



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

May 20, 2020

Status Through: May 07, 2020

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
 - 7 of the 781 requirements "In Build" remain to be Demoed for V1.0
 - 154 of the 781 requirements "In Build" are waiting to be demo accepted
 - 2 of the 781 requirements "In Build" are in demo re-work
 - The remaining requirements "In Build" are ready to test
 - Program Go-Live shifted from July 6th to August 3rd

Program Health

Overall

v1.0 Total Program Requirements <small>(Not including Backlog)</small>	In Sol'n Modeling 66 <small>Work items</small>	SM+D Complete 24 <small>Work items</small>	In Build 969 <small>Work items</small>	In Test 833 <small>Work items</small>	v1.0 Total Req'ts 1892 <small>Work items</small>
v1.0 "Business" Req'ts	In Sol'n Modeling 0 <small>Work items</small>	SM+D Complete 0 <small>Work items</small>	In Build 781 <small>Work items</small>	In Test 833 <small>Work items</small>	v1.0 TTL Biz Req'ts 1614 <small>Work items</small>
v1.0 "Technical" Req'ts	In Sol'n Modeling 66 <small>Work items</small>	SM+D Complete 24 <small>Work items</small>	In Build 188 <small>Work items</small>	In Test 0 <small>Work items</small>	v1.0 TTL Tech Re... 278 <small>Work items</small>

Data as of 5/07



- All Version 1.0 Requirements have been developed
- The program is tracking the following for v1.0:
 - 7 Requirements to be demoed for V1.0
 - 2 Requirements in Demo re-work
 - 154 Requirements to be demo accepted
 - If any of the 154 requirements are re-quire re-work, they will be prioritized accordingly

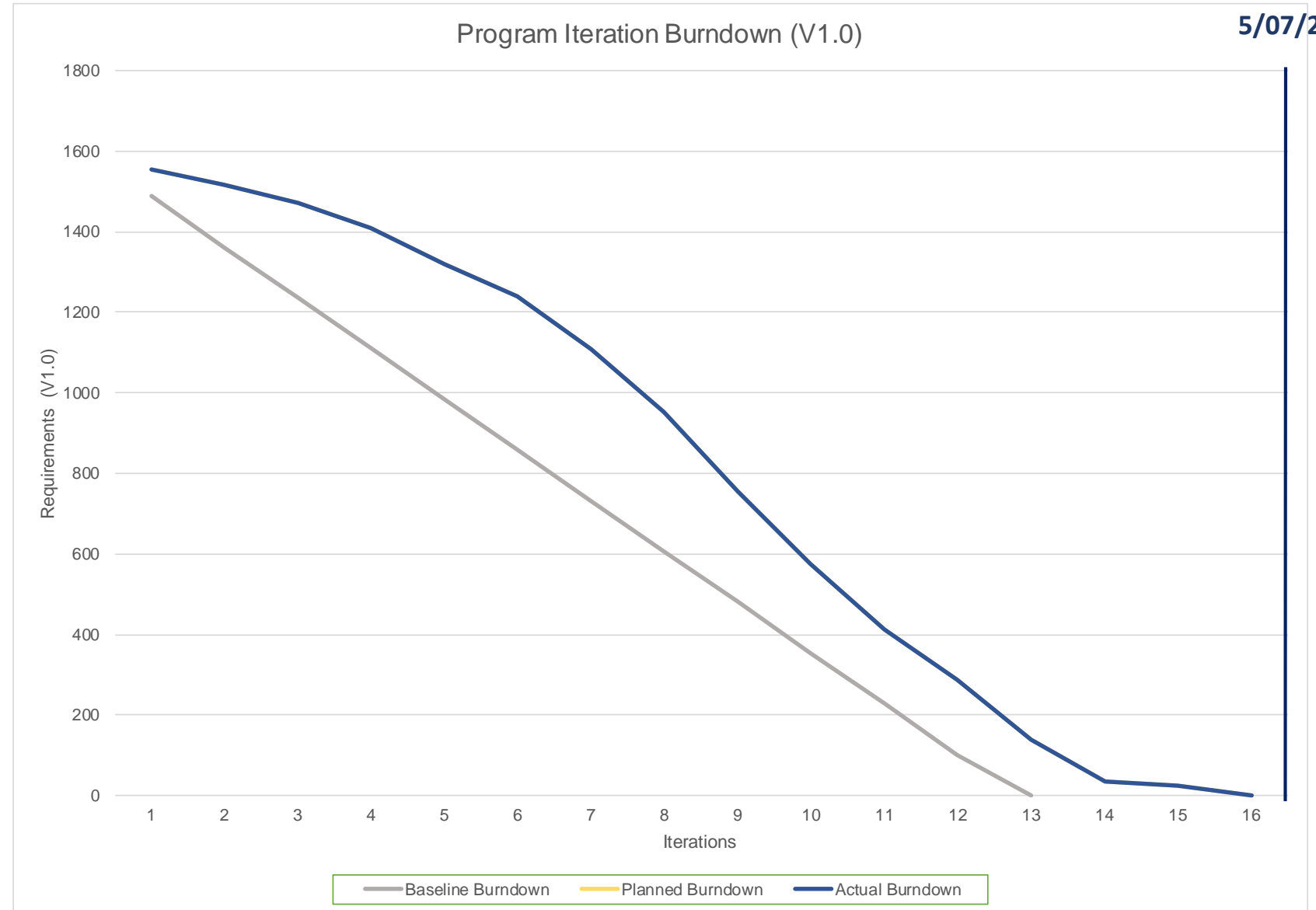
Program Iteration Burndown V1.0



5/07/20

Key Discussion Points:

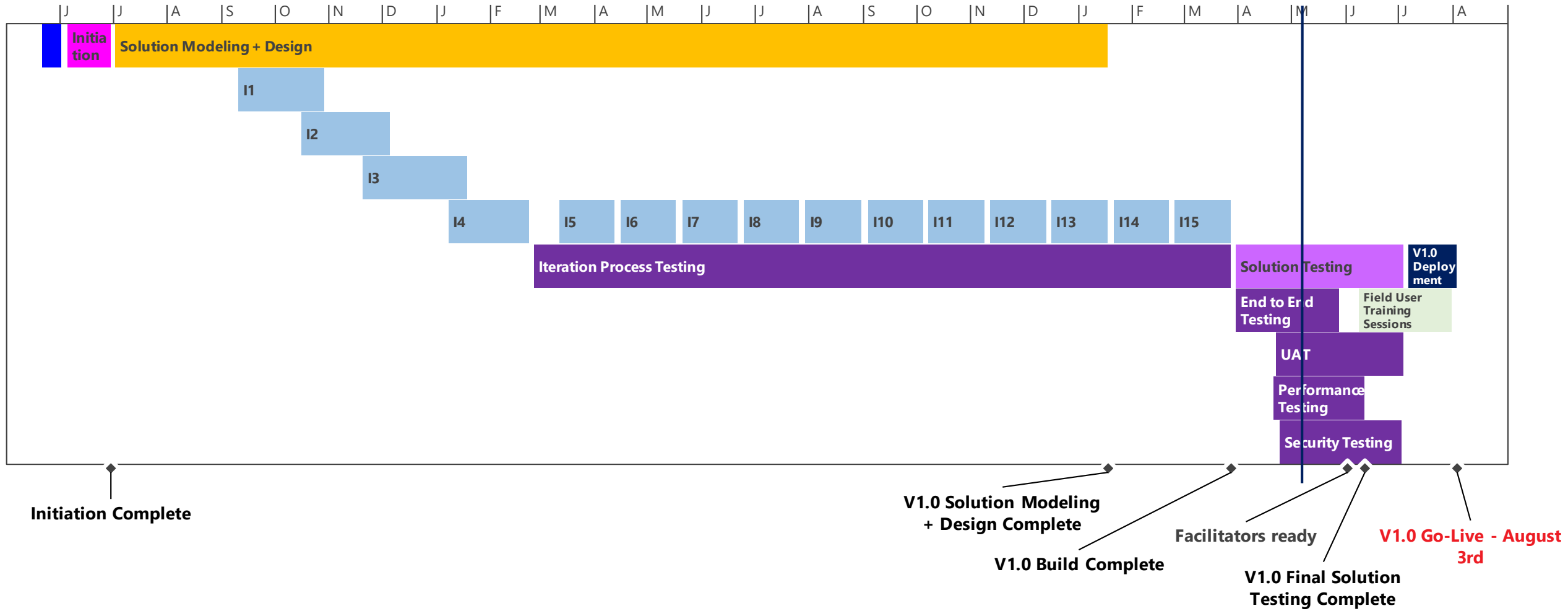
- As of 5/07, the program completed iteration 16 for V1.0
- There are 0 remaining requirements to develop for V1.0



Program Roadmap V1.0



05/07/20



Intake/Hotline & Assessment V1.0



Work Stream Health



Blockers & Issues:

- N/A

Decisions:

- N/A

Updates:

- All V1.0 requirements are development complete
- Assessment: Of the 34 requirements "In Build"
 - 7 waiting to be demo accepted
 - 27 are demo accepted and ready to test
- Supporting end to end testing and bug fixes
- Intake Component Design Document (CDD) approved
- Finalized Portal web roles
- Continuing progress on Intake/Hotline Cutover strategy
- Assessment CDD out for review

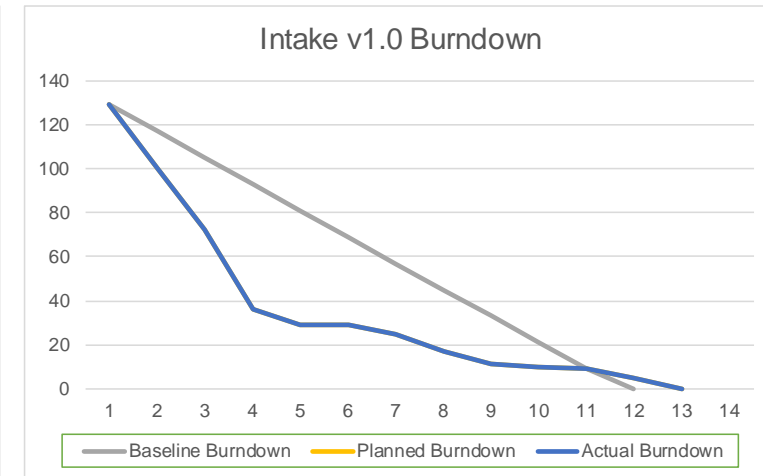
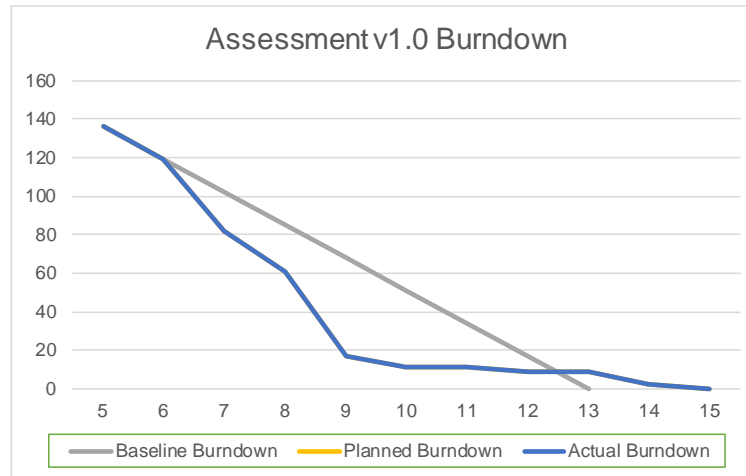
Upcoming Objectives (over next 2 iterations) :

- 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
v1.0 Assessment Business Requirements Team 1 Assessment Dashboard	0 Work items	0 Work items	34 Work items	120 Work items	154 Work items
v1.0 Intake Business Requirements 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

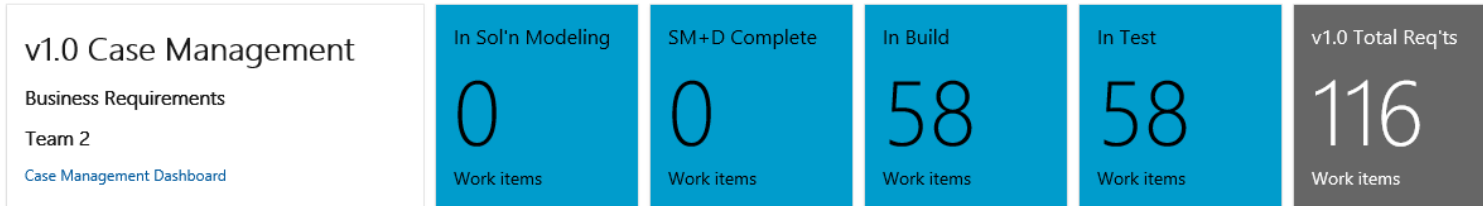
Team Updates:

- Final demos (legal motions) completed
- Continued CDD updates
- Supporting bug fixes and stabilization activities
- Of the 58 requirements "In Build"
 - 4 are awaiting demos
 - 14 are waiting to be demo accepted
 - 40 are demo accepted and ready to test

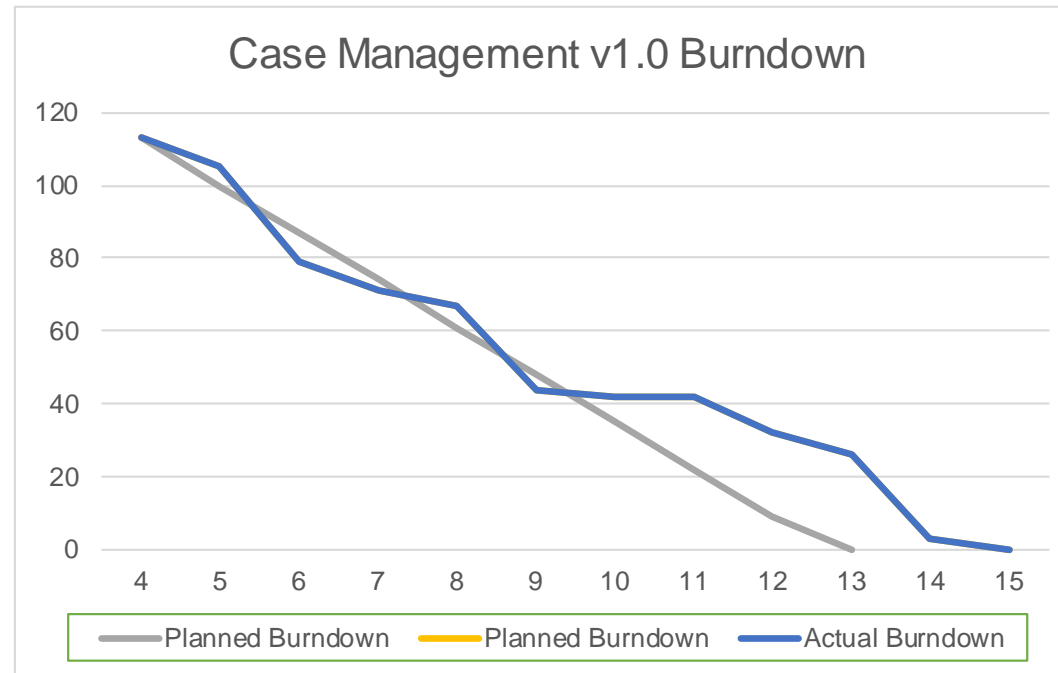
Upcoming Objectives (over next 2 iterations) :

- 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 54 requirements "In Build"
 - 7 are waiting to be demo accepted
 - 47 are demo accepted and ready to test
- **Permanency**
 - 2 permanency requirements remaining to be developed
 - Of the 61 requirements "In Build"
 - 1 is in Demo Rework
 - 22 are waiting to be demo accepted
 - 38 are demo accepted and ready to test

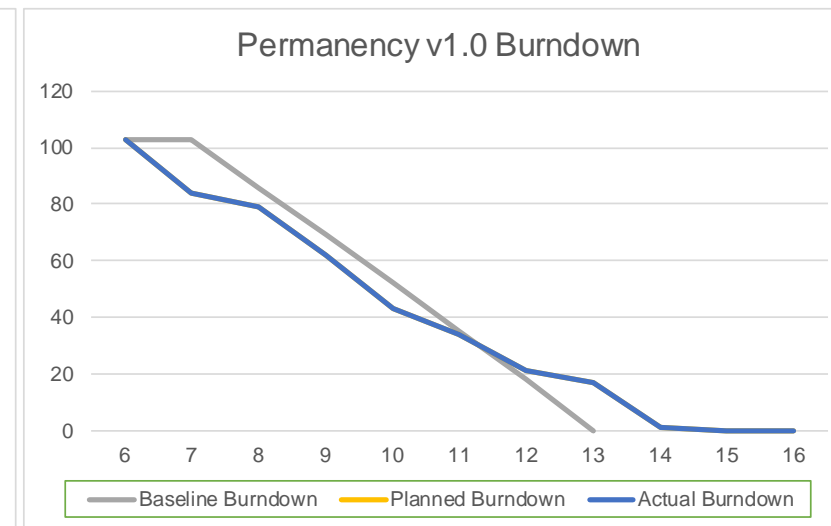
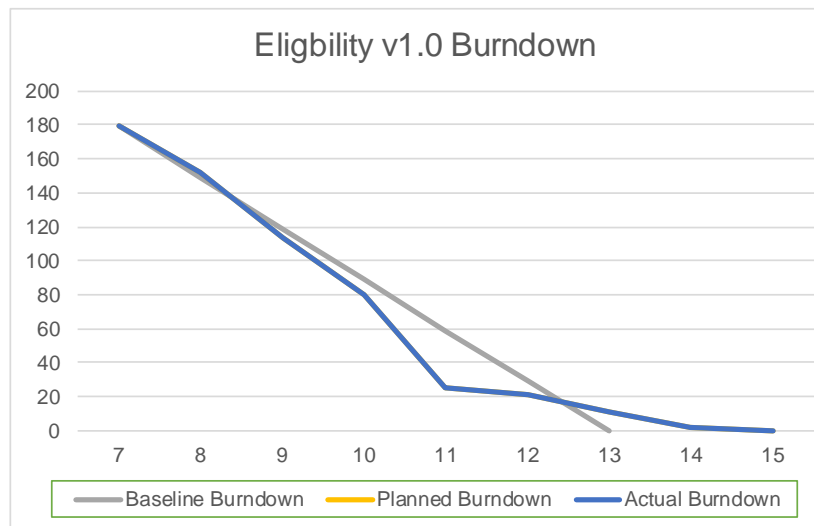
Upcoming Objectives (over next 2 iterations) :

- Stabilization of v1.0
- UAT Preparations
- Super User Training Support
- Completion of Eligibility and Permanency CDDs

Total V1.0 Requirements:

	In Sol'n Modeling	SM+D Complete	In Build	In Test	v1.0 Total Req'ts
v1.0 Eligibility Business Requirement Team 3 Eligibility Dashboard	0 Work items	0 Work items	54 Work items	124 Work items	178 Work items
v1.0 Permanency Business Requirements Team 3 Permanency Dashboard	0 Work items	0 Work items	61 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”,
 - 12 are waiting to be demo accepted,
 - 141 are demo accepted and ready to test
- **Provider Management**
 - Of the 99 requirements “In Build”
 - 1 remains to be demoed
 - 1 is in Rework
 - 17 waiting to be demo accepted,
 - 80 are demo accepted and waiting to be moved to test

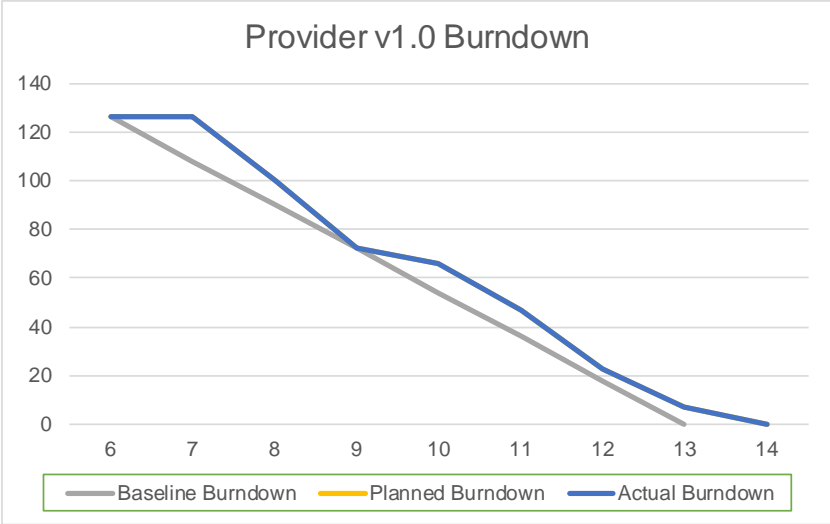
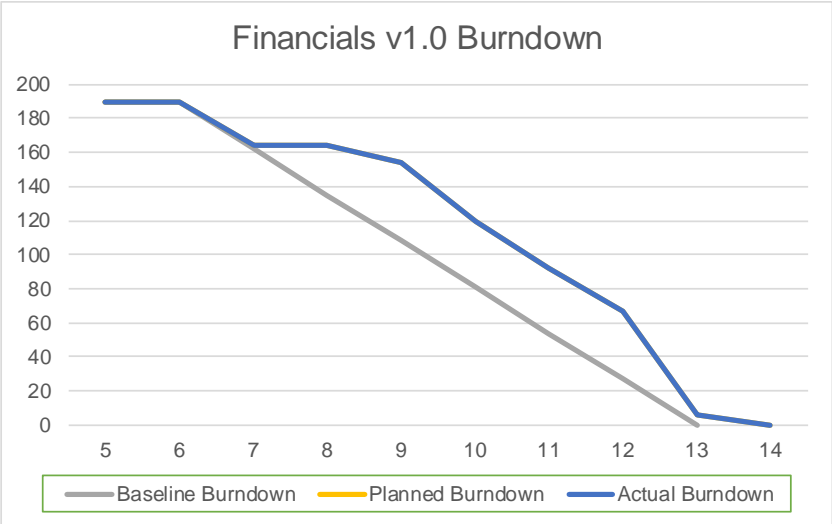
Upcoming Objectives (over next 2 iterations) :

- Stabilization of V1.0
- Completion of CDDs for Provider, Invoice & Payment
- UAT support preparations

Total V1.0 Requirements:

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

V1.0 Component Burndown:





Work Stream Health



Blockers & Issues:

- With current model, ODS updates impact downstream systems (83613)
- Test data availability blocking DM / DWH validation (83614)
- Novitex interface will be delayed as Provider estimated 45-90 days of Dev (80309)
- Resourcing Issue – Outstanding critical resource requests

Decisions:

- (84481) Some Integrations not in scope for UAT

Team Updates:

Interfaces

- Novitex interface development continues
- 6 V1.0 interfaces still in development

Data Migration

- Continue progress on Operational Data Store (ODS) data lock
- Design and Dev updates continue based on ODS updates
- Business validation tasks post data migration planning underway
- Data Migration environments needs under review

Reports

- Steady progress on Reports Design continues
- Implementing gap analysis of report source to ensure validation

Upcoming Objectives (over next 2 iterations) :

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



Work Stream Health



Blockers & Issues:

- N/A

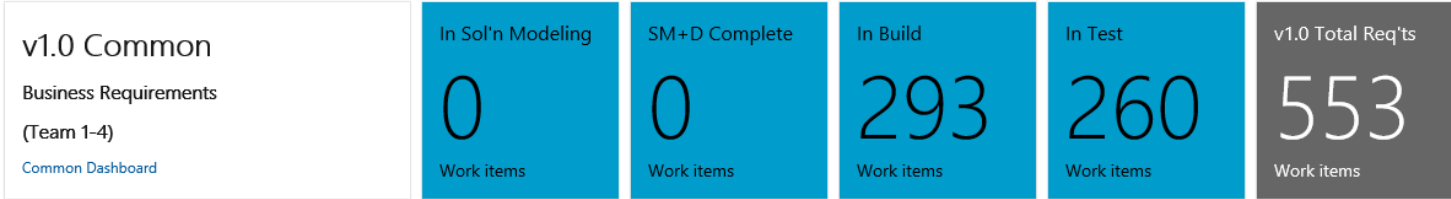
Decisions:

- N/A

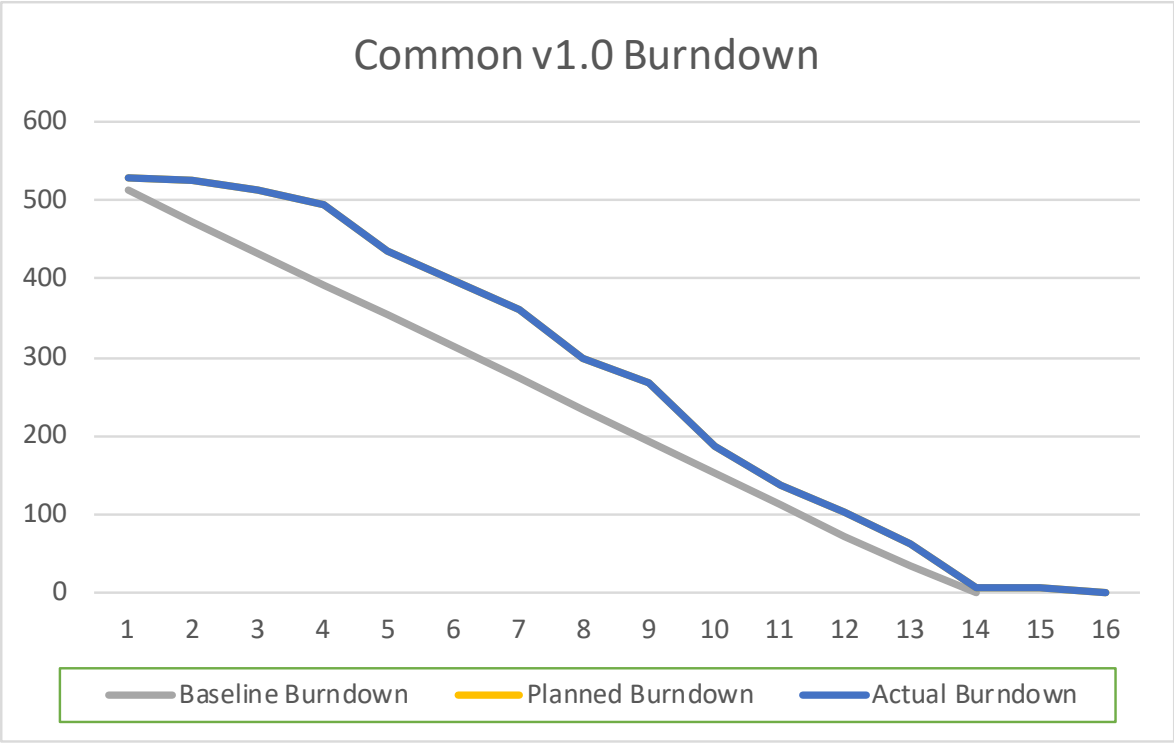
Updates:

- All requirements developed
- Of the 291 requirements "In Build"
 - 2 need to be Demoed
 - 73 need to be demo accepted,
 - 218 are demo accepted and are waiting to move to test

Total V1.0 Requirements:



V1.0 Component Burndown:





Team Health



Blockers & Issues:

- (Issue [83603](#)) Security roles not matching
- [Issue 80166](#) Business Process Testing is delayed – Planning to complete remaining BP testing in the week of May 18th.

Decisions:

- Decision 83327 UAT will move to remotely testing due to COVID-19

Updates:

- UAT starts 5/11
- Penetration Testing starts 5/11
- Business Process Testing
 - 389 approved, 41 open bugs
- End to End testing of P1
 - 503 passed, 32 open bugs
- Integration/Interface testing
 - Of 21 interfaces: 11 tested, 3 in progress
- Data Migration/Replication/Warehouse testing underway
- Performance Testing underway


Upcoming Objectives (over next 2 iterations) :

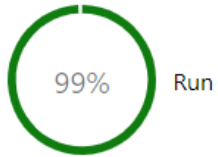
- CHILDS to ODS data migration testing, preparing for CHILDS >ODS> CE Staging > CRM Testing and Data Replication testing
- Performing P1 E2E Test Execution based on updated Security Matrix.
- Support GSs to review the test data and UAT test execution process
- Complete UAT


End-to-end Testing (E2E)

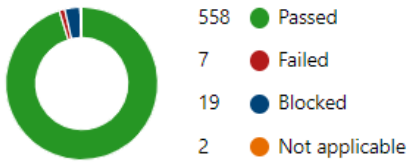


MS Testing – E2E P1 test execution


 **586** (586 / 590)
Test points run

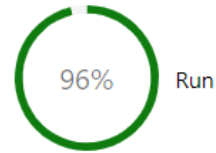



 **95%** (558 / 586)
Pass rate

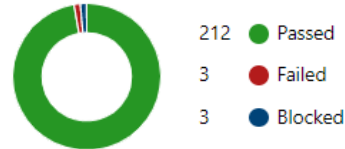


MS Testing – E2E P2 test execution


 **218** (218 / 226)
Test points run

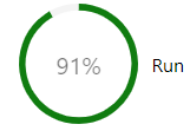



 **97%** (212 / 218)
Pass rate

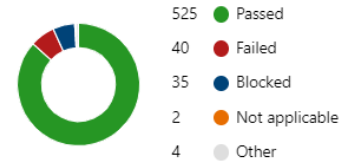


DCS Testing – E2E P1 test execution

 **606** (606 / 659)
Test points run



 **86%** (525 / 606)
Pass rate





Team Health



Blockers & Issues:

- N/A

Decisions:

- N/A

Team Updates:

- Submitted May Business Review Deck for Review
- Prepared leadership Communications for re-registration of training
- Analyze questions, continue to identify and prepare for distribution of FAQs
- Continue to coordinate Guardian Intranet redesign
- Coordinated April MMP Upload to Guardian Intranet
- Submitted two reusable demos for BL review
- Edited 4 reusable demos

Upcoming Objectives (over next 2 iterations) :

- Analyze and update the Change Management Plan and the Communications Plan
- Analyze questions, continue to identify and prepare for distribution of FAQs
- Continue to support UAT with communications
- Continue to support Guardian training communications
- Continue supporting reusable demo recordings



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.
- Closed 3 Risks

Decisions:

- N/A

Team Updates:

- Prepare for End User training start
- Onboarding new resource
- Continue Super User Ongoing Practice Sessions
- Curriculum revisions for End User training
- Gold data entry & testing ongoing

Upcoming Objectives (over next 2 iterations) :

- Super User Make Up Session
- Finalize End User Training Materials
- Finalize End User Training Resource Materials
- End User registration
- Gold Data clean up and entry for End 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
 - 30 V1.1 Business requirements in are development Complete
 - 52 V1.1 Business requirements in are development ready
 - 20 V1.1 Business requirements are currently being solution modeled

Program Health

Overall

v1.1 Total Program Requirements (Not including Backlog)	In Sol'n Modeling 121 Work items	SM+D Complete 57 Work items	In Build 38 Work items	In Test 1 Work items	v1.1 Total Req'ts 217 Work items
v1.1 "Business" Req'ts	In Sol'n Modeling 20 Work items	SM+D Complete 52 Work items	In Build 30 Work items	In Test 1 Work items	v1.1 TTL Biz Req'ts 103 Work items
v1.1 "Technical" Req'ts	In Sol'n Modeling 101 Work items	SM+D Complete 5 Work items	In Build 8 Work items	In Test 0 Work items	v1.1 TTL Tech Re... 114 Work items

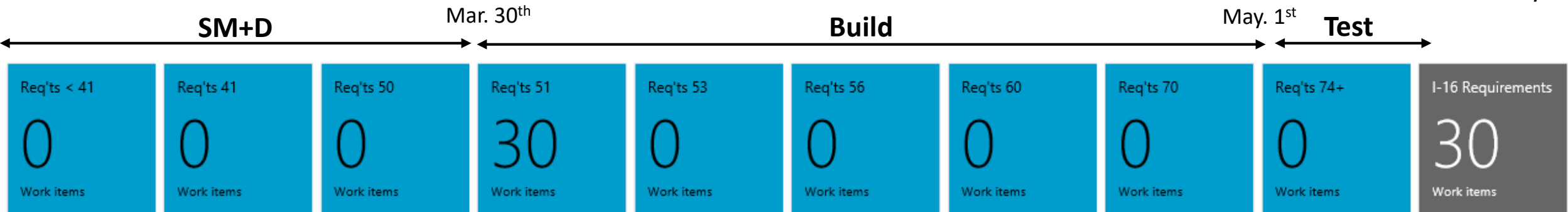
Data as of 5/07

Current Program Snapshot V1.1

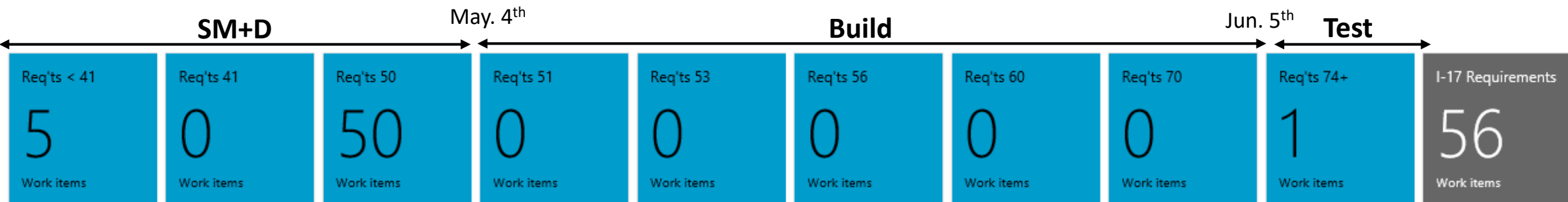


Data as of 4/07

Iteration 16



Iteration 17

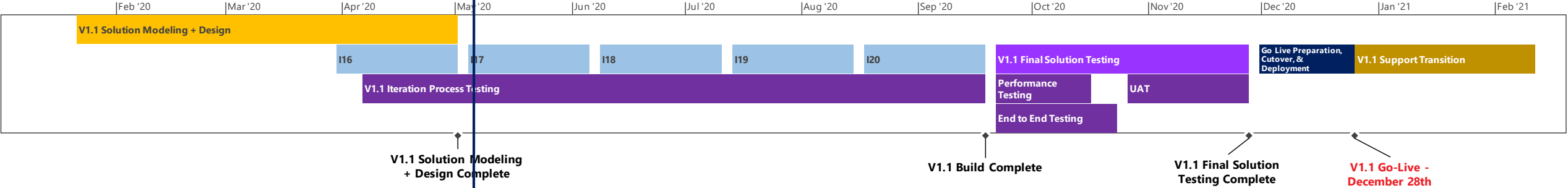


- For Iteration 16
 - 30 requirements development complete and will be demoed
- For Iteration 17
 - 5 Requirements left to Solution Model
 - 50 Requirements are in development

Program Roadmap V1.1



05/07/20



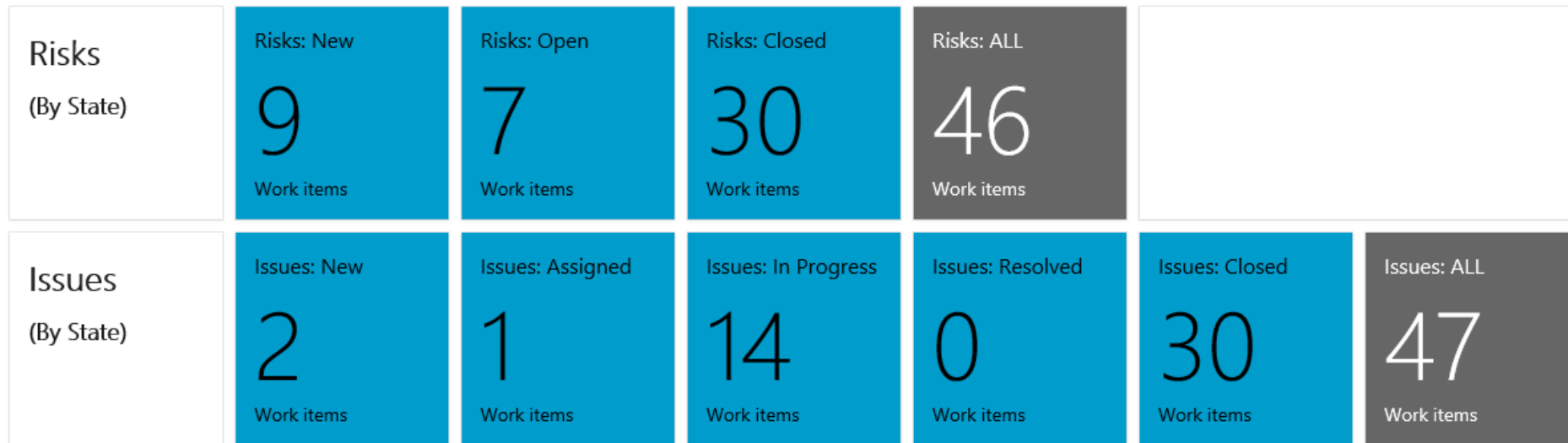
Current Development Estimate at Complete by Fiscal Year



	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	\$ 748,015	\$ 391,454	\$ 6,000,515
Business Integration			\$ 1,070,367	\$ 2,450,314	\$ 1,948,942	\$ 3,939,560	\$ 1,080,822	\$ 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	\$ 835,903	\$ 444,843	\$ 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	\$ 2,325,716	\$ 1,247,528	\$ 4,250,673
Integrated Shared Services			\$ -	\$ -	\$ 82,347	\$ 581,382	\$ 599,713	\$ 1,263,442
Data Management			\$ -	\$ -	\$ 571,928	\$ 2,535,973	\$ 2,137,086	\$ 5,244,987
Technical Integration			\$ 6,035	\$ 2,382,391	\$12,887,429	\$13,911,050	\$12,467,241	\$ 41,654,146
Training			\$ -	\$ -	\$ 244,610	\$ 758,887	\$ 930,000	\$ 1,933,496
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	\$26,561,167	\$19,923,291	\$ 86,088,076
Program Approved Budget								\$ 86,088,076
(Over)/Under								\$ -

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

Risks and Issues



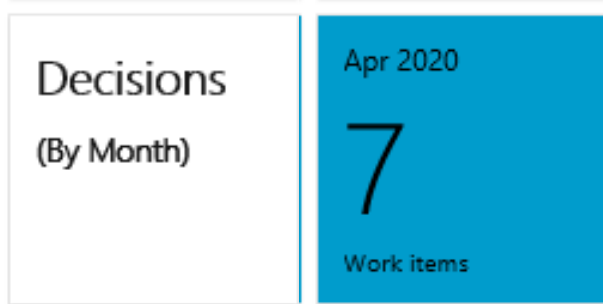
- The program is currently monitoring 16 Open Risks
- The program is actively working on 17 open issues

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	06/01/20	1 - Critical
74661	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.	06/05/20	1 - Critical
76681	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	06/26/20	1 - Critical
83603	Jules Cannon	Security roles not matching test cases nor implementation in CE	Security roles not matching test cases nor implementation in CE Finalization of the security matrix was provided Feb 26 and misaligned to test cases as well as CE configurations	05/29/20	1 - Critical
74659	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	05/29/20	2 - High
75862	Jason Andress	Hyland Support Access for OnBase	Konica Minolta is unable to directly support AZDCS OnBase instance directly. Time necessary for environmental change requests are causing schedule delays along with simple ticket submission directly to Hyland		2 - High
75912	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	05/22/20	2 - High
80166	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.	05/31/20	2 - High
80337	Joshua Jackson	COVID-19 Outbreak Causing Quarantines, Team Outages and Work Stoppages	A COVID-19 outbreak could result in multiple issues within the project. Quarantines and team outages could result major work stoppages and missed Go-Live date.	05/12/20	2 - High

Critical and High Issues Only



Decision for Previous Month
(please see next slide)

Data as from April Month End

Key Guardian - Decisions



Decision for Previous Month

ID	PM	Decision Date	Description Title
83327	Harish Kothapalli	04/10/20	UAT will move to remotely testing due to COVID-19
83354	Harish Kothapalli	04/10/20	Remittance Advice history in CRM
83848	James Cottam	04/15/20	Rebaseline Day 2 Operations
84179	Sarah Crago	04/22/20	Additional 6 Training environments to be deployed and maintained through End User Training
84317	Jules Cannon	04/29/20	PrePayment Invoice Handling
84476	Jules Cannon	04/30/20	Budget Year in Guardian
84481	Harish Kothapalli	04/30/20	Integrations not in scope for UAT

Data as from April Month End

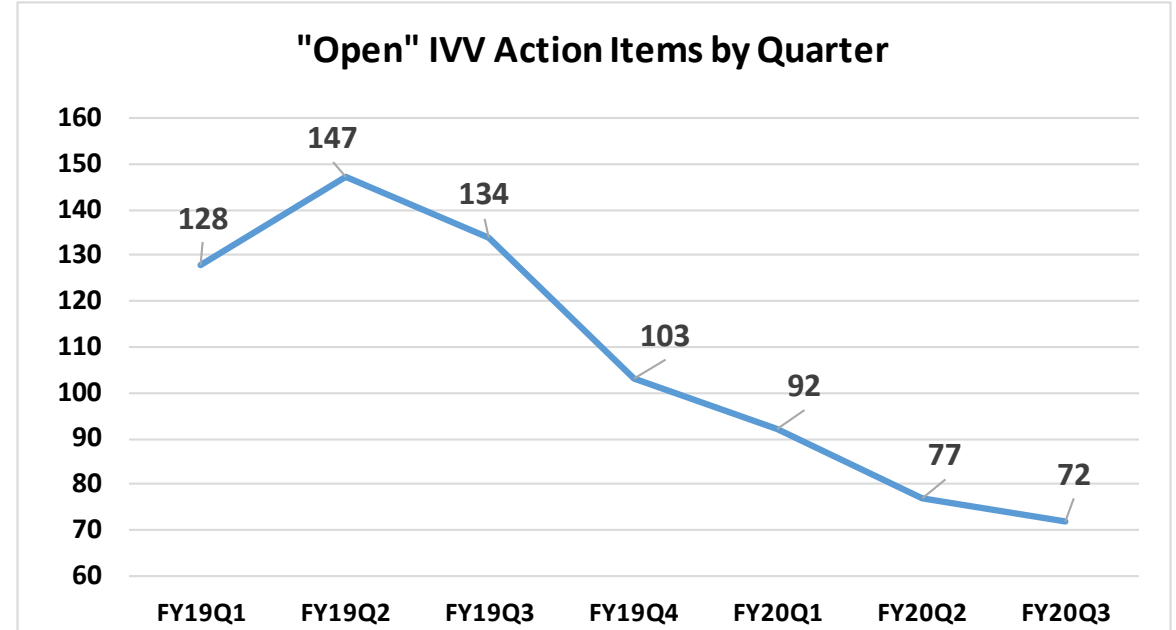
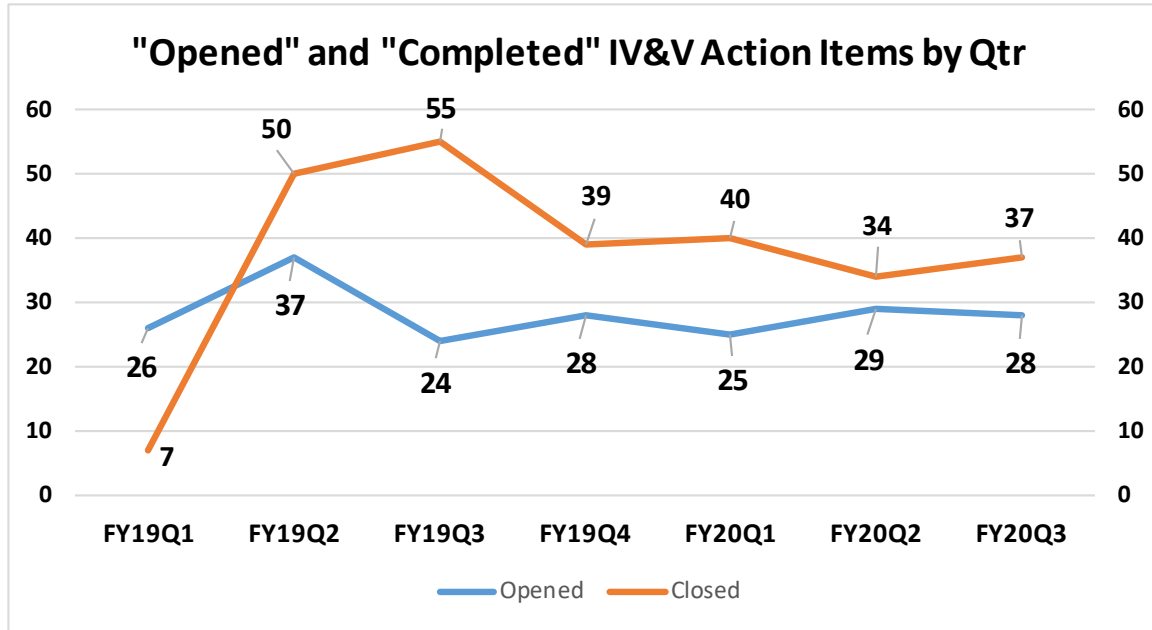
Action Items



Action Items (By State) (Including IV&V)	Al: New	Al: Assigned	Al: In Progress	Al: IV&V Rev (St...	Al: On Hold	Al: Completed	Al: ALL
	36 Work items	11 Work items	38 Work items	11 Work items	0 Work items	80 Work items	176 Work items
Action Items (By State) (Not Including IV&V)	Al: New	Al: Assigned	Al: In Progress	Al: IV&V Review	Al: On Hold	Al: Completed	Al: ALL
	3 Work items	10 Work items	11 Work items	0 Work items	0 Work items	66 Work items	90 Work items
Action Items (By State) (IV&V)	Al: New	Al: Assigned	Al: In Progress	Al: IV&V Rev (St...	Al: On Hold	Al: Completed	Al: ALL
	33 Work items	1 Work items	27 Work items	11 Work items	0 Work items	14 Work items	86 Work items

- The program is currently monitoring 85 open actions items
 - 24 are standard program action items
 - 61 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
- IV&V is conduction virtual interview from 5/4 – 5/15
- The latest report will be provided at the end of May



Q & A Session



Appendix

Program History

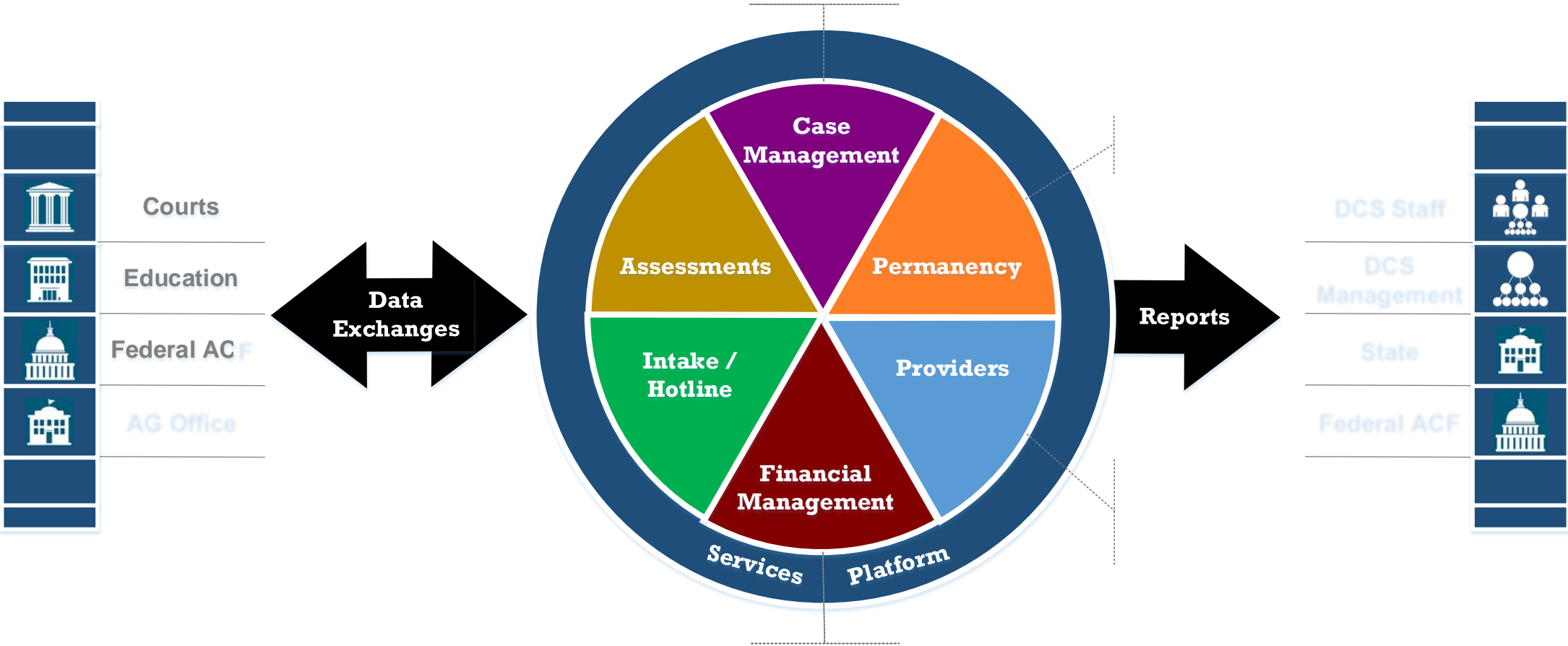


- The current DCS CHILDS application is under Federal Rules and Regulations called SACWIS (Statewide Automated Child Welfare Information System)
- In 2015, new rules and regulations, called CCWIS (Comprehensive Child Welfare Information System), were introduced. DCS is aiming to be compliant with these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

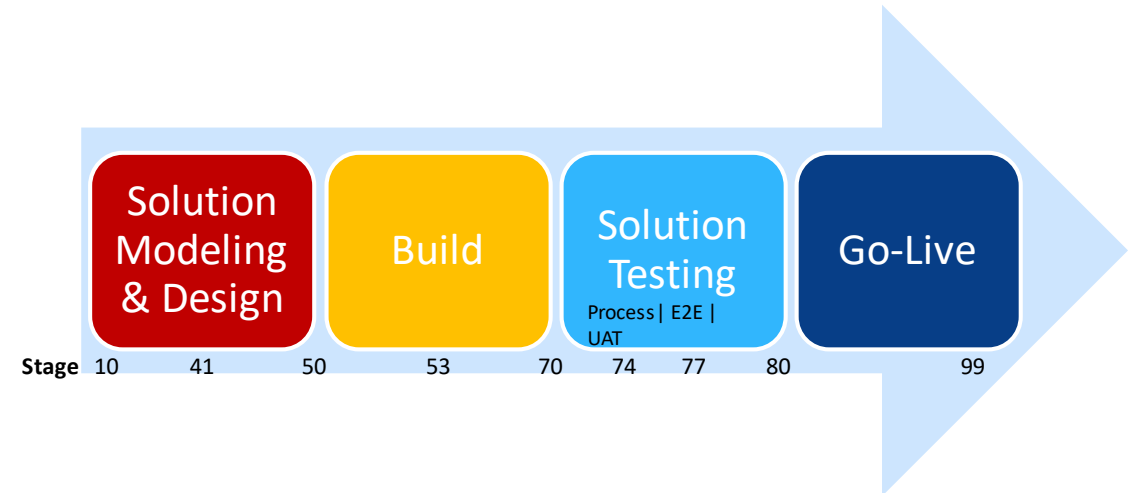
Build and Deploy

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

