Presentation to ITAC

CHILDS Replacement Program (Guardian)

State of Arizona – Department of Child Safety

December 13, 2017

Status Through: November 24, 2017

Contents

Program Status

Program Roadmap

IV&V Metrics

Mobile Solution Status

Technical Integration Status

Document Management Status

Hosting

Q&A

Program Status

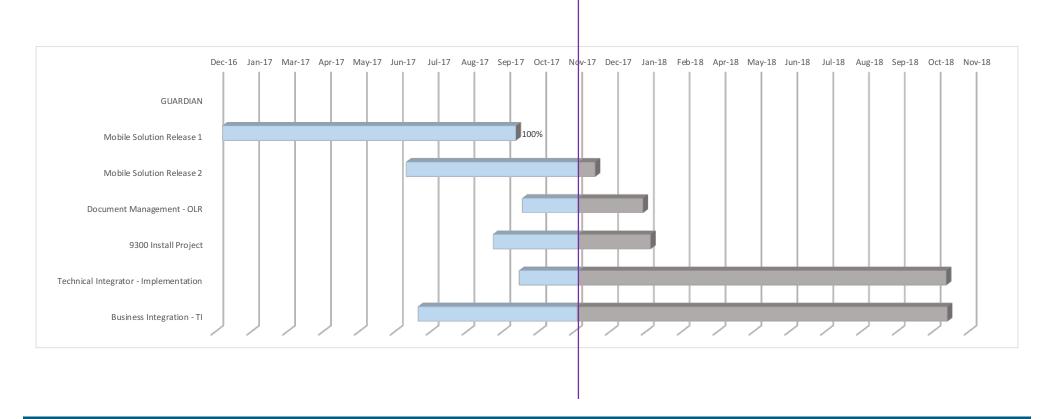|	Previous Status	Current Status	Status Notes
OVERALL	G	Y	• The overall program is still trending in green status.
Scope	G	Y	• The business requirements and process documentation is requiring more time than original expected due to the complexity of the scope being defined
Schedule	G	Y	• The impact of the technical integration RFP, as well as the additional time to properly define the requirements and process documentation may impact the program schedule
Budget	G	G	• Current forecasts remain within the current available favorably reviewed and available funding

G	Project on-track; no high priority risks/Roadblocks	Y	High Priority risks/Roadblocks that have mitigation plans	R	High Priority risks/Roadblocks that have no clear mitigation plans	NS	Not Started

Program Roadmap

	Dec-16	Jan-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18

GUARDIAN

- Mobile Solution Release 1 — 100%
- Mobile Solution Release 2
- Document Management - OLR
- 9300 Install Project
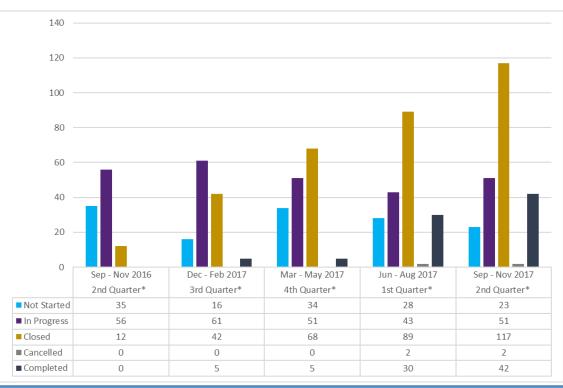- Technical Integrator - Implementation
- Business Integration - TI

IV&V Metrics

General Summary: The IV&V vendor completed the quarter review in November. The report was provided to all identified stakeholders. The findings and recommendations from the report, are under review.

	Sep - Nov 2016 2nd Quarter*	Dec - Feb 2017 3rd Quarter*	Mar - May 2017 4th Quarter*	Jun - Aug 2017 1st Quarter*	Sep - Nov 2017 2nd Quarter*
■ Not Started	35	16	34	28	23
■ In Progress	56	61	51	43	51
■ Closed	12	42	68	89	117
■ Cancelled	0	0	0	2	2
■ Completed	0	5	5	30	42

Of the open actions from IV&V, 117 have been closed with another 42 completed awaiting official closure. 51 actions are actively being worked, with another 23 being reviewed.

Mobile Solution - Status

Timeline

Task Name	Duration	Start	Finish
▲ Mobile Solution	260 days	12/20/16	12/16/17
▷ Release 1	204 days	12/20/16	9/29/17
▲ Release 2	141 days	6/5/17	12/16/17
Release 2 Start	0 days	6/5/17	6/5/17
Initiation	15 days	6/5/17	6/23/17
Planning	2 days	6/26/17	6/27/17
Design	78 days	8/7/17	11/22/17
Development/Configuration	66 days	9/11/17	12/11/17
Cut Over / Transition to production	61 days	9/20/17	12/13/17
Rollout	2 days	12/14/17	12/15/17
Deployment Completed	0 days	12/16/17	12/16/17

General Summary: Release 2 integration, interface, and security testing completed. End-to-End testing continued. UAT is scheduled to begin in December

Key Accomplishments	Cost	Issues / Risks
• Completed integration testing • Completed interface testing • Completed Updates to Operational Readiness Certification (ORC) • Completed preparations for UAT • Completed security testing	• $2,694,449 Spent to date	• No current Risks

Mobile Solution Status - Functionality

Release 1 – Live

- **Case Notes:** Select a note type and enter a note, see previous case notes
- **Appointments:** Create an appointment, enter details, and see your appointments for the day
- **Participants:** See the full participant listing from CHILDS, search for individuals known in CHILDS, or add a new participant
- **Mapping:** Get turn-by-turn directions to an address, see your appointments on the map
- **Reminders:** Set reminders and link them to cases
- **Reports:** Review reports assigned to you, see report priority, and input a response
- **Report History:** View history of alleged victims and perpetrators
- **Criminal Behavior:** Indicator when a report contains criminal behavior
- **Joint Investigations:** Document a Joint Investigation
- **Tasks:** Take personal notes on a free-form task pad that does not sync to CHILDS
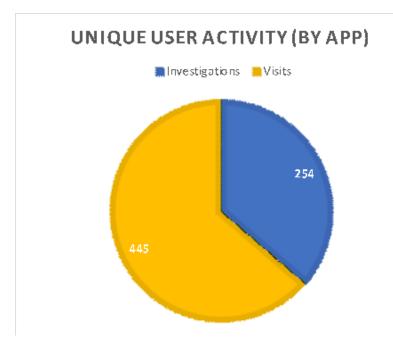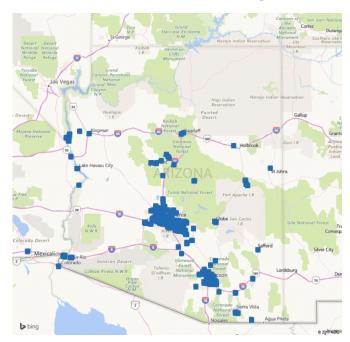
Release 2 – Go Live 12/16

- **Record Removals**: Enter a removal
- **Multiple Editable Addresses per Participant:** Record multiple addresses for a participant
- **Email Address:** Document an email address for a participant
- **Pictures:** Take a picture and attach to a case note
- **Forms:** Several forms will be made available for use in the Visits and Investigations Applications

Mobile Solution Status - Statewide Application Usage

During the month of November, the mobile applications (visits and investigations) user activity stayed consistent from the previous month with approximately 700 case workers.

Technical Integration- Status

General Summary: The evaluation of the technical integration RFP is still ongoing. The award will be delayed past the original plan. The full impact to the program will not be known until award and planning occurs. Requirements reviews are still ongoing and completed for the Intake(Hotline) and Assessments components.

Key Accomplishments	Cost	Issues / Risks

• Data Management:
  • Started identification and validation of Data Exchange list with future state assumptions and owners with DCS SME
  • Build out ancillary apps list of e.g. Access DB's
 • Business Requirements:
  • Completed JARs for Assessments; User Story authoring and All SME feedback sessions
  • First draft of Component Scope list and Requirements Traceability Matrix (RTM) completed
  • Started documenting User Stories for 2 Components - Intake (Hotline) and Assessments
	• $ 0.57M Spent to date	• An impact to the overall timeline is possible depending upon the official award and onboarding of the selected vendor.
		 • Resource constraints

Business Integration- Status

General Summary: The Business Integration team continued to work on communication throughout the agency, as well as work on training for the mobile solution release 2 deployment. A field Road show is planned through December to get feedback from the different regions of the State.

Key Accomplishments	Cost	Issues / Risks
• Mobile training video produced and loaded into LMS • Policy research conducted • Finished Business Requirement sessions Assessments and Intake, moved to writing Intake user stories • Field Road show through December	• $ 1.68M Spent to date	• No current Risks

Document Management - Status

General Summary: The requirements for the Office of License and Registration (OLR) were reviewed with the vendor and the statement of work is under review. Once completed, a new updated project schedule will be created. The remaining components of the project are under review to be prioritized to determine which will be next.

Key Accomplishments	Cost	Issues / Risks
• Completed second review of the requirements	• $0.08M Spent to date	• No risks at this time

Hosting- Status

General Summary: The current scoped effort is the installation of the firewalls. All of the equipment has been received and is ready for installation. The installation will begin once network remediation efforts are completed

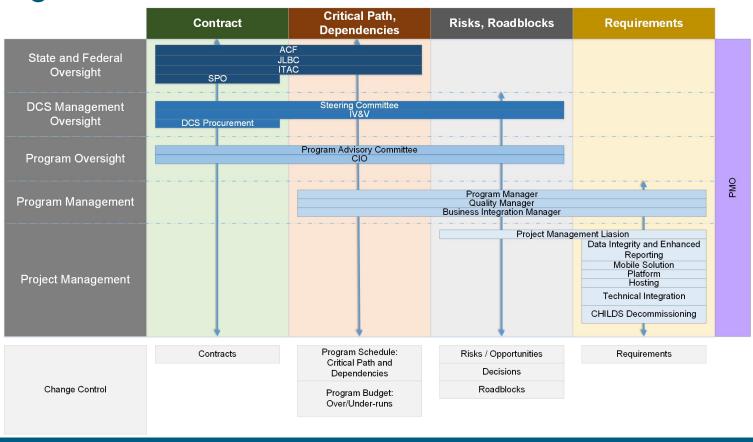| Key Accomplishments	Cost	Issues / Risks
• All equipment received	• $1.11M Spent to date	• Resource constraints may impact final completion date

Q&A

Further Information

- Program Governance
- Program Projects, Support and Services
- Current Program Development Forecast: by Fiscal Year / Project
- Current Program Financial Position

Program Governance

	Contract	Critical Path, Dependencies	Risks, Roadblocks	Requirements	
State and Federal Oversight	ACF JLBC ITAC SPO				PMO
DCS Management Oversight	Steering Committee IV&V DCS Procurement				
Program Oversight	Program Advisory Committee CIO				
Program Management		Program Manager Quality Manager Business Integration Manager			
Project Management			Project Management Liasion	Data Integrity and Enhanced Reporting Mobile Solution Platform Hosting Technical Integration CHILDS Decommissioning	
Change Control	Contracts	Program Schedule: Critical Path and Dependencies Program Budget: Over/Under-runs	Risks / Opportunities Decisions Roadblocks	Requirements	

Program Projects, Support and Services

```
┌─────────────┐      ┌─────────────┐      ┌─────────────┐
│     ACF     │      │    JLBC     │      │    ITAC     │
└─────────────┘      └─────────────┘      └─────────────┘
┌─────────────┐      ┌─────────────┐
│  Steering   │------│    DCS      │
│ Committee   │      │ Management  │
└─────────────┘      └─────────────┘
                     ┌─────────────┐
                     │  Program    │
                     │  Manager    │
                     └─────────────┘
┌──────────────────────────────────────────────────────┐
│    Project Teams; Business Teams; Contractor Teams     │
└──────────────────────────────────────────────────────┘
```

Program Projects	
• Data Integrity and Enhanced Reporting • Mobile Solution • Platform • Hosting	• Technical Integration 　• Includes Data Exchanges, Data Warehouse, and Functional Components • CHILDS Decommissioning

Program Support and Services	
• Planning [complete] • Feasibility Study [complete]	• IV&V • Program Management\ • Quality Management • Business Integration

Current Guardian Development Forecast By Fiscal Year / Project

	SFY15	SFY16	SFY17	SFY18	SFY19	SFY20	Total
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	$ 3,208,354	$ 5,408,325	$ 3,081,678	$ 12,883,392
Business Integration			$ 1,070,367	$ 2,086,103	$ 2,708,809	$ 1,843,363	$ 7,708,642
Mobile Solution			$ 1,434,041	$ 1,716,644	$ -	$ -	$ 3,150,685
IV&V			$ 107,460	$ 187,200	$ 222,768	$ 93,600	$ 611,028
Quality Management			$ 26,078	$ 1,965,312	$ 1,455,200	$ 655,200	$ 4,101,789
Platform			$ 2,147,482	$ 1,474,838	$ 40,988	$ -	$ 3,663,308
Hosting			$ 7,973	$ 1,311,494	$ 7,640	$ -	$ 1,327,108
Document Management			$ -	$ 457,787	$ 4,257,572	$ 1,419,191	$ 6,134,550
CHILDS Decommissioning			$ -	$ -	$ 1,854,025	$ 927,013	$ 2,781,038
Technical Integration			$ -	$ 2,369,552	$ 20,116,501	$ 10,969,644	$ 33,455,697
Other (Data Exchanges, Courts, Education			$ 6,035	$ 122,342	$ 51,000	$ 51,000	$ 230,378
Permanency			$ -	$ -	$ -	$ -	$ -
Assessment			$ -	$ -	$ -	$ -	$ -
Intake / Hotline			$ -	$ -	$ -	$ -	$ -
Provider Management			$ -	$ -	$ -	$ -	$ -
Data Warehouse			$ -	$ -	$ -	$ -	$ -
Case Management			$ -	$ -	$ -	$ -	$ -
Financial Management			$ -	$ -	$ -	$ -	$ -
Total	$ 236,627	$ 931,591	$ 7,209,721	$ 14,899,626	$ 36,122,828	$ 19,040,689	$ 78,210,705
Known Costs expected within the Fiscal	$ 236,627	$ 931,591	$ 7,209,721	$ 11,851,450	$ 3,267,710	$ 1,097,280	$ 24,594,380
Estimated Costs Within the Fiscal year	$ -	$ -	$ -	$ 4,542,194	$ 32,855,117	$ 17,943,409	$ 55,340,720
Margin				$ 1,000,000	$ 3,348,222	$ 1,804,754	$ 6,152,976
Total Costs	$ 236,627	$ 931,591	$ 7,209,721	$ 17,393,644	$ 39,471,049	$ 20,845,443	$ 86,088,076
Program Approved Budget							$ 86,088,076
(Over)/Under							$ -

Current Program Financial Position

State Funding

	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	$ 4,818,600	$ -
Total	$ 20,684,600	$ 14,400,200	$ 9,581,600

Federal Funding

	Appropriated	Approved to Spend	Available to spend
Federal Title IV - E Match available (50/50)**	$ 23,936,532	$ 23,936,532	$ 9,581,600

Actuals and Encumbrances

APF Spent/Encumbered		Federal Spent/Ecumbered	
CH15002 (Planning and Procurement)	$ 299,971	CH15002 (Planning and Procurement)	$ 851,192
CH15004 (Feasibility Study)*	$ 215,915	CH15004 (Feasibility Study)	$ 401,083
CH17002 (Guardian)	$ 6,392,156	CH17002 (Guardian)	$ 6,392,156
Current Costs Encumbered***	$ 2,382,079	Current Costs Encumbered***	$ 2,382,079
Total APF Spent/Encumbered	$ 9,290,121	Total Federal Funds Spent/Encumbered	$ 10,026,509

Total

Approved vs Actual & Encumbered		Available vs Actuals	
Total Funds Approved to Spend	$ 38,336,732	Total Funds Available to Spend	$ 19,163,200
Total Encumbered***	$ 4,764,158	Total Funds Spent	$ 14,552,472
Total Spent	$ 14,552,472		
Total Approved	$ 19,020,102	Total Funds Remaining	$ 4,610,728

*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 Costs encumbered is derived from all formally issued POs as of 11/24/17. Encumbered costs will be reduced once invoices against those costs are officially paid

Financial Health:
The current fiscal health of the program is green. All FY17 monies have been transferred to the program.