

# Child Welfare Digital Services Sprint Review Presentation

Implementation Team

Iteration 5.4

Sprint Dates: 12/28/2017 to 1/10/2018



CWDS / Child Welfare Digital Services

# Agenda

- Implementation: The Big Picture
- Accomplished Work for 5.4
- Product Demonstrations
- Impediments
- Team Metrics
- Decisions Logged
- What's Next
- Questions

# An Overview: The Big Picture

For each Major Release

# CWS-CARES Implementation Overview



## Plan

Planning Deliverables

Project Schedule

Rollout Strategy



## Prepare

Implementation Toolkit

Communication Plan & Toolkit

Process Models

Change Readiness Plan

Training Materials

TTT Materials

Statewide Rollout / Schedule



## Implement

Conduct Org Kickoff

Track Implementation Progress

Monitor Technical Readiness

Monitor Data Cleansing

Execute Toolkits

Execute Change Readiness Plan

Deliver Training



## Go Live

Readiness Assessment

Statewide Dashboard

Cutover Checklist

Post Go Live Support



## Evaluate

Implementation Complete Report

Finalize Deliverables

**This Sprint**

# What we accomplished this sprint



## Implementation

- Refine County Readiness Checklist
- Refine and Update Snapshot and Hotline Interim Processes
- Refine and Update Snapshot County Readiness Checklist
- Develop and submit Implementation deliverables
- Finalize prep for the January implementation kickoff sessions (PowerPoint decks, talking points)
- Track RSVP responses to kickoff meetings
- Develop Sandbox support materials



## Organizational Change Management

- Refine Intake Hotline To-Be Process Models (3)
- Refine Intake As-Is Models
- Refine Intake Hotline & Snapshot Change Readiness Plans
- Draft CALS To-Be Process Models
- Draft Case Management As-Is Process Models
- Create CWS-CARES Overview Infographic
- Emotional Intelligence training reinforcement
- Update OCM artifacts with a clarification statement covering the intended use of the artifacts



## User Training

- Update User Guide for Snapshot
- Update User Guide and ILT for Hotline
- Update training templates (ILT, TTT ID Map, Standards Guide)
- Develop User Guide & Job Aid for Facility Search and RFA-01A (CALS)



## Additional Activities

- Provide Intake QA support
- Provide CALS QA support
- Publish the Implementation Dashboard on SharePoint
- Present at the Quarterly Stakeholder Forum

# Implementation Product Demo: Snapshot Kickoff Preparations: RSVPs



 RSVP received

# Implementation Product Demo: Readiness Checklist (Snapshot Phase 1)

## Phase 1 SNAPSHOT READINESS CHECKLIST - As of 1/9/2018

GO-LIVE DATE: TBD

Dashboard Metrics	Category	Readiness Tasks	Project Owner(s)	Start Date	Due Date	Priority	Comments	Status
CON-1	Connectivity	Confirm Connectivity to Performance Environment (impacted offices)	Infra					Complete
CON-2	Connectivity	Confirm Connectivity to Production Environment (impacted offices)	Infra		TBD			Not Started
CON-3	Connectivity	Confirm Users have access to production URL	IMP		TBD			Not Started
US-1	User Setup	Collect User Names and Emails for Phase 1 Production Access	IMP					Complete
US-2	User Setup	Confirm Users have received SAF Registration email and successfully registered for Production	IMP		TBD			Not Started
OCM-1	OCM	Share OCM Snapshot communication materials	OCM	11/29/2017	11/29/2017			Complete
OCM-2	OCM	Share Snapshot Change Readiness Plan	OCM	11/29/2017	11/29/2017			Complete
OCM-3	OCM	Review any Updates to Change Readiness Plan (from last review in December)	OCM		go-live - 3days		Added item to review again due to Go Live date change	In Progress
TTT-1	TTT	Review Snapshot Training Materials	TRN	11/29/2017	11/29/2017			Complete
TTT-2	TTT	Review any Updates to Training Materials (from last review in December)	TRN		go-live - 3days		Added item to review again due to Go Live date change	In Progress
TRN-1	End User Training	Confirm access to all Snapshot Training Materials available for staff	IMP		go-live - 1day		<a href="https://cwsocms.osi.ca.gov/Portal/Digital-Services-Implementation-Portal/eLearning-Courses">https://cwsocms.osi.ca.gov/Portal/Digital-Services-Implementation-Portal/eLearning-Courses</a>	Not Started
INT-1	Interim Processes	Communicate interim processes to Snapshot users	IMP		go-live - 1day		For phase 1, ILs to lead conference call with Core County Peps	In Progress



# Implementation Product Demo: Implementation Dashboard

BROWSE PAGE

SHARE FOLLOW



Projects - Home ACMS CWS-NS Divisions

Search this site

## Implementation Team Site

### Implementation Home

**Imp Dashboard**

Public Documents

Private Documents

II RFP Documents

Implementation 2  
Contracts

Implementation  
Procurement Docs

Implementation Team  
Meeting Schedule

**Product Owner:** Kalani Mertyris  
**Scrum Master:** Sheryl Emmons  
**Performance Analyst:** Christina Yull

## Implementation Dashboard

### Project Summary



+ ADD TASK EDIT LIST

Intake -  
Snapshot  
Phase 1

10 upcoming

Review Rehearsal  
1/10/2018 10:30 AM - 11:00 AM  
Sprint Review

Backlog Refinement  
1/16/2018 10:00 AM - 11:30 AM  
Weekly Stand Up

Review Rehearsal  
1/19/2018 1:30 PM - 2:30 PM  
Review (Demo)

# Impediments

Implementation Team, Sprint 5.4, 1/10/2018

Team Influence

Sprint 5.3

Team Control

Organizational

- Org connectivity and browser activities
- Release dates for MVPs to the entire State

Team Influence

Sprint 5.4

Team Control

Organizational

- Org connectivity and browser activities
- Release dates for features to the entire State

● High Impact    ● Medium Impact    ● Low Impact

# IMP Team – Sprint Metrics

Sprint Metrics	Sprint 5.2	Sprint 5.3	Sprint 5.4
Planned Backlog Items (stories/pts)	39/107	30/90	29/76
Completed Backlog Items (stories/pts)	32/90	21/63	26/67
% Completed	84%	70%	88%
Stretch Stories (stories/pts)	0/0	0/0	2/3
Drive-By work (stories/pts)	0/0	0/0	0/0
% Completed (including unplanned)	84%	70%	92%
Sprint Velocity (The actual completed + stretch)	90	63	70
Average Velocity over 3 sprints	79	81	74
# of Decisions Logged	0	2	0
# of Chores	11	6	13
Issues removed from Sprint (stories/pts + other)	not tracked	not tracked	1/3 + 1 task

# Decisions Logged

No new decisions logged this sprint.

# What's Next

- Kickoff presentations with the Orgs!
- Continual refinement of Implementation, OCM, and Training work products
- QA Support for Intake and CALS
- Define JIRA & Project Schedule scopes (what tasks belong where)

# Questions?

