Child Welfare Digital Services
Sprint Review Presentation

Implementation Team Sprint #45
Iteration 4.3
Sprint Dates: 9/21/2017 to 10/4/2017
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

<table>
<thead>
<tr>
<th>IMPLEMENTATION</th>
<th>ORGANIZATIONAL CHANGE MANAGEMENT (OCM)</th>
<th>TRAINING</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Foundational Components</strong></td>
<td></td>
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<tr>
<td>• Org Pre-Kickoff and Kickoff</td>
<td>• As-Is Process Models</td>
<td>• Training Curriculum</td>
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<td>• Org Implementation Schedule</td>
<td>• To-Be Process Models</td>
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<td>• Go Live Readiness Checklist</td>
<td>• Gap Analysis / Impact Matrix</td>
<td>• User Manuals (Job Aids)</td>
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<tr>
<td>• Cutover Checklist</td>
<td>• Change Readiness Plan</td>
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<td>• Statewide Readiness Dashboard</td>
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<td>• Go Live Support Plan</td>
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<tr>
<td>• Contingency Plan</td>
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<tr>
<td><strong>Key Activities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Provide Org Imp Support (pre &amp; post Go Live)*</td>
<td>• Provide Support to Imp. Leads*</td>
<td>• Prepare Training Logistics and Schedule TTT Facilities*</td>
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<td></td>
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<td>• Deliver &amp; Evaluate TTT*</td>
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<tr>
<td><strong>Highlights</strong></td>
<td></td>
<td>• Presentation to the Bay Area Training Advisory Board (TAB) and CDSS All-Staff meeting with the RTAs</td>
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<tr>
<td>• Presented SID to ELT</td>
<td>• Supporting Intake &amp; CALS, starting analysis on Case Management</td>
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<tr>
<td>• Finalized Implementation Toolkits</td>
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*This work is planned and tracked in Org-specific MS Project Schedules*
### Additional Implementation Areas: The big picture

<table>
<thead>
<tr>
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<th>Pre Planning</th>
<th>Release Preparation</th>
<th>Sandbox &amp; Misc.</th>
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<tbody>
<tr>
<td>• Org Implementation Team Contacts</td>
<td>• Identify Technical Readiness Items</td>
<td>• Preview Env / Sandbox Job Aids</td>
<td></td>
</tr>
<tr>
<td>• Statewide Rollout Plan</td>
<td>• Identify Data Readiness Items</td>
<td>• Preview Env / Sandbox Scenarios</td>
<td></td>
</tr>
<tr>
<td>• Identify Interface and/or External System Readiness Items</td>
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<th>Sandbox &amp; Misc.</th>
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<tr>
<td>• Bi-Weekly Implementation Calls</td>
<td></td>
<td>• Provide Intake QA Support</td>
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<td></td>
<td></td>
<td>• Facilitate Intake Core County Calls</td>
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<tr>
<th>Highlights</th>
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<th>Release Preparation</th>
<th>Sandbox &amp; Misc.</th>
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</thead>
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<tr>
<td>• Monitoring Digital Service progress for potential release dates</td>
<td>• Tracking potential technical readiness, interface and external system items</td>
<td>• Monitoring Sandbox preparations and readiness</td>
<td></td>
</tr>
<tr>
<td>• Moving forward on planning work for SID</td>
<td></td>
<td>• Discuss QA strategy for CALS?</td>
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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
- IMP Toolkit
- COMMS Toolkit
- Org Pre-Kickoff and Kickoff
- Org Imp Schedule
- Go Live Readiness Checklist
- Cutover Checklist
- Statewide Readiness Dashboard
- Go Live Support Plan
- Contingency Plan
- **Template Ready**

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

### Training
- Training Curriculum
- Training Materials
- User Manuals (Job Aids)
- TTT Materials
- **In Process**

### Pre Planning
- Org Imp. Team Contacts
- Statewide Rollout Plan
- Identify Technical Readiness Items
- Identify Data Readiness Items
- Identify Interface and/or External System Readiness Items
- **Completed**

### Release Preparation
- Preview / Sandbox Job Aid
- Preview / Sandbox Scenarios
- **In Process**

### Sandbox & Misc
- Preview / Sandbox Job Aid
- **Completed**

### Key Activities
- Provide Org Imp Support (pre & post Go Live)
- Provide Support to Imp. Leads
- Prepare Training Logistics / Facilities
- Deliver & Evaluate TTT
- Bi-Weekly Implementation Calls
- Intake QA Support
- Weekly Intake County Calls
- **Completed**

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**Foundational Components**
- Training Curriculum
- Training Materials
- User Manuals (Job Aids)
- TTT Materials
- Gap Analysis / Impact Matrix
- Change Readiness Plan
- OCM Training
- As-Is Process Models
- To-Be Process Models
- Org Imp. Team Contacts
- Statewide Rollout Plan
- Identify Technical Readiness Items
- Identify Data Readiness Items
- Identify Interface and/or External System Readiness Items
- Intake QA Support
- Weekly Intake County Calls
### What we accomplished this sprint – CALS Imp

#### IMPLEMENTATION
- IMP Toolkit
- COMMS Toolkit
- Org Imp Schedule
- Org Pre-Kickoff and Kickoff
- Go Live Readiness Checklist
- Cutover Checklist
- Statewide Readiness Dashboard
- Go Live Support Plan
- Contingency Plan

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

#### TRAINING
- Training Curriculum
- Training Materials
- User Manuals (Job Aids)
- TTT Materials
- To-Be Process Models

#### PRE PLANNING
- Org Imp. Team Contacts
- Statewide Rollout Plan
- Identify Technical Readiness Items

#### RELEASE PREPARATION
- Statewide Readiness Items
- Identify Data Readiness Items
- Identify Interface and/or External System Readiness Items

#### SANDBOX & MISC
- Preview / Sandbox Job Aid
- Preview / Sandbox Scenarios
- CALS QA Support

#### Foundational Components
- IMP Toolkit
- COMMS Toolkit
- Org Imp Schedule
- Org Pre-Kickoff and Kickoff
- Go Live Readiness Checklist
- Cutover Checklist
- Statewide Readiness Dashboard
- Go Live Support Plan
- Contingency Plan

#### Key Activities
- Provide Org Imp Support (pre & post Go Live)
- Provide Support to Imp. Leads
- Prepare Training Logistics / Facilities
- Deliver & Evaluate TTT
- Bi-Weekly Implementation Calls
- Bi-Weekly Support Calls

#### Status
- Template Ready
- In Process
- Completed
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.

[Link](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.

[Link](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
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
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
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.
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

- Organizational
  - Release dates for MVPs to the entire State

Team Influence
Sprint 45

- 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

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