

Child Welfare Digital Services Sprint Review Presentation

Implementation Team Sprint #45

Iteration 4.3

Sprint Dates: 9/21/2017 to 10/4/2017



CWDS / Child Welfare Digital Services

Agenda

- Implementation: The Big Picture
- Sprint Goal
- Overall Sprint Status
- 1st Demonstration by the OCM Team
- 2nd Demonstration by the Implementation Team
- Impediments
- Team Metrics
- Decisions Logged
- What's Next
- Questions

An Overview: The Big Picture

Implementation Core Areas: The big picture



IMPLEMENTATION



ORGANIZATIONAL CHANGE MANAGEMENT (OCM)



TRAINING

	IMPLEMENTATION	ORGANIZATIONAL CHANGE MANAGEMENT (OCM)	TRAINING
Foundational Components	<ul style="list-style-type: none"> • Org Pre-Kickoff and Kickoff • Org Implementation Schedule • Go Live Readiness Checklist • Cutover Checklist • Statewide Readiness Dashboard • Go Live Support Plan • Contingency Plan 	<ul style="list-style-type: none"> • As-Is Process Models • To-Be Process Models • Gap Analysis / Impact Matrix • Change Readiness Plan • OCM Training 	<ul style="list-style-type: none"> • Training Curriculum • Training Materials • User Manuals (Job Aids) • TTT Materials
Key Activities	<ul style="list-style-type: none"> • Provide Org Imp Support (pre & post Go Live)* 	<ul style="list-style-type: none"> • Provide Support to Imp. Leads* 	<ul style="list-style-type: none"> • Prepare Training Logistics and Schedule TTT Facilities* • Deliver & Evaluate TTT*
Highlights	<ul style="list-style-type: none"> • Presented SID to ELT • Finalized Implementation Toolkits 	<ul style="list-style-type: none"> • Supporting Intake & CALS, starting analysis on Case Management 	<ul style="list-style-type: none"> • Presentation to the Bay Area Training Advisory Board (TAB) and CDSS All-Staff meeting with the RTAs

*This work is planned and tracked in Org-specific MS Project Schedules

Additional Implementation Areas: The big picture



PRE PLANNING



RELEASE PREPARATION



SANDBOX & MISC.






























	PRE PLANNING	RELEASE PREPARATION	SANDBOX & MISC.
Foundational Components	<ul style="list-style-type: none"> • Org Implementation Team Contacts • Statewide Rollout Plan 	<ul style="list-style-type: none"> • Identify Technical Readiness Items • Identify Data Readiness Items • Identify Interface and/or External System Readiness Items 	<ul style="list-style-type: none"> • Preview Env. / Sandbox Job Aids • Preview Env. / Sandbox Scenarios
Key Activities	<ul style="list-style-type: none"> • Bi-Weekly Implementation Calls 		<ul style="list-style-type: none"> • Provide Intake QA Support • Facilitate Intake Core County Calls
Highlights	<ul style="list-style-type: none"> • Monitoring Digital Service progress for potential release dates • Moving forward on planning work for SID 	<ul style="list-style-type: none"> • Tracking potential technical readiness, interface and external system items 	<ul style="list-style-type: none"> • Monitoring Sandbox preparations and readiness • <i>Discuss QA strategy for CALS?</i>

Sprint Goal

- Present Scaled Implementation Delivery (SID – previously known as IaaS) to the Executive Leadership Team (ELT)
- Continuous development of OCM and Training standard materials
- Research hosting of Implementation OCM tool
- Update OCM artifacts and process map template
- Deliver a training-focused talk to interested stakeholders
- Consider running a Train, Learn, Share session on meeting research






















This Sprint

What we accomplished this sprint – Intake Imp.

	 IMPLEMENTATION	 OCM	 TRAINING	 PRE PLANNING	 RELEASE PREPARATION	 SANDBOX & MISC
Foundational Components	<ul style="list-style-type: none">  IMP Toolkit  COMMS Toolit  Org Pre-Kickoff and Kickoff  Org Imp Schedule  Go Live Readiness Checklist  Cutover Checklist  Statewide Readiness Dashboard  Go Live Support Plan  Contingency Plan 	<ul style="list-style-type: none">  As-Is Process Models <ul style="list-style-type: none"> • To-Be Process Models  Gap Analysis / Impact Matrix  Change Readiness Plan  OCM Training 	<ul style="list-style-type: none">  Training Curriculum  Training Materials <ul style="list-style-type: none"> • User Manuals (Job Aids) • TTT Materials 	<ul style="list-style-type: none">  Org Imp. Team Contacts  Statewide Rollout Plan 	<ul style="list-style-type: none">  Identify Technical Readiness Items <ul style="list-style-type: none"> • Identify Data Readiness Items • Identify Interface and/or External System Readiness Items 	<ul style="list-style-type: none">  Preview / Sandbox Job Aid  Preview / Sandbox Scenarios
Key Activities	<ul style="list-style-type: none"> • Provide Org Imp Support (pre & post Go Live) 	<ul style="list-style-type: none"> • Provide Support to Imp. Leads 	<ul style="list-style-type: none"> • Prepare Training Logistics / Facilities • Deliver & Evaluate TTT 	<ul style="list-style-type: none">  Bi-Weekly Implementation Calls 	<ul style="list-style-type: none">  Intake QA Support  Weekly Intake County Calls 	



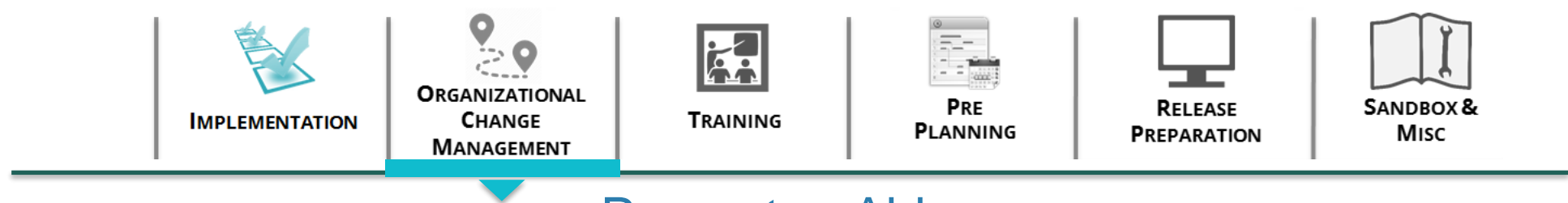
What we accomplished this sprint – CALS Imp

	 IMPLEMENTATION	 OCM	 TRAINING	 PRE PLANNING	 RELEASE PREPARATION	 SANDBOX & MISC
Foundational Components	<ul style="list-style-type: none">  IMP Toolkit  COMMS Toolit  Org Pre-Kickoff and Kickoff  Org Imp Schedule  Go Live Readiness Checklist  Cutover Checklist  Statewide Readiness Dashboard  Go Live Support Plan  Contingency Plan 	<ul style="list-style-type: none">  As-Is Process Models  To-Be Process Models <ul style="list-style-type: none"> • Gap Analysis / Impact Matrix • Change Readiness Plan • OCM Training 	<ul style="list-style-type: none">  Training Curriculum  Training Materials  User Manuals (Job Aids) • TTT Materials 	<ul style="list-style-type: none"> • Org Imp. Team Contacts • Statewide Rollout Plan 	<ul style="list-style-type: none"> • Identify Technical Readiness Items • Identify Data Readiness Items • Identify Interface and/or External System Readiness Items 	<ul style="list-style-type: none">  Preview / Sandbox Job Aid <ul style="list-style-type: none"> • Preview / Sandbox Scenarios
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Sprint Demos

Demo #1



Presenter: Abby



Theme: Deliver OCM Communications to ILs – 2 User Stories

Conduct Prep Sessions for IL As-Is Reviews with Counties

User Story Value Statement

As an Org Implementation Team member, I want to ensure that the Hotline As-Is process models accurately depict the current environment so that the process models reflect Statewide user interactions with the system and can be used to identify the changes coming with the implementation of new Digital Service features.

<https://www.pivotaltracker.com/story/show/151114761>

Conduct OCM Training Dry Run - Change Agent Training

User Story Value Statement

As an Org Implementation Team member, I want to receive Change Agent Training so that I understand the Change Agent role and can assist my Organization in understanding how to prepare to use the new Digital Services features.

<https://www.pivotaltracker.com/story/show/151182395>

Demo #1 - continued



Purpose

We are now delivering the OCM tools to ILs by conducting review sessions and walkthroughs of our content.

We are also refining the content with feedback collected during the sessions.

ILs will then share these tools with the counties that they support.



Background

OCM has developed many tools for ILs.

During this sprint, we reviewed the following with ILs:

OCM Overview PPT

As-Is Review Guidelines Document

Hotline As-Is Maps

Change Agent Training

Change Agent Training - Condensed

Demo #1 - continued



Highlights

Completing these user stories is a milestone – we are starting to interact with ILs and reviewing our artifacts

We have received valuable feedback in the walkthroughs

We refine the content after the sessions

IL feedback helps us to focus on essential and relevant concepts

Communication can be interpreted in so many different ways

The ILs' fresh eyes make our artifacts better

Demo #1 - continued



Challenges

Some changes ended up being global, and affected more documentation than we expected

Reconciling many different opinions

Bringing everyone up to speed on the original goals

“Why is it this way?” – Explaining the background

Accepting criticism

Applying the feedback



Next Steps

Conduct Dry Run of Process Modeling 101 training with ILs

OCM Training Dry Run – Process Modeling 101:
<https://www.pivotaltracker.com/story/show/151535653>

Demo #2



Presenter: Christina



User Story Value Statement

As an Implementation Team Member, I want to email a document to the Orgs to be used to collect user counts by Org for the Intake Digital Service (e.g., Hotline users, Investigations users) so that I can more accurately map out a statewide rollout plan for the Intake DS.

<https://www.pivotaltracker.com/story/show/151235016>

Demo #2 - continued



Background and Purpose

Implementation is developing an implementation strategy which includes a rollout schedule for Intake.

In order to more adequately plan for an Intake rollout, Implementation wanted to gather data about user counts for the two main Intake feature sets – Hotline and Investigations.

The data will be used for planning purposes including how long a county may need to train their identified users.

Demo #2 - continued



Highlights

Email sent to SPOCs of the 58 counties plus the Karuk and Yurok tribes.
Due date is 10/6/2017.

25 counties have responded to date.

Already had data from our 5 Intake Core Counties.

1200-1400 users identified.

Will have to assess the data and may reach out to
some counties to get clarification.

Demo #2 - continued



Challenges

Describing the ask well enough in email

Analyzing the data/follow up



Next Steps

Continue to capture responses

Analyze data and follow up as necessary

Produce a proposed/draft rollout schedule

Impediments

Implementation Team, Sprint #45, 10/04/2017

Team Influence

Sprint 44

Team Control

Team Influence

Sprint 45

Team Control

Organizational

- Release dates for MVPs to the entire State

Organizational

- Release dates for MVPs to the entire State
- Org connectivity and browser activities
- Project executive decision regarding Snapshot rollout

● High Impact ● Medium Impact ● Low Impact

IMP Team – Sprint Metrics

Sprint Metrics	Sprint #43	Sprint #44	Sprint #45
Planned Backlog Items (stories/pts)	36 / 81	28 / 75	28/74
Completed Backlog Items (stories/pts)	36 / 81	28 / 75	XX/XX
% Completed	100	100	XXX
Stretch Stories (stories/pts)	1 / 1	0 / 0	0/0
Drive-By work (stories/pts)	0 / 0	0 / 0	0/0
% Completed (including unplanned)	100	100	XXX
Sprint Velocity (The actual completed + stretch)	82	75	XX
Average Velocity over 3 sprints	79.3	78	XX
# of Decisions Logged	1	1	1
# of Chores	6	8	7

Decisions Logged

- Story ID #151685372 - ****DECISION**** ELT Approval of Scaled Implementation Delivery (SID) Approach
 - Description: IMP team presented SID to ELT on 9/25/17. ELT accepted the approach.
 - Final Decision: SID is officially accepted by project leadership as the implementation approach for the CWS-NS project.
 - Decision Date: 09/25/2017

What's Next

- Finalizing the Scaled Implementation Delivery (SID)
 - Share SID strategy with Service Managers and then rest the project
- Complete first draft of the Train the Trainer (TTT) plan
- Continued work on the State Training plan
- Continuing work on Implementation, OCM, and Training tools and work products
- Define next steps for IMP special projects
 - Meeting analysis
 - Meeting notes tagging
 - Minimizing impacts of transition from CWS/CMS to CWS-NS
 - Hosting the BeePeR tool

Questions?

