



SAFE Modernization Progress Report

Report #3: submitted 09-1-2013

The purpose of the SAFE Modernization Progress report is to provide an update on the status of the project. The report will include information on:

- Status of current projects being worked on
- Updated cost estimation for total project
- Updated expenditures for modernization. Including money from the percentage complete of each active Modernization sub-project.

Overall Project status and current cost estimates

Updated estimate for cost and time to complete modernization: \$10.6 million over a period of 8 years. In addition to State funds, the division is using Title IV-E funding, SSBG that the department is allowing for modernization, and non-lapsing State funds.

Overall project time and costs were estimated using initial module and database conversion analysis. First, forty modules in SAFE were identified and are being assessed for modernization. These modules were identified as high, medium, and low complexity. One module in each complexity category was thoroughly analyzed and an associated time and cost estimate completed, using two industry standard methodologies. The information was then applied to all modules to create an overall time and cost estimate. Second, the database, which is not currently a state standard technology, will be converted. Updated costs estimates included the expense of extra staff and resources that have been necessary for modernization. These cost and time estimates will be updated each year as we get additional information on expenses, as rates change, or as additional modules are identified.

Completed Sub-Projects/Modules:

List of Modules	List of Modules	List of Modules
Trust Accounting	This is the first module of the new front end technology. This module is a federal requirement for SAFE, the State Automated Child Welfare Information System.	Completed January 2013
Team Foundation Server (TFS)	TFS has been installed and ready for use. This is the tracking mechanism that will be used for modernization and programming code source control.	Completed May 1, 2013.



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Current Sub-projects/Module Development

Module	Comments	Estimated completion date
Database Conversion	<p><u>Converted and Tested in DEV environment</u></p> <ul style="list-style-type: none"> • Stored Procedures: 905 procedures, 393,035 lines of code • Triggers: 1,114 triggers, 116,026 lines of code • Tables: 1,086 containing over 245 million rows of data (245,337,835) • Applications: 8 PowerBuilder Applications • Web services: 6 sets of different web services • Automated Scripts: 111 • Interfaces with other systems: 7 <p><u>Other</u></p> <ul style="list-style-type: none"> • Created 5 new processing applications to transfer data between systems. • Placed all source into source control – created new processes for using/managing it. • Set up new database development environment. (Included 5 conversion databases for testing.) • Created new infrastructure for conversion effort. • Converted many Unix automated processes to MS Windows services or scheduler processes. <p><u>Things left to be done</u></p> <ul style="list-style-type: none"> • Setup new Production environment and fail-over environments • Get all systems to talk 	November 30, 2013



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	<ul style="list-style-type: none"> • Perform System and Integration testing • Deploy into Production. 	
Modernization Framework	<ul style="list-style-type: none"> • Security system • Logging of errors and trace messages to log files and/or db • Development of main website • Development of core framework functionality (web, middle tier, Data Access Layer) • Documentation the visual or GUI standards • Implementation and sign-off of the home page as well as at least one module released that implements the standards 	This is an ongoing task to develop needed framework to support each module
SAFE Processes and Procedures	The SAFE team's new Software Development Life Cycle processes and procedures are being piloted and modified to implement new expectations that are required as part of the new technology. They will be evaluated and will be placed in a Policy and Procedures Manual.	Estimated completion December 2013.
Utah Family and Children Engagement Tool	This is the next web module that will be released in the new Technology. This new in-home assessment will be rolled out as part of Utah's IV-E Waiver demonstration project	Estimated completion 10/1/2013
PSR to PDF conversion	To create a process to convert existing SAFE PowerSoft Reports (PSR) to Portable Document Format (PDF)	Estimated completion not yet established.
Directory	SAFE has a Directory Search functionality that is currently used to search for; Person/Client, Provider, Worker, Person's known to eREP/ORIS/USDS, Person's known to the Juvenile courts and Person's whom have had an APS or CPS investigation used for background screening. This Directory Search functionality has been used for many years in the current SAFE application and will be one of the first items needed in the new web system.	Estimated completion not yet established.
Caselist	For workers with cases this list will act as a major launching point for	Estimated completion not yet established.



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	navigation to complete many case related actions. From this list users with security rights will be able to navigate to the following major windows within SAFE: Action Items, Activities, Case, Case Creation, Document Index, Person, Worker and Worker Assignment.	
ANSI Report Conversion	Conversion and testing of approximately reports in SAFE so they will work against the new SQL Server Database	November 30, 2013
PSR to PDF Conversion	Enhancement of interface between SAFE and the new GAL system, Voice. Paid for by court funding	Estimated completion not yet established.
Document Portfolio and File Import	Set up of document index on the web and to integrate with SAFE document index. This is so new documents can be created in the new technology. The ability to import scanned documents into the new SAFE document portfolio to reduce need for paper files and make third party documents more accessible to SAFE users.	Estimated completion not yet established.

Future Modules:

List of Modules	List of Modules	List of Modules
Worker (Training)	Provider (Training)	Worker Assignment
Other Case (AAM, GAM, DVS, DVI)	Referral List	Intake (Referral)
Person (General Information)	Person (eligibility & Rep Payee)	Person (Documents)
CPS Case (Person and Allegation)	CPS Case (Assignment)	CPS Case (LIS & Admin Hearing Maintenance)
CPS Case (Documents)	Help Desk Toolkit	Contracts DB
Provider (License, Contracts)	Activities (Enhanced Functionality)	In Home Cases (Person and General Information)
In Home Cases (Assessments and Plans)	In Home Cases (Documents)	Placements
Foster Care Cases (Assessments and Plans)	Notification Replacement	Provider (Payments)
Person (Health)	Person (ICWA)	Worker (General Info)
Sql Server Data Tools	Contracts	Document Index
SAFE Access Form Automation		



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Performance Measures

Measure 1: Increase in the number of releases per year and the time from request to release

Effect on Organizational Efficiency: Improved ability of the SAFE system to keep up with changes in business needs due to:

- State legislation
- Federal legislation
- Agency practice changes to improve outcomes.

Effect on Employee Performance: SAFE information system will be updated more timely with current practice requirements. More timely releases will help with development of a more supported and knowledgeable workforce.

Baseline:

Calendar Year	# of Scheduled Releases	# of Emergency Releases	Total # of Change Requests	Median Time to Close (Days)
2008	5	5	210	61
2009	4	6	168	106
2010	5	3	150	84
2011	4	1	136	81
2012	2	1	157	124

Current Measure:

The SAFE project moved to a new tracking system during 2013. The old work unit of a “Call” is not equivalent to the new types of work units (Issues, Bugs, Tasks, Test Cases, and User Stories). It should also be noted that the standard of how each work unit is used has been modified as the team learns the new system.

Calendar Year	# of Scheduled Releases	# of Emergency Releases	Total # of Change Requests	Median Time to Close (Days)
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2013 to date	6	3	380	52
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We will be able to report comparisons on this at the end of 2013. 2013 may have fewer change requests because of the database conversion effort taking place in 2013.

Measure 2: Increase percentage of web-based modules

Effect on Organizational Efficiency:

- Lessens need for and costs of third party software to make SAFE available remotely.
- Allows SAFE to be available remotely to a greater number of employees.

Effect on Employee Performance:

- Allows DCFS caseworkers to reallocate their time from paperwork to increased time with families by allowing providers to enter their own information.
- Reduces need to return to the office for documentation
- Increases ability to work during time waiting for appointments or court hearings

Baseline: 4 Modules

1. Training Quiz's
2. Domestic Violence Shelter Input
3. Provider Proctor Home information entry
4. Child and Adolescent Needs and Strengths Assessment

Current Measure: 6 Modules

Calendar Year	Number of Web based Modules	Modules added
2011	4	Baseline modules
2012	5	Drug Testing Referral Form
2013 to date	6	Trust Accounting (Note it is anticipated one additional Web module will be released this year)

Measure 3: Increase automation and reduction of manual processes

Effect on Organizational Efficiency:

- Improves data integrity by adding verifications that do not currently exist.
- Reduces paper forms and adds use of electronic signatures.



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- Provides capability to explore interfaces with mobile devices.

Effect on Employee Performance: Increases worker time with families by automating processes that are currently manually done and eliminating duplicate entry.

Baseline: No baseline available – will be reporting increased automation from prior reporting period

Current Measure: Here is some information about how the new Trust Accounting system increases automation and data accuracy.

- All data transfers from the Office of Fiscal Operations (OFO) to the Regions will be automated.
- Data integrity is improved by additional validations
- Current duplicate entry is eliminated
- Request forms for funds completed in the system rather than on paper and no longer need to be emailed or mailed.
- Greater monitoring and security of signatures and approval process.
- Manual calculations are automated.
- The OFO and SAFE Technical support teams will be able to provide remote assistance for the new system.
- Reports will be provided to detect data integrity errors.



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Appendix A – Software Development Life Cycle (SDLC)

Note that analysis, cost estimates, and actual timeframes include all elements of the SLDC, these are outlined below.

- Planning
 - Analyst Time
 - DBA Time
 - Front End Programmer Time
 - Testing
 - Training
 - Documentation Analyses
 - Go-Live Support
 - Release Cycles/Dates
 - Creation of the Project Plan
 - Creation of the Work Breakdown Structure (WBS)
- Requirements Development
 - Analyst Time
 - Document Preparation
 - Technical
- Testing
 - Document Preparation
 - Unit
 - Integration
 - User Testing/Verification
 - Technical
- Implementation
 - Go-Live Preparation
 - Module Release Cycles
 - Documentation
 - User Manuals
 - Go-Live Support
- Project Shut Down and Analysis