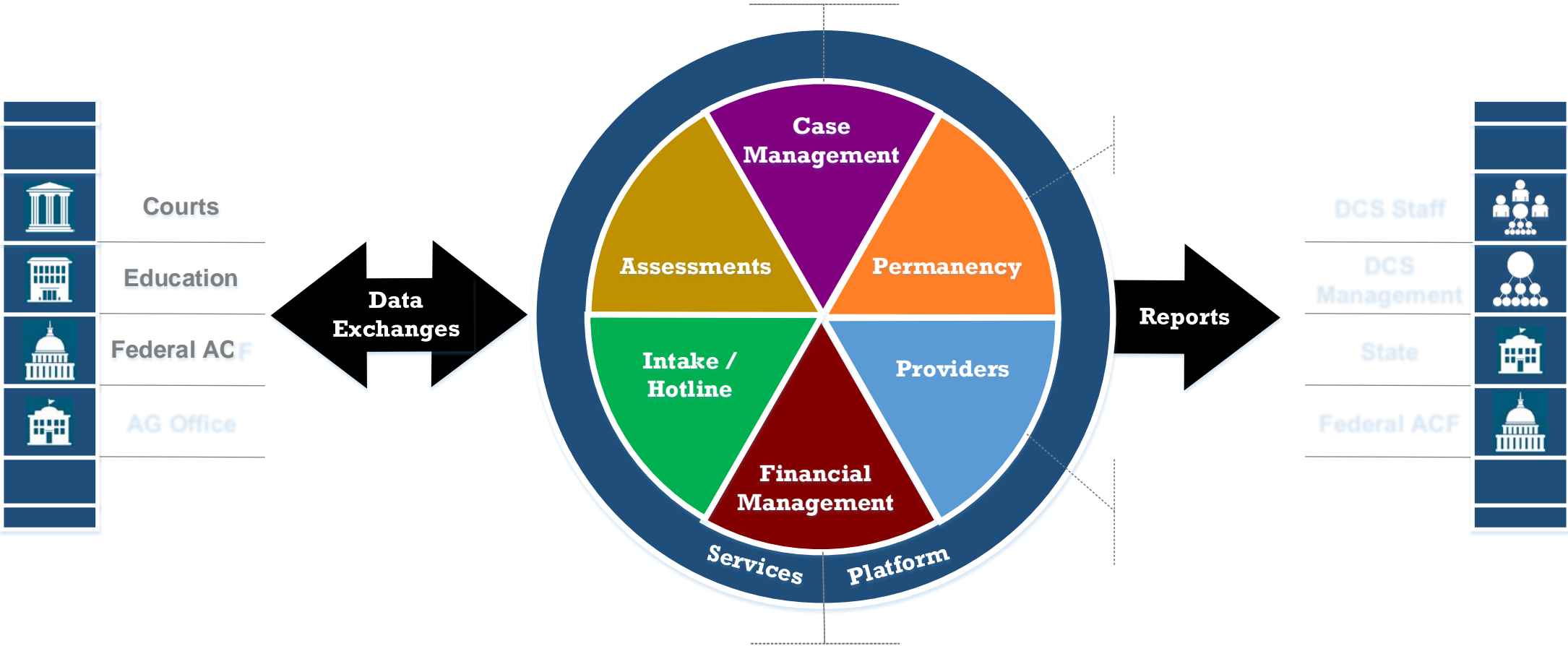| Action Items (IV&V)	AI: New	AI: Assigned	AI: In Progress	AI: IV&V Rev (St...	AI: On Hold	AI: Completed	AI: ALL
	29	2	20	4	0	3	58
	Work items	Work items	Work items	Work items	Work items	Work items	Work items

Q & A
Session

Appendix

- The current DCS CHILDS application is under Federal Rules and Regulations called SACWIS (Statewide Automated Child Welfare Information System)

- In 2015, new rules and regulations, called CCWIS (Comprehensive Child Welfare Information System), were introduced. DCS is aiming to be compliant with these regulations with Guardian:

- CCWIS benefits over the current DCS SACWIS system include:
    - Accommodates changes in practice & technology
    - Provides flexibility to "right-size" systems
    - Promotes program and system inter-operability
    - Requires data quality processes
    - Reduces costs for development and maintenance

- With a CCWIS compliant system, the federal government provides funds to assist the State of Arizona with development and implementation. It also grants additional funds to help maintain and support Guardian, as long as the system supports social workers' automation needs to organize and record quality case information about the children and families receiving child welfare services in Arizona.

- CHILDS (Children's Information Library and Data Source) was implemented in 1997 as an efficient, effective and economical method to exchange child welfare information between various State and Federal Systems

- The mainframe system has since become large, complex and inefficient with some of the common complaints being:
  - Not user-friendly
  - Limited reporting
  - Lack of a mobile platform
  - Deficient searching and matching functionality
  - Poor data quality: lack of data integrity, known duplications and data errors
  - Lack of collaboration with other agencies and system interfaces
  - Incomplete service and provider management

Program Future State

The Guardian Program is a child-centered, user-friendly technological solution which provides quality data and improved processes to support all DCS work for the safety of Arizona Children. Some of the goals include:

Data Quality: Increased data collection and quality

Modular Design: More flexible and adaptive to allow for future changes

Cost Reduction: Easier system development and maintenance

Follows IT Standard: Promotes efficient, economical, and effective development

Increased Collaboration: Data exchanges with external systems

Shareable: Capable of being shared and reused by other states, tribes, and agencies

Program Key Milestone Dates

Feasibility Study
Recommended replacement of CHILDS, secured funding

Request for Proposal
RFP sent to System Integration Vendors

Contract Award
Microsoft

Mobile
Two Deployments

CHILDS Decommissioning
CHILDS decommissioned and Guardian system of record

| Jan 2016 | Mar 2017 | Jun 2017 | Sep 2017 | Apr 2018 | Sep 2017 - Mar 2018 | Aug and Dec 2017 | Jun 2018 – Nov 2020 | Dec 2020 |

Selected Technology
Microsoft Dynamics Customer Relationship Management (CRM)

Technology Review
Reviewed vendor proposals and demonstrations

Business Requirements
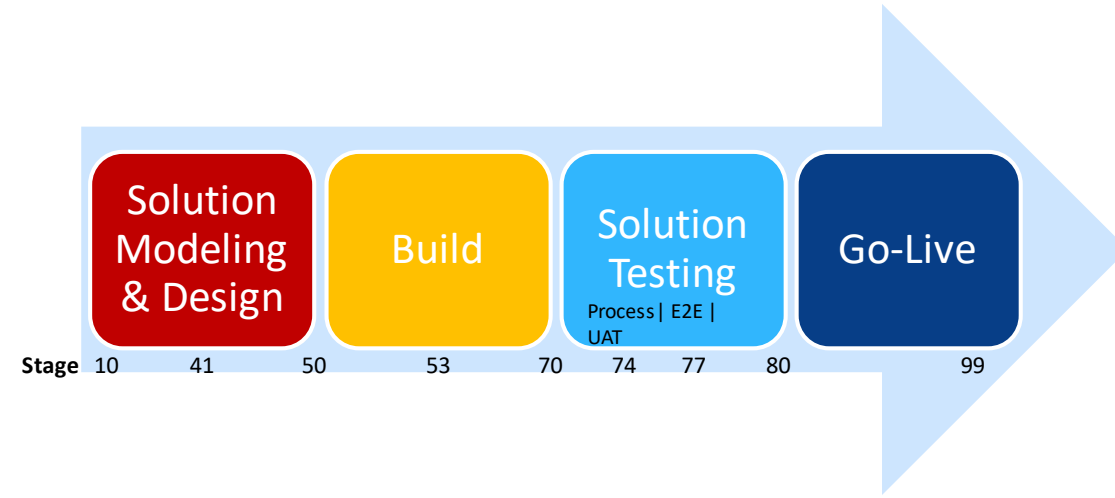Gather Business Requirements and document User Stories for each component

Build and Deploy
Microsoft onboard and onsite for project to design, build, test, train and deploy
V1.0 July 2020, C1.1 Nov 2020

Stage Definitions

Stage	Definition	Development Life Cycle
10	Validation Pending	Solution Modeling & Design
20	Consultant Review in Process	
30	Architectural Review in Process	
40	Business Review in Process	
41	Design Documentation in Process	
50	Config-Dev Ready	
51	Config-Dev Complete	Build Phase
53	Demo Ready	
56	Demo Rework	
60	Demo Complete	
70	Demo Accepted	
74	Process Testing in Process	Testing
77	End to End Testing in Process	
80	UAT in Process	
90	UAT Complete	
99	In Production	Production

Solution Modeling & Design — **Build** — **Solution Testing** Process | E2E | UAT — **Go-Live**

Stage 10 41 50 53 70 74 77 80 99

GUARDIAN PROGRAM STRUCTURE
As of 23 January 2020