

BACK TO BASICS

Child Welfare Information Technology Systems Managers and Staff
Webinar Series

Stages of the Project Lifecycle Part 1 of 2

Thursday, May 30, 2013

2:30pm – 4:00 p.m. EST

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Back to Basics Series

- ▶ One webinar per month between April and September, 2013
- ▶ Target audience
 - Child welfare IT systems managers and staff
 - New and experienced
- ▶ Recorded webinars

Back to Basics Series (continued)

- ▶ Webinar 1: What is a Child Welfare Information Technology Systems Manager (April 18/Completed)

www.acf.hhs.gov/programs/cb/research-data-technology/state-tribal-info-systems/training

- ▶ Webinar 2: The Child Welfare Information Technology System Project Lifecycle, Part 1 (May)
- ▶ Webinar 3: The Child Welfare Information Technology System Project Lifecycle, Part 2 (June)
- ▶ Webinar 4: Common Pitfalls and How to Avoid Them (July)
- ▶ Webinars 5 and 6: To be Determined (Aug./Sept.)

Participating in Today's Webinar

- ▶ Questions and comments by telephone
- ▶ Questions via chat
- ▶ If you have additional questions, please contact Joyce Rose after the webinar

Joyce@kassets.com

Attendee Poll

Who is attending today's webinar?

- ▶ State Child Welfare Information System (CWIS)
Project Manager
- ▶ State Child Welfare Information System (CWIS)
Program Manager
- ▶ State Child Welfare Information System (CWIS)
Technical Manager
- ▶ State Child Welfare Information System (CWIS)
Project Staff
- ▶ ACF/Children's Bureau Personnel

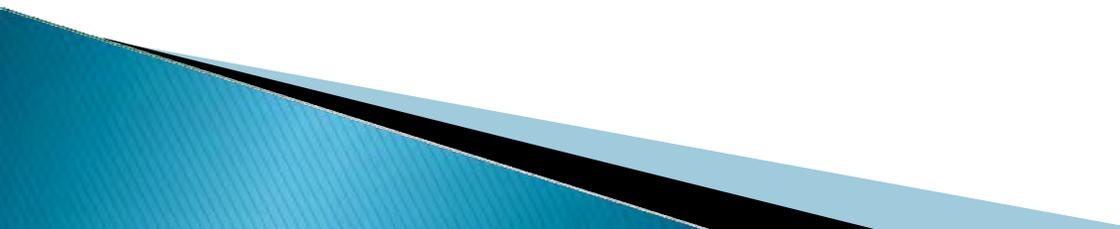
Attendee Poll (continued)

What is your level of experience working within a CWIS environment?

- ▶ 0 – 2 years
- ▶ 2 – 4 years
- ▶ 4 – 6 years
- ▶ 6 – 8 years
- ▶ 9 years or more

Attendee Poll (continued)

I attended webinar one of the “Back to Basics” series, “What is a Child Welfare Information Technology Manager”, on April 18, 2013

- ▶ Yes
 - ▶ No
- 

Today's Agenda

- ▶ Introductions
- ▶ Planning
- ▶ Procurement
- ▶ Relationship management
- ▶ Managing priorities effectively
- ▶ Q&A
- ▶ Wrap up

Introductions

- ▶ Colleen Mousinho, Georgia
- ▶ Scott Rogillio, Texas
- ▶ Joyce Rose, ICF International

Planning

- ▶ Project definition
 - Business and technical drivers
 - Project outcomes
 - Business objectives
- ▶ Resource planning
 - Types
 - Bottom-up
 - Top-down
 - Benefits
 - Cross-functional alignment
 - Early identification of needed skill sets
 - Early setting of project scope expectations

Procurement

- ▶ **Developing the RFP**
 - Understanding stakeholder/end user needs
 - Understanding the problems
 - Requirements gathering and documentation
- ▶ **Evaluating responses**
 - Understanding state and federal procurement rules
- ▶ **Award and contract negotiations**
- ▶ **Project start up**
- ▶ **Sequential submission of documentation to ACF**

Procurement (cont.)

Sequential submission of documentation to ACF

- Submit RFP prior to release
- Submit IAPDU with high level schedule
- Make vendor selection, complete negotiations
- Submit the contract for approval prior to state signature
- Submit APDU with updated project plan

Relationship Management

- ▶ Stakeholder management
 - Analysis
 - Planning
- ▶ Importance of managing stakeholders
- ▶ CWIS stakeholders
 - Federal
 - State
 - County
 - Vendors
 - Legislature
 - Advocacy groups

Guest Participant Discussion: Stakeholder Management

- ▶ Do you manage your stakeholders differently today then when your SACWIS was first being developed and implemented?
- ▶ What lessons learned may have changed your approach to managing various stakeholders?
- ▶ Did you or do you use any unique marketing techniques to get end user/stakeholder buy in?

Managing Priorities Effectively

- ▶ Risk management
 - Identifying a concern before it becomes a crisis or threat to a project

1. Risk Discovery

Identify

- New risks
- Changes in known risks (changing probabilities or impact due to changing circumstances)

2. Risk Analysis

Risk Estimation

- Impact
- Probability

Risk aversion

- How much is OK?
- How much can be reduced?
- How much can be avoided?

3. Risk Mitigation

Risk Mitigation

Strategies to:

- Reduce impact
- Reduce uncertainty
- Create options
- Adjust success targets

Managing Priorities Effectively (cont.)

- ▶ Change management
 - A process wherein changes to a project are formally introduced and approved



Guest Participation Discussion: Change Management Process

- ▶ What processes do you use to select and prioritize change requests for your SACWIS?
- ▶ What are the biggest challenges to your SACWIS change management processes?

Attendee Discussion



Wrap up

- ▶ What was accomplished today?
- ▶ What's next?
- ▶ A recorded version of this webinar will be made available at:

<http://www.acf.hhs.gov/programs/cb/research-data-technology/state-tribal-info-systems/training>

- ▶ Submit suggested topics for future webinars to:
Joyce@kassets.com