

# Child Welfare Digital Services Sprint Review Presentation

Implementation Team Sprint #43

Sprint Dates: 8/24/17 to 9/6/17



CWDS / Child Welfare Digital Services

# Agenda

- Implementation: The Big Picture
- Sprint Goal
- ~~Sprint Backlog~~
- Overall Sprint Status
- 1<sup>st</sup> Demonstration by the OCM Team
- 2<sup>nd</sup> 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

### Foundational Components

- Org Pre-Kickoff and Kickoff
- Org Implementation Schedule
- Go Live Readiness Checklist
- Cutover Checklist
- Statewide Readiness Dashboard
- Go Live Support Plan
- Contingency Plan

- As-Is Process Models
- To-Be Process Models
- Gap Analysis / Impact Matrix
- Change Readiness Plan
- OCM Training

- Training Curriculum
- Training Materials
- User Manuals (Job Aids)
- TTT Materials

### Key Activities

- Provide Org Imp Support (pre & post Go Live)\*

- Provide Support to Imp. Leads\*

- Prepare Training Logistics and Schedule TTT Facilities\*
- Deliver & Evaluate TTT\*

### Highlights

- Refined Scaled Implementation Delivery documentation

- Supporting Intake, CALS, and Case Mgmt

- Supporting Intake and CALS

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

# Additional Implementation Areas: The big picture



## PRE PLANNING



## RELEASE PREPARATION



## SANDBOX & MISC.







Foundational Components	<ul style="list-style-type: none"><li>• Org Implementation Team Contacts</li><li>• Statewide Rollout Plan</li></ul>	<ul style="list-style-type: none"><li>• Identify Technical Readiness Items</li><li>• Identify Data Readiness Items</li><li>• Identify Interface and/or External System Readiness Items</li></ul>	<ul style="list-style-type: none"><li>• Preview Env. / Sandbox Job Aids</li><li>• Preview Env. / Sandbox Scenarios</li></ul>
Key Activities	<ul style="list-style-type: none"><li>• Bi-Weekly Implementation Calls</li></ul>		<ul style="list-style-type: none"><li>• Provide Intake QA Support</li><li>• Facilitate Intake Core County Calls</li></ul>
Highlights	<ul style="list-style-type: none"><li>• Monitoring Digital Service progress for potential release dates</li></ul>	<ul style="list-style-type: none"><li>• Tracking potential technical readiness, interface and external system items</li></ul>	<ul style="list-style-type: none"><li>• Monitoring Sandbox preparations and readiness</li></ul>

# Sprint Goal

- Define the Snapshot Approach for Implementation
- Continuous development of specialized OCM and Training work products
  - Emotional Intelligence training
  - Develop storyboards for web-based training modules
- Further develop the Implementation Lead toolkit
- Continuous development of OCM and Training standard materials

**This Sprint**

# What we accomplished this sprint – Intake Imp.

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



TEMPLATE READY









IN PROCESS



COMPLETED



# What we accomplished this sprint – CALS Imp

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



TEMPLATE READY



IN PROCESS



COMPLETED

# Sprint Demos

# Demo #1



Presenter: Abby



## User Story Value Statement

As an Org Change Agent, I want to receive education, tools and techniques on Emotional Intelligence in the Workplace so that I can perform the Change Agent role successfully.

<https://www.pivotaltracker.com/story/show/148870053>

From Sprint 41

# Demo #1 - continued



## Purpose

Emotional Intelligence (EI) is the ability to identify and manage your own emotions and the understand the emotions of others.

Emotions are contagious: your emotions impact others around you

Behavior dynamics are important in agile teams

This course is designed to bring awareness of how emotions can either enhance or hinder daily workplace interactions



## Background

The goal of the training is to:

Gain an understanding of Emotional Intelligence and how it influences behavior in the workplace

Explain how EI helps to effectively manage change

To become aware of how to enhance your Emotional Intelligence

In this sprint, we finalized OCM training for Emotional Intelligence in the Workplace.

# Demo #1 - continued



## Highlights

We learned how popular this subject is

It's one of the most important attributes for success in all sectors, including private, public, and non profit organizations.

This contributes to executive, manager, and staff success more than their intellectual capabilities

You can IMPROVE your EI with awareness of your own and others' emotions

The course emphasizes workplace behaviors and impacts

Each person can do a self assessment on their own EI

We learned how to edit a video!

# Demo #1 - continued



## Challenges

Reviewing a mountain of information and identifying the most practical content

Determining what information is most relevant to **our** environment

Aggregating information into memorable points



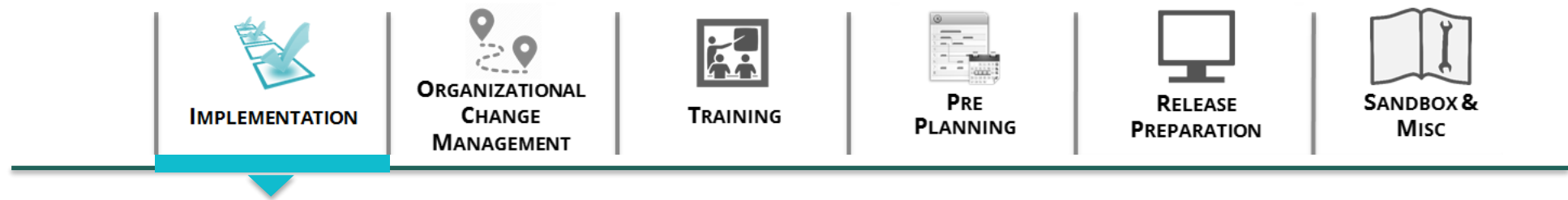
## Next Steps

Deliver the training to our internal Implementation team and receive feedback

Deliver training:

<https://www.pivotaltracker.com/story/show/150821535>

# Demo #2



Presenter: Carolyn Borden



## User Story Value Statement

As a Org Implementation Team Member, I want a clear and consistent approach for CWDS IMP communications, including tools, templates, and roles & responsibilities so that I receive timely and accurate IMP information that can be customized and distributed throughout my organization.

<https://www.pivotaltracker.com/story/show/150411602>

From Sprint 42

# Demo #2 - continued



## Purpose

"Good communication is as stimulating as black coffee, and just as hard to sleep after." - **Anne Morrow Lindbergh**

Successful implementation is dependent on consistent and timely communication.

- Approved high priority communication tools are ready to prepare for implementation.
- To draft additional tools to support the implementation roadmap and related messages.



## Background

The Implementation Communication Tools support:

Initial communications to Org leadership

Consistent messaging appropriate to Org level

Mechanisms to share implementation plans and tools

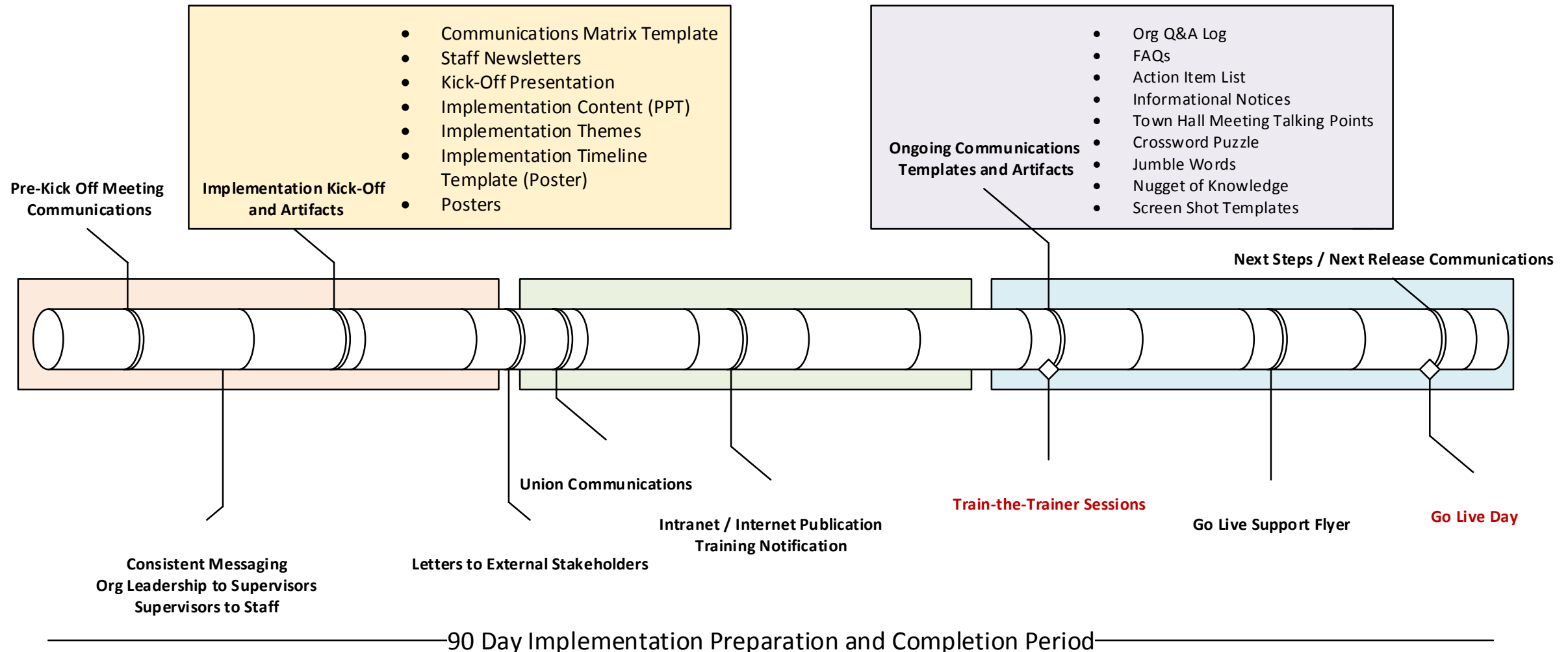
Thoughtful notification to external stakeholders / unions of planned changes

Timely updates on implementation progress, completion and next steps



# Demo #2 - continued

## COMMUNICATION EVENTS – IMPLEMENTATION PLANNING TO POST GO LIVE SUPPORT



# Impediments

Implementation Team, Sprint #43, 9/6/2017

Team Influence

Sprint 42

Team Control

Organizational

- Release dates for MVPs to the entire State

Team Influence

Sprint 43

Team Control

Organizational

- Release dates for MVPs to the entire State

● High Impact

● Medium Impact

● Low Impact

# Implementation Team – Sprint Metrics

Sprint Metrics	Sprint #41	Sprint #42	Sprint #43
Planned Backlog Items (stories/pts)	29 / 71	33 / 77	36 / 81
Completed Backlog Items (stories/pts)	29 / 71	33 / 77	36 / 81
% Completed	100%	100%	100%
Stretch Stories (stories/pts)	3 / 6	0 / 0	1 / 1
Drive-By work (stories/pts)	1 / 2	0 / 0	0 / 0
% Completed (including unplanned)	100%	100%	100%
Sprint Velocity (The actual completed + stretch + drive-by)	79	77	82
Average Velocity over 3 sprints	69	81.66	79.3
# of Decisions Logged	1	0	1
# of Chores	6	4	6

# Decisions Logged

- Snapshot Tool Opt-Out or Opt-In Org Decisions
  - The Intake Snapshot Tool will be implemented by the CWDS project as an optional tool. Orgs can opt-in or opt-out of implementing and usage of the tool
  - Implementation team is capturing the opt-in and opt-out decisions of the various Orgs on a spreadsheet: [Link](#)
  - The decision logged in Sprint 42 will have a link to the spreadsheet that shows the most recent decisions made by the Orgs.

# What's Next

- Presentation of Scaled Implementation Delivery (SID – formerly known as IaaS) to ELT for approval.
- Continuing work on Implementation, OCM, and Training tools and work products
- Working on State Training Plan

# Questions?

