



## *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

June 17, 2020

Status Through: Jun 08, 2020

# Agenda



- V1.0
  - Current Dashboard
  - Program Status Overview
  - 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



## Requirements Update:

- 8 Business requirements remaining to be modeled for V.10
- 2 of the 759 requirements "In Build" remain to be Demoed for V1.0
- 134 of the 759 requirements "In Build" are waiting to be demo accepted
- 2 of the 759 requirements "In Build" are in demo re-work
- The remaining requirements "In Build" have been demo accepted and are ready to test

## Program Health

Overall

v1.0 Total Program Requirements (Not including Backlog)	In Sol'n Modeling 45 Work items	SM+D Complete 3 Work items	In Build 954 Work items	In Test 834 Work items	v1.0 Total Req'ts 1836 Work items
v1.0 "Business" Req'ts	In Sol'n Modeling 8 Work items	SM+D Complete 0 Work items	In Build 759 Work items	In Test 834 Work items	v1.0 TTL Biz Req'ts 1601 Work items
v1.0 "Technical" Req'ts	In Sol'n Modeling 37 Work items	SM+D Complete 3 Work items	In Build 195 Work items	In Test 0 Work items	v1.0 TTL Tech Re... 235 Work items

Data as of 6/08



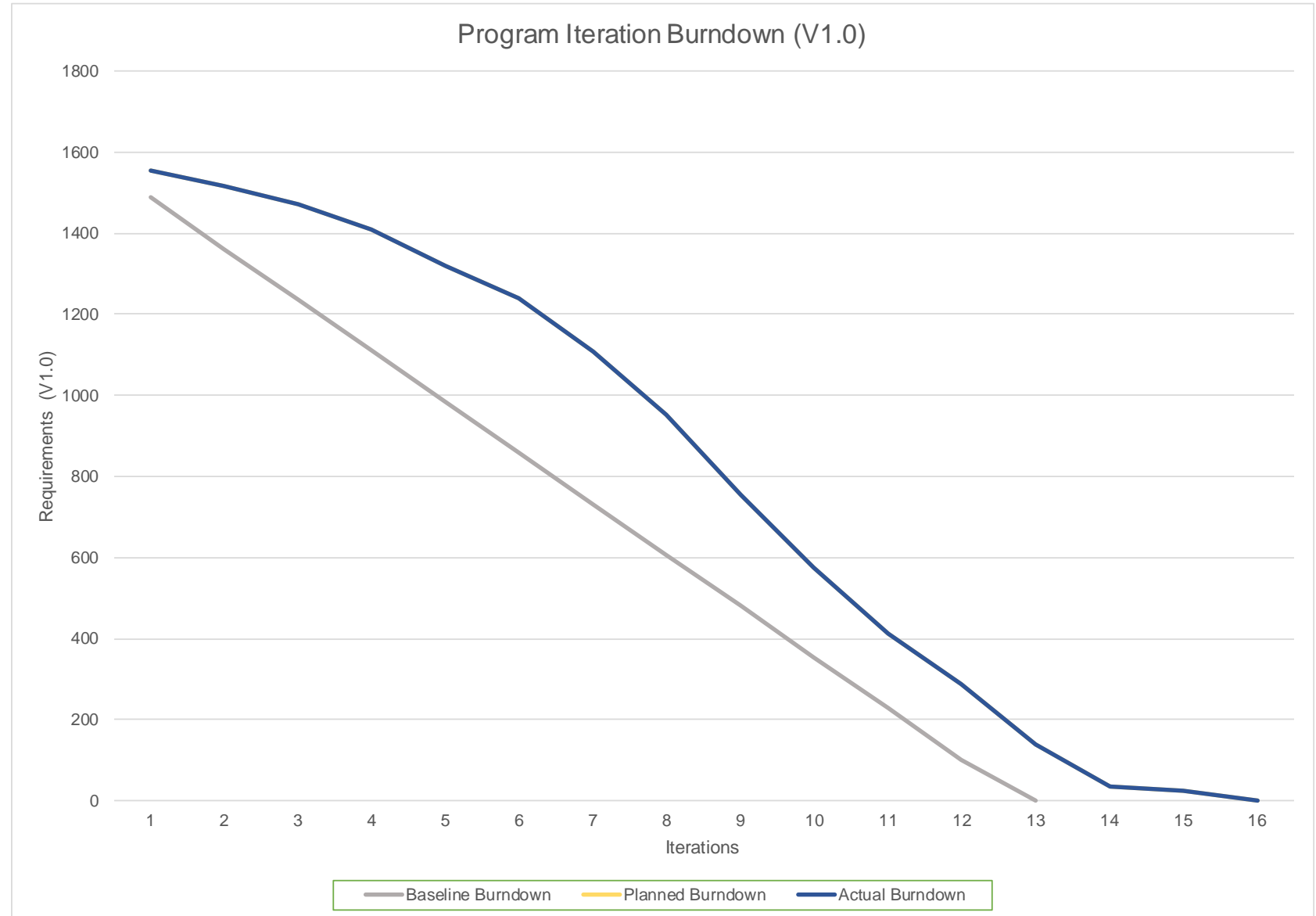
- Program Status
  - Program Go-Live on track for August 3<sup>rd</sup>
  - End user training started!
  - End to End testing continues
  - User Acceptance Testing (UAT) underway (week 4 of 5 completed)
  - Security testing completed
  - Performance testing continues
  - Iteration 17 completed
  - Iteration 18 started
- Top items program is watching
  - Data migration
  - Reports
  - UAT
  - End user Training

# Program Iteration Burndown V1.0



## Key Discussion Points:

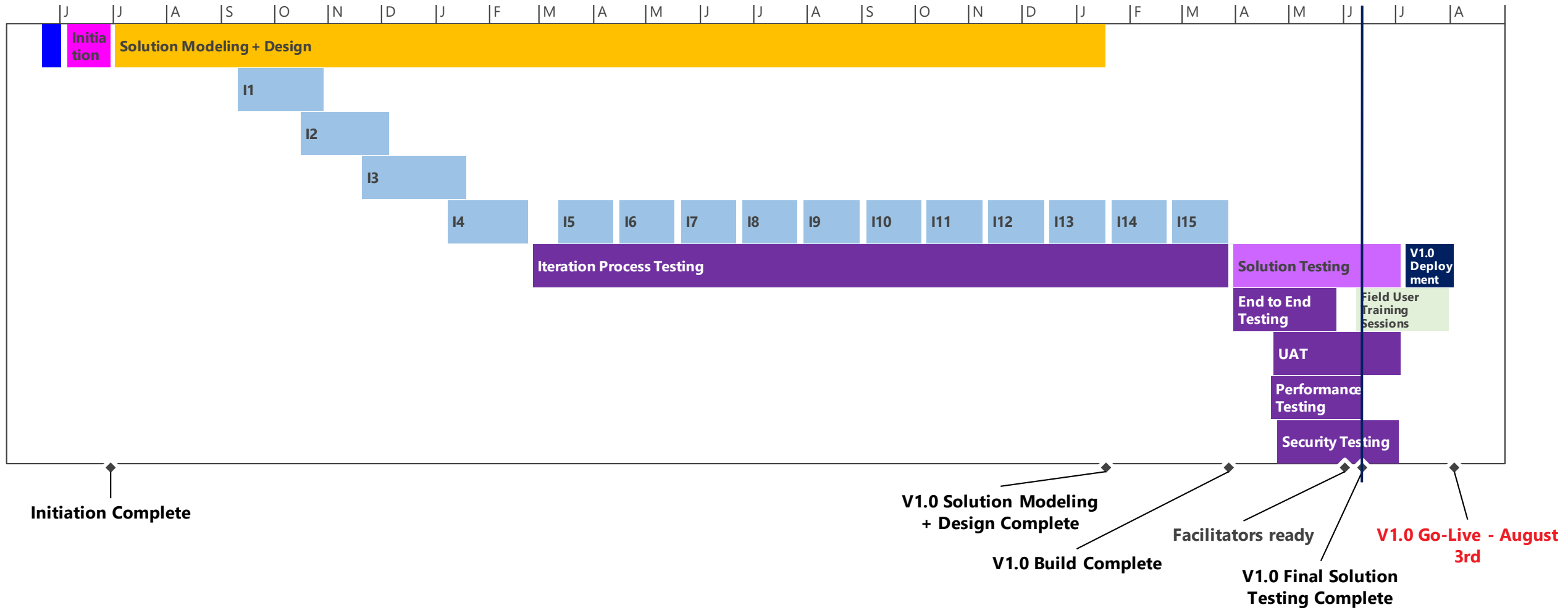
- The remaining 8 requirements that need to be solution modeled are under review to be prioritized into the correct iteration



# Program Roadmap V1.0



06/08/20





## Work Stream Health



### Blockers & Issues:

- N/A

### Decisions:

- N/A

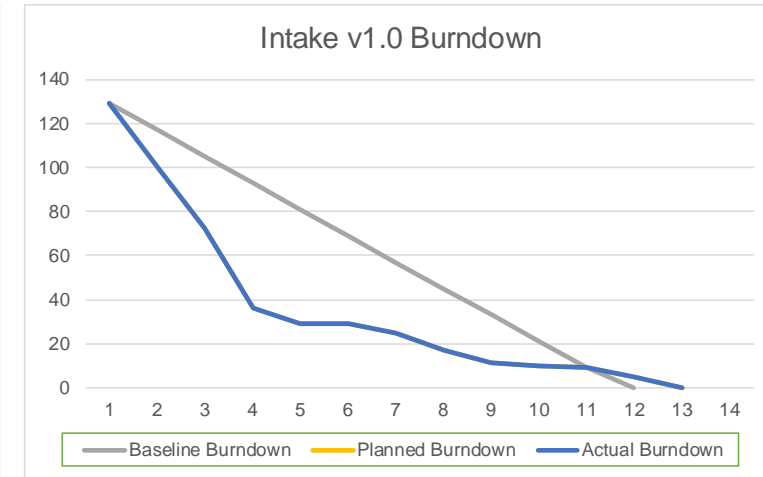
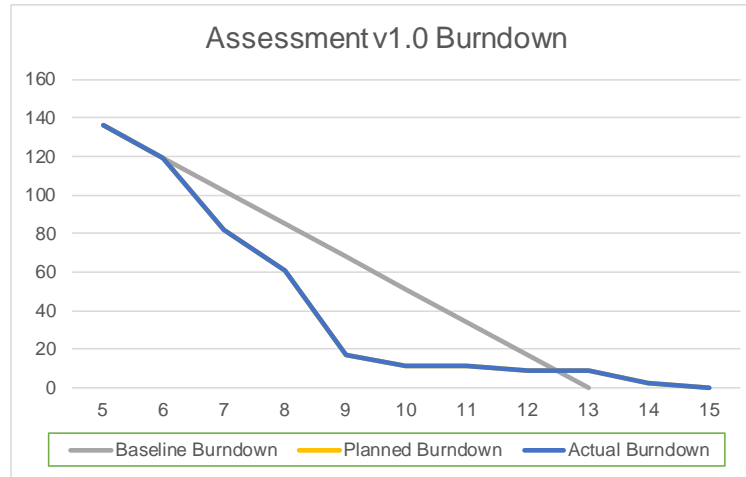
### Updates:

- Supporting remain demos for V1.0

## 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	17 Work items	129 Work items	146 Work items

## V1.0 Component Burndown:



# Eligibility and Permanency V1.0



## Work Stream Health



### Blockers & Issues:

- N/A

### Decisions:

- N/A

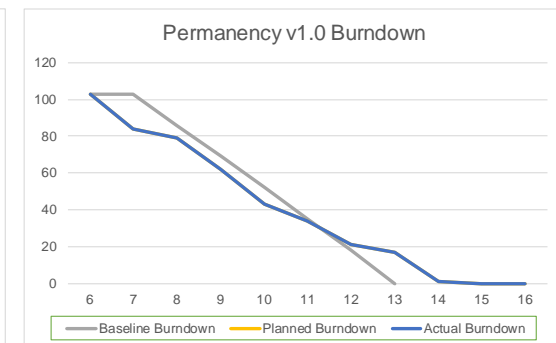
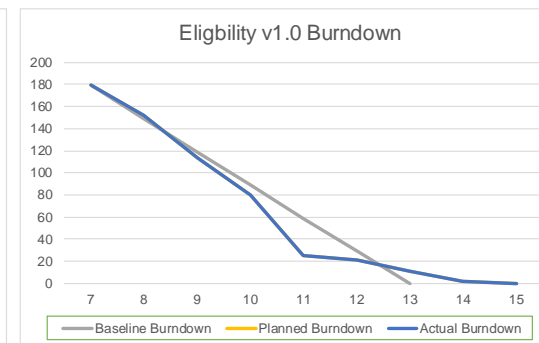
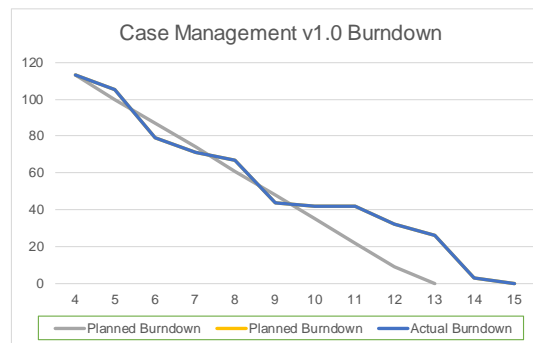
### Updates:

- Supporting bug fixes
- Providing UAT support
- Working on 2 requirements in Solution Modeling

## Total V1.0 Requirements:

Category	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	54 Work items	124 Work items	178 Work items
<b>v1.0 Permanency</b> Business Requirements Team 3 <a href="#">Permanency Dashboard</a>	0 Work items	0 Work items	61 Work items	42 Work items	103 Work items
<b>v1.0 Case Management</b> Business Requirements Team 2 <a href="#">Case Management Dashboard</a>	2 Work items	0 Work items	37 Work items	58 Work items	97 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

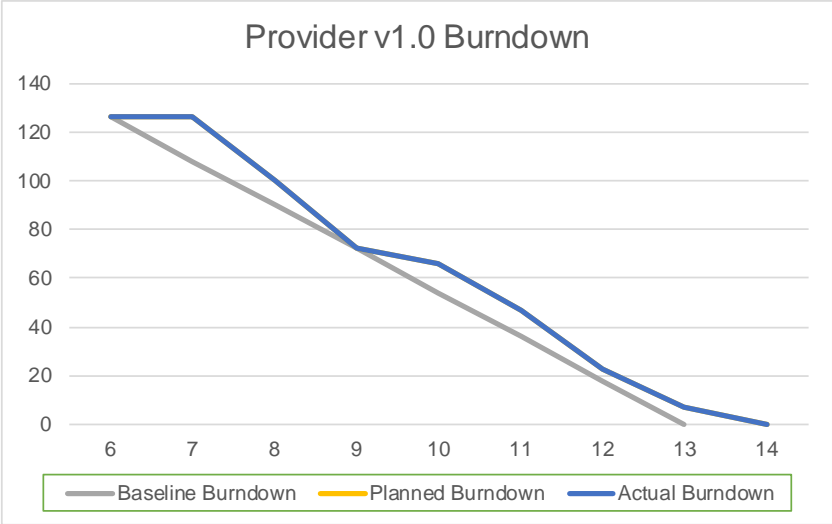
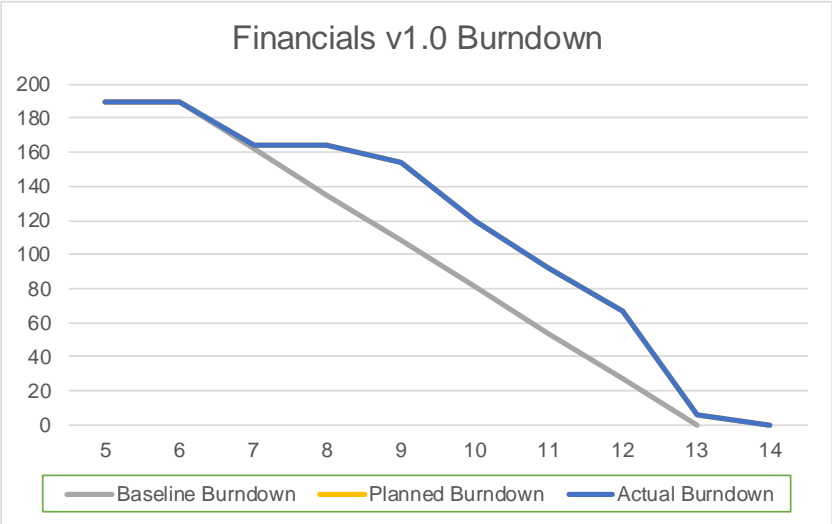
### Team Updates:

- Working V1.0 bugs
- Supported UAT
- Completed AFIS outbound interface (some adjustments to EFT)

## Total V1.0 Requirements:

Component	In Sol'n Modeling	SM+D Complete	In Build	In Test	v1.0 Total Req'ts
<b>v1.0 Financials</b> Business Requirements Team 4 <a href="#">Financials Dashboard</a>	1 Work items	0 Work items	153 Work items	36 Work items	190 Work items
<b>v1.0 Provider Management</b> Business Requirements Team 4 <a href="#">Provider Management Dashboard</a>	0 Work items	0 Work items	99 Work items	27 Work items	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)
- OPDG is not getting installed on new VMs. Communication is going on with Azure Support Team.
- ODS test environment is not fully configured for Interface use.

### Decisions:

- (98158) ODS will store SSN in same format as CE.

## Team Updates:

### Interfaces

- Novitex development continues progress
- SSA Development is complete and testing complete
- AFIS testing is in progress. Interface updates being made based on feedback
- 2 CRs has been approved for AFIS for Go-Live.

## Data Migration

- DM Design and Dev rework tasks planned based on ODS changes
- ~101M records moved to ODS
- Working through Data Migration environment challenges

## Reports

- Reports Design Continues
- Challenges continue with velocity of reports
- Preparing to validate source side of data considered and document gaps



## Work Stream Health



### Blockers & Issues:

- N/A

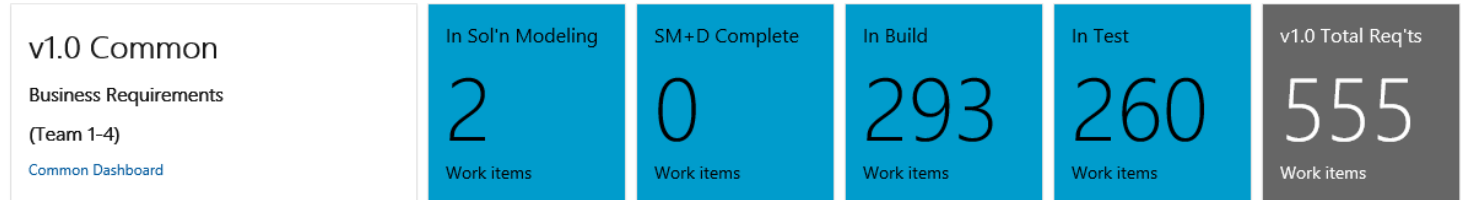
### Decisions:

- N/A

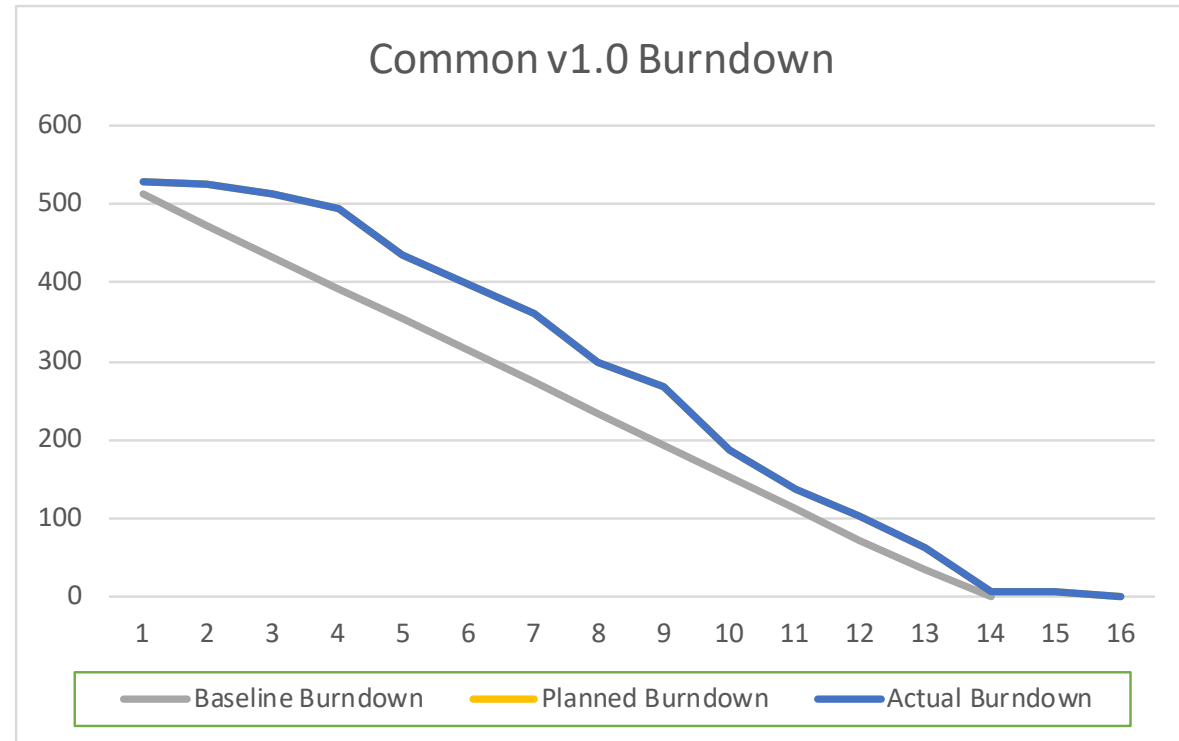
### Updates:

- 2 need solution modeled
- Of the 293 "In Build"
  - 2 are Demo Ready
  - 70 are Demo Complete
  - 221 are Demo Accepted

## Total V1.0 Requirements:



## V1.0 Component Burndown:



# Testing



## Team Health

### Blockers & Issues:










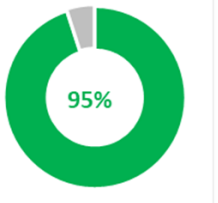
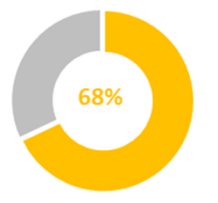
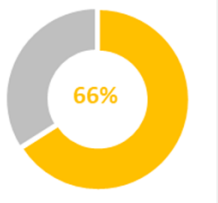
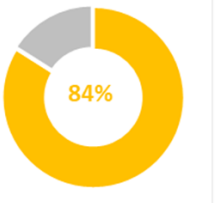
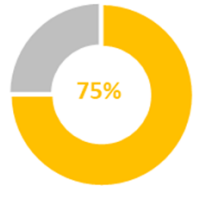
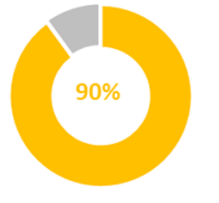
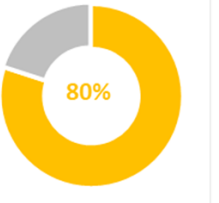
- (Risk) 96061 DCS QA team is not able to complete E2E P2-4 in time due to extra effort spent on creating UAT Test Data
- (Issue) 80166 Business Process Testing is delayed – Planning to complete remaining BP testing after UAT ends

### Decisions:

- N/A

### Updates:

- UAT Underway (Completes July)
- Data Migration/Replication/Warehouse testing continues
- Performance Testing underway

Test Types	Functional (Till I17)	Process (Till I11)	End To End	UAT	Data	Performance	Security	SAG	Overall
Status									
%Complete							NA	NA	
Open S1	1	0	1	0	5	0	0	5	14
Open S2	9	1	6	0	71	5	1	5	103
Open S3	29	15	17	5	47	1	1	32	152
Open S4	4	0	0	0	0	0	0	0	4



## Team Health



### Blockers & Issues:

- N/A

### Decisions:

- N/A

### Team Updates:

- Analyze questions, continue to identify and prepare for distribution of FAQs
- Coordinated content update to Guardian Intranet
- Updated UAT Kick off deck
- Provider UAT kickoff deck
- Provider UAT communications
- Managed Provider emails through the Guardian Mailbox
- Supported UAT Communications
- Supported Training communications
- Submitted May Monthly Milestone for review
- Submitted the Change Network meeting deck for review



## Team Health



### Blockers & Issues:

- Risk 97403 – Trainer Facilitators Turnover
- Risk 95584 - Super Users are attending rather than supporting end user training
- Risk 95555 - Blockers to End-user training in person starting 6/8 - Agreements reached and training to start; Risk will be closed
- Risk 83232 – No solution for permanent L&D training environments in Guardian
- Issue 8116 – Updated for end user training; need sandbox for practice.
- Risk 79996 – Training teams on training environments to run concurrent sessions – re-opened for end-user training; environments deployed, waiting on OnBase and DocuSign

### Decisions:

- N/A

### Team Updates:

- Completed End user registration
- Supported Gold Data cleanup in preparation for End user training
- Preparing for Super User Make Up session(s)
- End user Training Started!

# Total Program Dashboard V1.1



## Requirements Update:

- V1.1 requirements identified and are being iteration planned
- 109 Business requirements are in Solution Modeling
- 55 Business requirements in are development ready
- 10 of the 77 Business requirements in Build are development complete
- Remaining 67 in Build are Demo Ready

## Program Health

Overall

v1.1 Total Program Requirements (Not including Backlog)	In Sol'n Modeling <b>147</b> Work items	SM+D Complete <b>56</b> Work items	In Build <b>85</b> Work items	In Test <b>0</b> Work items	v1.1 Total Req'ts <b>288</b> Work items
v1.1 "Business" Req'ts	In Sol'n Modeling <b>109</b> Work items	SM+D Complete <b>55</b> Work items	In Build <b>77</b> Work items	In Test <b>0</b> Work items	v1.1 TTL Biz Req'ts <b>240</b> Work items
v1.1 "Technical" Req'ts	In Sol'n Modeling <b>37</b> Work items	SM+D Complete <b>1</b> Work items	In Build <b>8</b> Work items	In Test <b>0</b> Work items	v1.1 TTL Tech Re... <b>47</b> Work items

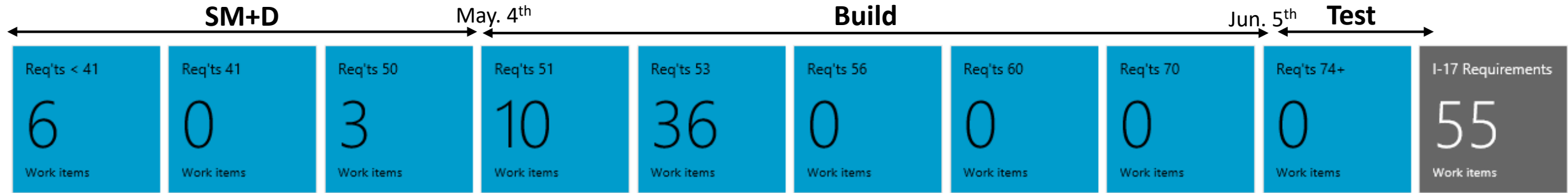
Data as of 6/08

# Current Program Snapshot V1.1

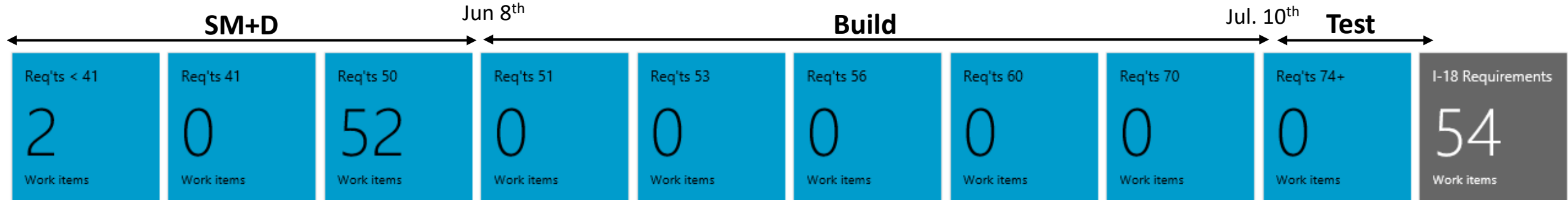


Data as of 6/08

## Iteration 17



## Iteration 18



- For Iteration 17
  - 6 requirements are in solution modeling and will be addressed
  - 3 are in development
  - 46 are development complete and need to be demoed
- For Iteration 18
  - 2 Requirements left to Solution Model
  - 52 Requirements are in development

### Stage Definitions:

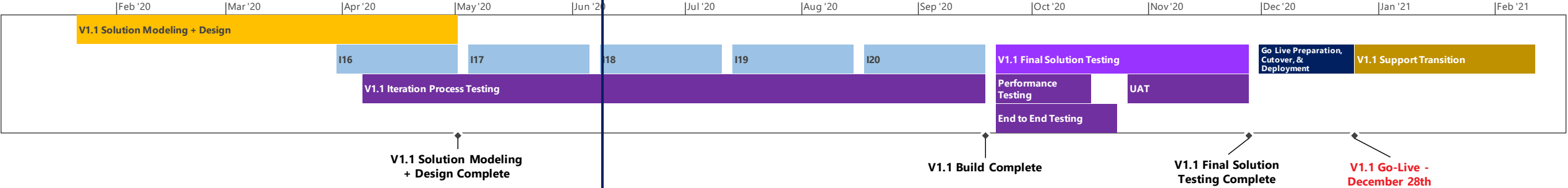
- 10 - Validation Pending
- 20 - Consultant Review in Process
- 30 - Architectural Review in Process
- 40 - Business Review in Process
- 50 - Config-Dev Ready
- 51 - Config-Dev Complete
- 53 - Demo Ready
- 56 - Demo Rework
- 60 - Demo Complete
- 70 - Demo Accepted
- 74 - Process Testing in Process
- 77 - End to End Testing in Process
- 80 - UAT in Process-
- 90 - UAT Complete
- 99 - In Production



# Program Roadmap V1.1



06/08/20



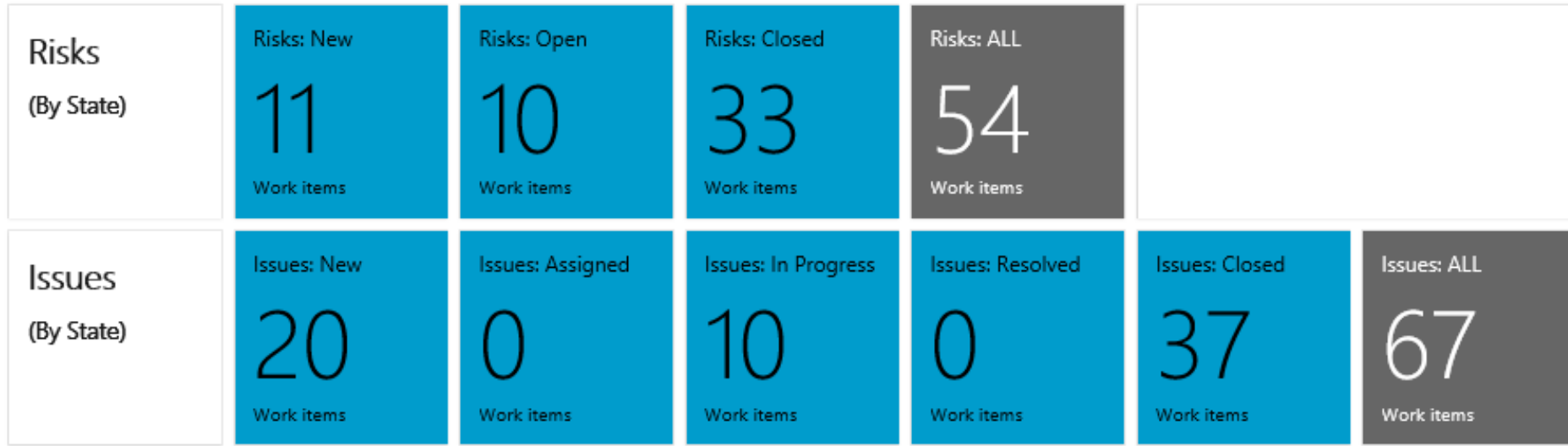
# Current Development Estimate at Complete by Fiscal Year



	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	\$ 4,033,880	\$ 986,502	\$ 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	\$ 2,630,555	\$ 2,042,504	\$ 5,244,987
Technical Integration			\$ 6,035	\$ 2,382,391	\$12,887,429	\$14,712,540	\$11,665,751	\$ 41,654,146
Training			\$ -	\$ -	\$ 244,610	\$ 758,887	\$ 930,000	\$ 1,933,496
Service Management Office			\$ -	\$ -	\$ 221,214	\$ 27,652	\$ -	\$ 248,866
CHILDS Decommissioning			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	<b>\$ 236,627</b>	<b>\$ 931,591</b>	<b>\$ 7,209,721</b>	<b>\$13,456,258</b>	<b>\$17,769,420</b>	<b>\$27,551,559</b>	<b>\$18,932,899</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 May, 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 30 open issues

# Key Guardian - Issues



ID	PM	Title	Description	Due Date	Severity
<a href="#">95908</a>	Harish Kothapalli	Stylecop issues with MCSHHS.Integrations\MCSHHS.Integrations.WebApp project	In the project MCSHHS.Integrations\MCSHHS.Integrations.WebApp for both CRM/v.10 and CRM/V1.1 if any change is made it will not build with any stylecop errors. Any change to the code the build will not pass the build steps due to the style cop issues.	06/19/20	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.	06/19/20	1 - Critical
<a href="#">74660</a>	Harish Kothapalli	Report Velocity Slower than Planned	Current Report velocity is slower than planed which shows that we will not finish data migration in time for V1.0	07/17/20	1 - Critical
<a href="#">75912</a>	James Cottam	Blocked: Monitoring Requires Workspace Queries Defined	The Operations team needs the queries defined for each component of Guardian in order to pull event data from the workspace setup in Log Analytics. Without the queries defined, the Ops team cannot determine which events are indicators of a problem within Guardian.	06/19/20	2 - High
<a href="#">75862</a>	Jason Andress	Hyland Support Access for OnBase, support is slowed at best due to KM not being able to talk to Hyland direcly.	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. Currently DataBank has a contract with DCS to provide direct support through 2023.	06/19/20	2 - High
<a href="#">80166</a>	Syeda Haq	Business Process Testing is delayed due to resource shortage and knowledge gap	Business Process testing was supposed to end before E2E testing started. It is delayed because of the following reasons Training the new QA staff Not enough resource per work streams Knowledge gap due to not attending demo DCS Test Team has started working on E2E Test Case writing on 02/24/2020. Impact/potential impact: All BPs are not tested by the DCS Test Team before UAT Test. Hence potential bug may be released to UAT. Next Step: Analyze BP test coverage by E2E Test scenarios and test untested BPs after UAT.	06/30/20	2 - High

Critical and High Issues Only

# Key Guardian - Decisions



Decisions  
(By Month)

May 2020

8

Work items

ID	PM	Decision Date	Decision Title
<a href="#">84497</a>	Abrar Rabbi	05/01/20	Provider Web Portal UAT dates
<a href="#">84498</a>	Abrar Rabbi	05/01/20	UAT Portal scenarios testing will be remote.
<a href="#">84499</a>	Syeda Haq	05/01/20	Decompose End-to-End Test Cases by User Roles
<a href="#">95557</a>	Sarah Crago	05/12/20	Go/No Go Decision on End User training in person 6/8 - Decision is GO
<a href="#">95549</a>	Sarah Crago	05/13/20	Super Users will be required to take End-user Training
<a href="#">95558</a>	Abrar Rabbi	05/14/20	Regression and retesting scheduled for Weeks 5 & 6 will be optional for UAT testers.
<a href="#">95559</a>	Abrar Rabbi	05/14/20	UAT testers' access to the system will be removed after their testing is complete.
<a href="#">97736</a>	Joshua Jackson	05/26/20	73315 Review SQL PaaS and identity platform availability in MAG

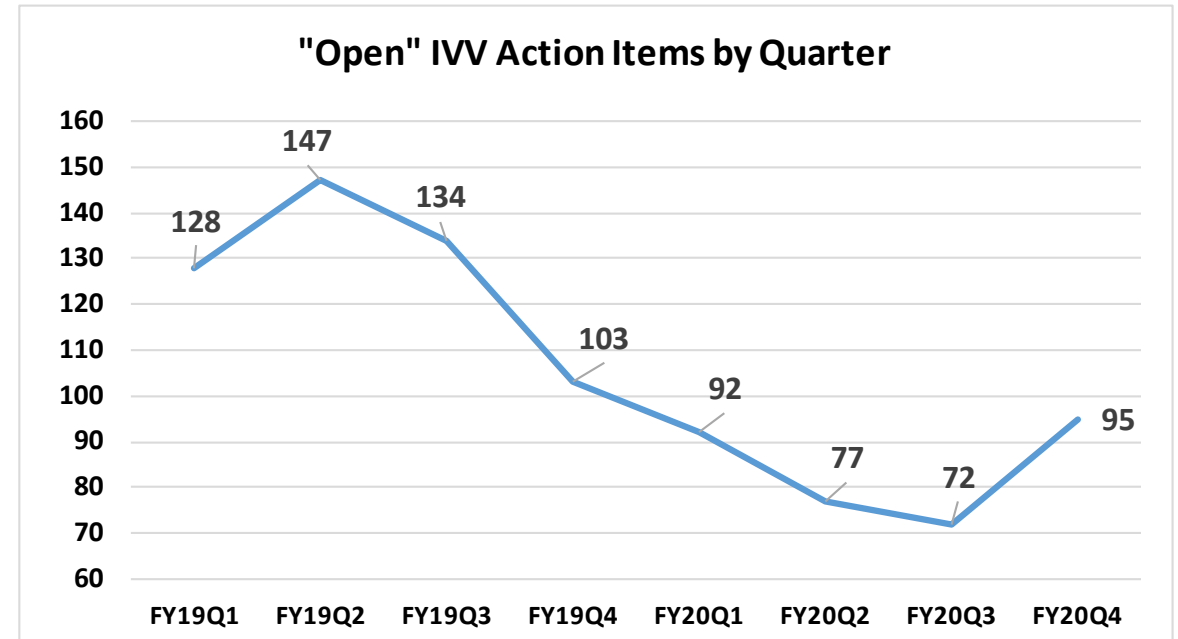
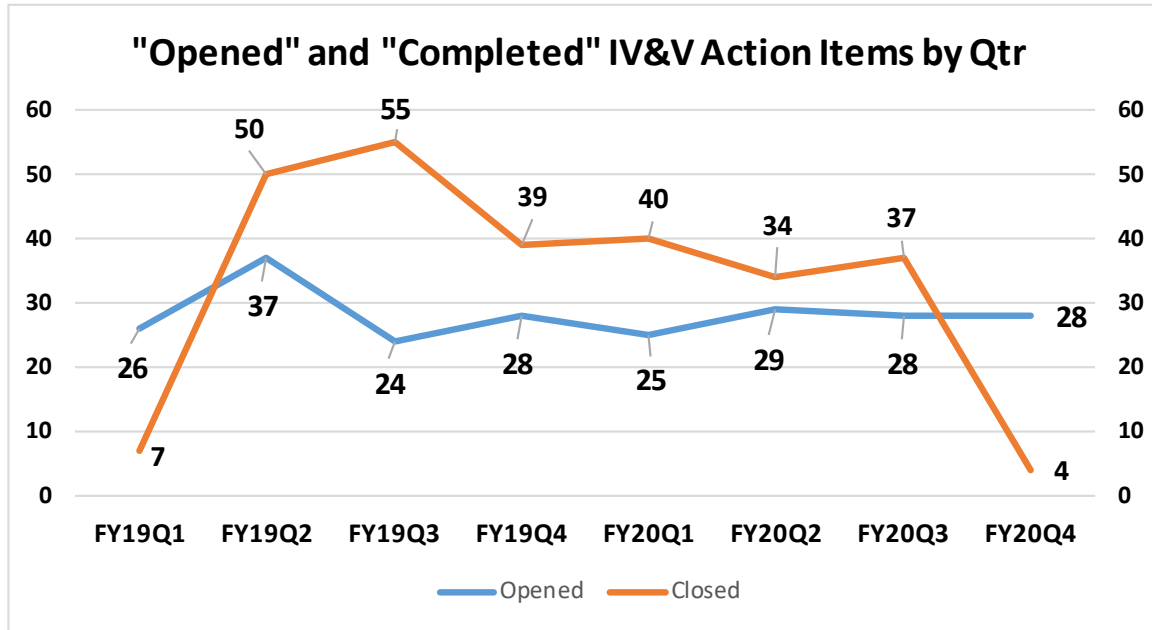
# Action Items



Action Items (By State) (Including IV&V)	AI: New	AI: Assigned	AI: In Progress	AI: IV&V Rev (St...	AI: On Hold	AI: Completed	AI: ALL
	59 Work items	5 Work items	47 Work items	1 Work items	0 Work items	99 Work items	211 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
	0 Work items	4 Work items	12 Work items	0 Work items	0 Work items	81 Work items	97 Work items
Action Items (By State) (IV&V)	AI: New	AI: Assigned	AI: In Progress	AI: IV&V Rev (St...	AI: On Hold	AI: Completed	AI: ALL
	59 Work items	1 Work items	35 Work items	1 Work items	0 Work items	18 Work items	114 Work items

- The program is currently monitoring 111 open actions items
  - 16 are standard program action items
  - 95 are open IV&V actions (uptick due to most Q4 IV&V completing end of May)

# 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



# Q & A Session





# Appendix

# Program History

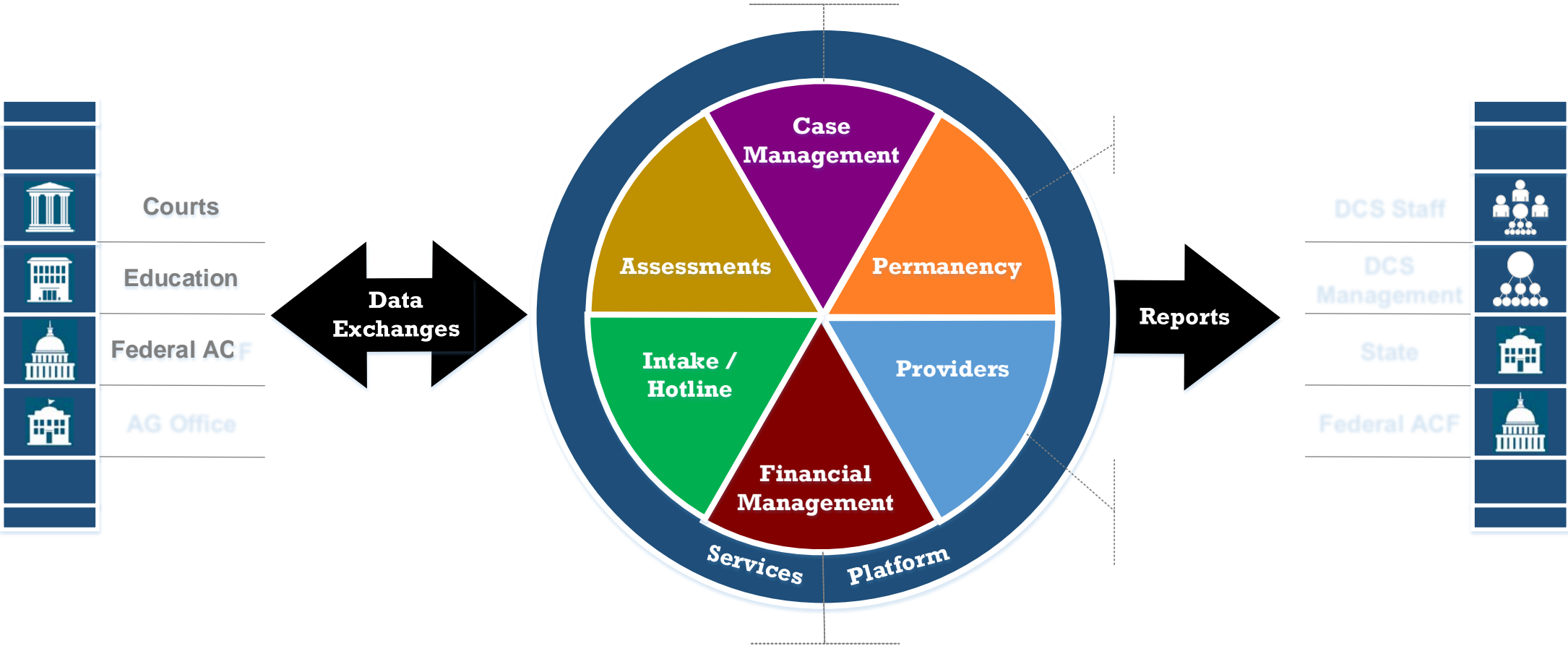


- The current DCS CHILDS application is under Federal Rules and Regulations called SACWIS (Statewide Automated Child Welfare Information System)
- In 2015, new rules and regulations, called CCWIS (Comprehensive Child Welfare Information System), were introduced. DCS is aiming to be compliant with these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

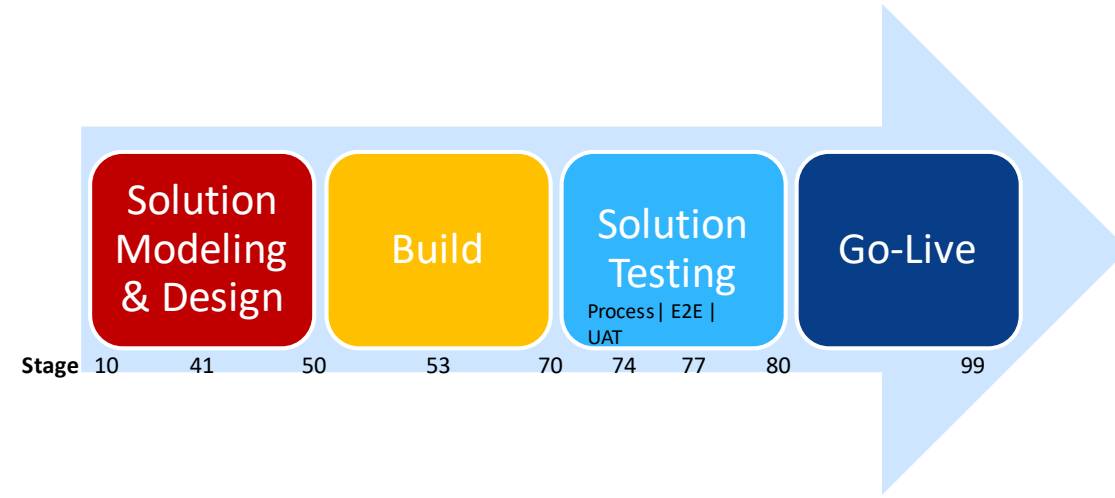
## Build and Deploy

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	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 23 January 2020

