



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

August 19, 2020

Status Through: Aug 07, 2020

Agenda



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



Program Recap



Recap:

- The program has developed nearly 100% of Business requirements
- The system itself is built and has had positive feedback during all of UAT
- Very few bugs were identified in UAT
- A large portion of the Department successfully completed end user training!

Challenges:

- Data migration issues impacted the program
- Business Validation issues from the source (CHILDS) to the new solution caused delays
- Additional data cleansing is required to ensure data migration can occur successfully
- Pandemic started to impact the in-person training plan

End Result:

- Go-Live was delayed to address the outstanding Data Migration issues
- End User training was put on hold
- The program continues work while identifying remaining effort and a new go-live date



Where are we now?

- Paused V1.1 efforts to focus on completing V1.0
- Re-aligned resources to support Data and high priority issues
- Re-planned new Schedule to determine a new go live date
- Reviewed dependencies to ensure viable critical path
- Validated remaining Day 2 scope to ensure DCS will transition to operations smoothly
- Reviewed Program financials for impacts due to extension of resources
- Final identification of the total program architecture

Remaining Milestones

- Pre Go-Live
 - Complete - Interfaces
 - Complete - Data Cleansing
 - Complete - Data migration and Replication
 - Complete – Production Deployment
 - Complete - Day 2
- Cutover
- Go-Live

Program Recap



Scope

- Currently all V1.0 Scope is being reviewed and as of now, currently no planned changes

Schedule

- The actual date is still being solidified, but most likely a SFY21 Q3 (Jan – Mar)

Financial

- Still under review, but current projections show V1.0 will be completed within the current approved \$86M Budget

Risks/Issues

- The program is actively managing the risks identified throughout the review of go-live re-planning
- Identified mitigations for data migration, reports, and data warehouse for V1.0

Work Stream Summary



Overall Status:

- V1.0 re-planning is in progress
- Data Migration and Data Cleansing are key issues working to being resolved
- Data Warehouse and Reports re-factored for better agile development

Work Stream Summary Health

Overall	Schedule	Scope

Work Stream	Overall Health	Work Stream Status	Key Risks & Issues
Data Cleansing		Provider and Person data cleansing activities in progress	Amount of work to complete by 8/21 and 9/21 dates
Data Migration		Intake/Hotline at 100% mapping audit complete Person Mgmt at 99% mapping audit complete Provider Mgmt at 91% mapping audit complete	101905 - Data Replication activity dependent on two data modelers 83613 - ODS Lock delays will result in rework
Data Warehouse		Tabular models starting design	
Reports		Iteration 1 reports – 48 of 53 designed and greater than stage 50 Iteration 2 reports – 12 of 21 designed and greater than stage 50	97710 Testing CRCU with partial replicated data
Solution Architecture		ALM Deployment automation and SAG items	
Testing & Support		Business process testing in progress and preparation for report validation	101874 QA resource capacity 101218 Blocked E2E Test Scenarios are taking longer to unblock
Go-live Preparation		Business and Technical Cutover preparation activities in progress	
Operational Readiness (Day 2)		Operations Transition Plan and IM / RM process in progress	

Total Program Metrics



Program Total Features	In Sol'n Modeling 261 Work items	SM+D Complete 7 Work items	In Build 84 Work items	In Test 87 Work items	Total Features 439 Work items
Program Total Requirements	In Sol'n Modeling 1379 Work items	SM+D Complete 140 Work items	In Build 377 Work items	In Test 1434 Work items	Total Req'ts 3330 Work items
Program Requirements - Priority 1-4	In Sol'n Modeling 995 Work items	SM+D Complete 99 Work items	In Build 377 Work items	In Test 1434 Work items	Total Req'ts 3330 Work items
"Business" Requirements - Priority 1-4	In Sol'n Modeling 400 Work items	SM + D Complete 20 Work items	In Build 330 Work items	In Test 1418 Work items	Total Req'ts 2168 Work items
"Technical" Requirements - Priority 1-4	In Sol'n Modeling 595 Work items	SM + Design 79 Work items	In Build 47 Work items	In Test 16 Work items	Total Req'ts 737 Work items

Guardian Heatmap



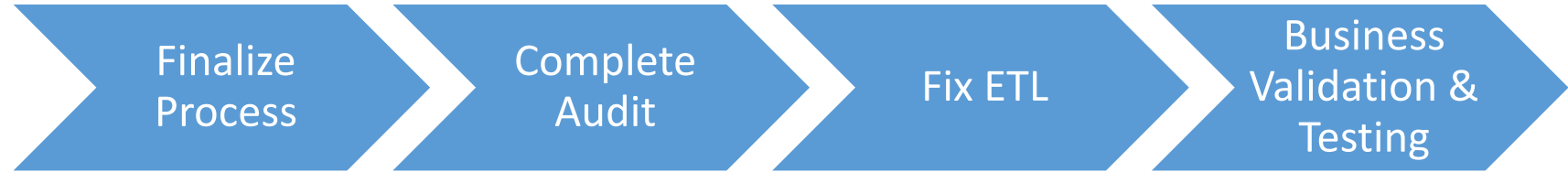
Area		Key Activities								
SU Training	Curriculum ready	Facilitors ready	SU data created	Logistics ready	Guardian Program Support Ready	SU training	SU Practice and additional training			Complete
E2E Testing	E2E test case created	E2E data created	E2E environment ready	E2E testing	Bug fixes (S1)					On track
UAT Testing (May 11)	UAT scenarios identified	UAT data created	SU trained	Location Logistics ready	UAT communications / invites to SU	Guardian Program Support Ready	UAT environment ready	UAT testing and feedback review	Bug fixes (S1)	At risk
Data Movement (Source - ODS - CE - ODS - DW)	Data Migration Test Run 1	Data Migration Test Run 2	Data Migration Test Run 3	Data Migration Test Run 4	Business Validation Week 1	Business Validation Week 2	Business Validation Week 3	Business Validation Week 4	Reports	Delayed
Performance Testing	Performance scenarios identified	Scripts written	Environment ready	Data loaded	Load testing	Bug fixes (S1)	Review and reporting			Not started
Security Testing	Scope confirmed	Environment ready	MS Infosec testing	Bug fixes (S1)	Review reporting	3rd-party identified & contracted	External 3rd-party testing	Bug fixes (S1)	Security sign-off	
End-User Training	Location Logistics ready	Facilitors ready	Curriculum ready	Sessions scheduled & registrations sent	Guardian Program Support Ready	Field user training	Support user training	e-Learning ready	Transition to L&D	
Go-live Preparation	Business Cutover planning	Business Continuity planning	Solution Release Process ready	Deployment checklist	Dry-run 1	Dry-run 2	BCP walkthrough	Go/No-Go checklist		
Production Deployment	Go-live Preparation complete	Environment ready	Go/No-Go decision	Production deployment	Cutover	Go-live Communications	Decommission old systems			
Day 2	Planning	Governance	Service Desk	Monitoring	Infrastructure	Configuration Management	Security & Identity	Data and Reporting	Auditing	

Data Migration Mapping Audit



Steps to Complete

- Source to CE & CE to ODS Pipelines
- Requirements reconciliation to entities identified in CE (*complete*)
- Finalize and communicate audit process – 7/13 (*complete*)
- Identify Business Validation process
- ETL fix has begun and will work in tandem as entities are completed



Component	# of Attributes	Target Date	% Completed
Intake/Hotline	384	July 27	100%
Person Mgmt (Common)	907	July 27	99%
Provider Mgmt	907	Aug 17	91%
Case Mgmt	1076	Aug 10	69%
Assessment	288	Aug 3	92%
Eligibility	330	Aug 31	47%
Permanency	391	Aug 24	51%
Common (non-Person)	705	Aug 31	0%
Finance	379	Aug 31	45%

Leadership Asks:

-- Testing Resources for DM/DR, currently only 2 available



Data Migration



Status Update

	Req'ts 10	Req'ts 41	Req'ts 50	Req'ts 51	Req'ts 53	Req'ts 70	DM Req'ts
Data Migration Total Req'ts	126 Work items	13 Work items	34 Work items	7 Work items	0 Work items	0 Work items	180 Work items
Replication Total Req'ts	201 Work items	15 Work items	32 Work items	7 Work items	0 Work items	0 Work items	255 Work items

Risks:

- [101905](#) - Data Replication activity dependent on two data modelers
- [83613](#) - ODS Lock delays will result in rework – Mitigating with by component approach to report build



Team Health

Blockers & Issues:

Risk 101875 --- relates to the data migration/data replication processes being run w/ test data

Risk 101874 --- pertains to QA resource capacity

Risk 101598 --- loss of data due to environment sync

Risk 102089 --- environment stability

80166 Business Process Testing is delayed (testing in progress, closed issue)

101218 Blocked E2E Test Scenarios are taking longer to unblock











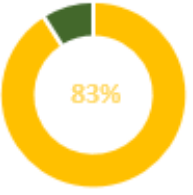


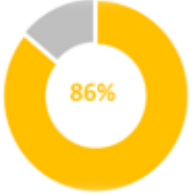
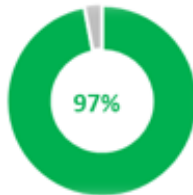
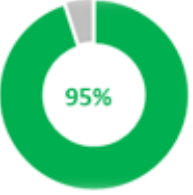
Blockers & Issues:

Decisions:

- 84481 Integrations not in scope for UAT
- 74809 ARB Item 31877 Guardian Browser Support

Updates:

- Data Migration/Replication/Warehouse testing continues
- Performance, Functional, Process and Performance Testing Continues

Test Types	Functional (Till I18)	Process (Till I14)	End To End	UAT	Data	Performance	Security	SAG	Overall
Status									
%Complete							NA	NA	
Open S1	0	0	3	0	68	2	0	2	75
Open S2	7	0	7	1	166	0	1	0	182
Open S3	23	8	18	2	112	0	1	8	172
Open S4	1	0	0	0	9	0	0	0	10
Total	31	8	28	3	355	2	2	10	439



Team Health



Blockers & Issues:

- Awaiting formalized Go-Live date to message to the Department

Decisions:

- N/A

Team Updates:

- Analyzed questions; continued to identify and prepare for distribution of FAQs
- Coordinated content update to Guardian Intranet
- Managed Provider emails through the Guardian Mailbox
- Completed Knowledge Transfer Guardian OCM
- Created a Communications & Engagement Plan



Team Health



Blockers & Issues:

- Risk 83232 – No solution for permanent L&D training environments in Guardian
- Issue 8116 – Updated for end user training; need sandbox for practice.

Decisions:

- N/A

Team Updates:

- Continuing work on training materials, videos & CBTs
- Evaluating options for minimizing # of environments to allow L&D and Sandbox practice environment
- Review with OCM the documents on Guardian Site available to end users in support of go live tool kit
- Transition planning with L&D

Training Stats prior to suspending

Total Number of Sessions	Total Number of Learners	Participation %	# of Logged Bugs	Learner Assessment Completion %
179	3557	77%	3	86%

Total Program Dashboard V1.1



Requirements Update:

- V1.1 work is being paused and will be re-planned upon completion of the V1.0 Re-Plan

v1.1 Total Program Requirements (Not including Backlog)	In Sol'n Modeling	SM+D Complete	In Build	In Test	v1.1 Total Req'ts
	174 Work items	14 Work items	127 Work items	0 Work items	315 Work items
v1.1 "Business" Req'ts	In Sol'n Modeling	SM+D Complete	In Build	In Test	v1.1 TTL Biz Req'ts
	123 Work items	11 Work items	124 Work items	0 Work items	256 Work items
v1.1 "Technical" Req'ts	In Sol'n Modeling	SM+D Complete	In Build	In Test	v1.1 TTL Tech Re...
	50 Work items	3 Work items	3 Work items	0 Work items	57 Work items

Data as of 8/7

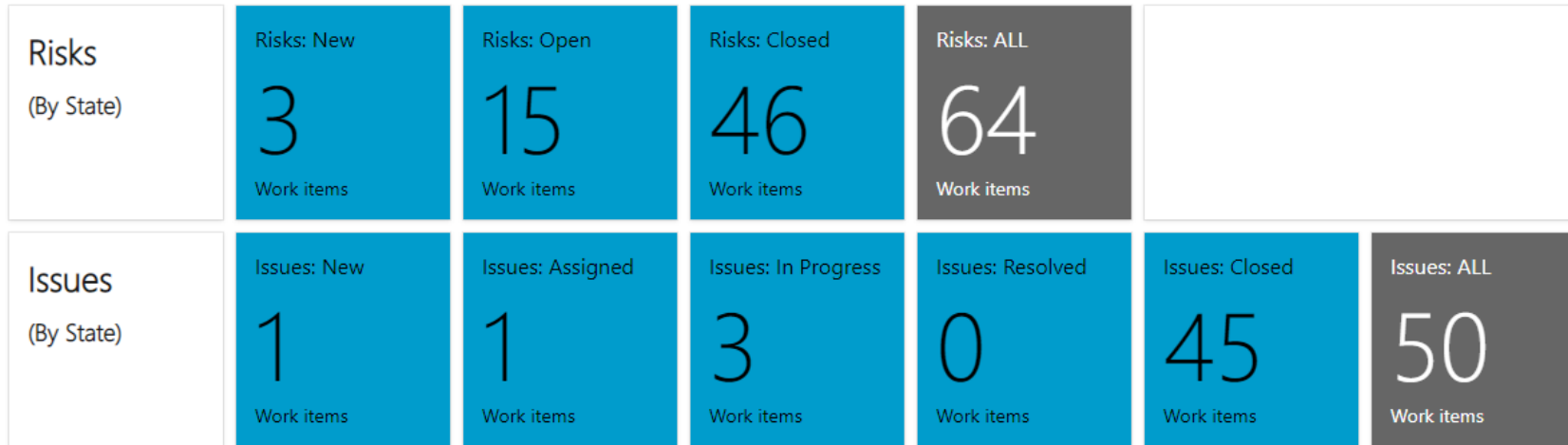
Current Development Estimate at Complete by Fiscal Year



	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	\$ 686,130	\$ 453,340	\$ 6,000,515
Business Integration			\$ 1,070,367	\$ 2,450,314	\$ 1,948,942	\$ 3,933,301	\$ 1,087,081	\$ 10,490,005
Mobile Solution			\$ 1,434,041	\$ 1,611,003	\$ -	\$ -	\$ 312,000	\$ 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	\$ 731,789	\$ 548,956	\$ 2,973,680
Platform			\$ 2,147,482	\$ 1,218,300	\$ 4,158	\$ 677,029	\$ 132,605	\$ 4,179,574
Hosting			\$ 7,973	\$ 1,200,145	\$ -	\$ -	\$ -	\$ 1,208,119
Enterprise Content Management			\$ -	\$ 187,983	\$ 489,446	\$ 1,905,286	\$ 1,667,957	\$ 4,250,673
Integrated Shared Services			\$ -	\$ -	\$ 82,347	\$ 543,040	\$ 638,056	\$ 1,263,442
Data Management			\$ -	\$ -	\$ 571,928	\$ 2,668,995	\$ 2,004,064	\$ 5,244,987
Technical Integration			\$ 6,035	\$ 2,382,391	\$12,887,429	\$14,677,286	\$11,700,921	\$ 41,654,063
Training			\$ -	\$ -	\$ 244,610	\$ 758,887	\$ 930,083	\$ 1,933,580
Service Management Office			\$ -	\$ -	\$ 221,214	\$ 27,652	\$ -	\$ 248,866
CHILDS Decommissioning			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ 236,627	\$ 931,591	\$ 7,209,721	\$13,456,258	\$17,769,420	\$26,829,394	\$19,655,065	\$ 86,088,076
Program Approved Budget								\$ 86,088,076
(Over)/Under								\$ -

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

Risks and Issues



- The program is currently monitoring 18 open Risks
- The program is actively working on 5 open Issues

Key Guardian - Issues



ID	PM	Title	Description	Due Date	Severity
74660	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	08/28/20	1 - Critical
74661	Harish Kothapalli	Data Warehouse architecture delaying report build	The current data warehouse architecture has not been finalized and proven. The program cannot go live with V1.0 until this occurs.	08/28/20	1 - Critical
99944	Jason Andress	Document Migration delayed until Case data migration completes	Document migration plan reviewed and requires case entity data migration to complete. Data migration to prod is currently scheduled for 6/22. Doc migration will require approximately 3-4 weeks based on volume levels. This timeline impacts the document migration completion before go-live.	08/28/20	2 - High

Critical and High Issues Only

Key Guardian - Decisions



Decisions

(By Month)

Jul 2020

4

Work items

ID	Decision Date	Decision Title
102208	07/23/20	GS to approve Data Migration Requirement development for re-mappings
102571	07/28/20	ODS Replication will not include rollup fields
102677	07/30/20	ARB 46328: Reporting Design & Approach
102678	07/30/20	ARB 70368: Screen Read Strategy

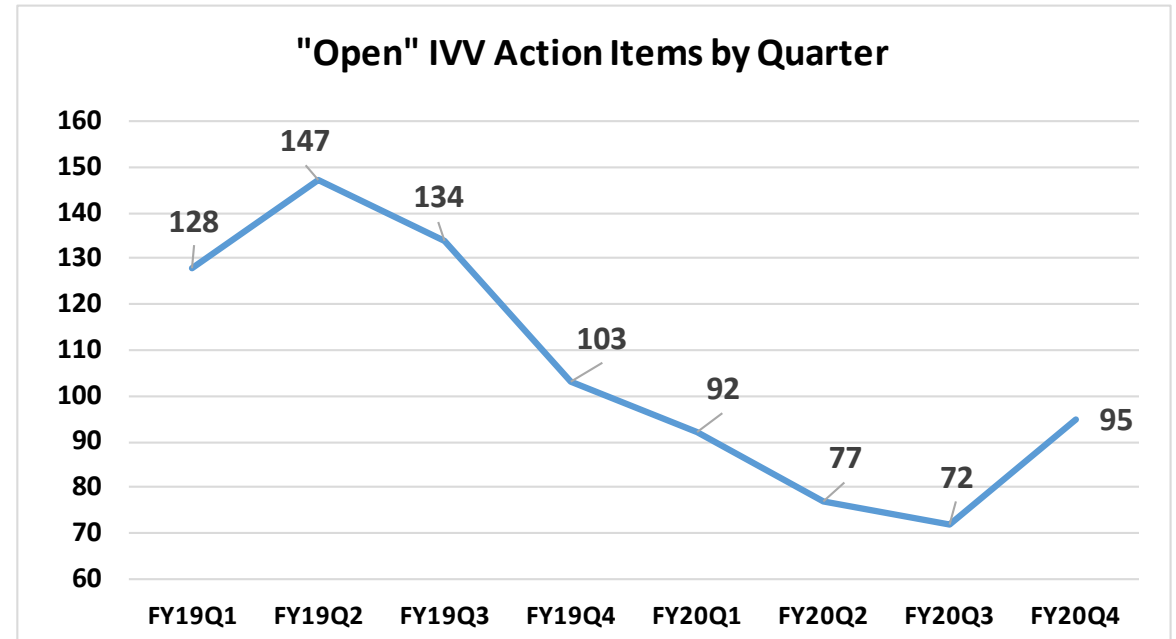
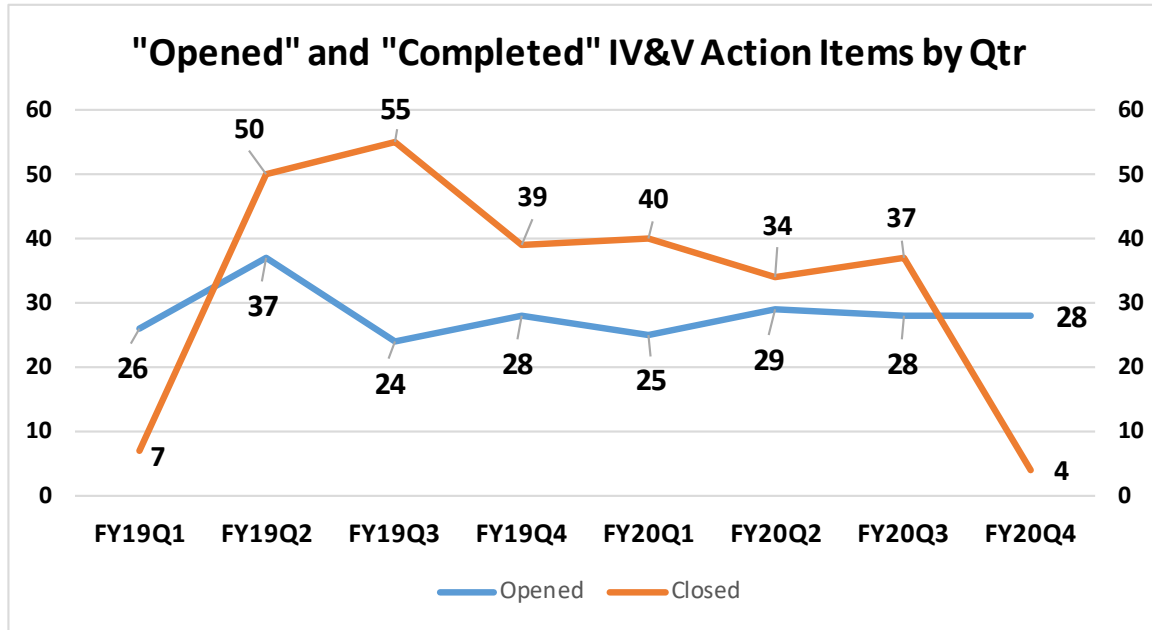
Action Items



Action Items (By State) (Including IV&V)	AI: New	AI: Assigned	AI: In Progress	AI: IV&V Rev (Sta...)	AI: On Hold	AI: Completed	AI: ALL
60 Work items	3 Work items	39 Work items	1 Work items	8 Work items	143 Work items	254 Work items	
Action Items (By State) (Not Including IV&V)	AI: New	AI: Assigned	AI: In Progress	AI: IV&V Review	AI: On Hold	AI: Completed	AI: ALL
1 Work items	2 Work items	6 Work items	0 Work items	8 Work items	123 Work items	140 Work items	
Action Items (By State) (IV&V)	AI: New	AI: Assigned	AI: In Progress	AI: IV&V Rev (Sta...)	AI: On Hold	AI: Completed	AI: ALL
59 Work items	1 Work items	33 Work items	1 Work items	0 Work items	20 Work items	114 Work items	

- The program is currently monitoring 111 open actions items
 - 17 are standard program action items
 - 94 are open IV&V actions

IV&V Action Item Trend



- The most recent IV&V completed May 2020 (FY20 Q4)
- The program Closed 4 IV&V actions
- IV&V opened 28
- Next IV&V will occur in August 2020



Q & A Session



Appendix

Program History

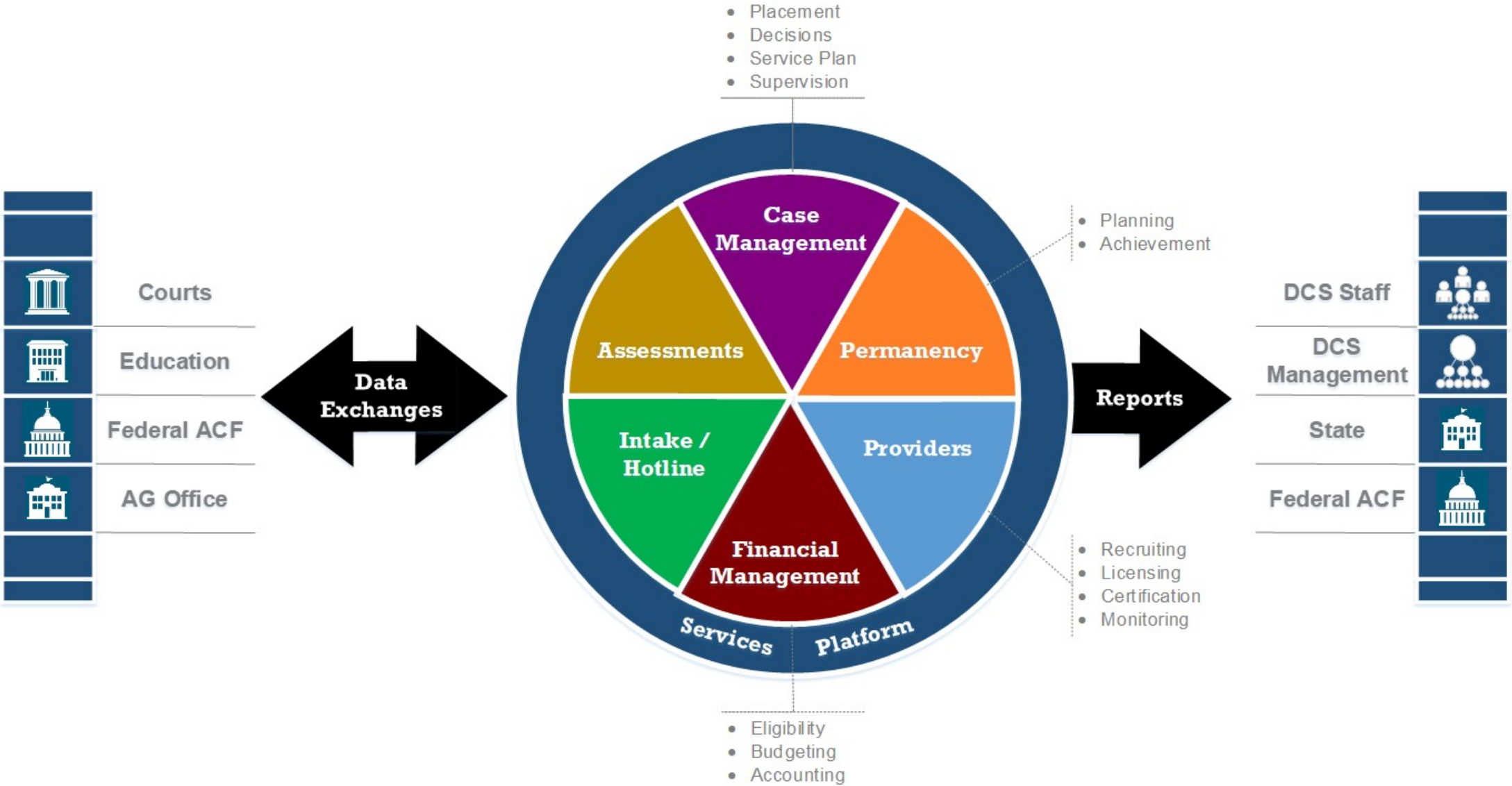


- The current DCS CHILDS application is under Federal Rules and Regulations called SACWIS (Statewide Automated Child Welfare Information System)
- In 2015, new rules and regulations, called CCWIS (Comprehensive Child Welfare Information System), were introduced. DCS is aiming to be compliant with these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

Request for Proposal

RFP sent to System Integration Vendors

Contract Award

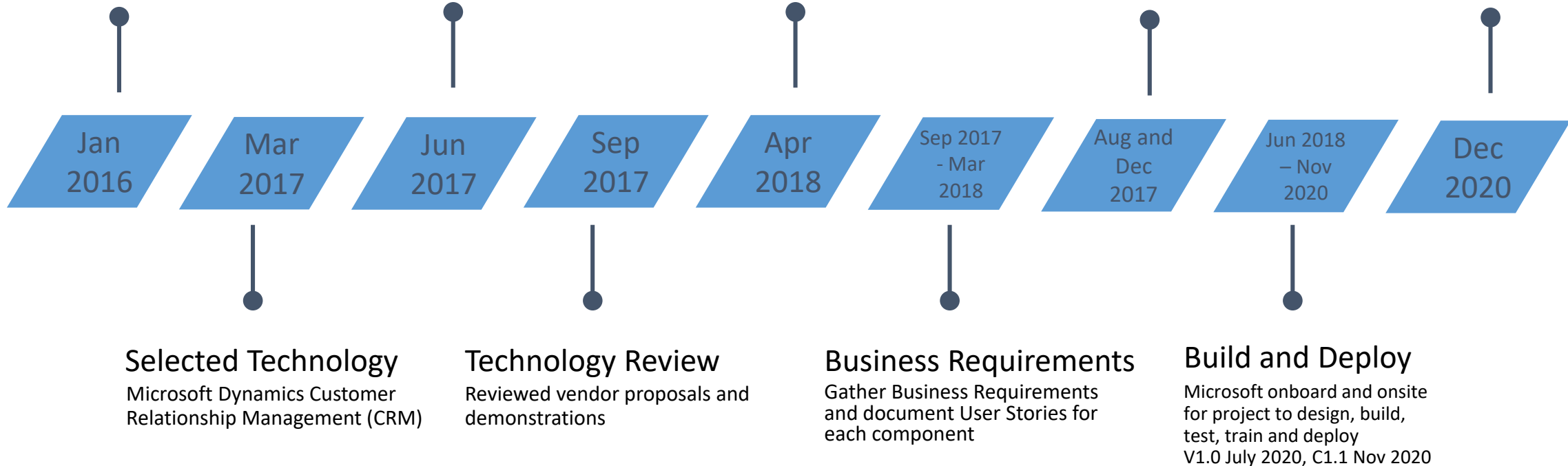
Microsoft

Mobile

Two Deployments

CHILDS Decommissioning

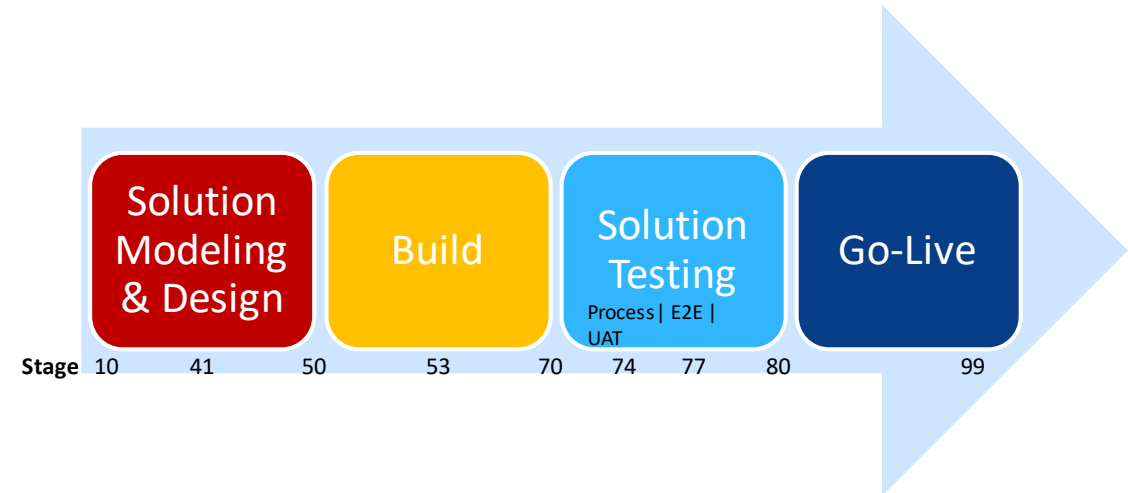
CHILDS decommissioned and Guardian system of record



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	Build Phase
51	Config-Dev Complete	
53	Demo Ready	
56	Demo Rework	
60	Demo Complete	
70	Demo Accepted	Testing
74	Process Testing in Process	
77	End to End Testing in Process	
80	UAT in Process	
90	UAT Complete	Production
99	In Production	





Program Structure

GUARDIAN PROGRAM STRUCTURE

As of 11 August 2020

