



## **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

February 27, 2018

Status Through: Jan 31, 2018



## Agenda

- Program Summary and Snapshot
- Work Stream Summary
- Individual Work Stream Updates
  - CRM
  - Business Integration
  - Transition Management
  - Data Management
  - Enterprise Content Management (ECM)
  - Integrated Shared Services (ISS)
  - Process and End to End Testing
  - Service Delivery
- Current Development Estimate at Complete by Fiscal Year
- Current Financial Position
- End Date Change Request



# Program Snapshot



## Current main focus of the program:

- Release 2 and 3 solution modeling continues
- Resource hiring, onboarding MS Dynamics expertise, additional resources
- Release 1 build/test continues with planned end of 2/22
- Receive ITAC approval for the end date change request

## What is Next:

- Complete Release 1 build and test
- Continue Release 2 and 3 Solution Modeling with increased velocity
- Close outstanding Architecture Review Board (ARB) items
- Complete Quarterly IV&V
- Enhancements and updates to ADO to support program

## What we are concerned about:

- Google Integration program impact
- Complexity of the Identified interfaces
- Resourcing pool

## Program Health

Overall



# Work Stream Summary



**Overall Status:**

Release 1 build/test continues with planned end of 2/22. Solution Modelling for remaining releases continues.

**Work Stream Summary Health**

Overall	Schedule	Scope

Work Stream	Overall Health	Work Stream Status	Key Risks & Issues
CRM		CRM integrated/dependent tasks slowed by reduced resources. Release 2 SM not gaining velocity as expected. Regroup and mitigate to hit SM end date	Not enough resources assigned for build/test, hiring resources through contract company. Program team working on increasing SM velocity.
BI/BPM		CWCA surveys for duplicated efforts in placement and case management to commence	
Transition Management		Change management focused on restructure of sponsors, champions	
Data Management		Data migration strategy updated.	
Enterprise Content Management		Architecture progress with Azure components/CRM.	

# Work Stream Summary



Work Stream	Overall Health	Work Stream Status	Key Risks & Issues
Integrated Shared Services		Defining end points for integration APIs. InRule configuration	
Testing		Process and End to End test cases continue to be written and reviewed by the Guardian Specialists	DCS QE lead resource impacting process testing for R1, 2, 3
Service Delivery		Documents, workflows, and templates continue to be created, and updated. CRM release process in progress.	
Training	Not Started		
CHILDS Decommissioning	Not Started		






- Update:

- Release 1 Build / Test continues with planned end 2/22
- Conducting Release 2 and 3 solution modeling sessions
- ADO Changes – Planning and implementation to track cross workstream dependencies

- Key Issues or Risks

- Increase the velocity of Solution Modeling to complete requirements
- Vacant DCS Test Lead position impacting testing

## Work Stream Health

Overall	Schedule	Scope
		



- Update

- User Acceptance Test
  - Continue drafting UAT Test plan for release 1
  - Completed UAT End-to-End Test Scripts for all Intake Types
- Completed Pre-fill Forms Requirements
- Completed Phase 1 review of all contracts to identify Child Welfare Contributing Agencies (CWCA)

- Key Issues or Risks

- None




## Work Stream Health

Overall	Schedule	Scope



- Update:
  - Deployed updated internal SharePoint site
  - Published new and expanded quarterly newsletter
- Key Issues or Risks
  - None

## Work Stream Health

Overall	Schedule	Scope
		








- Update

- Solidified data migration and test strategy
- Completed proof of concept design for report decomposition and engaged reports and statistics team
- Initiated data warehouse envisioning, preparing for solution modeling
- Completed the technical mapping template allowing technical teams to efficiently communicate mappings

- Key Issues or Risks

- Unknown effort for identified reports to translate to new reporting platform

## Work Stream Health

Overall	Schedule	Scope
		






- Update

- ECM/CRM integration/architecture continues to be defined
- Continued identification of document types requirements.

- Key Issues or Risks

- ECM Solution modeling velocity
- Integration Complexity of ECM/CRM solutions

## Work Stream Health

Overall	Schedule	Scope
		



- Update
  - Solidifying final list of integrations for go live
  - Testing logic apps with Azure B2C
- Key Issues or Risks
  - Program API Developer resource challenge

### Work Stream Health

Overall	Schedule	Scope



- Update
  - Defined Microsoft CRM Instance Management
  - Defined Guardian Data Exchange Workflow (data exchanges with external agencies).
  - Defined Continuous Guardian Build, Transition & Release Process and Documentation.
  - Continued documenting Guardian Dev, Change & Release Process.
  - Update ADO/CCB Process Workflow diagrams.
- Key Issues or Risks
  - None

### Work Stream Health

Overall	Schedule	Scope






## Update

- Writing Process Test Cases and end to end test cases for execution 2/11.
- Mapped Process Flows to End to End Cases.

## Key Issues or Risks

- Reduced resources

### Work Stream Health

Overall	Schedule	Scope
		

# Current Development Estimate at Complete by Fiscal Year



Total Program Estimate at Complete	SFY15	SFY16	SFY17 (Actuals)	SFY18 (Actuals)	SFY19 (Act + Fcst)	SFY20 (Forecast)	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	\$ 1,117,678	\$ 990,940	\$ 635,160	\$ 6,728,082
Business Integration			\$ 1,070,367	\$ 2,450,314	\$ 1,960,320	\$ 1,354,260	\$ 597,730	\$ 7,432,991
Mobile Solution			\$ 1,433,114	\$ 1,611,003	\$ 156,927	\$ 156,000	\$ -	\$ 3,357,044
IT&V			\$ 107,460	\$ 187,200	\$ 204,984	\$ 228,000	\$ 120,000	\$ 847,644
Quality Management			\$ 26,078	\$ 1,419,651	\$ 741,929	\$ 1,081,976	\$ 609,008	\$ 3,878,641
Platform			\$ 2,147,482	\$ 1,218,300	\$ 40,000	\$ 1,500,000	\$ -	\$ 4,905,783
Hosting			\$ 7,973	\$ 1,200,145	\$ 262,800	\$ 350,400	\$ 250,000	\$ 2,071,319
Enterprise Content Management			\$ -	\$ 187,983	\$ 3,126,482	\$ 2,979,135	\$ 106,080	\$ 6,399,681
Integrated Shared Services			\$ -	\$ -	\$ 184,104	\$ 593,244	\$ 81,752	\$ 859,100
Data Management			\$ -	\$ -	\$ 707,106	\$ 2,883,284	\$ 448,272	\$ 4,038,662
Technical Integration			\$ 6,035	\$ 2,382,391	\$ 16,742,590	\$ 11,466,538	\$ 10,918,636	\$ 41,516,190
Training			\$ -	\$ -	\$ 500,000	\$ 500,000	\$ 300,000	\$ 1,300,000
Service Management Office			\$ -	\$ -	\$ 165,910	\$ 165,910	\$ 27,652	\$ 359,472
CHILDS Decommissioning			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	<b>\$ 236,627</b>	<b>\$ 931,591</b>	<b>\$ 7,208,794</b>	<b>\$ 13,456,258</b>	<b>\$ 25,910,829</b>	<b>\$ 24,249,687</b>	<b>\$ 14,094,290</b>	<b>\$ 86,088,076</b>
<b>Program Approved Budget</b>								<b>\$ 86,088,076</b>
<b>(Over)/Under</b>								<b>\$ -</b>

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

# Current Financial Position



State Funding			
APF			
	Appropriated	Favorably Reviewed	DOA Transferred
Total FY15 Appropriated	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000
Total FY17 Appropriated	\$ 4,581,600	\$ 4,581,600	\$ 4,581,600
Total FY18 Appropriated	\$ 11,103,000	\$ 11,103,000	\$ 7,921,600
Total FY19 Appropriated	\$ 5,000,000	\$ -	\$ -
<b>Total APF</b>	<b>\$ 25,684,600</b>	<b>\$ 20,684,600</b>	<b>\$ 17,503,200</b>
General Fund			
Fiscal Year	Planned		
FY15	\$ 236,627		
FY16	\$ 499,761		
Total General Fund	\$ 736,388		
<b>Total of All State Funding</b>	<b>\$ 18,239,588</b>		

Federal Funding			
	Appropriated	Approved to Spend	Available to spend
Federal Title IV - E Match available (50/50)	\$ 23,936,532	\$ 23,936,532	\$ 17,503,200

Actuals			
APF/GF Spent		Federal Spent	
CH15002 (Planning and Procurement)	\$ 851,192	CH15002 (Planning and Procurement)	\$ 299,971
CH15004 (Feasibility Study)	\$ 401,083	CH15004 (Feasibility Study)	\$ 215,915
CH17002 (Guardian)	\$ 14,309,178	CH17002 (Guardian)	\$ 14,309,185
<b>Total APF/GF Spent</b>	<b>\$ 15,561,453</b>	<b>Total Federal Funds Spent</b>	<b>\$ 14,825,071</b>

Total Fund Remaining	
Total Funds Available to Spend	\$ 35,742,788
Total Funds Spent	\$ 30,386,523
<b>Total Funds Remaining</b>	<b>\$ 5,356,265</b>

- Per DCS JLBC Legislative Liaison, the remaining \$97k from the feasibility study (CH15004), does not require favorable review to spend on the rest of the Guardian Program
- \$29 APF balance remaining from the Planning and Procurement project (CH15002)
- The Federal Title IV-E Funding will always be equal to available APF as DCS is approved for 50/50 match
- Current Actuals derived from all costs paid through 1/31/19

### Financial Health:

- The current financial position for the program is green. The next planned JLBC favorable review for the remaining FY18 funds is planned for March 2019



# End Date Change Request

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# End Date Change Request



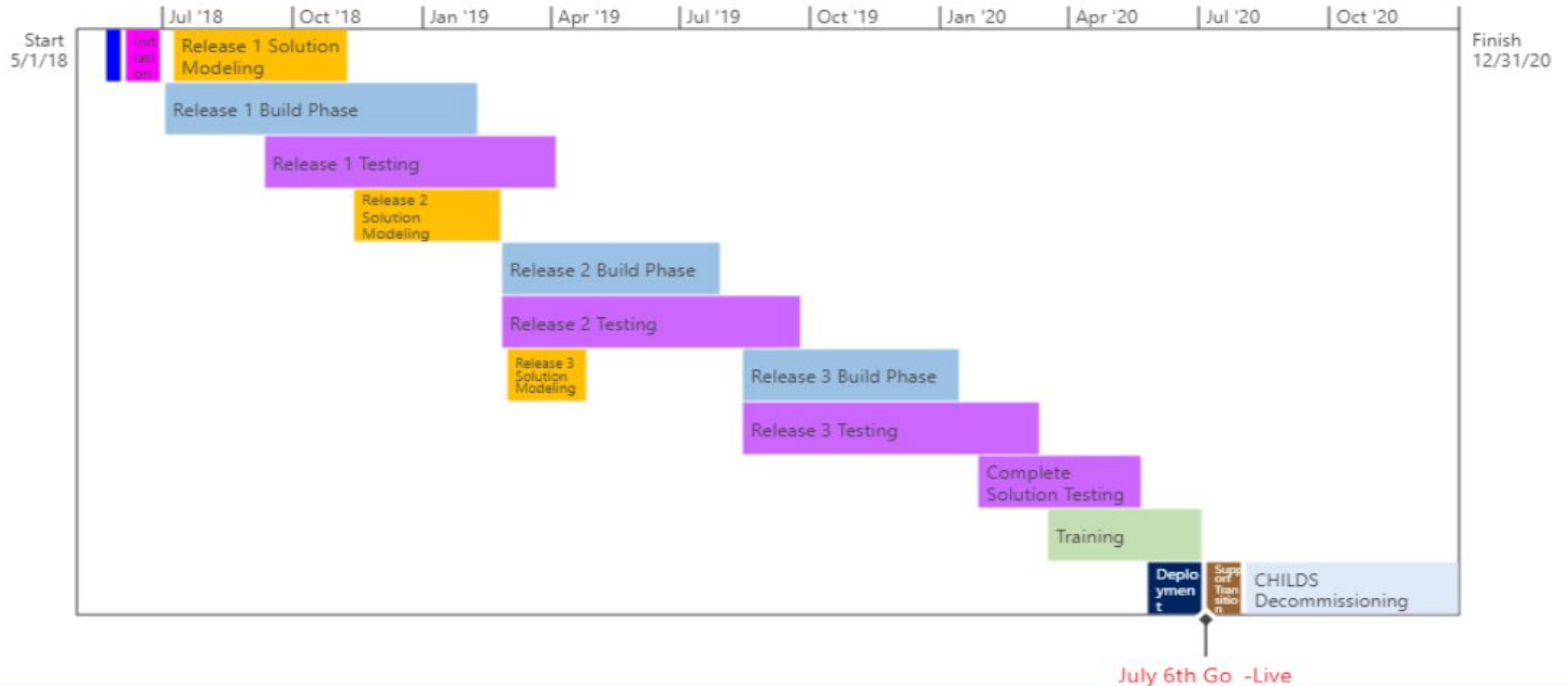
- The Guardian program is requesting an end date change to 12/31/2020, with a 'Go Live' date of July 6<sup>th</sup>, 2020. The end date change is the result of the additional time required to assess and award the Technical Integrator. During the delay, the program reviewed lessons learned from the Mobile solution deployment, and determined the optimal deployment time and strategy for the Guardian CRM solution, defined Business requirements, and deployed the Office Licensing and Regulation (OLR) in OnBase.
- After awarding the contract to the Technical Integrator, the program deployment approach was updated to a multiple iterative build, single deployment strategy. This approach greatly reduces risks to the program costs and scope.

# End Date Change Request



## Schedule Impact

The original end date of the program was December 2019. The new Go live date is July 6, 2020; with the program ending in December 2020 after the decommissioning of CHILDS



# End Date Change Request

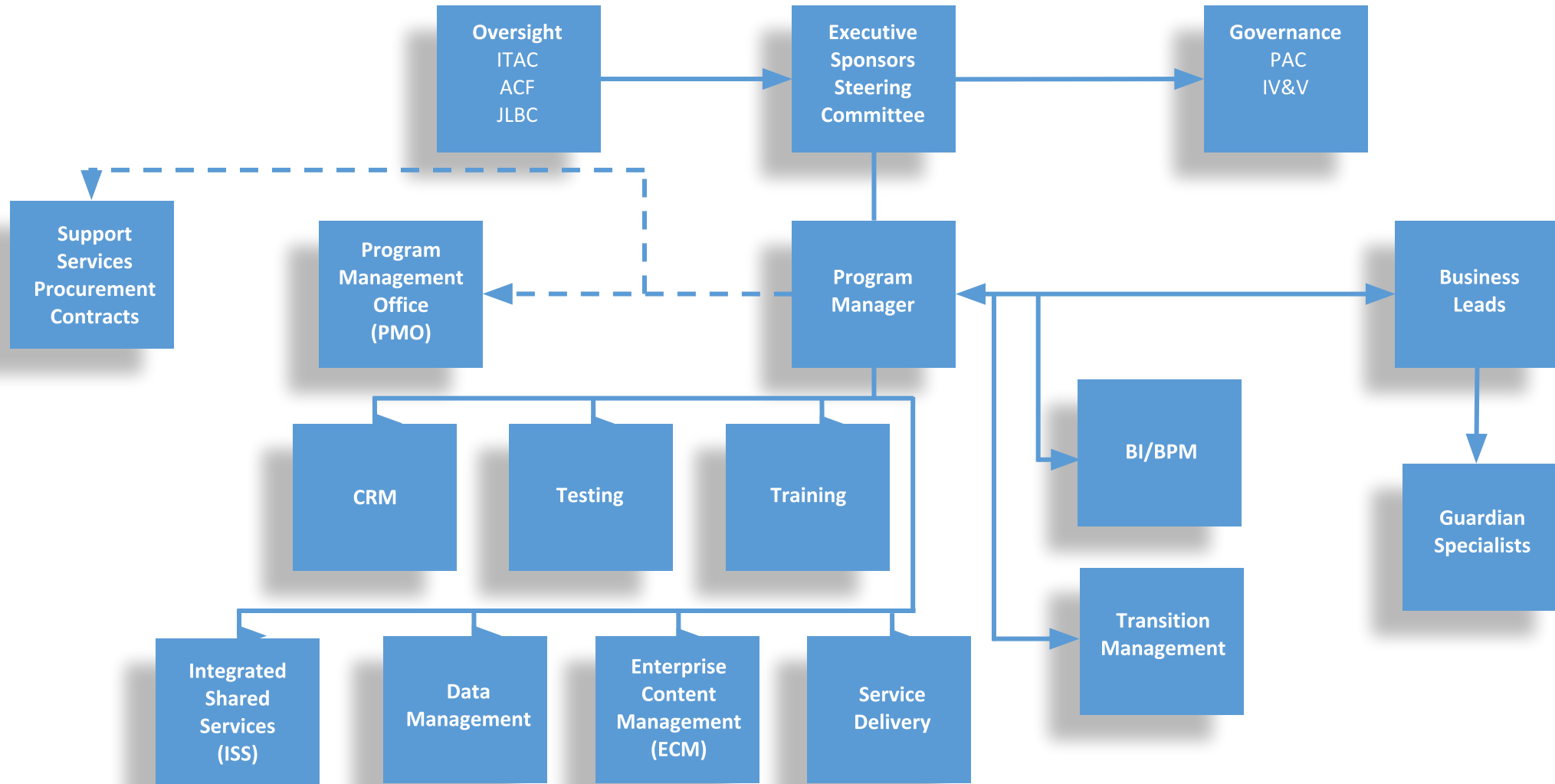


## Budget Impact

- The overall program budget remains consistent at \$86,088,076.
- There is no impact to costs of the program as a result of this end date change. The program expenditures during the delay were lower due to delaying efforts which required the technical integrator to be on site, little variable spend, restructuring the program, and the planned contingency allow the program to absorb change.

	<b>Budget</b>
Current Program Budget	\$86,088,076
New Program Baseline Budget	<u>\$86,088,076</u>
Change	\$0

# Program Structure





## Questions?





**GUARDIAN**  
ARIZONA DEPARTMENT OF CHILD SAFETY

**Working together for the safety and well-being of Arizona's Children and Families**