



Presentation to ITAC

CHILDS Replacement Program (Guardian)

State of Arizona – Department of Child Safety

December 7, 2016

Contents

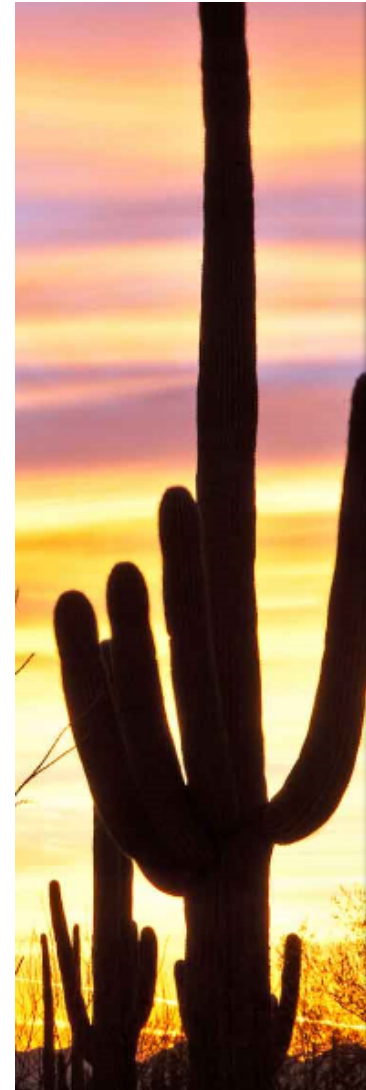
Mobile Solution Overview

Platform Overview

Program Milestones – Mobile Solution: SFY17

Program Milestones – Guardian Solution: SFY17

Q&A





Mobile Solution Overview

Solution	<ul style="list-style-type: none"> • The mobile solution will be utilized by investigators and case workers in the field. This solution will enable them to work both offline and online from a prescribed mobile device. • It will provide task management, case note creation, safety and risk assessments, facilitate communication between a case worker and their team, peers, and/or supervisor – and take advantage of mobile device features such as camera, voice-to-text / text-to-voice and location. • Security features include multi-factor user authentication. All data is encrypted during storage on the device and in transit. • This mobile solution will interface with the existing CHILDS database. CHILDS will persist as the agency System of Record until the build of Guardian is complete.
Procurement Strategy	<ul style="list-style-type: none"> • The mobile solution is awarded to: Diona (US) Inc. based in Austin, TX • Diona Mobility solutions provides COTS mobile software solutions that are specifically designed for the Health & Human Services market.
Cost	<ul style="list-style-type: none"> • Contract award cost is: \$1.7m for licensing and implementation; \$425k annual O&M (including source code in escrow)
Timeline	<ul style="list-style-type: none"> • Contract award timeline is: 10 months - implementation planned to be completed by 9/30/17 • Dependencies include: DCS AD implementation; DCS MDM implementation; CHILDS Data Dictionary; PMO/Business Integration / Quality Management work started



Platform Overview

Solution	<ul style="list-style-type: none">• The platform will be the foundation from which the CHILDS replacement system (Guardian) will be configured, and integrated.• Guardian will be a modern, hosted solution. It will be modular, configurable, and interoperable with other systems, and meet all federal CCWIS requirements.• The platform will enable data exchanges with multiple state agencies to facilitate a more streamlined and two way means of data sharing.
Procurement Strategy	<ul style="list-style-type: none">• An RFP was issued on ProcureAZ on July 27, 2016• Offerors submitted bids by September 13, 2016
Cost	<ul style="list-style-type: none">• Projected cost (from PIJ): \$11.77M for Development; \$6.08M Operational
Timeline	<ul style="list-style-type: none">• Planned contract award timeline: Evaluation is underway• Dependencies include: ITAC Approval; Procurement process, including contract negotiations



Program Milestones, Mobile Solution: SFY17

milestone	purpose	SFY17												
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
Mobile Device Management deployed	Security for mobile devices in place									♦				
Mobile Solution Design, Quality Management, and Business Integration Plans complete	Case workers can be trained on policy and process changes to take advantage of mobile solution										♦			
Active Directory deployed	Logon account management in place											♦		
Mobile Solution Interface with CHILDS deployed	Data exchange with mobile solution in place												♦	
Mobile Solution Acceptance Testing complete	Mobile Solution ready for deployment to initial user group													♦



Program Milestones, Guardian Solution: SFY17

milestone	purpose	SFY17													
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		
PMO and Quality Management Plans complete	Program governance and decision making processes documented and agreed											♦			
Business Integration Plans complete	Program outreach to DCS staff , DCS program policy review, and organizational change management documented and agreed												♦		
Guardian Functional Components Plan, CHILDS Switch-off Plan complete	Sequence for building out platform to enable and/or support additional functional components finalized													♦	

Q&A



Further Information

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Program Overview

Solution	<ul style="list-style-type: none">• Guardian will be a usability-centric, CCWIS compliant solution built upon a single technology platform that readily facilitates process driven DCS work activities and delivers more contemporary collaboration with all DCS partners.• After July 31, 2018 CHILDS SACWIS cost allocation ends. CHILDS cannot be transitioned effectively to a CCWIS. The Guardian solution will meet these requirements completely, and therefore be eligible for CCWIS cost allocation. (Title IV-E)
Procurement Strategy	<ul style="list-style-type: none">• A mobile first strategy will generate efficiencies by adding capability to investigators and case workers existing toolbox.• Concurrently selecting and implementing a technology platform will enable a more consistent data model upon which all process driven functionality components will be built.
Cost and Funding	<ul style="list-style-type: none">• State funding through JLBC appropriations subject to ITAC oversight. (APF)• ACF approved 50% Federal match funding for development and maintenance costs through IAPD.• Annual IAPD updates to maintain Federal match funding. (Title IV-E)
Timeline	<ul style="list-style-type: none">• Capabilities and benefits of Guardian will become available starting with the investigators and case worker mobile solution functionality, and continue with incremental procurements and implementations through Q2 FY20.

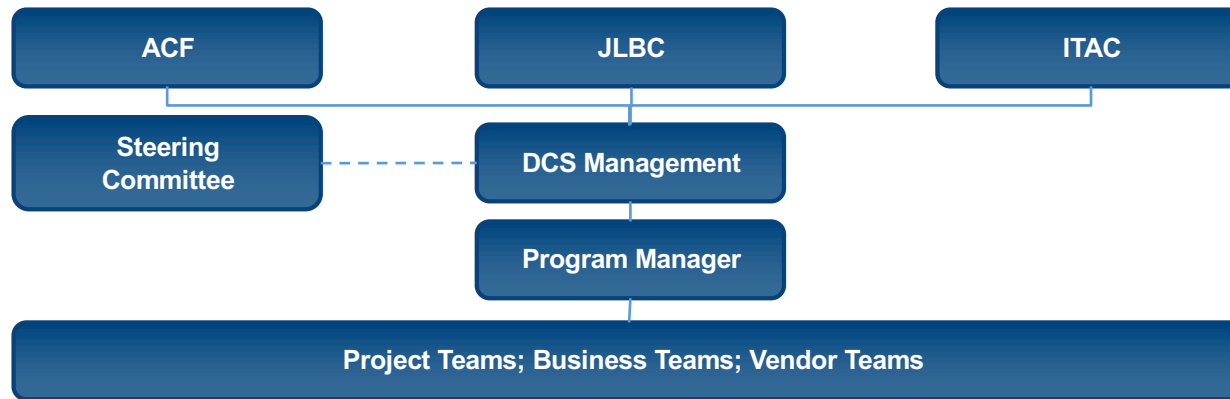


Child Welfare Information System





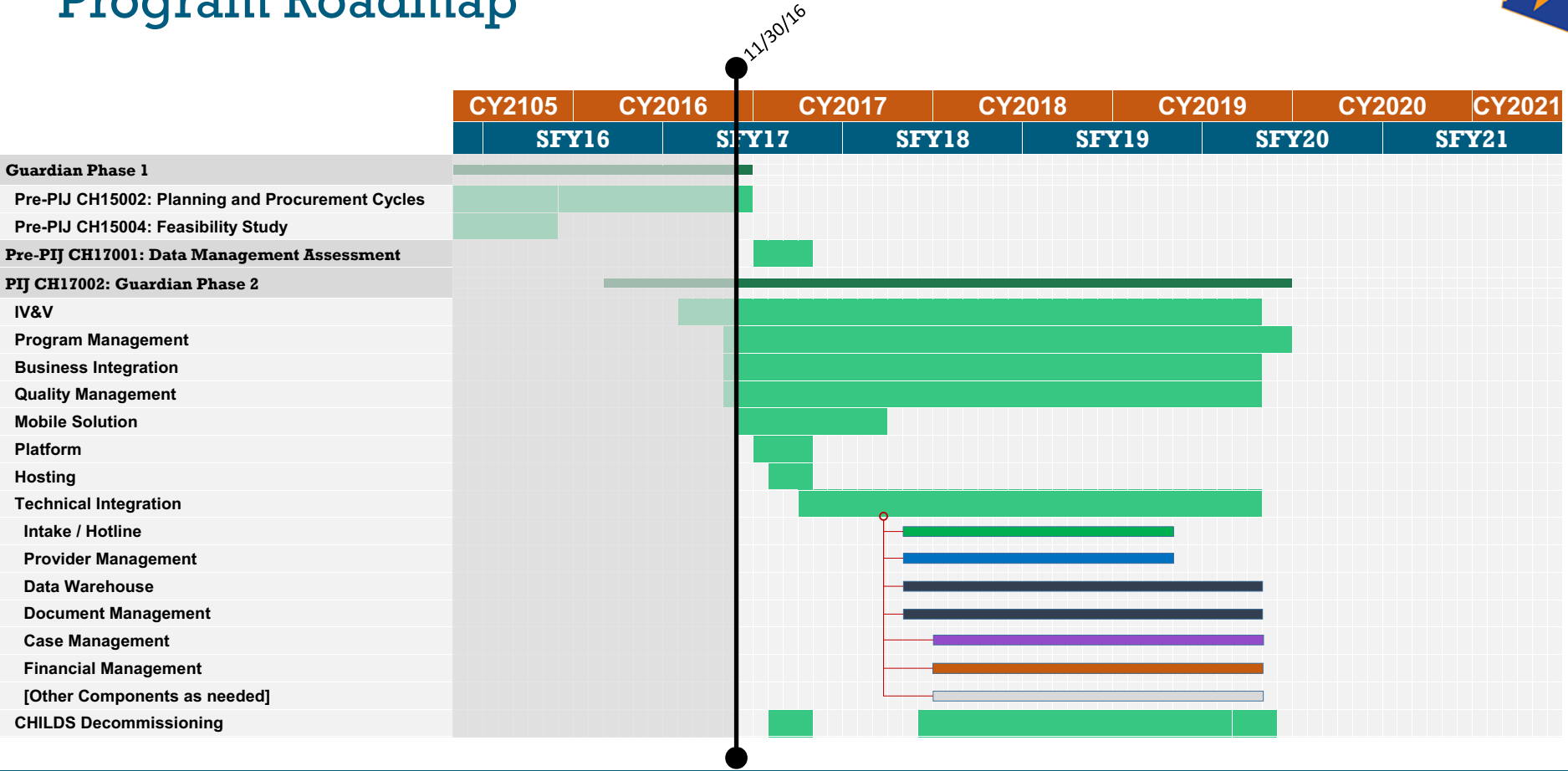
Program Governance



Program Projects	
<ul style="list-style-type: none">• Mobile Solution• Platform• Hosting	<ul style="list-style-type: none">• Technical Integration<ul style="list-style-type: none">• includes Data Exchanges, Data Warehouse, and Functional Components• CHILDS Decommissioning
Program Support and Services	
<ul style="list-style-type: none">• Planning and Procurement• Feasibility Study• Data Management Assessment• IV&V	<ul style="list-style-type: none">• Program Management\• Business Integration• Quality Management



Program Roadmap





Program Costs and Deliverables Forecast: SFY

As of: 10/12/2016

		CY2014	CY2015	CY2016	CY2017	CY2018	CY2019	CY2020	CY2021	CY2022
item	total	SFY15	SFY16	SFY17	SFY18	SFY19	SFY20	SFY21	SFY22	
Build Costs (Phases 1 and 2)	\$85,648,076	\$236,627	\$1,019,688	\$12,374,344	\$30,729,173	\$32,476,678	\$8,811,565	\$0	\$0	\$0
O&M Costs	\$32,515,478	\$0	\$0	\$0	\$440,000	\$667,673	\$9,107,835	\$11,149,985	\$11,149,985	\$11,149,985
Total FY	\$118,163,553	\$236,627	\$1,019,688	\$12,374,344	\$31,169,173	\$33,144,351	\$17,919,400	\$11,149,985	\$11,149,985	\$11,149,985
Deliverables			- RFP Requirements - Alternatives Analysis - Cost Benefit Analysis - Feasibility Study - IAPD			- Quarterly IV&V Reports - Program Management - Business Integration				- Full Operational Service Model
				- Program PIJ - Program Roadmap; Cost Model; Management Plans - RFPs and SOWs based on Program Roadmap - IV&V Reports - Data Management Assessment Report - Quality Management Plan - Mobile Solution Design and UAT Plan - Platform Design - Hosting Design		- Technical Integration - Mobile Solution - Data Deduplication - Technology Roadmap - RFPs and awards based on Technology Roadmap - Platform in Hosting Environment - Initial Components Design, Test, and Training Plans - CHILDS Decommissioning Plan				
						- Data Cleanup - Intake / Hotline Assessments - Provider Licensing - Placement Tracking - Priority Reports and Data Exchanges - Later Components Design, Test, and Training Plans - Case Management Assessments - Case Management TDM				



Program Cost Forecast by Project: SFY17 / 18

	SFY17	SFY18
Planning and Procurement Cycles	\$ 422,724	\$ -
Feasibility Study	\$ -	\$ -
Data Management Assessment	\$ 654,708	\$ -
Program Management	\$ 2,018,093	\$ 2,665,020
Business Integration	\$ 1,603,600	\$ 1,481,525
Mobile Solution	\$ 1,357,907	\$ 327,322
IV&V	\$ 506,733	\$ 552,800
Quality Management	\$ 1,794,417	\$ 2,353,000
Platform	\$ 3,136,618	\$ 4,093,267
Hosting	\$ 879,544	\$ 1,060,175
Technical Integration	\$ -	\$ 3,608,128
Intake / Hotline	\$ -	\$ 1,889,207
Provider Management	\$ -	\$ 2,001,407
Data Warehouse	\$ -	\$ 2,001,627
Document Management	\$ -	\$ 3,019,347
Case Management	\$ -	\$ 2,142,883
Financial Management	\$ -	\$ 2,236,383
CHILDS Decommissioning	\$ -	\$ 1,297,083
Total	\$ 12,374,344	\$ 30,729,173



Program Watch Items, 1

Type	Description	Action Plan/Notes	Target	Owner	Priority
Program Governance	Program governance will establish policies and approval structures to manage the program, ensure consistent communication to engage program stakeholders, and mitigate program risk	<ul style="list-style-type: none"> Provide regular targeted briefings to executives and other stakeholders Establish Steering Committee and other formal program meetings to enable clear decision making 	1/31/17	PMO	High
Funding	Funding coordination required for both DCS and Federal budgets	<ul style="list-style-type: none"> Annual need to request funding to complete solution Buy-in from State, Federal, and DCS management 	5/31/17 [SFY18]	PMO	Low
Project Complexity	Incremental benefit delivery requires coordination. Switching off of CHILDS functionality to complement the switching on of Guardian functionality must be closely managed to ensure usable continuity of operations for DCS staff.	<ul style="list-style-type: none"> IV&V vendor to maintain oversight during the full span of the project Schedules with dependencies and contingency Coordination of CHILDS decommissioning 	4/30/17 [Plans]	PMO	High
System Complexity	Functional components architecture can lead to integration and configuration complexity	<ul style="list-style-type: none"> Industry standards, using a Platform foundation DCS oversight of vendors 	4/30/17 [Plans]	PMO	High



Program Watch Items, 2

Type	Description	Action Plan/Notes	Target	Owner	Priority
Procurement Approach	Multiple procurements required to meet business needs	<ul style="list-style-type: none"> JLBC and ITAC approval of program model for multiple projects Continued focus from state and agency procurement departments Variety of procurement methods to enable suitable vendor selection 	7/31/17 [Plan]	PMO	High
Procurement Strategy	Limited vendor and evolving product market	<ul style="list-style-type: none"> Identify known vendors, specializing in each component or service Ensure experience criteria included in RFPs or state service contracts 	7/31/17 [Plan]	PMO	High
System Acceptance	Changing DCS processes while configuring system Busy caseworkers with limited time for training	<ul style="list-style-type: none"> Business process redesign informs configuration Incremental delivery provides early successes and program champions Communication and training provides awareness Mobile solution provides early catalyst for change 	2/28/17 [Mobile Solution Plan] 11/30/17 [Guardian Solution Plan]	Business Integration	High



Program Management Risks

risk	response
Stakeholder Management Communications Management <ul style="list-style-type: none"> • Create Communications Plan 	<ul style="list-style-type: none"> • Creation of Communications Plan in progress, due December 2016
Financial and Contract Management <ul style="list-style-type: none"> • Finalize Funding and Reporting Structure 	<ul style="list-style-type: none"> • ITAC has approved Program PIJ • JLBC has approved SFY17 Ask • DCS Program Management has worked with ITAC on reporting structure for projects and financials
Risk Management <ul style="list-style-type: none"> • Create Risk Management Plan 	<ul style="list-style-type: none"> • Initial Risk Management Plan and Register will be created for mobile solution, due December 2016
Scope Management Schedule Management <ul style="list-style-type: none"> • Create WBS and Schedule • Identify Procurement Plan 	<ul style="list-style-type: none"> • Initial WBS in progress based on early work in the program, due December 2016 • WBS will be elaborated after technical integration design results, due April 2017 • Initial procurements being progressed • Further procurements will be identified after technical integration design, due July 2017
Resource Management <ul style="list-style-type: none"> • Create Staffing Plan 	<ul style="list-style-type: none"> • Initial Staffing Plan will be created for mobile solution, due January 2017 • Staffing Plan will be elaborated after technical integration design, due July 2017
Organizational Change Management <ul style="list-style-type: none"> • Identify Business Integration Plan 	<ul style="list-style-type: none"> • Initial Business Integration Plan for mobile solution will be created after Business Integration contractor procured, due February 2017
Quality Management <ul style="list-style-type: none"> • Create Quality Management Plan 	<ul style="list-style-type: none"> • Quality Management Plan will be created after Quality Management contractor procured, due January 2017