

# Child Welfare Digital Services Sprint Review Presentation

Implementation Team

Sprint 53 (5.5)

Sprint Dates: 1/11/2018 to 1/24/2018



CWDS / Child Welfare Digital Services

# Agenda

- Implementation: The Big Picture
- Accomplished Work for 5.5
- 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

- Reach out to counties for connectivity checks
- Kickoff presentations for Snapshot
- Refinement of Interim Processes spreadsheet



## Organizational Change Management

- Refine Intake, CALS, and Case Management To-Be Process Models
- Refine Intake & CALS As-Is Models
- Refine Intake Hotline & Snapshot Change Readiness Plans
- Proof CWS-CARES Overview Infographic with team



## 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
- Update the Implementation Dashboard on SharePoint
- Determine trigger events for additional Implementation Staff
- Define & Document strategy for JIRA and Schedule use

# Implementation Product

## Demo: Snapshot Kickoff Attendees (as of 1/23/2018)



Attended Kickoff



Registered for Future  
Session on 1/24 or 1/25

# Implementation Product Demo: Snapshot Kickoff – Most Common Questions

Questions	Answers
When will non-Core Counties get Snapshot?	<ul style="list-style-type: none"><li>• Phase 1 Go Live is planned during the first quarter of 2018 (Feb or Mar)</li><li>• Based on feedback and time to implement the feedback received, Phase 2 Go Live will then follow.</li><li>• From there we will know more about Phase 3 rollout later in 2018</li></ul>
Is Snapshot available in a training region?	<p>No, there is not a training environment. Snapshot training includes:</p> <ul style="list-style-type: none"><li>• Intro to Snapshot Web-based Training (WBT)</li><li>• Login &amp; Snapshot User Guide</li><li>• Snapshot Demonstration Video</li></ul>
Can you search by people other than clients?	<p>No, because the Snapshot shows child welfare history, search is limited to CWS/CMS clients.</p>



# Impediments

Implementation Team, Sprint 5.5, 1/24/2018

Team Influence

Sprint 5.4

Team Control

Team Influence

Sprint 5.5

Team Control

Organizational

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

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 5.3	Sprint 5.4	Sprint 5.5
Planned Backlog Items (stories/pts)	30/90	30/82	30/89
Completed Backlog Items (stories/pts)	21/63	29/79	27/82
% Completed	70%	97%	90%
Stretch Stories (stories/pts)	0/0	3-Feb	0/0
Drive-By Work (stories/pts)	0/0	0/0	0/0
% Completed (including unplanned)	70%	97%	90%
Sprint Velocity (The actual completed + stretch)	63	79	82
Average Velocity over 3 Sprints	81	74	74
# of Decisions Logged	2	0	1
# of Chores	6	13	10
Issues Removed from Sprint (stories/pts + other)	not tracked	1/3 + 1 task	2/6

# Decisions Logged

## Interim Processes -

1. Implementation has committed to support interim process for Intake (Snapshot and Hotline) only and are considering supporting investigations but will not support any further DS releases.

<https://osi-cwds.atlassian.net/browse/IMP-794>

# What's Next

- County outreach/follow up from the kickoff presentations
- Refinement and finalization of implementation, training, and OCM materials for Phase 1 Snapshot release.
- Prep for PI-6 (next 12 weeks)

# Questions?

