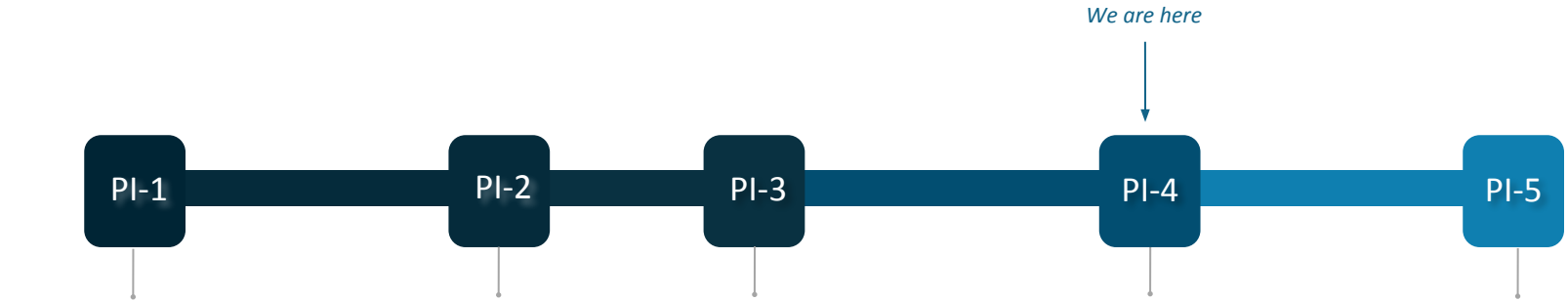
Child Welfare Digital Services
Sprint Review Presentation

Sprint Review of Sprint 4.5 (Intake #29)
Intake Development and TPT.1

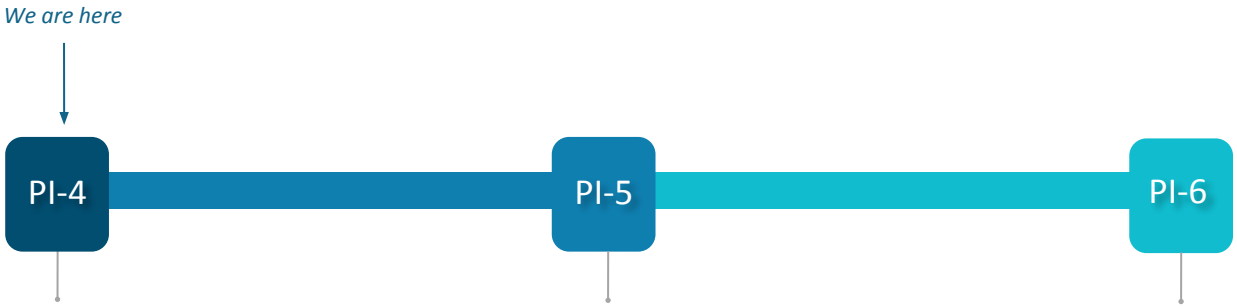
Sprint Dates: 10/19/17 to 11/01/17

CWDS / Child Welfare Digital Services



- Minimum Viable Product (MVP) is the smallest increment of business parity for a complete workflow

The present and future



CHILD WELFARE HISTORY SNAPSHOT

CONTACTS

MVP OF HOTLINE

MVP OF INVESTIGATIONS
- **Disposition**
- **Outcomes**

SUPERVISOR REVIEW

INTERFACES
- **SDM Tool**
- **Smarty Streets**

POTENTIAL ENHANCEMENTS
- **Genogram of relationships**
- **Timeline of child welfare history**
- **Improved search accuracy**
- **Duplicate reduction**
- **Criminal history integration**
- **Mental health integration**
- **Equitable workload distribution**
- **etc**

- Minimum Viable Product (MVP)
- Structured Decision Making (SDM)

What features did we deliver in this sprint?

- Get and display a person's race from CWS-CMS
- Display error messages for missing pages and system issues
- Investigations
  - Edit contacts and **save them in CWS-CMS!**
  - Log of all contacts
  - View existing contacts
  - Display history, relationships and allegations (just like a screening)

What *else* did we accomplish in this sprint?

- Hardening Hotline and Snapshot for release
  - 12 bugs addressed
  - Secure access to Elasticsearch
- Design
  - Usability testing for Contacts
  - Dashboard for an investigator
  - Investigation disposition and outcomes
  - Edit and save animations

Demos!

Contact - Investigation 0Qq3yMt0Hj

Edit

Date & Time
(06/15/2010 12:00 AM)

Communication Method
In person

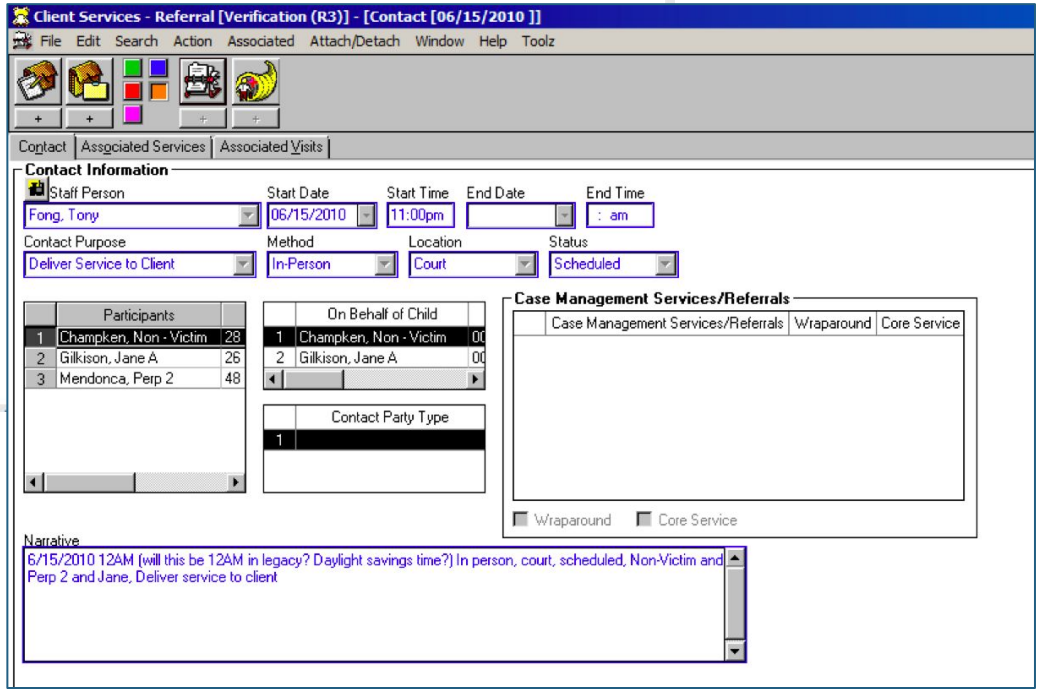
Location
Court

Status
Scheduled

People present
Perp 2 Mendonca , undefined
Jane A Gilkison , undefined
Non - Victim Champken , undefined

Purpose
Deliver Service to Client

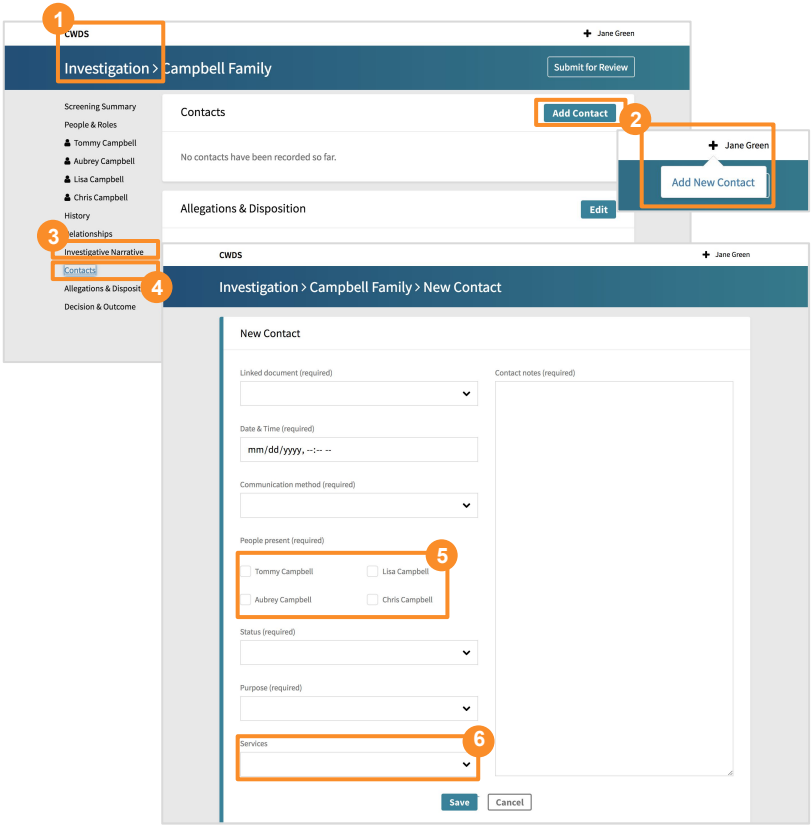
Contact Notes (Optional)
6/15/2010 12AM (will this be 12AM in legacy? Daylight savings time?) In person, court, scheduled, Non-Victim and Perp 2 and Jane, Deliver service to client



Research & Design

Top Findings

Participants	Tasks Tested	Measures of Success/Struggle
23	3	92/16



1. Participants from all but 2 counties struggled to navigate back to their dashboard
2. 22/23 participants were able to create a contact, but 8 struggled
   - A few participants tried to add a contact through the person card first
3. There was confusion between Inv. Narrative and Contact Notes
   - Investigative Narrative being directly above Contacts was questioned
   - In one county, an experienced inv. understood the difference while a new inv. did not
   - Difference between screening narrative was not clear
4. Anchor links on the left side of page were utilized frequently to move around the page on desktop and tablets
5. Participants did not know how to add a new collateral to a contact
6. Participants questioned the Services dropdown
   - Wanted to be able to select multiple services
   - Questioned if services should be in a contact at all
   - Questioned the “Provide Your Rights” brochure being in the list of services

** One user with low vision had difficulty with the color contrast

Recommendations & Notable Quotes

- Identify the purpose & placement of the Investigative Narrative (also, consider how this relates to the rationale and conclusion text fields…)
- Increase affordance of breadcrumb links (ie. make them look more click-able) so users know how to navigate back and forth in the app
- Explore other locations for the *Provide Your Rights* brochure
- Test contacts again with working app which include: updates to Services dropdown and the Location drop down.

Notable Quotes

“Woooooo!! I like this though, the presentation of information flows and I don’t have to click another tab! Can I customize my own colors? When can I have the new system?”

“It seems logical in the way you have it laid out.”

“What’s the difference between contact and investigative narrative.”

Conclusion

Overall, the test results supported the goals of the test: users successfully created, found and updated contacts.

The functionality of the prototype caused some issues with how smooth the test went and behaved in a way that was unexpected by the participants. Users primarily used the anchor link on the left side of the screen to navigate to the contacts card, but it was noted that some users that had time to explore, did see the "+" and thought they could create a new contact that way, others were unclear of the meaning of the "+".

The test performed well on multiple devices resulting in successful task completion. There was some confusion around the Investigative Narrative and the Contact Notes. The proximity of Investigative Narrative to the Contacts card also raised significant questions.

A few participants wanted to initiate a contact through a person first, but the majority of participants expected to return to the investigation page from the contact screen. Due to a prototype bug, users did not see the location selection method. This was an issue by many participants.

	YES	NO
Were test goals met?	■	☐
Further research or testing needed?	☐	■

Next Steps:

- Share findings
- Update the test packet to address issues observed in testing
- Execute recommendations into development cycle

Retro:

- If making changes to the test plan, a pilot test should be considered
- Make sure prototype functions as expected and note as many bugs as possible upfront.

Code Metrics

Tests run at latest CI run for Intake	2,700
Code coverage for Javascript	97.06%
Code coverage for Ruby	99.61%
CI Runs	559

Sprint Metrics, Improvements & Challenges

Impediments

Team Control

Team Influence

- QA Black box testing (automation) as part of “Definition of Done” will require more time per story (In progress)
- Access to data in legacy system limited email chain with performance analyst in another team. (In progress)
- Coordinating with both TPT.1 and TPT.2 now for authorization and search related stories. (In progress)

Organizational

- Testing environments being used for demos, forcing delays to code updates and leaving less time for testing (in progress)
- Unclear demo schedule disrupting developer work mid-sprint to do unplanned support work

Low Impact
Medium Impact
High Impact

Intake Development

Sprint Metrics	4.3 (27)	4.4 (28)	**4.5 (29)**
Planned Backlog Items	54	34	**33**
Completed Backlog Items	39	24	**28**
% Completed	72.2%	77.4%	**84.8%**
Stretch Backlog Items	0	0	**0**
% Completed (including Stretch)	72.2%	77.4%	**84.8%**
Sprint Velocity (The actual completed + stretch)	39	24	**28**
Average Velocity over 3 sprints	35.33	35.33	**30.33**
# Bugs reported	5	16	**9**
# Bugs fixed	1	7	**8**
Capacity	94%	95%	**81.8%**

Intake Development Backlog

Story #	Story Summary Description	Points
151112848	**INVESTIGATIONS** Define the **/safety-alerts** API contract	0
152002992	Refactor narrative card on screening to use redux	0
150375104	**INVESTIGATIONS** Show History information about the people on an investigation	2
150375125	**INVESTIGATIONS** Show allegations information from the referral	3
152119345	Create API standards	0
152322589	Ensure that we don't send contact ID as part of the payload, just as the route	0
150375107	**INVESTIGATIONS** Show relationship information about the people on a referral	2
151030674	**INVESTIGATIONS - JIVE CHECK** User can save the data in a contact to CWS-CMS	0
152120675	**INVESTIGATIONS SPIKE** How might we have the contacts log update in real time	0
151762349	**RETRO: Write API standards**	0
151030845	**INVESTIGATIONS** User can edit the data in a contact	2
151112824	**INVESTIGATIONS** Define the **/cross-reports** API contract	0
152173829	**Snapshot** Verify Snapshot components Passed 18Fâ€™s Accessibility Checklist for Critical Items	0

Intake Development Backlog

Story #	Story Summary Description	Points
151030885	**INVESTIGATIONS** User can see a list of existing contacts in the contacts log	3
152501561	**HOTLINE: E2E ** Display Race for existing Person added to a Screening	3
152501569	**HOTLINE: E2E** Screening Start time persisting incorrectly to legacy	0
152501572	**HOTLINE:** People search - Searching on full DOB appears to be matching on name field	0
152501560	**HOTLINE:** Staff ID name and county changes when browser back button used	0
152501558	**HOTLINE: ** 404 Error Page Design	2
152501557	**HOTLINE:** Multi-select field - tabbing selects the option	0
152501555	**HOTLINE: ** 500s Error Page Design	3
152501554	**HOTLINE: ** HOI not retrieving all data for the referral	0
152501553	**HOTLINE: ** Error Message Banner v2	3
152501552	**HOTLINE: ** HOI - Allegations not always displaying	0
152501551	**SECURITY** Secure Cookies to allow reading from SSL/TLS connections only. **MEDIUM** 05/08/2017	0
152501546	**HOTLINE: ** Build docker container to execute tests against API	3

Intake Development Backlog

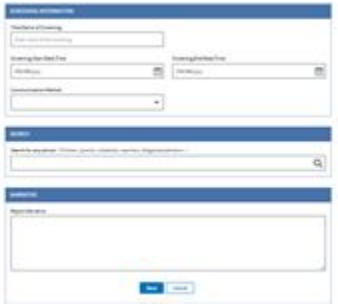
Story #	Story Summary Description	Points
152501545	** HOTLINE **: spike to refactor rules so we can apply rules (Tom)	2
152501543	People Search - Not being able to select person from search results list	0
152501542	**HOTLINE SPIKE** All remaining work/defects to be listed for production ready for both Snapshot and Hotline MVP	0
151762440	**RETRO: Review API stories early**	0
151762436	**RETRO: Put meeting notes in stories**	0
151774703	**TECHNICAL STORY** Standardize redux actions	1
152173666	**Snapshot** Determine Snapshot Workarounds	0
152173506	**Snapshot** Develop Release Notes	0
152173754	**Snapshot** Verify Snapshot Sealed and Sensitive Requirements with Policy	0
152464349	Implement Redux validations and state management for **History** card	2
152464347	Implement Redux validations and state management for **Relationships** card	2
	Total	33
	Done	28
	WIP	5

Links

[Intake on the CWDS homepage]

[Intake Wiki]

[Product Roadmap]



[Intake Acceptance Environment]