



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

March 18, 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



Total Program Dashboard V1.0



Key discussion point:

- Program requirements velocity continues:
 - 1 Business requirement remaining to Solution Model and Design for V1.0
 - 11 Business requirements ready for development for V1.0
 - 306 of the 766 requirements "In Build" remain to be Demoed for V1.0

Program Health

Overall



v1.0 Program Requirements Priority 1-4	In Sol'n Modeling 123 Work items	SM+D Complete 34 Work items	In Build 915 Work items	In Test 835 Work items	v1.0 Total Req'ts 1907 Work items
v1.0 "Business" Req'ts Priority 1-4	In Sol'n Modeling 1 Work items	SM+D Complete 11 Work items	In Build 766 Work items	In Test 835 Work items	v1.0 TTL Biz Req'ts 1613 Work items
v1.0 "Technical" Req'ts Priority 1-4	In Sol'n Modeling 122 Work items	SM+D Complete 23 Work items	In Build 149 Work items	In Test 0 Work items	v1.0 TTL Tech Re... 294 Work items

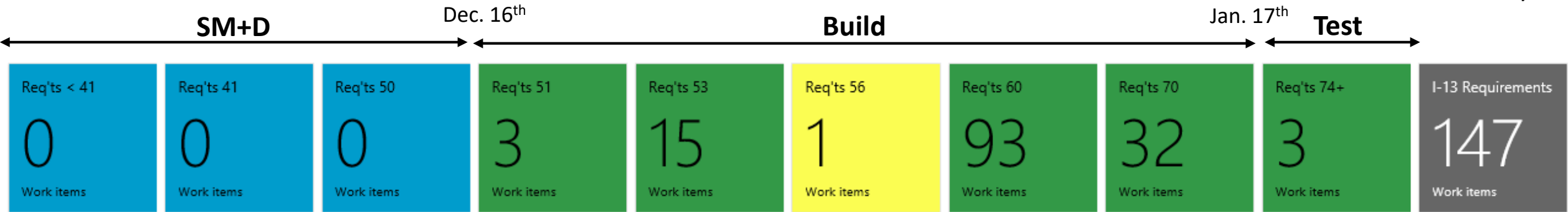
Data as of 3/09

Current Program Snapshot

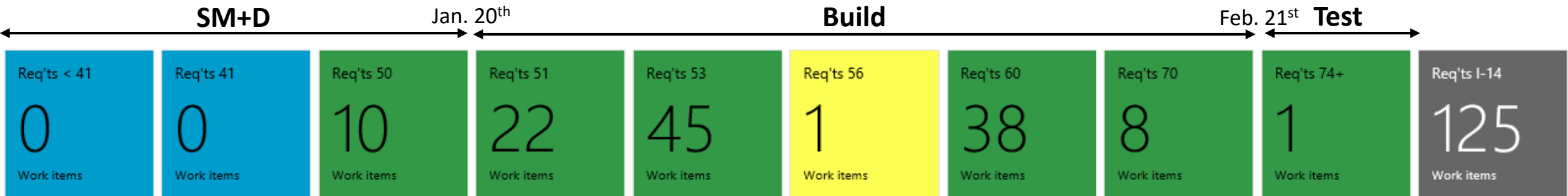


Data as of 3/08

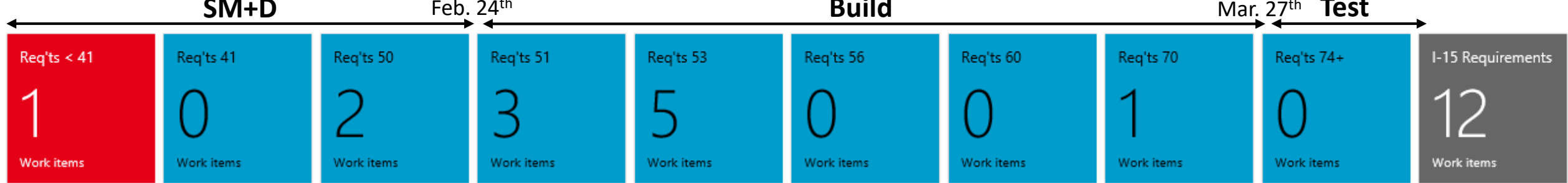
Iteration 13



Iteration 14



Iteration 15

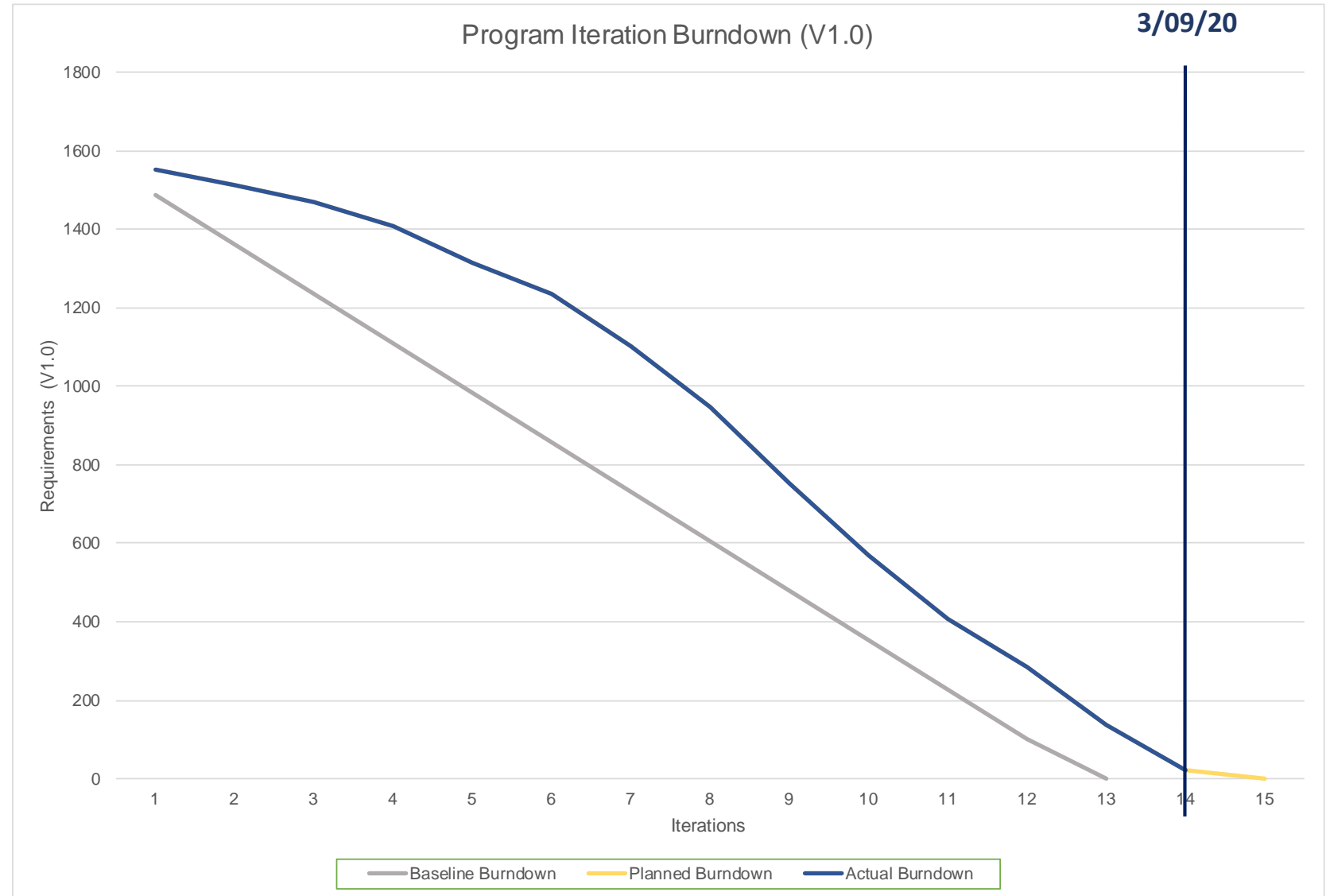


Program Iteration Burndown V1.0



Key Discussion Points:

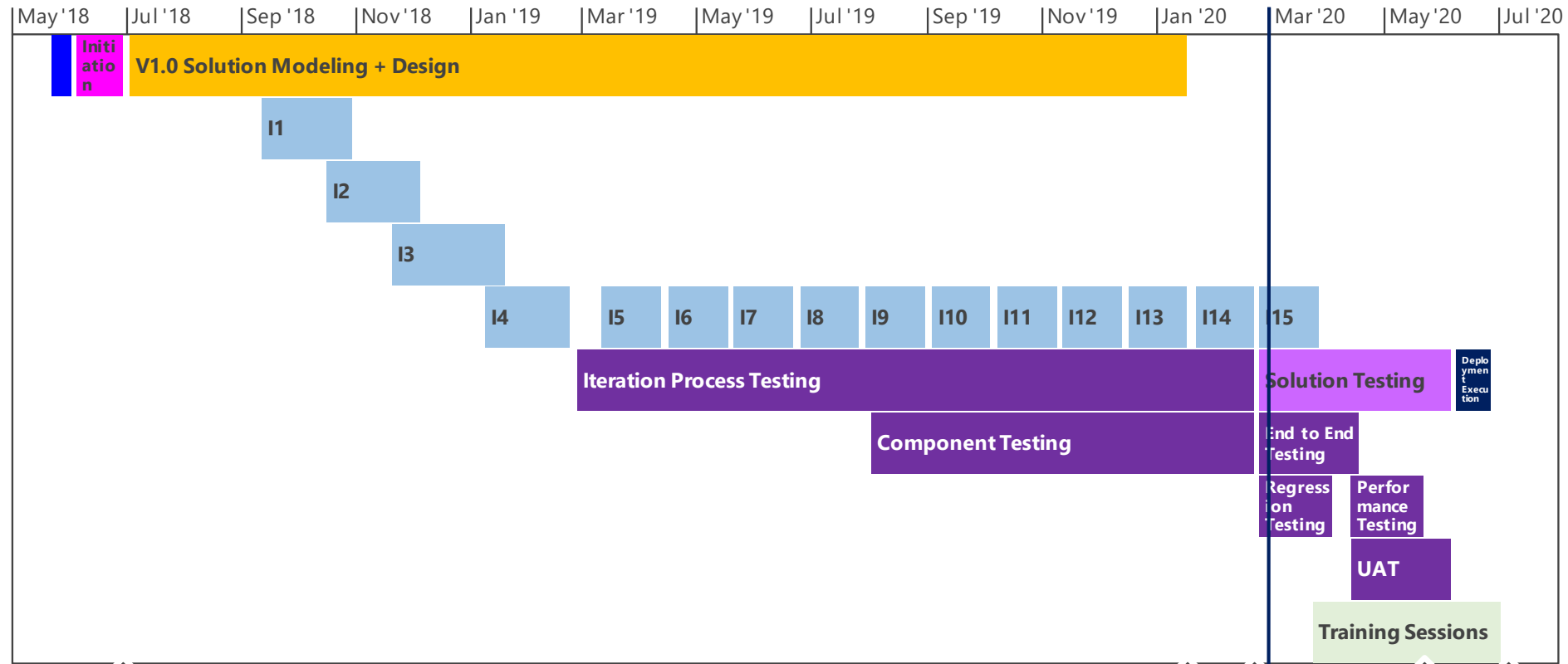
- As of 3/09, the program completed iteration 14 for V1.0
- Current Velocity shows the program completing build of all planned requirements By the end of Iteration 15



Program Roadmap V1.0



02/28/20



Initiation Complete

V1.0 Solution Modeling + Design Complete

V1.0 Build Complete

V1.0 Final Solution Testing Complete

V1.0 Go-Live - July 6th

Intake/Hotline & Assessment V1.0



Work Stream Health



Blockers & Issues:

- Check point License availability blocking from (Risk [80307](#))

Decisions:

- N/A

Team Updates:

- **Intake**
 - Requirements Development complete
 - Of the 18 “In Build”, 5 are waiting to be demo accepted, while the 13 are demo accepted and waiting to be moved to test
- **Assessment**
 - 2 requirements remain to be developed
 - Of the 31 “In Build”, 7 need to be demoed, and 24 are demo accepted waiting to be moved to test

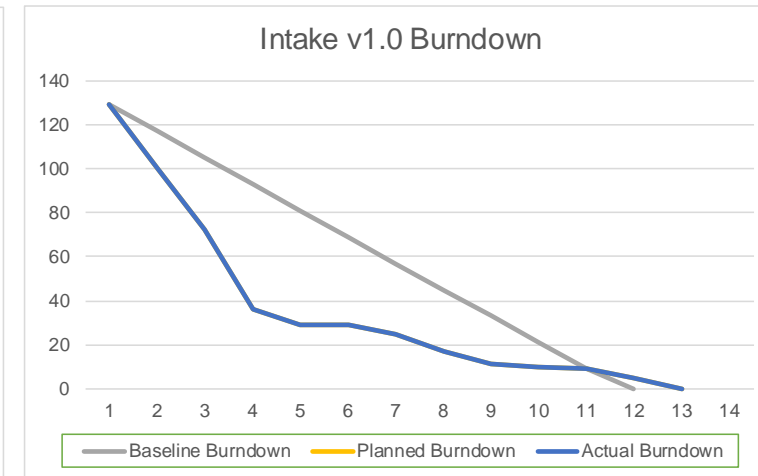
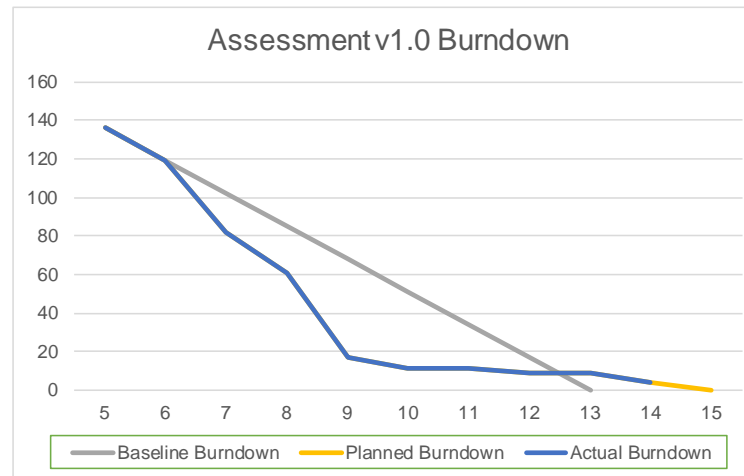
Upcoming Objectives (over next 2 iterations) :

- Focus on V 1.0 Stabilization

Total V1.0 Requirements:

Category	In Sol'n Modeling	SM+D Complete	In Build	In Test	v1.0 Total Req'ts
v1.0 Assessment Requirements (P1-P4) Team 1 Assessment Dashboard	0 Work items	2 Work items	31 Work items	120 Work items	153 Work items
v1.0 Intake 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:





Work Stream Health



Blockers & Issues:

- N/A

Decisions:

- N/A

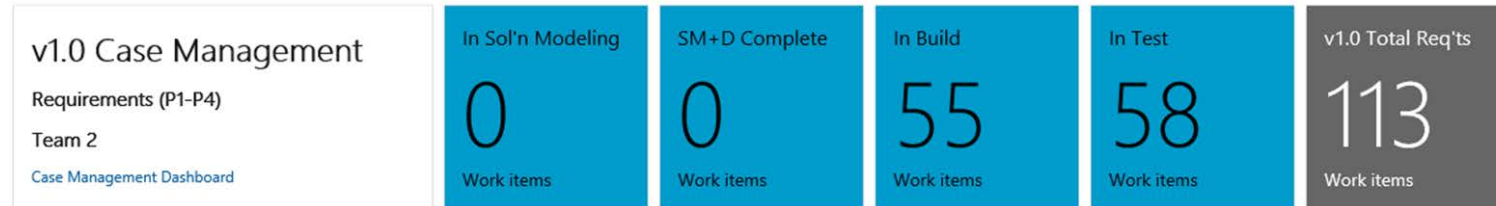
Team Updates:

- Of the 55 requirements "In Build", 28 are waiting to be demoed, 6 are waiting to be demo accepted, and 21 are demo accepted waiting to be moved to test

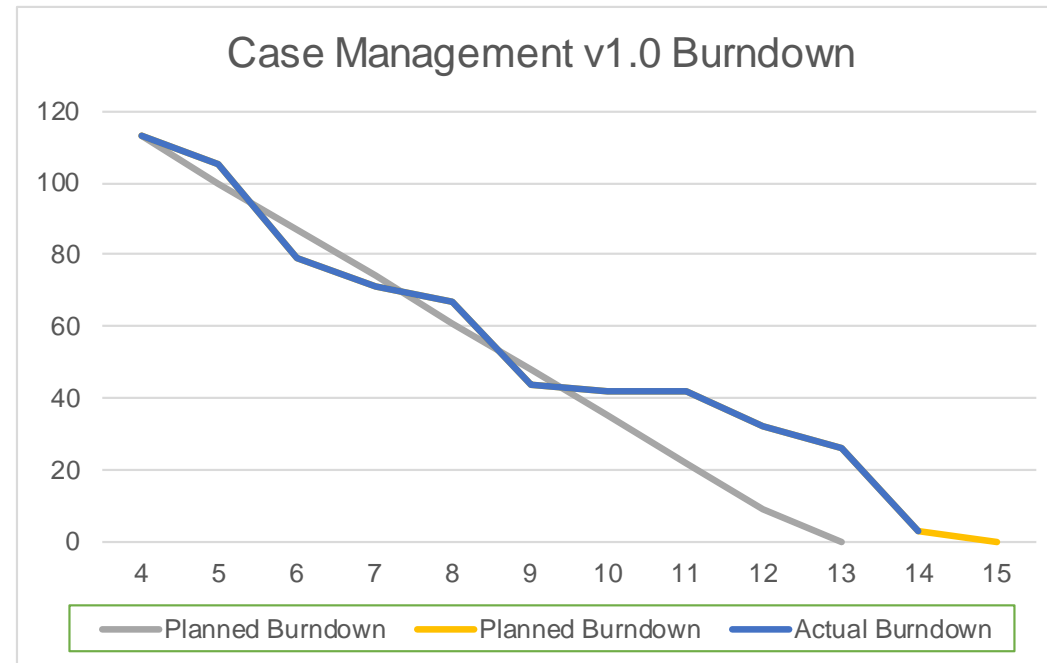
Upcoming Objectives (over next 2 iterations) :

- Finalize ICPC Solution Modeling & Design

Total V1.0 Requirements:



V1.0 Component Burndown:



Eligibility and Permanency V1.0



Work Stream Health



Blockers & Issues:

- N/A

Decisions:

- N/A

Team Updates:

- **Eligibility**
 - 2 requirements remaining to be developed
 - Of the 53 requirements “In Build”, 13 are waiting to be demo accepted, 39 are demo accepted and waiting to move to test, and 1 is in rework
- **Permanency**
 - 2 requirements remaining to be developed
 - If the 59 requirements “In Build”, 9 are waiting to be demoed, 20 are waiting to be demo accepted, 29 are demo accepted and waiting to move to test, and 1 is in rework

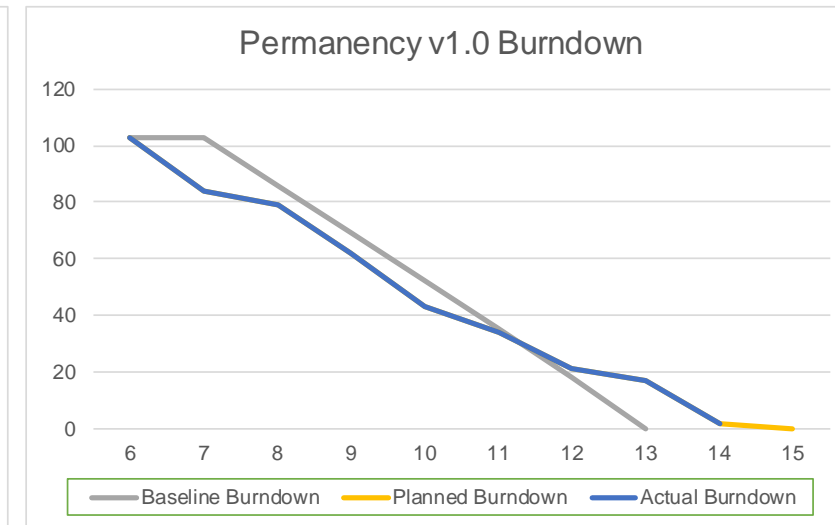
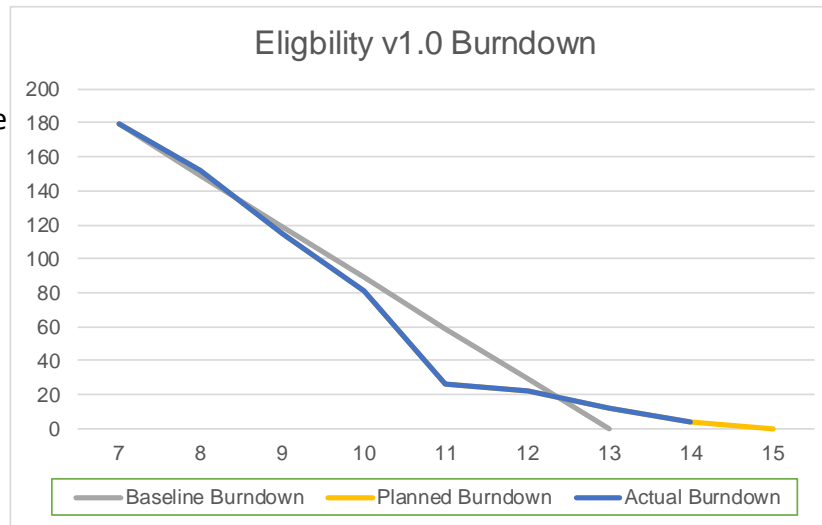
Upcoming Objectives (over next 2 iterations) :

- Stabilization of v1.0
- UAT Preparations
- Solution Modeling & Design for v1.1 – Adoption Matching

Total V1.0 Requirements:

Category	In Sol'n Modeling	SM+D Complete	In Build	In Test	v1.0 Total Req'ts
v1.0 Eligibility Requirement (P1-P4) Team 3 Eligibility Dashboard	0 Work items	2 Work items	53 Work items	123 Work items	178 Work items
v1.0 Permanency Requirements (P1-P4) Team 3 Permanency Dashboard	0 Work items	2 Work items	59 Work items	42 Work items	103 Work items

V1.0 Component Burndown:



Financials & Providers V1.0



Work Stream Health



Blockers & Issues:

- Delay in Novitex interface efforts ([Issue 74666](#))

Decisions:

- N/A

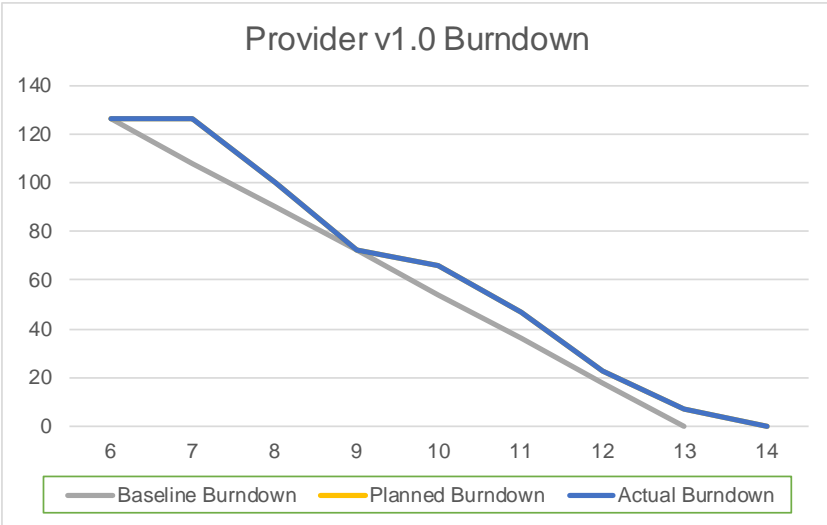
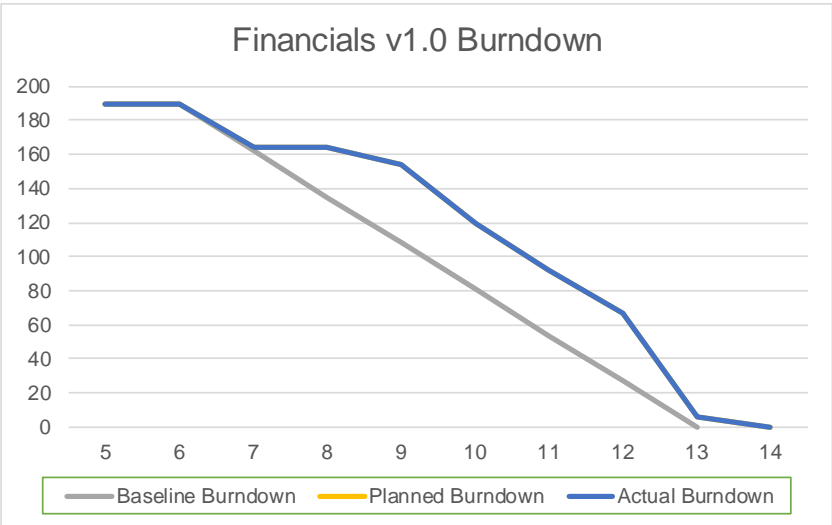
Team Updates:

- **Financials**
 - Of the 153 requirements “In Build”, 1 is waiting to be demoed, 75 are waiting to be demo accepted, 77 are demo accepted and waiting to be moved to test
- **Provider Management**
 - Of the 99 requirements “In Build”, 5 are waiting to be demoed, 20 are waiting to be demo accepted, 74 are demo accepted and waiting to be moved to test

Total V1.0 Requirements:

v1.0 Financials Requirements (P1-P4) Team 4 Financials Dashboard	In Sol'n Modeling	SM+D Complete	In Build	In Test	v1.0 Total Req'ts
	0 Work items	0 Work items	153 Work items	36 Work items	189 Work items
v1.0 Provider Management Requirements (P1-P4) Team 4 Provider Management Dashboard	In Sol'n Modeling	SM+D Complete	In Build	In Sol'n Modeling	v1.0 Total Req'ts
	0 Work items	0 Work items	99 Work items	27 Work items	126 Work items

V1.0 Component Burndown:



Upcoming Objectives (over next 2 iterations) :

- V1.1 Trust Fund Solution Modeling



Work Stream Health

Blockers & Issues:

- Novitex interface will be delayed as Provider estimated 45-90 days of Dev and expecting a grant for part of the Dev work (Risk [80309](#))
- SQL PAAS setup not complete and will impact E2E testing of interfaces (Risk [80310](#))
- Decision pending on PGP encryption / decryption (Risk [80311](#))
- Resourcing Issue – Outstanding critical resource requests

Decisions:

- N/A

Team Updates:

Interfaces

- Weekly sync-up meetings with Novitex initiated
- Detailed update on interface status enclosed in subsequent slides

Data Migration

- Requirements on Document Migration and Master data being tracked for completion. Design meetings for Document Migration is in progress
- Overall 73% of Design complete, in remaining 27%, 5% of requirements are related to Day 0 migration and it will continue post 3/30
- Good progress made on ETL package Dev (Scribe replicated DB to ODS). 86 (29%) out of 298 packages are complete

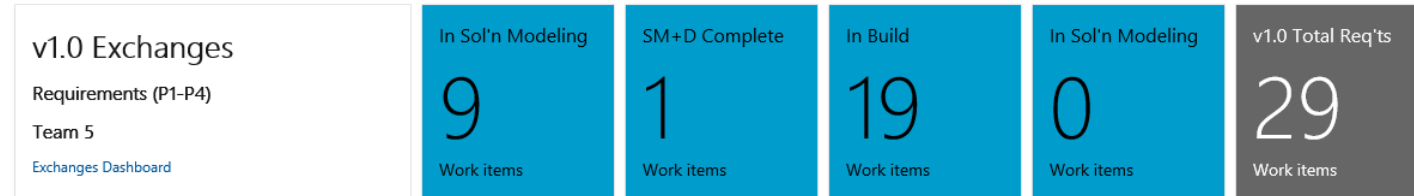
Reports

Making steady progress on Reports Design

Working to fill outstanding resources

Upcoming Objectives (over next 2 iterations) :

- Continue focus on Interfaces and Data Migration
- Continue focus on reports





Work Stream Health



Blockers & Issues:

- N/A

Decisions:

- N/A

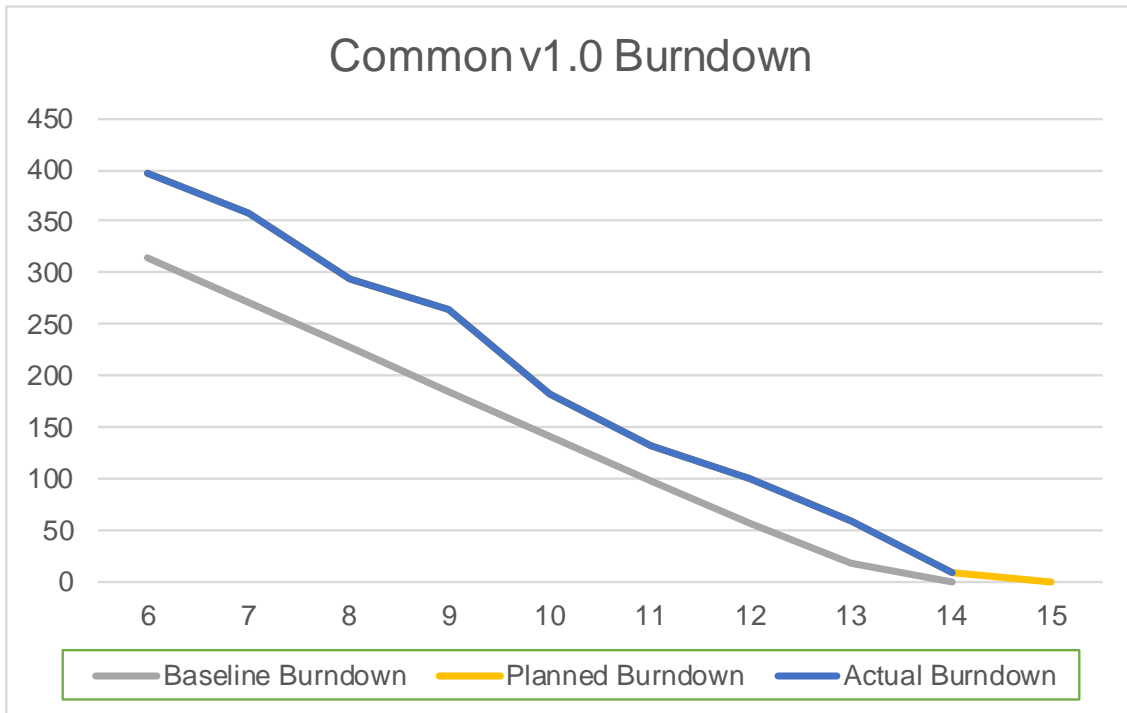
Updates:

- 4 requirements still to be developed
- Of the 288 requirements "In Build" 43 need to be demoed, 65 need to be demo accepted, 180 are demo accepted and are waiting to move to test

Total V1.0 Requirements:

v1.0 Common Requirements (P1-P4) (Team 1-4) Common Dashboard	In Sol'n Modeling	SM+D Complete	In Build	In Sol'n Modeling	v1.0 Total Req'ts
	0 Work items	4 Work items	288 Work items	263 Work items	555 Work items

V1.0 Component Burndown:





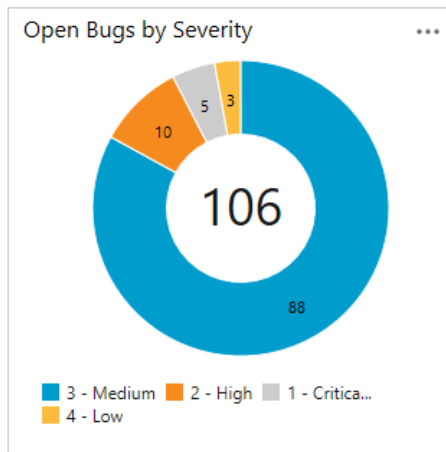
Team Health

Blockers & Issues:

- [ISSUE 77897](#) For data migration testing, the Data Mapping document is not accurate and confusing
- [ISSUE 80117](#) Knowledge Gap with Financials BPs. This impacts E2E Test Case creation. MS QA team will give demo. Added 2 more DCS QA (Mark and Prudhvi) to learn Finance.
- [ISSUE 79956](#) Need to review E2E Test Case Traceability. This has an impact on [ISSUE 80166](#) - BP Testing is delayed.

Decisions:

Bug Updates:



Upcoming Objectives (over next 2 iterations) :

- Complete detail steps to the E2E Test Cases
- Continue CHILDS to ODS data migration testing
- Complete test cases for CMDP Sent Interface
- Review OnBase Document requirements



Team Health



Blockers & Issues:

- Risk [75908](#) OCM UAT Communication Delay

Decisions:

- N/A

Team Updates:

- Conducted UAT Planning session
- Conducted Guardian Intranet Redesign planning session
- Analyze questions, continue to identify and prepare for distribution of FAQs
- Submitted March All Hands Provider Deck for review
- Conducted April MMP topic planning session
- March MMP for review
- Drafted Super User Training registration email and submitted for review

Upcoming Objectives (over next 2 iterations) :

- Execute to the Change Management Plan and the Communications Plan
- Analyze questions, continue to identify and prepare for distribution of FAQs
- Conduct Super User UAT Kickoff Walk through
- Conduct Super User UAT Kickoff
- Consolidate Super User and UAT decks once approval is received
- Continue supporting reusable demo recordings
- Submit March MMP for final agreement
- Send Super User Training registration email



Team Health



Blockers & Issues:

- [Risk 79970](#) – Manual entry of gold data for training – Issue is critical
- [Risk 79996](#) – Training teams on training environments to run concurrent sessions
- Wifi needed in Yuma (Issue [80055](#)), Tucson Eastside Loop (Risk [79705](#)), Showlow (Risk [79706](#)), Prescott (Issue [80054](#)), Mesa (Issue [80056](#)), and Pinnacle Peak (Issue [80057](#)) - all in progress
- Need training facilities in Flagstaff (Issue [80059](#))
- Issue ([80058](#)) training facility in Globe has been resolved and closed

Decisions:

Team Updates:

- Super User Kickoff Planned for March
- Super User training schedule defined
- Case management, permanency and subsidy curriculum in review
- All-Guardian training planned for May - July
- Logistics planning for training delivery
- Super User training registration sent

Upcoming Objectives (over next 2 iterations) :

- Completed Guardian Curriculum Development
- Training locations booked by end of March

Total Program Dashboard V1.1



Key discussion point:

- Program requirements velocity continues:
 - Effort still needed for planning of remaining requirements

Program Health

Overall



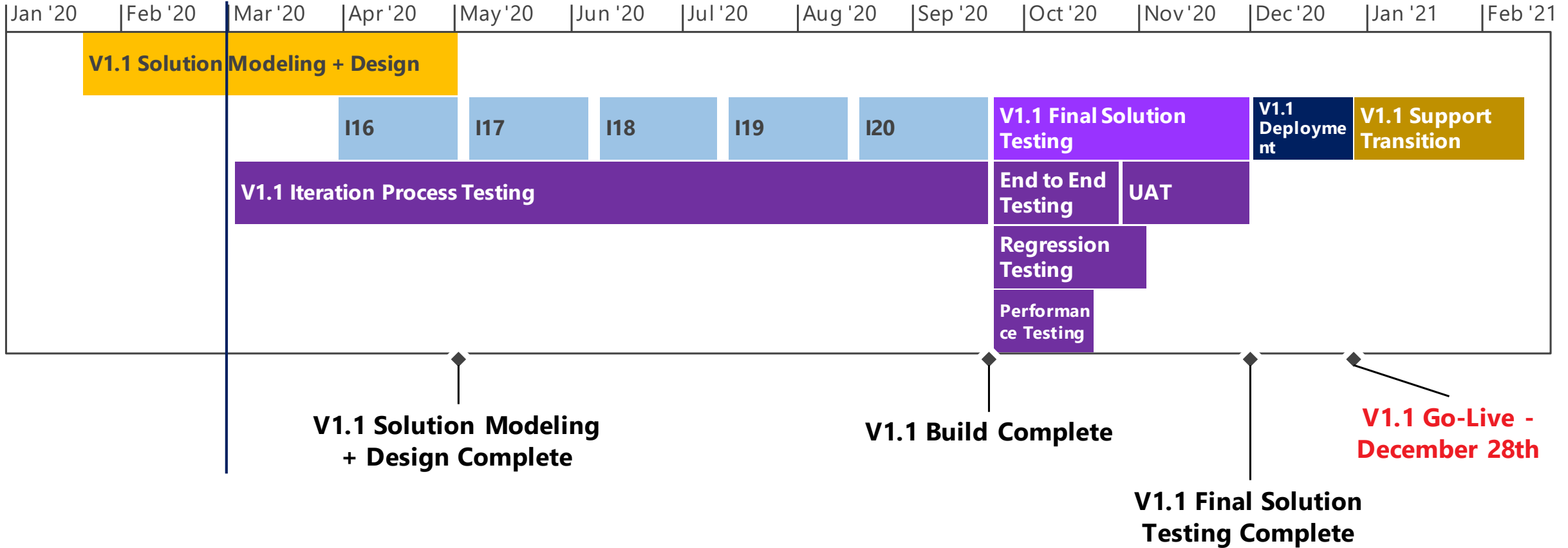
v1.1 Program Requirements Priority 1-4	In Sol'n Modeling 184 Work items	SM+D Complete 6 Work items	In Build 1 Work items	In Test 0 Work items	v1.1 Total Req'ts 191 Work items
v1.1 "Business" Req'ts Priority 1-4	In Sol'n Modeling 80 Work items	SM+D Complete 5 Work items	In Build 0 Work items	In Test 0 Work items	v1.1 TTL Biz Req'ts 85 Work items
v1.1 "Technical" Req'ts Priority 1-4	In Sol'n Modeling 104 Work items	SM+D Complete 1 Work items	In Build 1 Work items	In Test 0 Work items	v1.1 TTL Tech Re... 106 Work items

Data as of 3/09

Program Roadmap V1.1



02/18/20



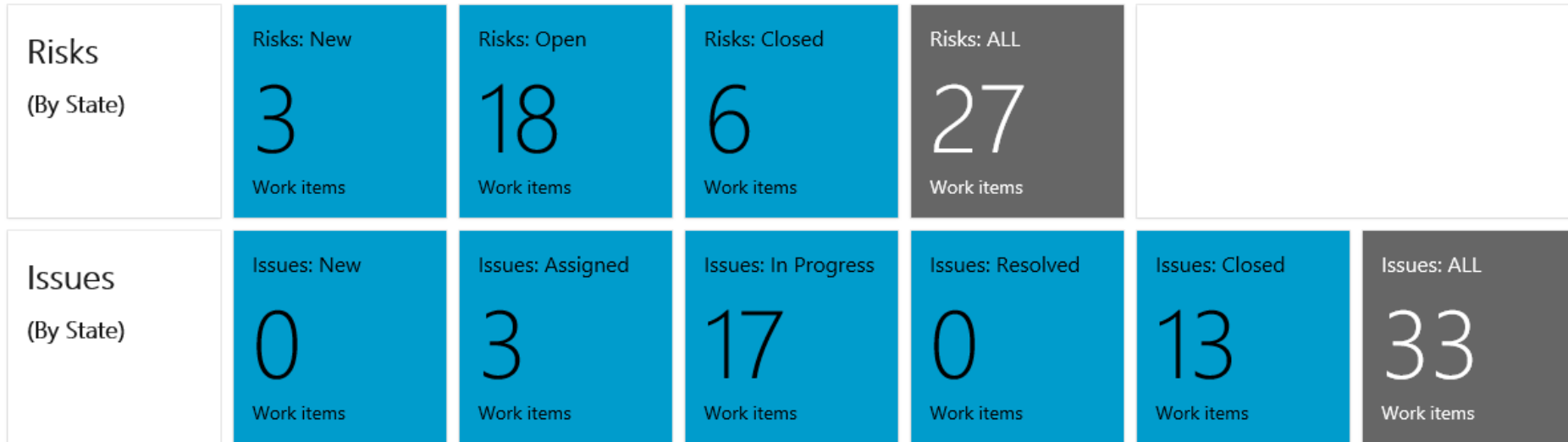
Current Development Estimate at Complete by Fiscal Year



	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	\$ 4,033,442	\$ 996,940	\$ 10,500,005
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	\$ 2,788,696	\$ 383,500	\$ 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	\$ 17,690,774	\$ 9,167,191	\$ 42,133,821
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	\$ 32,270,059	\$ 14,215,326	\$ 86,088,076
Program Approved Budget								\$ 86,088,076
(Over)/Under								\$ -

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

Risks and Issues



- The program is currently monitoring 21 Open Risks
- The program is actively working on 20 open issues

Key Guardian - Issues



ID	PM	Assignee	Title	Description	Due Date	Severity
74654	Jules Cannon	Hale, Mike	User Access Management Not Defined	The current user access management for the solution has not been defined.	03/13/20	1 - Critical
74660	Harish Kothapalli	Harish Kothapalli	Report Velocity Slower than Planned	Current Report velocity is slower than planned which shows that we will not finish data migration in time for V1.0	03/30/20	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.	03/30/20	1 - Critical
74662	Joshua Jackson	Syeda Haq	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	03/14/20	1 - Critical
76681	Harish Kothapalli	Harish Kothapalli	CRCU Redaction scope not defined for v1.0	CRCU design shift from full OnBase Solution to significant CRM ODS mapping, development and redaction using Adobe Pro. Need to define full scope of effort	06/26/20	1 - Critical
76686	Joshua Jackson	Jules Cannon	V1.0 Code Freeze extending past I14 close	Because of sneak-peek feedback resulting in critical required changes for v1.0 and the remaining v1.0 business requirements pending demos, the v1.0 code freeze will extend past I14 close on Feb 21	03/27/20	1 - Critical
74659	Harish Kothapalli	Harish Kothapalli	Data Migration Velocity Slower than Planned	Current Data Migration velocity is slower than planned which shows that we will not finish data migration in time for V1.0	03/30/20	2 - High
75912	James Cottam	Himanshu Garg	Blocked: Monitoring Requires Workspace Data	The Ops team is working at setting up monitoring but have ran into a few roadblocks and I need your assistance. ADO does not have a workspace setup for the Ops scripts to be located in – This was requested to David N on 1/29 Weekly meetings are to happen with the Ops folks and the developers as of the last meeting no one but Ops attended. The current attendee list is Matt Grant, David Nunez, Himanshu Garg, AJ Timbancaya, JR Bell, Sonu Singh, and Vishal, Grade	03/09/20	2 - High

Critical and High Issues Only

Key Guardian - Issues



ID	PM	Assignee	Title	Description	Due Date	Severity
79291	James Cottam	Himanshu Garg	Issue: Missing Development Data for Day 2 Monitoring (Blocking)	Vishal is still working out a separate document that he believes we do not have access to now. Himanshu needs to get Josh and team access to the files so we can see what changes have occurred.	03/13/20	2 - High
79956	Syeda Haq	Prasanth Dandamudi	E2E Test Case Traceability requires review	We have seen E2E Test Cases are linked to wrong BPs #62156 is linked to several Case Management test cases which don't test it.	03/13/20	2 - High
80054	Sarah Crago	Hale, Mike	Training Location in Prescott does not have wifi	Guardian training is scheduled at 1211 E Gurley St in Prescott AZ. This location does not currently have wifi access and will need wifi capacity exceeding 50 or more concurrent users or a comparable alternative prior to the start of training on 5/11.	03/20/20	2 - High
80055	Sarah Crago	Hale, Mike	Training Location in Yuma, AZ does not have wifi	Guardian training is scheduled at 2550 S 4th Ave in Yuma, AZ. This location does not currently have wifi access and will need wifi capacity exceeding 50 or more concurrent users or a comparable alternative prior to the start of training on 5/11.	03/20/20	2 - High
80056	Sarah Crago	Hale, Mike	Training Facility in Mesa, AZ does not have wifi	Guardian training is scheduled at 1 North MacDonald in Mesa, AZ. This location does not currently have wifi access and will need wifi capacity exceeding 50 or more concurrent users or a comparable alternative prior to the start of training on 5/11.	03/20/20	2 - High
80057	Sarah Crago	Hale, Mike	Phoenix Pinnacle Peak Training Location does not have wifi	Guardian training is scheduled at 1925 W Pinnacle Peak Road in Phoenix, AZ. This location does not currently have wifi access and will need wifi capacity exceeding 50 or more concurrent users or a comparable alternative prior to the start of training on 5/11.	03/20/20	2 - High
80166	Syeda Haq	Syeda Haq	Business Process Testing is delayed	Business Process testing was going slow because of the following reasons Training the new QA staff Not enough resource per work streams Knowledge gap due to not attending demo Business Process testing is on hold since 02/24/2020 because of E2E Test Case creation.	03/31/20	2 - High

Critical and High Issues Only

Key Guardian - Decisions



Decisions
(By Month)

Jan 2020

7

Work items

Feb 2020

4

Work items

Mar 2020

1

Work items

Decision for Previous Month

ID	PM	Decision Date	Description Title
75840	Jules Cannon	2/4/2020	Independent Living Providers in AFIS
76417	Joshua Jackson	2/11/2020	Quick Connect Changes and Ownership
76671	Joshua Jackson	2/12/2020	Common Components design will be reviewed in CDD's
79760	Joshua Jackson	2/21/2020	V1.0 Code Freeze Extension by Component
80164	Joshua Jackson	3/3/2020	Use of Production Data for Testing

Data as from 2/1/2020 - 3/09/2020

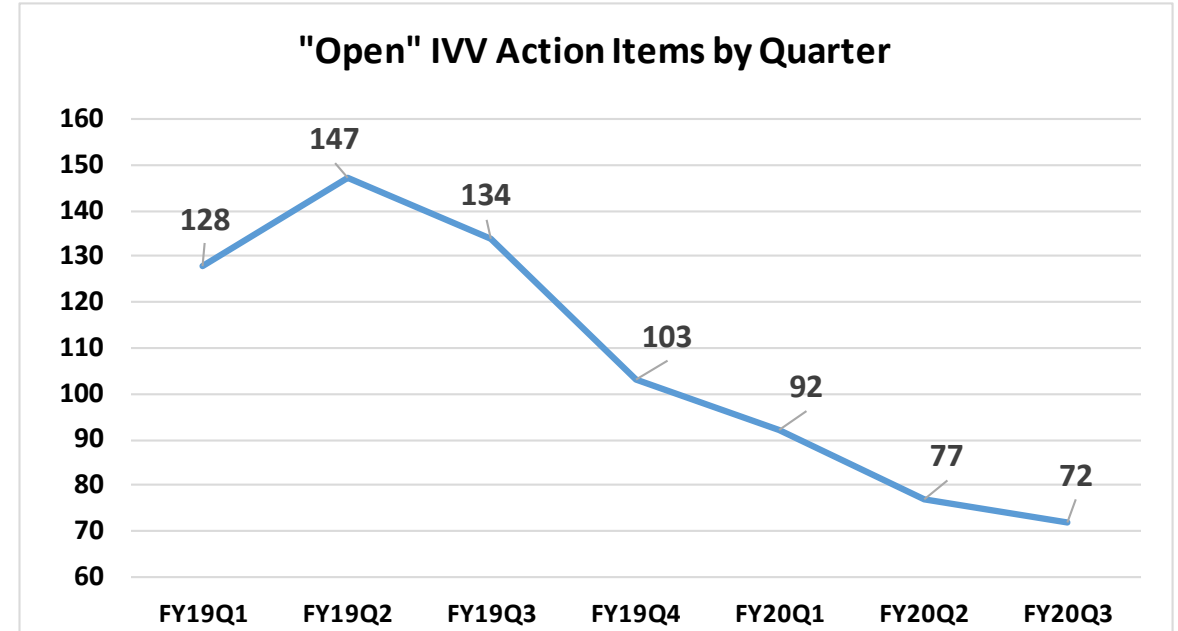
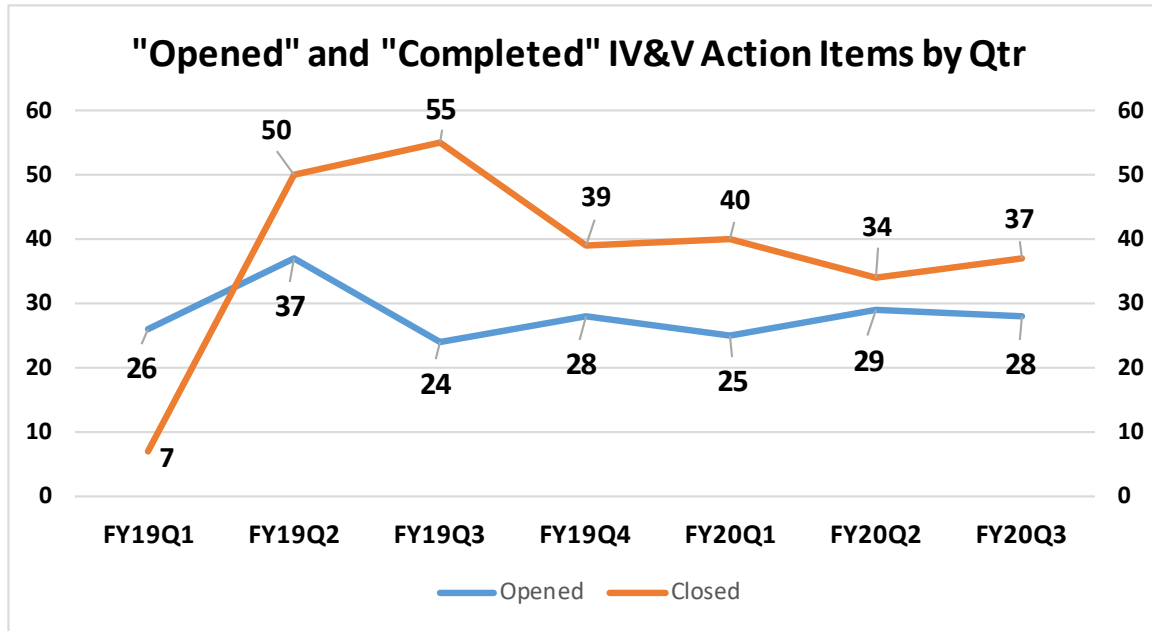
Action Items



Action Items (By State) (Including IV&V)	AI: New 40 Work items	AI: Assigned 13 Work items	AI: In Progress 43 Work items	AI: IV&V Rev (St... 3 Work items	AI: On Hold 0 Work items	AI: Completed 52 Work items	AI: ALL 151 Work items
Action Items (By State) (Not Including IV&V)	AI: New 5 Work items	AI: Assigned 12 Work items	AI: In Progress 10 Work items	AI: IV&V Review 0 Work items	AI: On Hold 0 Work items	AI: Completed 38 Work items	AI: ALL 65 Work items
Action Items (By State) (IV&V)	AI: New 35 Work items	AI: Assigned 1 Work items	AI: In Progress 33 Work items	AI: IV&V Rev (St... 3 Work items	AI: On Hold 0 Work items	AI: Completed 14 Work items	AI: ALL 86 Work items

- The program is currently monitoring 96 open actions items
 - 27 are standard program action items
 - 69 are open IV&V actions with 3 ready to close

IV&V Action Item Trend



- The most recent IV&V completed February 2020 (FY2 Q3)
- The program Closed 37 IV&V actions
- IV&V opened 28
- The program is trending closing more actions than are being opened per quarter



Q & A Session



Appendix

Program History

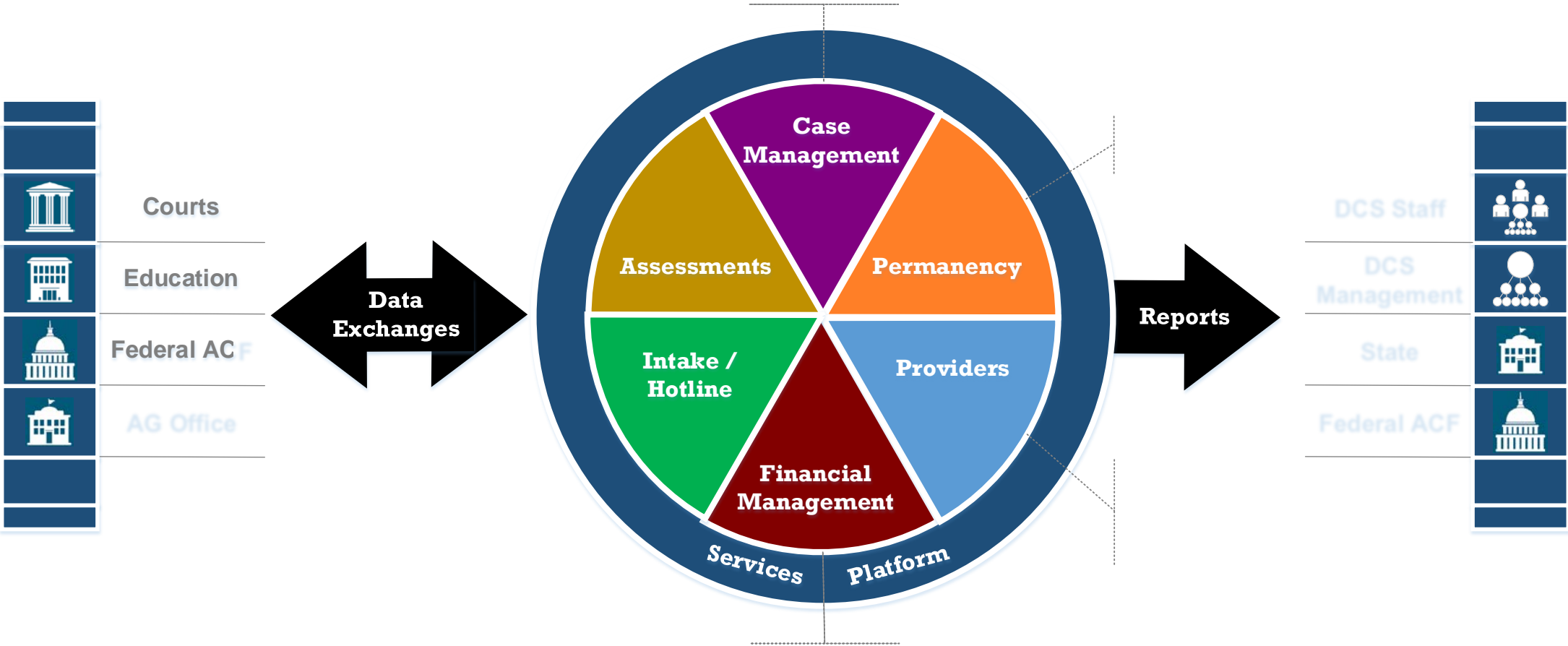


- The current DCS CHILDS application is under Federal Rules and Regulations called SACWIS (Statewide Automated Child Welfare Information System)
- In 2015, new rules and regulations, called CCWIS (Comprehensive Child Welfare Information System), were introduced. DCS is aiming to be compliant with these 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



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

Jan
2016

Request for Proposal

RFP sent to System Integration Vendors

Jun
2017

Contract Award

Microsoft

Apr
2018

Mobile

Two Deployments

Aug and
Dec
2017

CHILDS Decommissioning

CHILDS decommissioned and Guardian system of record

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

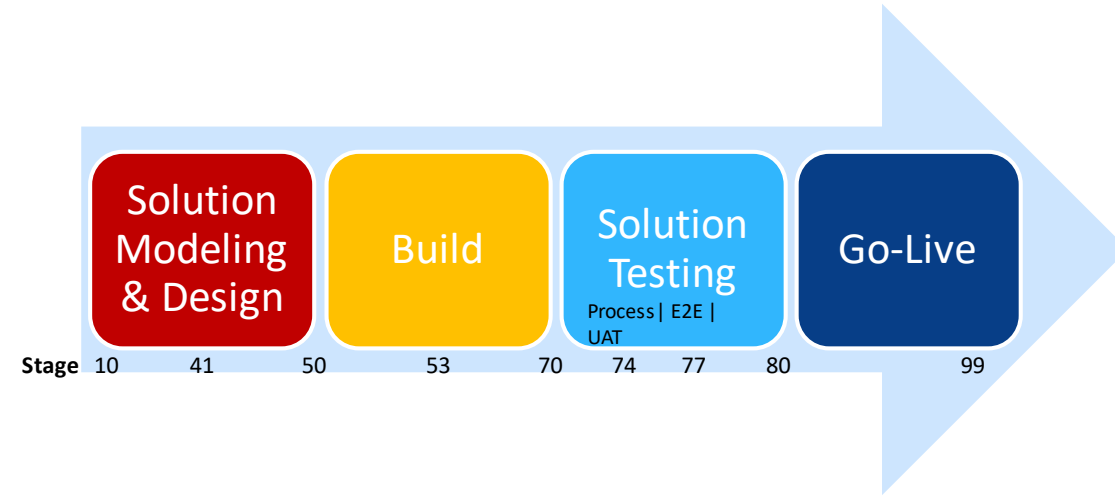
Build and Deploy

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





Program Structure

GUARDIAN PROGRAM STRUCTURE

As of 23 January 2020

