



## *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

April 15, 2020

Status Through: April 6, 2019

# Agenda



- V1.0
  - Current Dashboard
  - Program Iteration Snapshot
  - Program Iteration Burndown
  - Roadmap
  - Program Status by Team
- V1.1
  - Current Dashboard
  - Program Iteration Snapshot
  - V1.1 Roadmap
- Total Program
- 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:
  - All Business requirements have been solution modeled and designed for V1.0
  - 4 Business requirements ready for development for V1.0
  - 32 of the 775 requirements "In Build" remain to be Demoed for V1.0
  - 275 of the 775 requirements "In Build" are waiting to be demo accepted
  - The remaining requirements "In Build" are ready to test
  - Program moved to 100% remote due to COVID 19 Impact
  - Full Impacts of COVID 19 in review

## Program Health

Overall

v1.0 Total Program Requirements (Not including Backlog)	In Sol'n Modeling 77 Work items	SM+D Complete 31 Work items	In Build 948 Work items	In Test 833 Work items	v1.0 Total Req'ts 1889 Work items
v1.0 "Business" Req'ts	In Sol'n Modeling 0 Work items	SM+D Complete 4 Work items	In Build 775 Work items	In Test 833 Work items	v1.0 TTL Biz Req'ts 1612 Work items
v1.0 "Technical" Req'ts	In Sol'n Modeling 77 Work items	SM+D Complete 27 Work items	In Build 173 Work items	In Test 0 Work items	v1.0 TTL Tech Re... 277 Work items

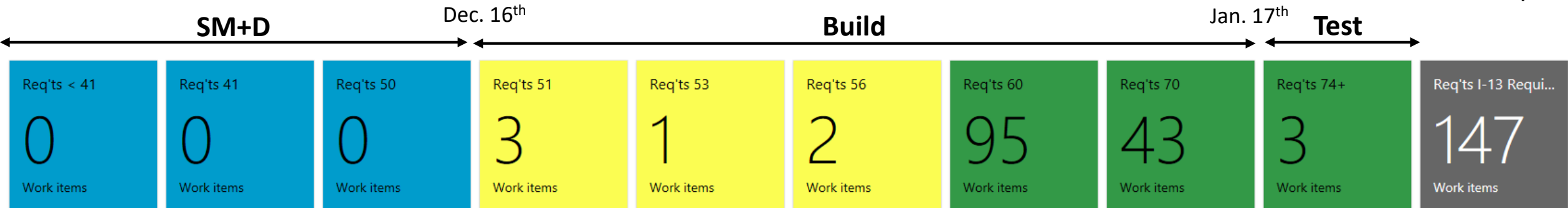
Data as of 4/06

# Current Program Snapshot

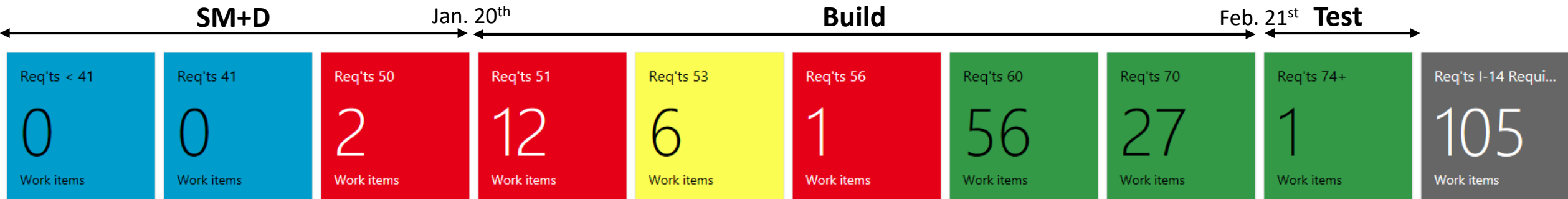


Data as of 4/07

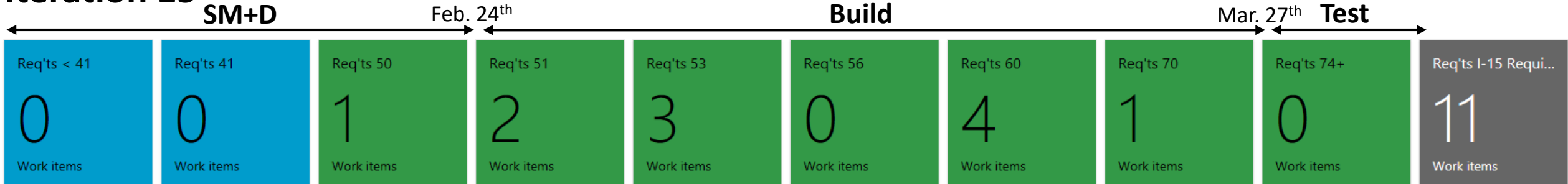
## Iteration 13



## Iteration 14



## Iteration 15

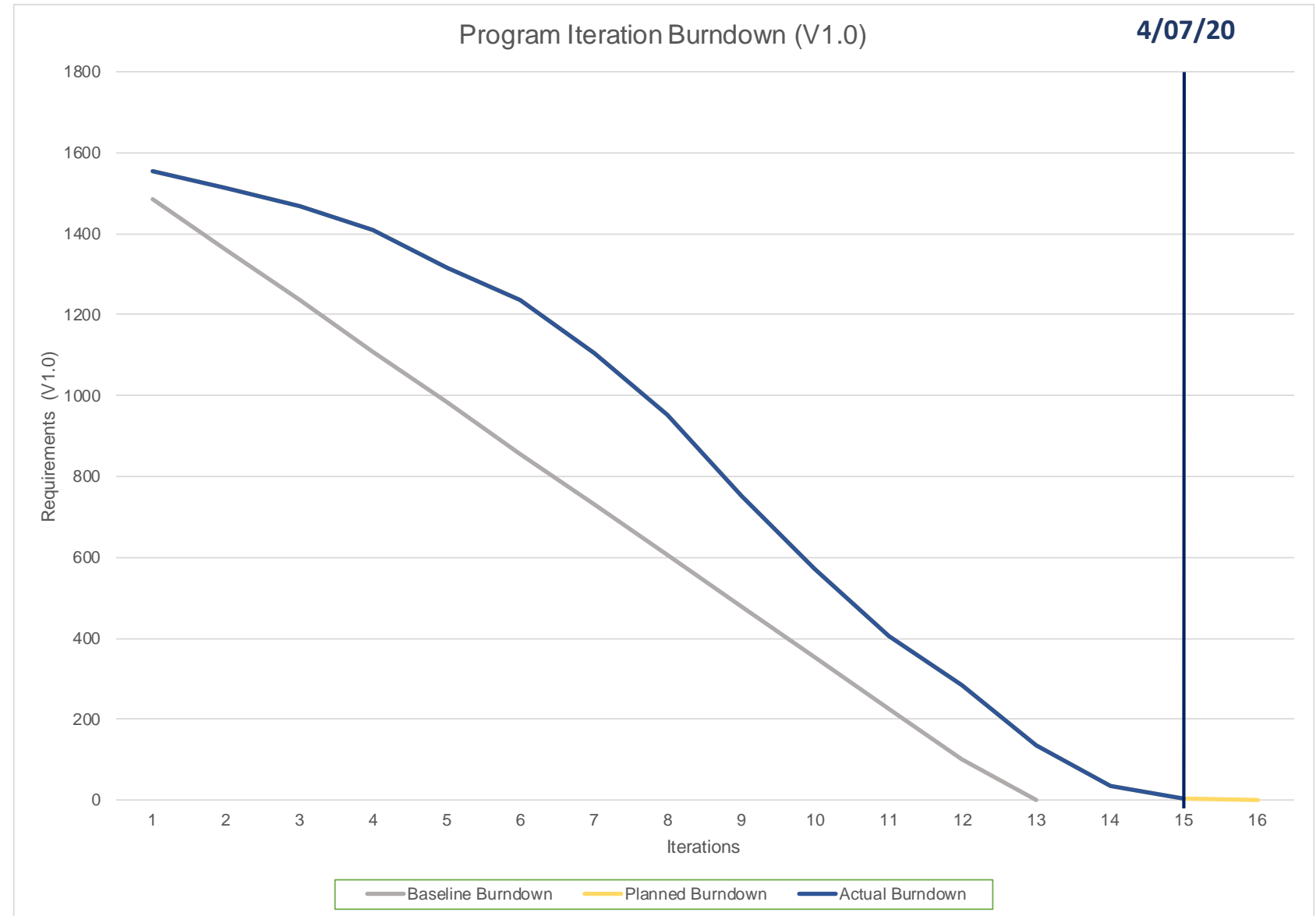


# Program Iteration Burndown V1.0



## Key Discussion Points:

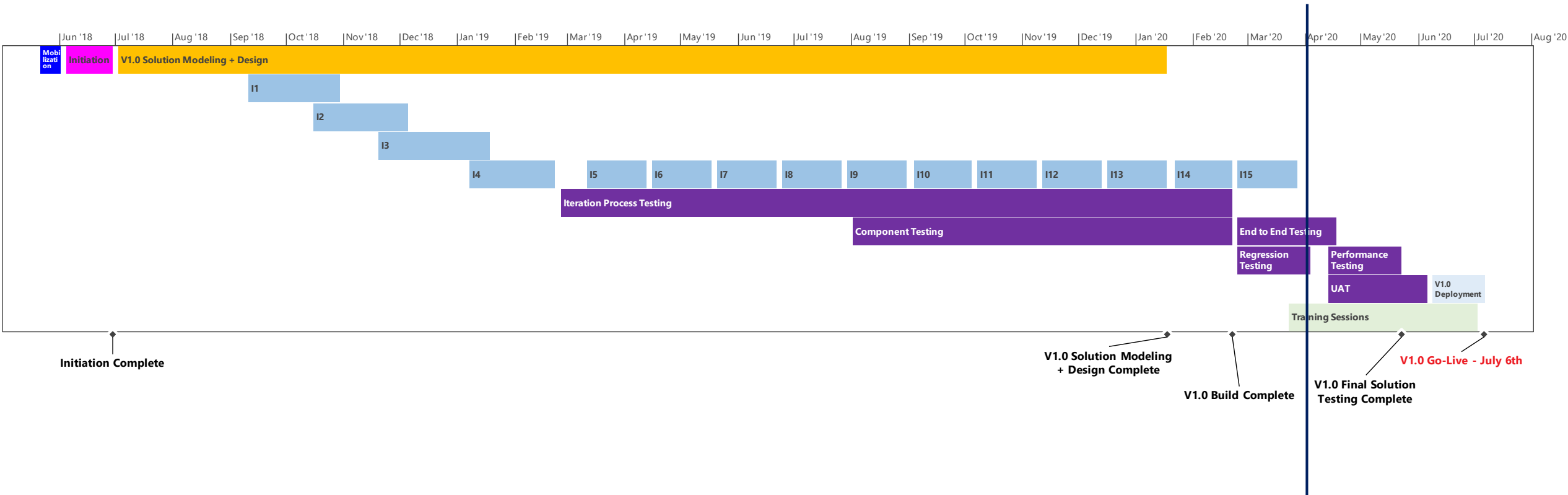
- As of 4/07, the program completed iteration 15 for V1.0
- There are 4 remaining requirements to develop for V1.0



# Program Roadmap V1.0



04/06/20





## Work Stream Health



### Blockers & Issues:

- N/A

### Decisions:

- N/A

### Updates:

- All V1.0 requirements are development complete
- Remaining 24 Assessment and 18 Intake
- Completed Portal Demos
- Supporting end to end testing and bug fixes
- Updating the latest Component Design Document (CDD) deliverable

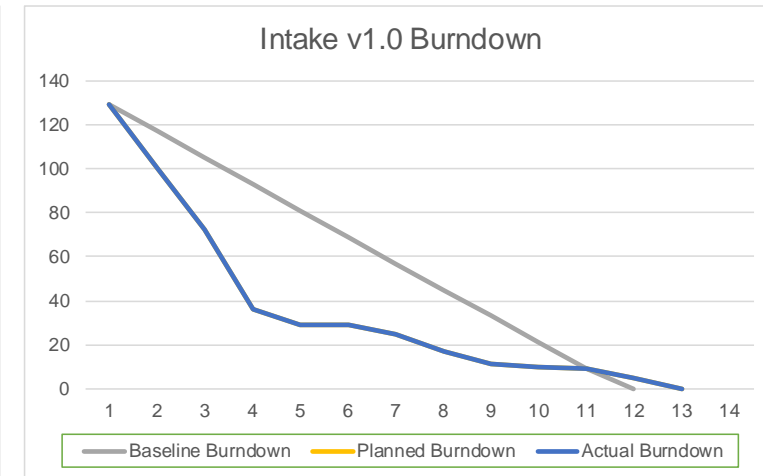
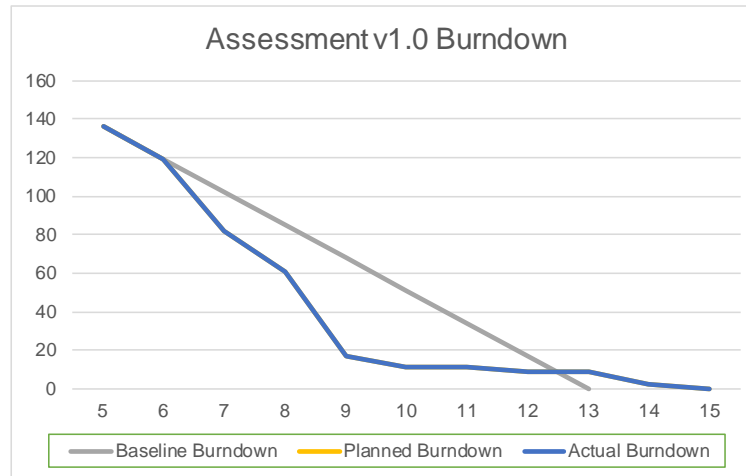
### Upcoming Objectives (over next 2 iterations) :

- V1.0 Stabilization
- CDD Completion

## Total V1.0 Requirements:

Category	In Sol'n Modeling	SM+D Complete	In Build	In Test	v1.0 Total Req'ts
<b>v1.0 Assessment</b> Business Requirements Team 1 <a href="#">Assessment Dashboard</a>	0 Work items	0 Work items	34 Work items	120 Work items	154 Work items
<b>v1.0 Intake</b> Business Requirements Team 1 <a href="#">Intake-Hotline Dashboard</a>	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

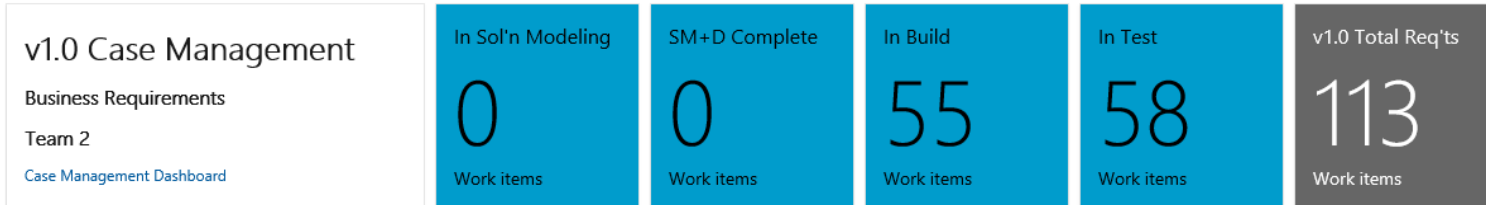
## Team Updates:

- Final demos schedule for April
- Continued CDD updates
- Supporting bug fixes and stabilization activities
- Of the 55 requirements "In Build"
  - 5 are awaiting demos
  - 28 are waiting to be demo accepted
  - 22 are demo accepted and ready to test

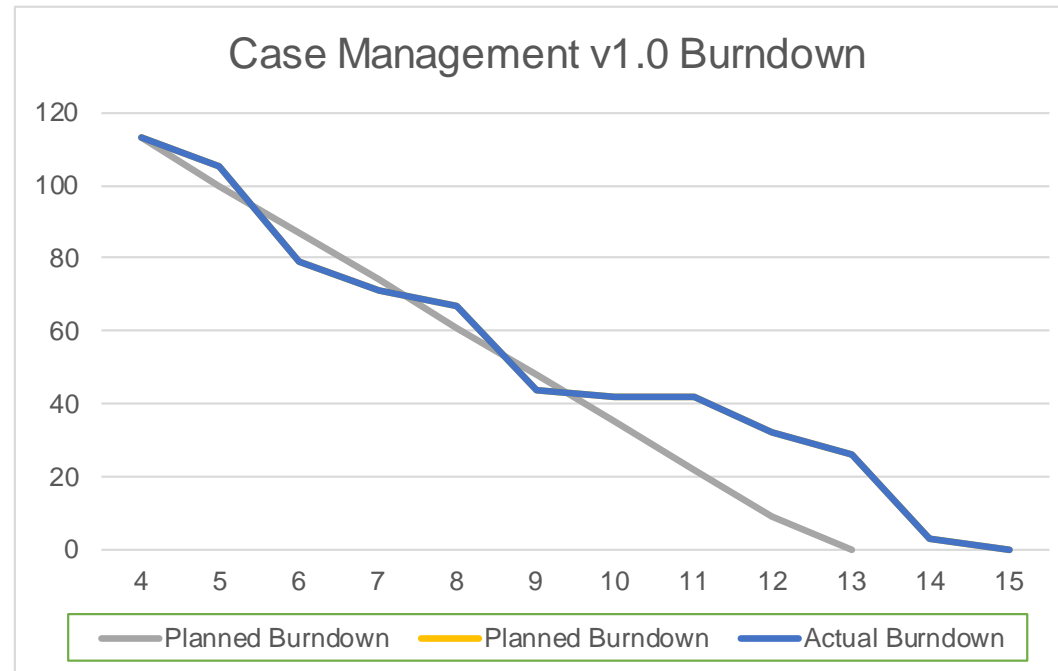
## Upcoming Objectives (over next 2 iterations) :

- Stabilization of V1.0
- User Acceptance Test (UAT) preparation
- Super User Training Support

## Total V1.0 Requirements:



## V1.0 Component Burndown:





# Eligibility and Permanency V1.0



## Work Stream Health



### Blockers & Issues:

- N/A

### Decisions:

- N/A

### Updates:

- **Eligibility**
  - Eligibility dashboard completed & demoed
  - Of the 55 requirements "In Build"
    - 1 is in Demo Rework
    - 15 are waiting to be demo accepted
    - 39 are demo accepted and ready to test
- **Permanency**
  - 2 permanency requirements remaining to be developed
  - Of the 55 requirements "In Build"
    - 1 is in Demo Rework
    - 21 are waiting to be demo accepted
    - 37 are demo accepted and ready to test

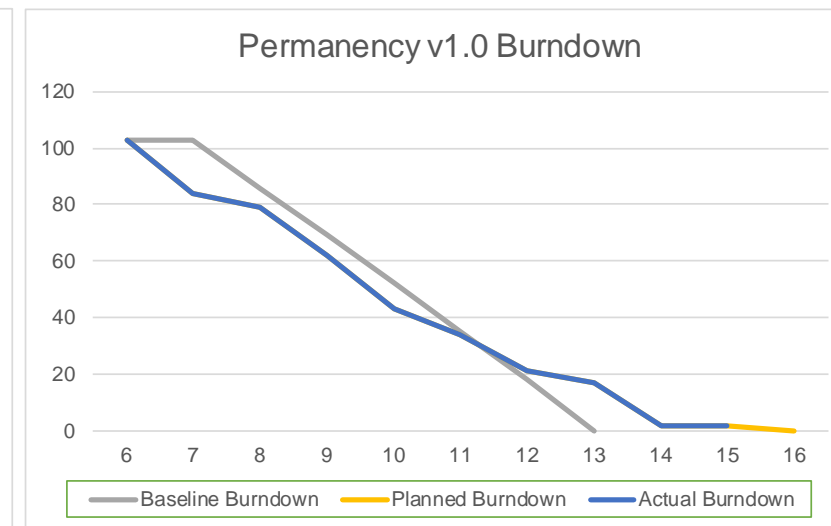
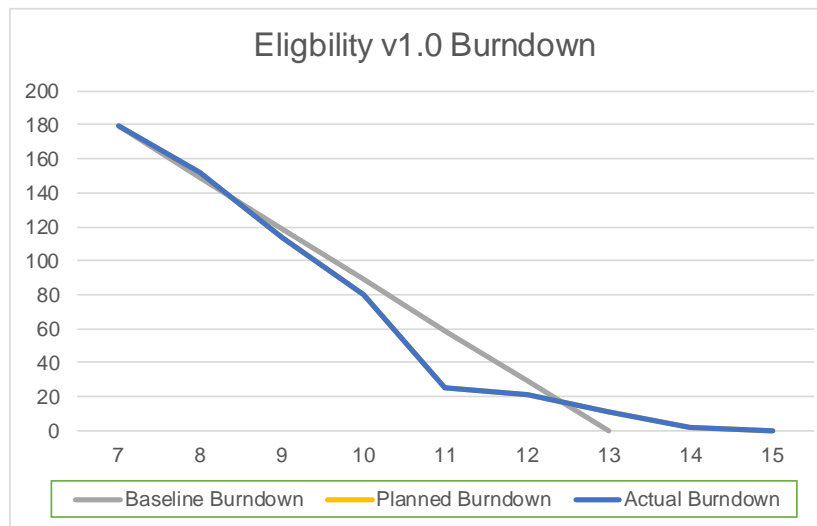
### Upcoming Objectives (over next 2 iterations) :

- Stabilization of v1.0
- UAT Preparations
- Super User Training Support

## Total V1.0 Requirements:

	In Sol'n Modeling	SM+D Complete	In Build	In Test	v1.0 Total Req'ts
<b>v1.0 Eligibility</b> Business Requirement Team 3 <a href="#">Eligibility Dashboard</a>	0 Work items	0 Work items	55 Work items	124 Work items	179 Work items
<b>v1.0 Permanency</b> Business Requirements Team 3 <a href="#">Permanency Dashboard</a>	0 Work items	2 Work items	59 Work items	42 Work items	103 Work items

## V1.0 Component Burndown:





## Work Stream Health



### Blockers & Issues:

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

### Decisions:

- N/A

### Team Updates:

- **Financials**
  - Of the 153 requirements “In Build”,
    - 76 are waiting to be demo accepted,
    - 77 are demo accepted and ready to test
- **Provider Management**
  - Of the 99 requirements “In Build”
    - 1 remains to be demoed
    - 24 waiting to be demo accepted,
    - 74 are demo accepted and waiting to be moved to test

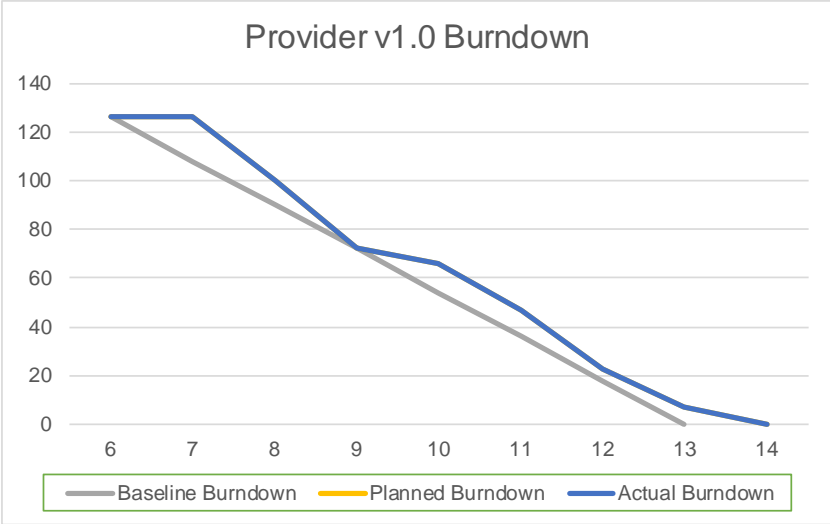
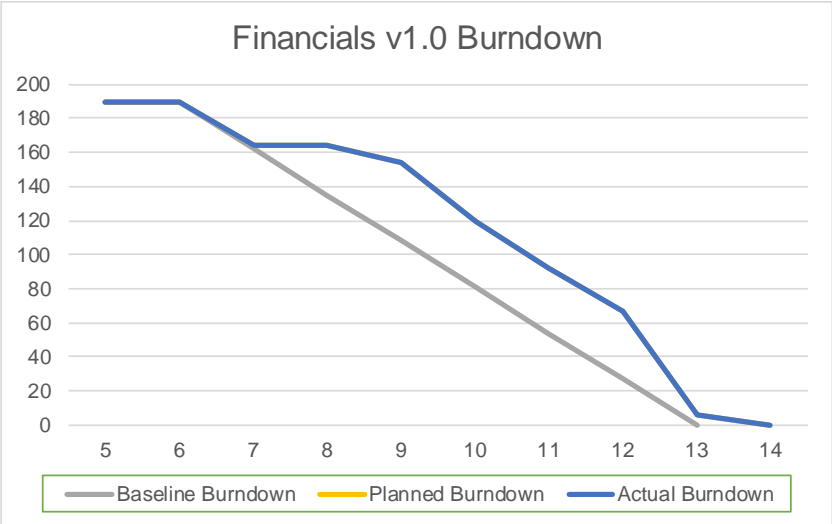
### Upcoming Objectives (over next 2 iterations) :

- Stabilization of V1.0
- Completion of CDD

### Total V1.0 Requirements:

v1.0 Financials Business Requirements Team 4 <a href="#">Financials Dashboard</a>	In Sol'n Modeling	SM+D Complete	In Build	In Test	v1.0 Total Req'ts
	0	0	153	36	189
Work items					
v1.0 Provider Management Business Requirements Team 4 <a href="#">Provider Management Dashboard</a>	In Sol'n Modeling	SM+D Complete	In Build	In Sol'n Modeling	v1.0 Total Req'ts
	0	0	99	27	126
Work items					

### V1.0 Component Burndown:





## 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 End to End testing of interfaces (Risk [80310](#))
- Resourcing Issue – Outstanding critical resource requests

### Decisions:

- N/A

### Team Updates:

## Interfaces

- Novitex interface dev work started
- 9 V1.0 interlaces completed, 7 testing in progress, 2 in development, 1 in Design

## Data Migration

- Data mapping continues based on the V1.0 design
- Design meetings for Document Migration continue
- Please note that Data status is based on the currently available entities and attributes, the numbers will change as we continue to solution
- 93% of Design complete, team currently working on gap Analysis
- Continue progress on ETL package Development

## Reports

- Steady progress on Reports Design continues

### Upcoming Objectives (over next 2 iterations) :

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



## Work Stream Health



### Blockers & Issues:

- N/A

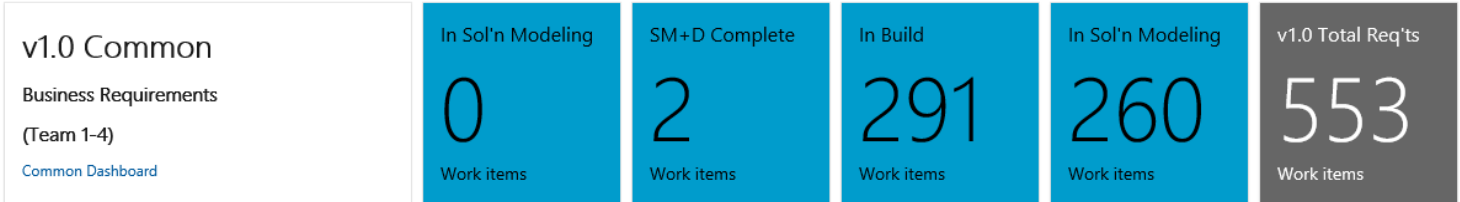
### Decisions:

- N/A

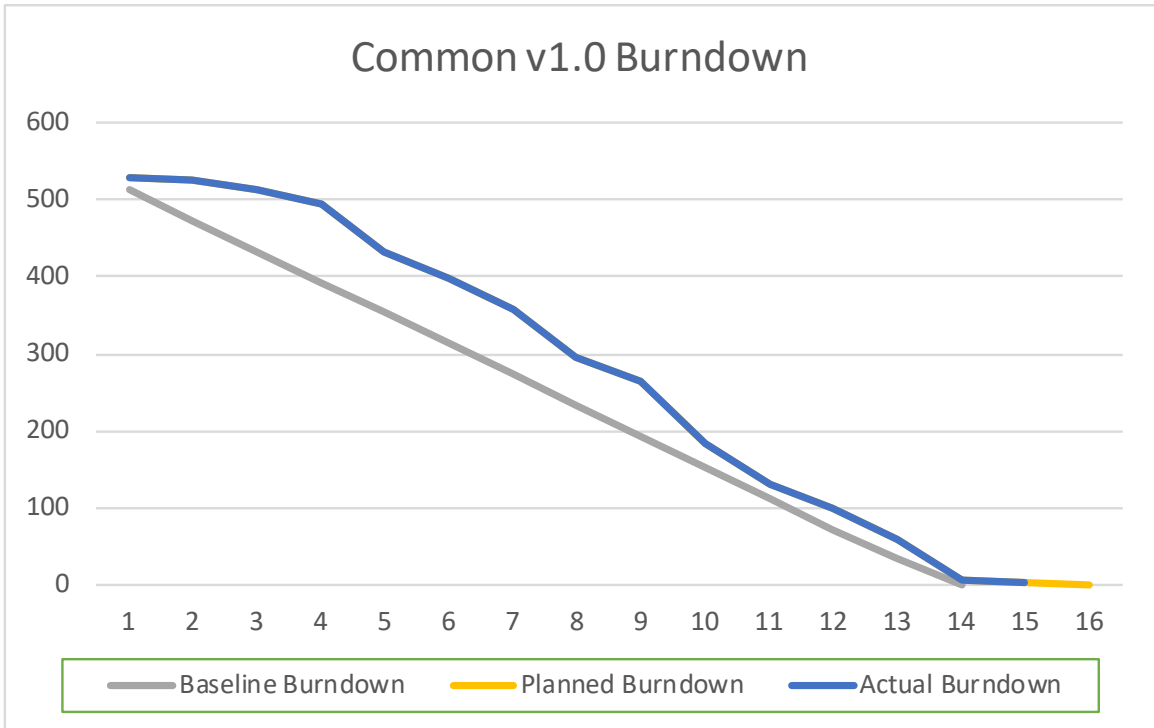
### Updates:

- 2 requirements still to be developed
- Of the 291 requirements "In Build"
  - 16 need to be Demoed
  - 1 is in Demo Rework
  - 78 need to be demo accepted,
  - 196 are demo accepted and are waiting to move to test

## Total V1.0 Requirements:



## V1.0 Component Burndown:





## Team Health

### **Blockers & Issues:**

- Cross-component scenarios not identified/ reviewed. (Issue 80509)
- Training data creation impacts the E2E testing timeline (Risk 82447)
- I-15, 16 Interface testing will be on hold during E2E and UAT (Issue 80165)
- Business process testing delay (Issue 80166)

### **Decisions:**

N/A

### **Upcoming Objectives (over next 2 iterations) :**

- Super User Training data creation
- CHILDS to ODS data migration testing
- End to End Integration test cases



## Team Health



### Blockers & Issues:

- OCM UAT Communication Delay (Risk 75908)

### Decisions:

- N/A

### Team Updates:

- Prepared April Business Review Deck
- Three demos videos completed
- Continue question review, identify, and prepare for distribution of FAQs
- Coordinated communication for Super User practice sessions
- Conducted end user journey map planning session
- Continue to coordinate To be process maps upload to Guardian Intranet
- Submitted April Monthly Message Pack for Review
- Continue document uploads to the Super User Intranet Page

### Upcoming Objectives (over next 2 iterations) :

- Continue question review, identify, and prepare for distribution of FAQs as needed
- Prepare User Acceptance Test communications
- Support reusable demo recordings
- Submit two permanency demos
- Conduct Change Network Meeting and Walkthrough



## Team Health



### Blockers & Issues:

- Data issues decrease effectiveness of Super User training ([Risk 81731](#))
- Need Sandbox Environment for Super Users ([Issue 8116](#))
- COVID-19-related Bans Affecting In-person Guardian End User Training ([Risk 80644](#))
- Manual entry of test data in Gold Env for training and UAT ([Risk 79970](#))
- Training teams on training environments to run concurrent sessions – re-opened for end-user training ([Risk 79996](#))
- Wifi needed – Tucson Eastside Loop ([Risk 79705](#))

### Decisions:

- Super user training moved from in-person to Virtual Delivery (81060)

### Team Updates:

- Super User training (Virtual Delivery) 3/23 - 4/13
- Continue Curriculum Review
- Gold data entry & testing ongoing

### Upcoming Objectives (over next 2 iterations) :

- Complete Super User Training Delivery
- Develop contingency plan for End User training delivered virtually
- Revise Curriculum for End User Training
- Computer Based Training (CBT) Prototype and storyboard development
- Prepare for All Guardian user training

# Total Program Dashboard V1.1



## Key discussion point:

- Program requirements velocity continues:
  - Effort still needed for planning of all V1.1 remaining requirements
  - 27 current requirements in V1.1 are ready for development

## Program Health

Overall



v1.1 Total Program Requirements (Not including Backlog)	In Sol'n Modeling 189 Work items	SM+D Complete 28 Work items	In Build 7 Work items	In Test 1 Work items	v1.1 Total Req'ts 225 Work items
v1.1 "Business" Req'ts	In Sol'n Modeling 74 Work items	SM+D Complete 27 Work items	In Build 0 Work items	In Test 1 Work items	v1.1 TTL Biz Req'ts 102 Work items
v1.1 "Technical" Req'ts	In Sol'n Modeling 115 Work items	SM+D Complete 1 Work items	In Build 7 Work items	In Test 0 Work items	v1.1 TTL Tech Re... 123 Work items

Data as of 4/06

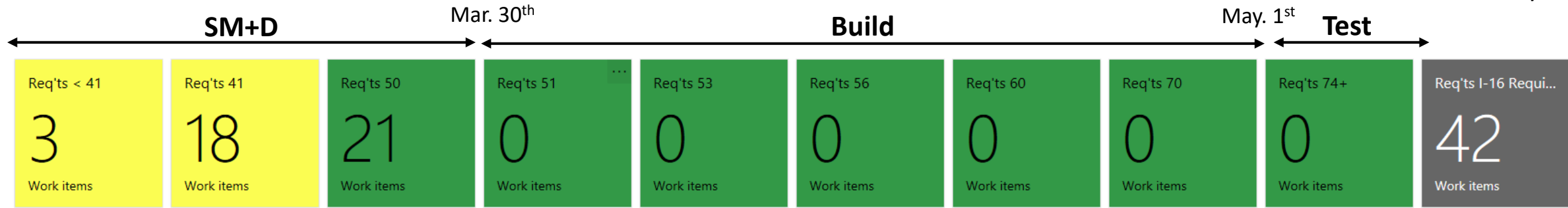


# Current Program Snapshot V1.1



## Iteration 16

Data as of 4/07

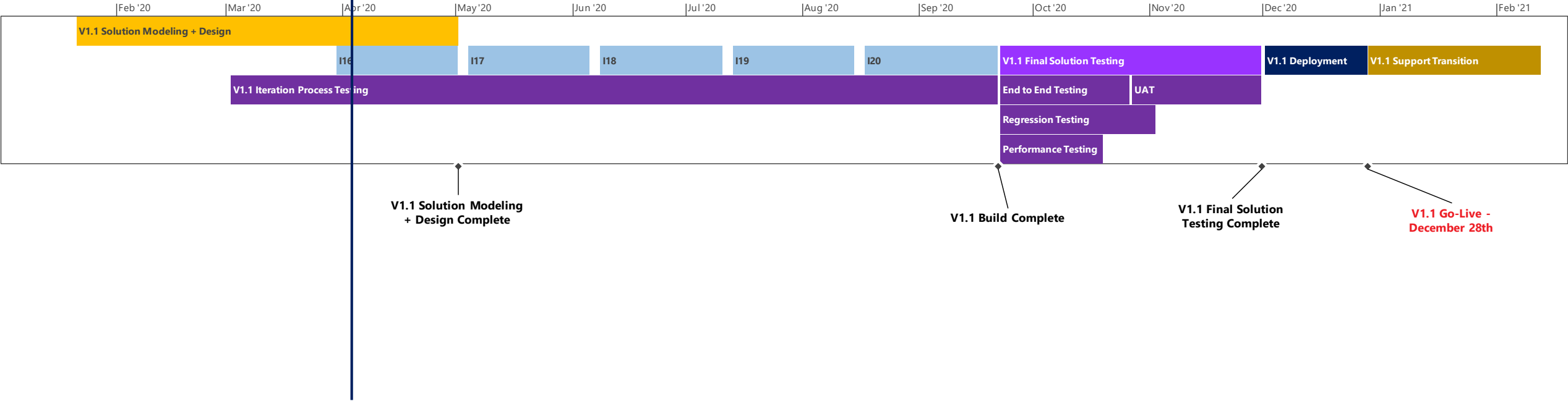


- For Iteration 16 there are 21 requirements that require Solution Modeling
- 21 requirements are ready for development

# Program Roadmap V1.1



04/06/20



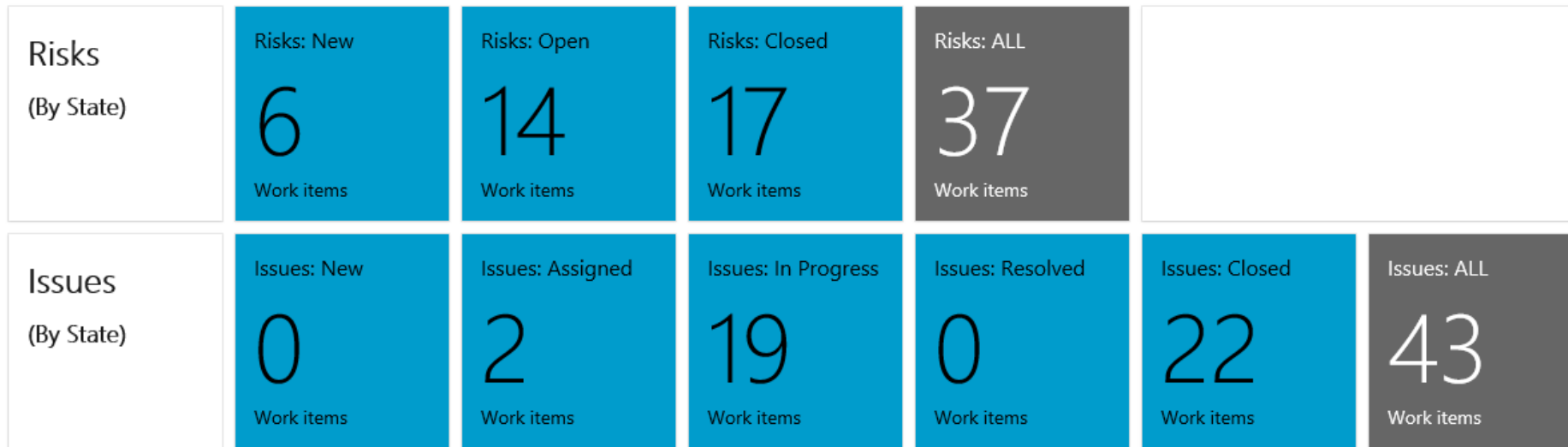
# Current Development Estimate at Complete by Fiscal Year



	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	\$ 848,357	\$ 432,389	\$ 2,973,680
Platform			\$ 2,147,482	\$ 1,218,300	\$ 4,158	\$ 675,592	\$ 134,042	\$ 4,179,574
Hosting			\$ 7,973	\$ 1,200,145	\$ -	\$ -	\$ -	\$ 1,208,119
Enterprise Content Management			\$ -	\$ 187,983	\$ 489,446	\$ 2,326,803	\$ 1,246,441	\$ 4,250,673
Integrated Shared Services			\$ -	\$ -	\$ 82,347	\$ 705,138	\$ 475,957	\$ 1,263,442
Data Management			\$ -	\$ -	\$ 571,928	\$ 2,655,382	\$ 2,007,677	\$ 5,234,987
Technical Integration			\$ 6,035	\$ 2,382,391	\$12,887,429	\$13,976,022	\$12,402,269	\$ 41,654,146
Training			\$ -	\$ -	\$ 244,610	\$ 1,465,783	\$ 220,000	\$ 1,930,393
Service Management Office			\$ -	\$ -	\$ 221,214	\$ 27,652	\$ -	\$ 248,866
CHILDS Decommissioning			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	<b>\$ 236,627</b>	<b>\$ 931,591</b>	<b>\$ 7,208,794</b>	<b>\$13,456,258</b>	<b>\$17,769,420</b>	<b>\$27,693,844</b>	<b>\$18,791,542</b>	<b>\$ 86,088,076</b>
<b>Program Approved Budget</b>								<b>\$ 86,088,076</b>
<b>(Over)/Under</b>								<b>\$ -</b>

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

# Risks and Issues



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

# Key Guardian - Issues



ID	PM	Title	Description	Due Date	Severity
<a href="#">74660</a>	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	6/1/20	1 - Critical
<a href="#">74661</a>	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.	4/6/20	1 - Critical
<a href="#">74662</a>	Joshua Jackson	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	4/17/20	1 - Critical
<a href="#">76681</a>	Jules Cannon	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	6/26/20	1 - Critical
<a href="#">76686</a>	Joshua Jackson	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	3/27/20	1 - Critical
<a href="#">74659</a>	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	4/25/20	2 - High
<a href="#">75912</a>	James Cottam	Blocked: Monitoring Requires Workspace Data	The Ops team is working at setting up monitoring but have ran into a few road blocks 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	4/10/20	2 - High

Critical and High Issues Only

# Key Guardian - Issues



ID	PM	Title	Description	Due Date	Severity
<a href="#">79291</a>	James Cottam	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.	4/10/20	2 - High
<a href="#">80054</a>	Sarah Crago	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.	3/20/20	2 - High
<a href="#">80166</a>	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. Impact/potential impact: BPs are not tested by the QA team and potential bugs are released to UAT/Production. Next Step: Test untested BPs after E2E testing.	3/31/20	2 - High
<a href="#">81003</a>	Joshua Jackson	VPN licenses issue impacting progress during remote work	Due to Covid-19, teams started working remote and lack of VPN licenses impacting the progress by Team 5. 2 instances identified already David Li, ODS Modeler stuck with his tasks due to VPN access issue Sonu needs VPN access to work on integrations	3/24/20	2 - High

Critical and High Issues Only

# Key Guardian - Decisions



Decisions  
(By Month)

Jan 2020

7

Work items

Feb 2020

5

Work items

Mar 2020

11

Work items

Apr 2020

0

Work items

**Decision for Previous Month**  
(please see next slide)

Data as from 3/1/2020 - 3/31/2020

# Key Guardian - Decisions



## Decision for Previous Month

ID	PM	Decision Date	Description Title
<a href="#">80164</a>	Joshua Jackson	03/03/20	Use of Production Data for Testing
<a href="#">80474</a>	Harish Kothapalli	03/09/20	Decision on Encryption / Decryption for interfaces Data Exchange
<a href="#">80536</a>	Joshua Jackson	03/10/20	Single CRCU Report for Redaction
<a href="#">80587</a>	Grant, Matthew	03/10/20	Microsoft Dynamics 365 solutions: Managed and Unmanaged
<a href="#">80597</a>	Joshua Jackson	03/11/20	CDD Review & Approval Timeline
<a href="#">80707</a>	Alok Sharma	03/12/20	Concurrency for Guardian
<a href="#">81060</a>	Sarah Crago	03/10/20	Super User Training moving from In-person to Virtual
<a href="#">81618</a>	Harish Kothapalli	03/25/20	Eligibility Data Migration Decisions
<a href="#">82452</a>	Harish Kothapalli	03/30/20	Global Search: Entities Finalization
<a href="#">82522</a>	Sarah Crago	03/31/20	Super Users will not be trained on Finance
<a href="#">82523</a>	Sarah Crago	03/31/20	Support Super User training scheduled for 4/2 and 4/3 rescheduled to 4/6 and 4/7

Data as from 3/1/2020 - 3/31/2020



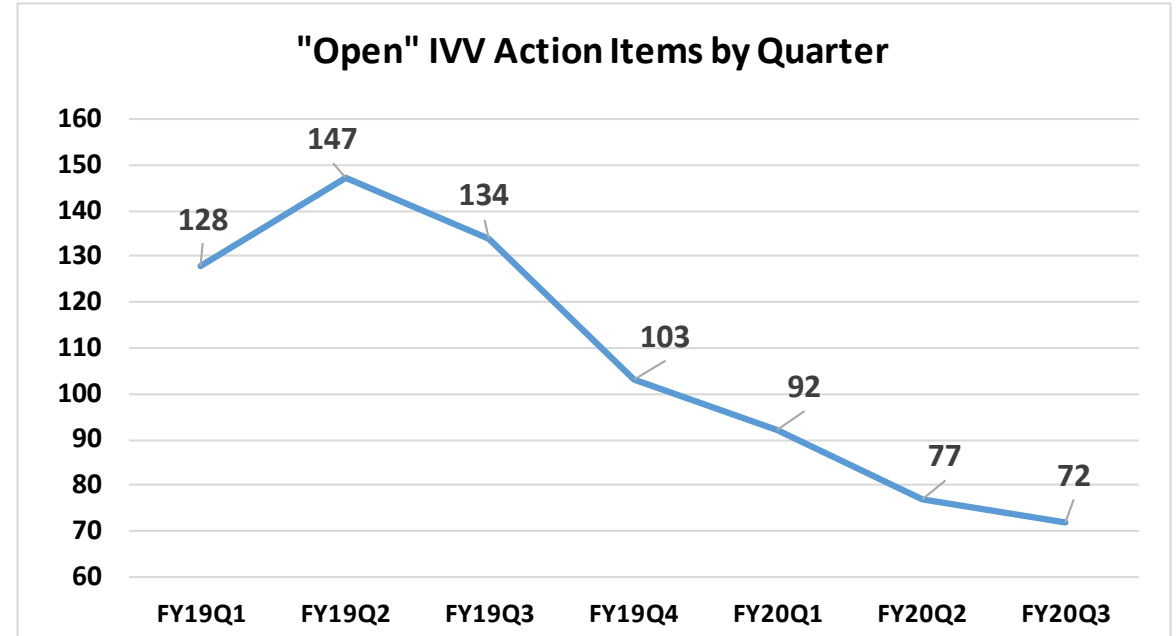
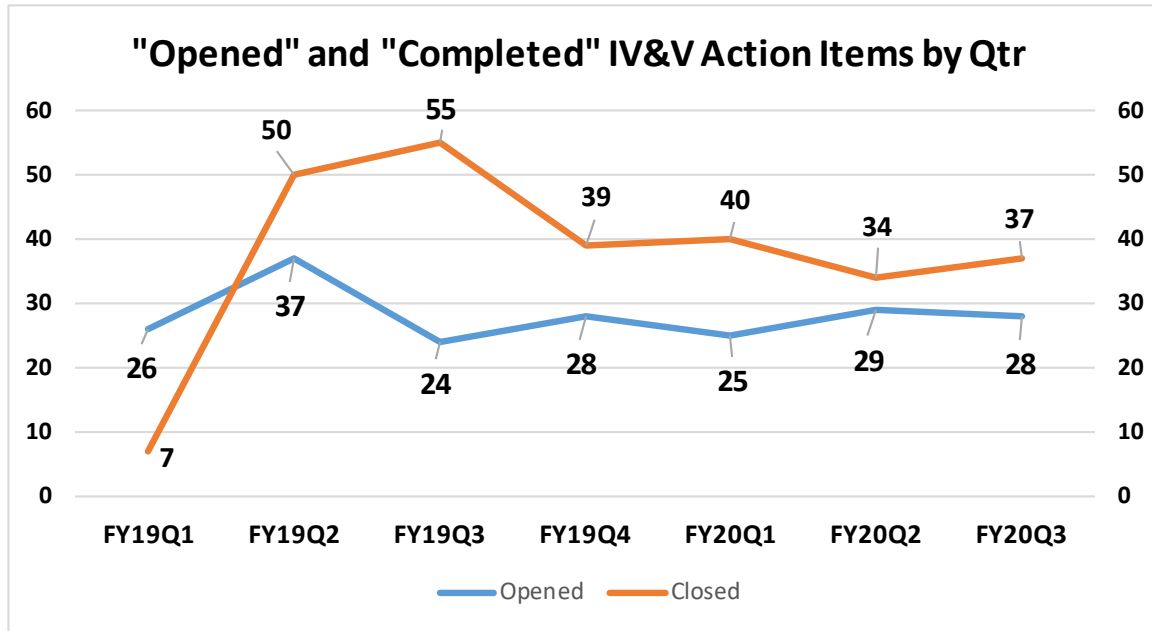
# Action Items



<b>Action Items</b> (By State) (Including IV&V)	AI: New <b>36</b> Work items	AI: Assigned <b>3</b> Work items	AI: In Progress <b>37</b> Work items	AI: IV&V Rev (St... <b>11</b> Work items	AI: On Hold <b>0</b> Work items	AI: Completed <b>66</b> Work items	AI: ALL <b>153</b> Work items
<b>Action Items</b> (By State) (Not Including IV&V)	AI: New <b>3</b> Work items	AI: Assigned <b>2</b> Work items	AI: In Progress <b>10</b> Work items	AI: IV&V Review <b>0</b> Work items	AI: On Hold <b>0</b> Work items	AI: Completed <b>52</b> Work items	AI: ALL <b>67</b> Work items
<b>Action Items</b> (By State) (IV&V)	AI: New <b>33</b> Work items	AI: Assigned <b>1</b> Work items	AI: In Progress <b>27</b> Work items	AI: IV&V Rev (St... <b>11</b> Work items	AI: On Hold <b>0</b> Work items	AI: Completed <b>14</b> Work items	AI: ALL <b>86</b> Work items

- The program is currently monitoring 87 open actions items
  - 15 are standard program action items
  - 72 are open IV&V actions with 11 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
- There are 11 IV&V actions pending closure with the IV&V team



# Q & A Session



# Appendix

# Program History

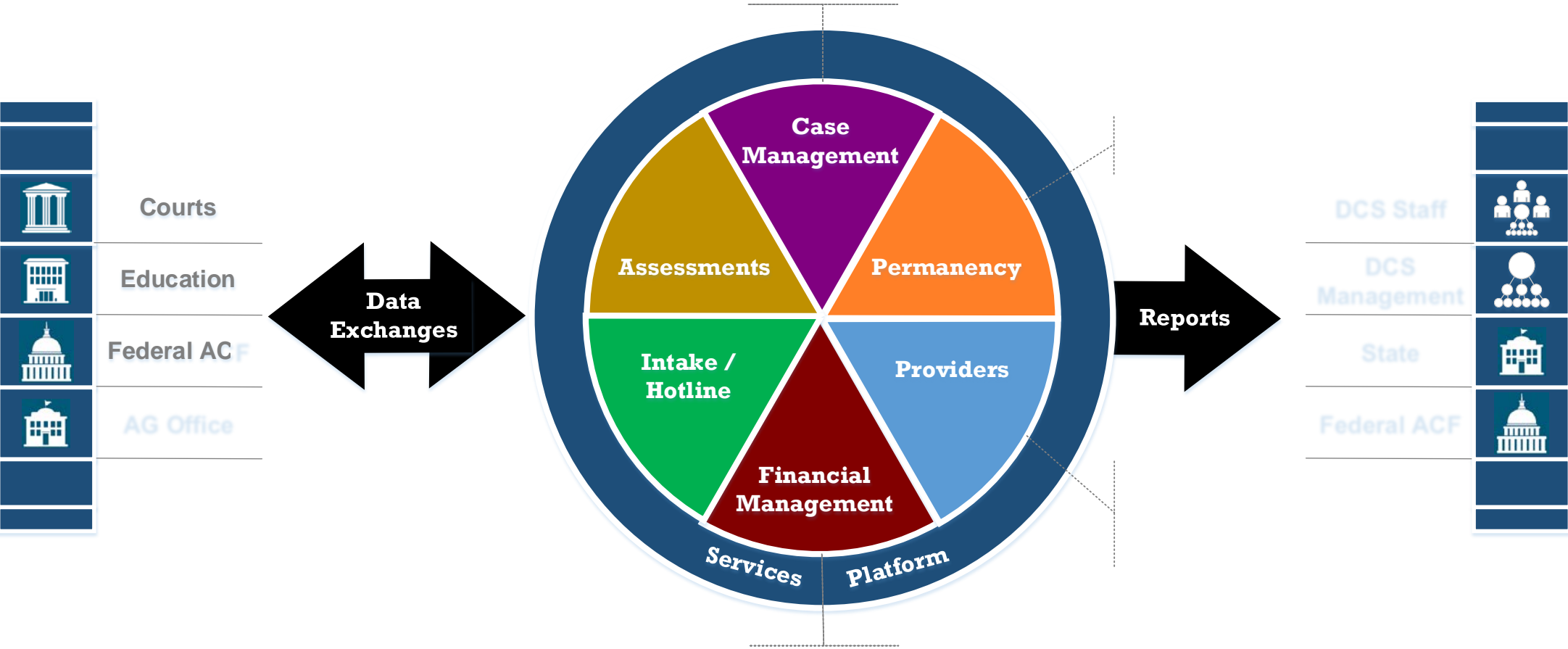


- The current DCS CHILDS application is under Federal Rules and Regulations called SACWIS (Statewide Automated Child Welfare Information System)
- In 2015, new rules and regulations, called CCWIS (Comprehensive Child Welfare Information System), were introduced. DCS is aiming to be compliant with these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

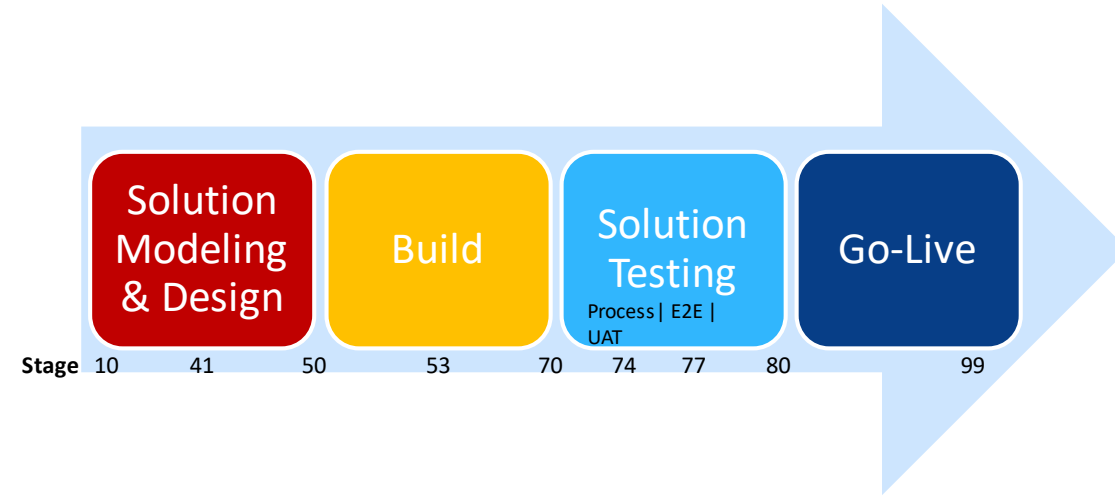
## Build and Deploy

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

