

# CHANGE REQUEST / AMENDMENT

## PIJ CH17002 - CHILDS Replacement

### DEPARTMENT OF CHILD SAFETY

#### **Original Budget:**

|                                 |                     |
|---------------------------------|---------------------|
| Total Development Budget        | \$16,320,252        |
| <u>Total Operational Budget</u> | <u>\$17,532,226</u> |
| Total Overall Budget            | \$33,952,478        |

#### **Areas Affected:**

|                   |     |
|-------------------|-----|
| End Date          | Yes |
| Development Costs | No  |
| Scope             | Yes |

Current End Date: 12/31/2020

Revised End Date: 06/30/2021

#### **Change Description:**

##### **Current Amendment 02: 12/16/2020**

The current source system (CHILDS) is 20+ years old, and is predominately narrative based, which makes it more difficult to manage data. One of the exciting new benefits of the new solution (Guardian) is that it will provide a more structured framework. Data migration is one of the key parts to the completion of the project. When the program began the efforts to identify and validate the migration from CHILDS to Guardian, issues arose due to the challenges of the original source system being predominantly narrative based. As the data was being reviewed during tests, it was clear that additional time and effort would be needed with business validation in order to identify the additional data cleansing required to complete a successful data migration. In addition to the critical issues around data migration, validation, and cleansing, the program was starting to see an impact from the COVID-19 Global pandemic. In person training had to be reviewed as the Department wants to ensure the safety and well being of all of the front-line workers who will be trained on the system, as well as the children in the community they serve.

Both of these challenges caused the program to review the true remaining efforts to complete the program successfully. The impact is a delay in the go live date to 02/01/21, as well as descoping V1.1. Based upon the delay and Go-Live, and the de-scoping, the program is formally requesting an end date and scope change.

#### **End Date Request:**

With the new Go-Live date of 2/1/21, the program is requesting that the program end date be extended from 12/30/20 to 06/30/21. The new Program end date will allow for the post go-live support period and CHILDS decommissioning efforts to complete.

#### **Scope Change Request:**

Due to the delays, the program is requesting change in scope. The program will officially de-scope all V1.1 features. V1.0 maintains all required scope to move off CHILDS, be CCWIS compliant, and Needed functionality that does not have a workaround today. V1.1 scope contains future requested and needed features which can be completed today with current processes and are not required for Go-Live. All V1.1 features will be completed as part of Maintenance and Operations in subsequent releases with existing IT staff and operational budget. They will be placed in the operations backlog and will be prioritized based upon business need.

#### **ADOA-ASET Notes**

*DCS has confirmed Release 1.0 has all required functionality to eliminate dependencies on the legacy system and meets the new federal child welfare system mandates. DCS plans to reevaluate business needs and complete delivery of Release 1.1 in subsequent releases with FTE IT staff and operating budget. ADOA-ASET has not evaluated the Release 1.1 plan and expects continued discussion with the Department in adherence to the PIJ process.*

*ADOA-ASET is recommending that the amendment be Approved regarding the end date change and the scope change; however, the scope recommendation does not include evaluation or endorsement of the future development of the V1.1 Release.*

#### **Supplemental Material Provided by DCS:**

1. V1.1 Descoped Feature List
2. DCS IT Org Chart
3. Microsoft Quote for V1.1

## ***CHANGE REQUEST / AMENDMENT***

### **PIJ CH17002 - CHILDS Replacement**

DEPARTMENT OF CHILD SAFETY

#### **Previous Amendment 01: 02/27/19**

The Guardian program is requesting an end date change to 12/31/2020, with a 'Go Live' date of July 6th, 2020. The end date change is the result of the additional time required to assess and award the Technical Integrator. During the delay, the program reviewed lessons learned from the Mobile solution deployment, and determined the optimal deployment time and strategy for the Guardian CRM solution, defined Business requirements, and deployed the Office Licensing and Regulation (OLR) in OnBase.

After awarding the contract to the Technical Integrator, the program deployment approach was updated from a 3 Release and 3 Deployments to a 3 Release 1 Deployment strategy. This approach greatly reduces risks to the program costs and scope.

There is no impact to costs of the program as a result of this end date change. The program expenditures during the delay were lower due to delaying efforts which required the technical integrator to be on site, and the planned contingency allowed the program to absorb change.