FACTS – SAFETY MODIFICATIONS

PROJECT MANAGEMENT PLAN (PMP)

EXECUTIVE SPONSOR – DORIAN DODSON
BUSINESS OWNER – MARYELLEN BEARZI
PROJECT MANAGER – VICKI GALLEGOS

ORIGINAL PLAN DATE: JUNE 24, 2009
REVISION DATE: SEPTEMBER 23, 2009
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## REVISION HISTORY

<table>
<thead>
<tr>
<th>REVISION NUMBER</th>
<th>DATE</th>
<th>COMMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>June 24, 2009</td>
<td>Original Document</td>
</tr>
<tr>
<td>2.0</td>
<td>September 23, 2009</td>
<td>Updated Section 5.0 Schedule Allocation - Project Timeline to include timelines sent to DoIT on 6/29/09</td>
</tr>
<tr>
<td>2.1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
PREPARING THE PROJECT MANAGEMENT PLAN

The workbook for preparation of the Project Management Plan is built around helping the project manager and the project team to use the Project Management Plan in support of successful projects. Please refer to it while developing this PMP for your project.

ABOUT THIS DOCUMENT

Project Oversight Process Memorandum – DoIT, July 2007

“Project management plan” is a formal document approved by the executive sponsor and the Department and developed in the plan phase used to manage project execution, control, and project close.

The primary uses of the project plan are to document planning assumptions and decisions, facilitate communication among stakeholders, and documents approved scope, cost and schedule baselines.

A project plan includes at least other plans for issue escalation, change control, communications, deliverable review and acceptance, staff acquisition, and risk management.

“Project manager” means a qualified person from the lead agency responsible for all aspects of the project over the entire project management lifecycle (initiate, plan, execute, control, close). The project manager must be familiar with project scope and objectives, as well as effectively coordinate the activities of the team. In addition, the project manager is responsible for developing the project plan and project schedule with the project team to ensure timely completion of the project. The project manager interfaces with all areas affected by the project including end users, distributors, and vendors. The project manager ensures adherence to the best practices and standards of the Department.

Project product” means the final project deliverables as defined in the project plan meeting all agreed and approved acceptance criteria.

“Product development life cycle” is a series of sequential, non-overlapping phases comprised of iterative disciplines such as requirements, analysis and design, implementation, test and deployment implemented to build a product or develop a service.
1.0 PROJECT OVERVIEW

1.1 EXECUTIVE SUMMARY- RATIONALE FOR THE PROJECT

CYFD will modify FACTS to implement a comprehensive Safety Management Model. These modifications are critical to the safety of NM’s children and will ensure CYFD Protective Services (PS) compliance with the federal Child and Family Services Review (CFSR) Program Improvement Plan (PIP). These modifications will eliminate the potential for federal fines/sanctions related to CFSR PIP Safety.

1.2 FUNDING AND SOURCES

<table>
<thead>
<tr>
<th>SOURCE</th>
<th>AMOUNT</th>
<th>ASSOCIATED RESTRICTIONS</th>
<th>APPROVERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>HB2 Section 7(11)</td>
<td>$764,000.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1.3 CONSTRAINTS

<table>
<thead>
<tr>
<th>NUMBER</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Constraint #1</td>
<td>All changes must be implemented by May 2010</td>
</tr>
<tr>
<td>Constraint #2</td>
<td>Priorities and Existing Support Staff availability</td>
</tr>
</tbody>
</table>

1.4 DEPENDENCIES

Types include the following and should be associated with each dependency listed.

- **M**andatory dependencies are dependencies that are inherent to the work being done.
- **D**iscretionary dependencies are dependencies defined by the project management team. This may also encompass particular approaches because a specific sequence of activities is preferred, but not mandatory in the project life cycle.
- **E**xternal dependencies are dependencies that involve a relationship between project activities and non-project activities such as purchasing/procurement

<table>
<thead>
<tr>
<th>NUMBER</th>
<th>DESCRIPTION</th>
<th>TYPE M,D,E</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Requirements Definition</td>
<td>M</td>
</tr>
</tbody>
</table>
### 1.5 Assumptions

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>No delays in CYFD receipt of project funding</td>
</tr>
<tr>
<td>2.0</td>
<td>Executive Management/Protective Services will not change priorities</td>
</tr>
<tr>
<td>3.0</td>
<td>Assigned project staff are hired by July 1 and all assigned staff remain on project until implementation</td>
</tr>
</tbody>
</table>

### 1.6 Initial Project Risks Identified

#### [Risk 1 - Organizational]

<table>
<thead>
<tr>
<th>Description – Completion of deliverables within time period</th>
<th>Probability - Medium</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mitigation Strategy: All project activities will be carefully managed by Project manager(s) and project team using industry standard project management processes. Project scope will be clearly defined and requirements will be prioritized. Change Control will be monitored and managed by project team using industry standard change control processes. All issues will be addressed immediately since the project schedule cannot be impacted. Contingency Plan: Non-critical components of deliverables would be removed from critical path and implemented at a future date.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Risk 2 - External
Risk 1 - Funding

Description – Funding for the project may not be received timely

Probability – Medium

Impact 7.5

Mitigation Strategy: CYFD will work closely with DoIT and DFA to assure that project funds are made available to CYFD in a timely manner. CYFD will satisfy DoIT project reporting requirements to assure project certification.

Contingency Plan: CYFD will locate agency funds for the project.

Risk 3 - Technical

Description – Requirements may not be fully defined impacting project schedule and project deliverables

Probability – Medium

Impact 5.5

Mitigation Strategy: Project teams will work closely with business in further defining requirements in advance of project initiation. Project team, which includes business partners, will remain intact during entire project. Change control will make sure that any changes to requirements are managed and tracked correctly.

Contingency Plan: Non-critical requirements added would be removed from critical path and implemented at a future date.

Risk 4 - Planning

Description – CYFD field staff not trained to correctly utilize new functionality implemented by project

Probability – Medium

Impact 5.5

Mitigation Strategy: CYFD Protective Services FACTS business unit is assigned to the project and will be responsible for field worker training. This unit successfully performs this function for all FACTS releases. Training will be planned for from the initiation of the project.

Contingency Plan: CYFD Protective Services FACTS business unit would employ additional resources for training, including use of CYFD’s Professional Development Bureau.

IMPACT SCALE:

<table>
<thead>
<tr>
<th>Impact Rating</th>
<th>Impact Level</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5</td>
<td>Very Low</td>
<td>If this risk occurs, the impact on the project’s objectives is minor and not noticeable outside the project</td>
</tr>
<tr>
<td>3.5</td>
<td>Low</td>
<td>If this risk occurs, the impact on the project’s objectives would be minor but noticeable to the customer or sponsor</td>
</tr>
<tr>
<td>5.5</td>
<td>Moderate</td>
<td>If this risk occurs, the impact to the project’s objectives is significant and would create customer or sponsor dissatisfaction with the project</td>
</tr>
<tr>
<td>7.5</td>
<td>High</td>
<td>If this risk occurs, the impact on the project is significant and would create major customer or sponsor dissatisfaction. The project would be in jeopardy</td>
</tr>
<tr>
<td>9.5</td>
<td>Very High</td>
<td>If this risk occurs, the impact would be catastrophic. The project would be cancelled</td>
</tr>
</tbody>
</table>
2.0 PROJECT AUTHORITY AND ORGANIZATIONAL STRUCTURE

2.1 STAKEHOLDERS

<table>
<thead>
<tr>
<th>NAME</th>
<th>STAKE IN PROJECT</th>
<th>ORGANIZATION</th>
<th>TITLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maryellen Bearzi</td>
<td>CYFD Compliance with Federal and State mandates</td>
<td>CYFD</td>
<td>Deputy Director</td>
</tr>
<tr>
<td>Crawford Spooner</td>
<td>CYFD Compliance with DoIT and CYFD ITS Standards</td>
<td>CYFD</td>
<td>CIO</td>
</tr>
</tbody>
</table>

2.2 PROJECT GOVERNANCE STRUCTURE

Within the Children Youth and Families Department (CYFD), the high level governance body is the Senior Staff - directors of the Program Areas and Program Support areas, deputy secretaries and the Cabinet Secretary. This body approves the overall direction and mission of the Agency. The Information Technology Change Control Committee (ITCCC) implements the specified policies.

The Information Technology Change Control Committee (ITCCC) meets on a monthly basis to discuss the various on-going IT projects and their statuses. All Change Requests and Incident Reports involving FACTS are evaluated, prioritized, and coordinated by the ITCCC.
2.3 EXECUTIVE REPORTING

Project managers for the project report to the Executive sponsors of the project. All project reporting, including monthly DoIT project status reporting, will be shared electronically with Executive sponsors and project teams. The status on this project, as well as the status on all FACTS release tasks, are shared and tracked at the monthly ITCCC meetings.

A communications plan will be created for this project and the plan will be maintained and monitored by the project manager(s) and project team to ensure communications.

3.0 SCOPE

3.1 PROJECT OBJECTIVES

3.1.1 BUSINESS OBJECTIVES

<table>
<thead>
<tr>
<th>NUMBER</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BUSINESS OBJECTIVE 1</strong>&lt;br&gt;FACTS CHANGE REQUEST #1261&lt;br&gt;SAFETY ASSESSMENT AND NEW SAFETY PLAN</td>
<td>The current FACTS safety assessment window and functionality will be used as an ancestor. There will be changes to wording on current questions, some questions will be deleted and new questions will be added. Two text templates will be required: one to print results of safety assessment and one to print the above described safety plan.</td>
</tr>
<tr>
<td><strong>Acceptance Criteria:</strong>&lt;br&gt;Detailed requirements will be developed for this business objective and documented in the FACTS CR Workbook. All levels of testing will be done using these detailed requirements. All tests must be successful for this change to pass as accepted. All test results are documented in the FACTS CR Workbook.</td>
<td></td>
</tr>
<tr>
<td><strong>BUSINESS OBJECTIVE 2</strong>&lt;br&gt;FACTS CHANGE REQUEST #1266&lt;br&gt;FOSTER HOME</td>
<td>As part of the CFSR PIP process, create foster home safety assessment /response:&lt;br&gt;• Provide for a mechanism to receive and track reports of incidents (not rising to the level of child abuse/neglect, however indicative of a potential policy violation) in licensed foster care homes.&lt;br&gt;• Create automatic assignments and notifications to protective</td>
</tr>
<tr>
<td>NUMBER</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>--------</td>
<td>-------------</td>
</tr>
</tbody>
</table>
| SAFETY ASSESSMENT/RESPONSE | services field staff and provide for system to document resolution.  
• Create mechanism by which to track incidents across time to inform ongoing child placement and licensure decisions  
• Create automatic notification to Youth and Family Services Licensing and Certification Unit for incidents in privately licensed homes and/facilities to inform certification decisions and identify need for potential corrective action |

**Acceptance Criteria:**
Detailed requirements will be developed for this business objective and documented in the FACTS CR Workbook. All levels of testing will be done using these detailed requirements. All tests must be successful for this change to pass as accepted. All test results are documented in the FACTS CR Workbook.

**BUSINESS OBJECTIVE 3**
**FACTS CHANGE REQUEST #1324**
**CHILDREN’S CODE CHANGES**
Modify narrative questions of existing court report documents in the Individual Treatment Plan:  
• Address educational needs of children  
• Insure reasonable efforts are made to place siblings together  
• Insure efforts are made to locate relatives and place children with relatives.  
Reports include the Family Treatment Plan, Predispositional Study and Family Treatment Plan, Judicial Review And/Or Permanency Hearing Report, Judicial Review And/Or Permanency Hearing Report – Adoptive Placement.

**Acceptance Criteria:**
Detailed requirements will be developed for this business objective and documented in the FACTS CR Workbook. All levels of testing will be done using these detailed requirements. All tests must be successful for this change to pass as accepted. All test results are documented in the FACTS CR Workbook.

**BUSINESS OBJECTIVE 4**
**FACTS CHANGE REQUEST #1265**
**DOCUMENT DISCHARGE PLAN**
As part of the CFSR PIP process, create functionality in FACTS that would allow PS to document a Discharge Plan (template) for all children discharging from custody. Include functionality for ticklers and automated e-mails.

**Acceptance Criteria:**
Detailed requirements will be developed for this business objective and documented in the FACTS CR Workbook.
### BUSINESS OBJECTIVE 5

**FACTS CHANGE REQUEST #1264**

**ENHANCE FOSTER CARE LEVEL OF NEEDS ASSESSMENT & REASSESSMENT**

As part of the CFSR PIP process, modify/enhance the existing Foster Care level of needs assessment/reassessment in FACTS. Modify current windows and templates to be compliant with current federal regulations, CYFD policy/practice.

**Acceptance Criteria:**

Detailed requirements will be developed for this business objective and documented in the FACTS CR Workbook. All levels of testing will be done using these detailed requirements. All tests must be successful for this change to pass as accepted. All test results are documented in the FACTS CR Workbook.

### BUSINESS OBJECTIVE 6

**FACTS CHANGE REQUEST #1283**

**FOSTER PARENT ASSESSMENT TEMPLATES**

As part of the CFSR PIP process, develop new functionality in FACTS in order to assess a foster parent’s ability to care for a specific child.

This new functionality will require new windows, data windows, templates. Two text templates will be required: one related to the results of the assessment and a plan template to meet the needs of the child/placement.

**Acceptance Criteria:**

Detailed requirements will be developed for this business objective and documented in the FACTS CR Workbook. All levels of testing will be done using these detailed requirements. All tests must be successful for this change to pass as accepted. All test results are documented in the FACTS CR Workbook.

### BUSINESS OBJECTIVE 7

**FACTS CHANGE REQUEST #1271**

**CITIZENS REVIEW BOARD TEMPLATE**

As part of the CFSR PIP process, add a Citizens Review Board (CRB) template.

New window, data windows, template(pre-fill information from other locations in FACTS ).
Acceptance Criteria:
Detailed requirements will be developed for this business objective and documented in the FACTS CR Workbook. All levels of testing will be done using these detailed requirements. All tests must be successful for this change to pass as accepted. All test results are documented in the FACTS CR Workbook.

BUSINESS OBJECTIVE 8
FACTS CHANGE REQUEST #1326
SUBSTITUTE CARE AGREEMENT

In line with the CFSR PIP and efforts to reduce maltreatment in foster care and increase placement stability, revise the current “Substitute Care Placement Agreement” in FACTS. The modifications are primarily minor such as rewording.

Acceptance Criteria:
Detailed requirements will be developed for this business objective and documented in the FACTS CR Workbook. All levels of testing will be done using these detailed requirements. All tests must be successful for this change to pass as accepted. All test results are documented in the FACTS CR Workbook.

3.1.2 TECHNICAL OBJECTIVES
Technical Objectives listed below apply to all Business Objectives listed above.
Detailed requirements will be developed for these technical objectives and documented in the FACTS CR Workbook. All levels of testing will be done using these detailed requirements. All tests must be successful for this change to pass as accepted. All test results are documented in the FACTS CR Workbook.

NUMBER | DESCRIPTION
---|---
TECHNICAL OBJECTIVE 1 | Develop software that is flexible and will facilitate future modifications and growth.
TECHNICAL OBJECTIVE 2 | Develop software following existing FACTS standards, policies and procedures.
TECHNICAL OBJECTIVE 3 | Develop software using existing FACTS software development tools and infrastructure.
### 3.2 PROJECT EXCLUSIONS

None

### 3.3 CRITICAL SUCCESS FACTORS

<table>
<thead>
<tr>
<th>NUMBER</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUALITY METRIC #1</td>
<td>Safety Assessment and Safety Plan developed meets all federal CFSR PIP requirements and all CYFD Protective Services policy/procedure.</td>
</tr>
<tr>
<td>QUALITY METRIC #2</td>
<td>Foster home safety assessment developed meets all federal CFSR PIP requirements and all CYFD Protective Services policy/procedure.</td>
</tr>
<tr>
<td>QUALITY METRIC #3</td>
<td>Individual Treatment Plan court report documents developed meet all New Mexico Children's Code Revisions (2009).</td>
</tr>
<tr>
<td>QUALITY METRIC #4</td>
<td>Discharge Plan developed meets all federal CFSR PIP requirements and all CYFD Protective Services policy/procedure.</td>
</tr>
<tr>
<td>QUALITY METRIC #5</td>
<td>Foster Care level of needs assessment and reassessment meets all federal CFSR PIP requirements and all CYFD Protective Services policy/procedure.</td>
</tr>
<tr>
<td>QUALITY METRIC #6</td>
<td>Foster parent assessment template meets all federal CFSR PIP requirements and all CYFD Protective Services policy/procedure.</td>
</tr>
<tr>
<td>QUALITY METRIC #7</td>
<td>Citizens Review Board (CRB) template meets all federal CFSR PIP requirements and all CYFD Protective Services policy/procedure.</td>
</tr>
<tr>
<td>QUALITY METRIC #8</td>
<td>Substitute Care Placement Agreement template meets all federal CFSR PIP requirements and all CYFD Protective Services policy/procedure.</td>
</tr>
<tr>
<td>QUALITY METRIC #9</td>
<td>Software developed is flexible and facilitates future modifications.</td>
</tr>
<tr>
<td>QUALITY METRIC #10</td>
<td>Software developed conforms to all FACTS standards, policies and procedures.</td>
</tr>
<tr>
<td>QUALITY METRIC #11</td>
<td>Software developed is supported using existing FACTS infrastructure.</td>
</tr>
</tbody>
</table>
4.0 PROJECT DELIVERABLES AND METHODOLOGY

4.1 PROJECT MANAGEMENT LIFE CYCLE

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Charter</td>
<td>Project Charter created and delivered to DoIT. Project Charter will be maintained in the project library.</td>
</tr>
<tr>
<td>Certification Form</td>
<td>Project Certification created and delivered to DoIT. Project Certification form will be maintained in the project library.</td>
</tr>
<tr>
<td>Project Management Plan</td>
<td>Project Management Plan for entire project will be created and maintained for the project. Project Management Plan will be maintained in the project library. Individual project plans will be created and maintained for each FACTS Change Request.</td>
</tr>
<tr>
<td>IT Service Contracts</td>
<td>Professional Services contract is in place for software development for this project.</td>
</tr>
<tr>
<td>Risk Assessment and management</td>
<td>Risk Assessment and Risk Management plan will be created and maintained in the project library.</td>
</tr>
<tr>
<td>Monthly Project Status Reports to DoIT</td>
<td>Monthly Project Status Reports will be created and submitted to DoIT on a monthly basis. Project Status Reports will be maintained in the project library.</td>
</tr>
<tr>
<td>Project Closeout Report</td>
<td>Project Closeout form will be created and submitted to DoIT upon successful implementation of the project.</td>
</tr>
</tbody>
</table>

4.1.1 PROJECT MANAGEMENT DELIVERABLES

Project deliverables will be documented and tracked in the project plan documents created for each of the FACTS Change Requests (8) created for this project.

4.1.2 DELIVERABLE APPROVAL AUTHORITY DESIGNATIONS

Approvals will be documented and tracked in the project plan documents created for each of the FACTS Change Requests (8) created for this project.

DoIT approvals will be required, requested and recorded by CYFD according to DoIT certification documentation.
4.1.3 Deliverable Acceptance Procedure
Approvals will be documented and tracked in the project plan documents created for each of the FACTS Change Requests (8) created for this project.
DoIT approvals will be required, requested and recorded by CYFD according to DoIT certification documentation.

4.2 Product Life Cycle

| Requirements Documents | Description – FACTS requirements documents  
| Due Date: 08/15/09 |
|------------------------|-----------------------------------------------|
| Project Plans          | Description – Project plans created  
| Due Date: 08/15/09 |
| Design Documents       | Description – FACTS detailed design documents  
| Due Date: 10/01/09 |
| Software               | Description – FACTS Software Development. Software  
| Due Date: 01/01/10 |
| Quality Assurance Testing | Description: Software tested and certified based on FACTS requirements and FACTS Design documents.  
| Due Date: 02/01/10 |
| User Acceptance Testing | Description: Software tested and certified by users based on FACTS requirements and FACTS Design documents.  
| Due Date: 03/01/10 |
| Regression Testing     | Description: Software tested and certified based FACTS testing of all functionality.  
| Due Date: 04/05/10 |
| Production Implementation | Description: Software implemented in production environment.  
| Due Date: 05/10/10 |
FACTS Documentation

**Description:** Updated Topic Papers, Design Documents, Data Dictionary, Inventories, Release Notes and other related FACTS documentation.

**Due Date:** 06/30/10

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FACTS Project Plans Management

**Description:** FACTS Detailed Project Plans updated throughout the project.

**Due Date:** 06/30/10

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### 4.2.1 Technical Strategy

To ensure success, all FACTS developers are required to follow a standard development process. The process is documented (high level) below.

**FACTS Developer Duties:**
- Release Change Requests
  - Developer will review and work with the assigned business analyst to define the requirements, documentation and for any questions or concerns
  - Attend all mini, requirement, and GUI meetings
  - Estimate the development hours to complete the release change request
  - Create the GUI design(s) & logic per change request requirements
  - Existing logic is modified per change request requirements
  - New logic is written per change request requirements
  - Test for logic to ensure working as stated in the change request requirements
  - Troubleshoot any issues that are identified in quality assurance and user acceptance testing
  - Create/Update topic paper documents with release change request functionality
  - Update inventory documents with release change request information
  - Add/modify the release change request workbook
  - Provide weekly status on project plan for the release change request

### 4.2.2 Product and Product Development Deliverables

Product deliverables will be documented and tracked in the project plan documents created for each of the FACTS Change Requests (8) created for this project.

### 4.2.3 Deliverable Approval Authority Designations

Approvals will be documented and tracked in the project plan documents created for each of the FACTS Change Requests (8) created for this project.

DoIT approvals will be required, requested and recorded by CYFD according to DoIT certification documentation.

### 4.2.4 Deliverable Acceptance Procedure

Approvals will be documented and tracked in the project plan documents created for each of the FACTS Change Requests (8) created for this project.
DoIT approvals will be required, requested and recorded by CYFD according to DoIT certification documentation.

5.0 PROJECT WORK

5.1 WORK BREAKDOWN STRUCTURE (WBS)

The WBS for each change request will be documented and tracked in the project plan documents created for each of the FACTS Change Requests (8) for this project.

5.2 SCHEDULE ALLOCATION - PROJECT TIMELINE

The project timeline for each change request will be documented and tracked in the project plan documents created for each of the FACTS Change Requests (8) for this project. The change requests will be included in the FACTS Release 4.4.00. The timelines for the FACTS Change Requests (8) are provided below:

**FACTS Release 4.4.00 Schedule**

**C-2 Safety Change Requests – 1st Iteration**

- **4/14 - 5/8** User Requirements
- **5/11 - 7/31** Technical Review Requirements
- **8/4/09 - 9/12/09** GUI Design
- **9/14/09 - 12/18/09** Software Development & Unit Testing
- **12/21 - 2/1** Q/A Testing
- **2/1 - 3/1** User Acceptance Testing
- **3/1 - 4/5** Regression Testing
- **4/5 - 5/9** Pre-Implementation Tasks
- **4/1 - 5/1** Release 4.4.00

**Change Requests**

- CR 1324 – Children’s Code Changes
- CR 1271 – Citizens Review Board Template
- CR 1326 – Substitute Care Agreement
5.3 PROJECT BUDGET

<table>
<thead>
<tr>
<th>Major Deliverable</th>
<th>Category</th>
<th>Total Expense</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requirements</td>
<td>Software</td>
<td>$95,400.00</td>
</tr>
<tr>
<td>Design Documents</td>
<td>Software</td>
<td>$95,400.00</td>
</tr>
</tbody>
</table>
5.4 PROJECT TEAM

5.4.1 PROJECT TEAM ORGANIZATIONAL STRUCTURE

```
+-------------------+    +-------------------+
| Applications      |    | Development       |
| Development       |    | Management        |
| Management        |    |                   |
+-------------------+    +-------------------+
| Business Analyst  |    | Online Development|
| Team              |    | Team              |
|                   |    | Batch Development |
|                   |    | Team              |
```

5.4.2 PROJECT TEAM ROLES AND RESPONSIBILITIES

<table>
<thead>
<tr>
<th>ROLE</th>
<th>RESPONSIBILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>FACTS Software Development Manager</td>
<td>Responsible for all software developers and all FACTS software development</td>
</tr>
<tr>
<td>FACTS Business Analyst Supervisor</td>
<td>Responsible for business analyst (BA) team and all BA related FACTS software development tasks</td>
</tr>
<tr>
<td>ROLE</td>
<td>RESPONSIBILITY</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>FACTS Software Developers</td>
<td>Responsible for developing and supporting all FACTS software</td>
</tr>
<tr>
<td>FACTS Business Analysts</td>
<td>Responsible for all BA related FACTS software development and FACTS support tasks</td>
</tr>
<tr>
<td>FACTS Protective Services FACTS Unit</td>
<td>Responsible for all business requirements and support of all software development from a business perspective</td>
</tr>
</tbody>
</table>

### 5.5 STAFF PLANNING AND RESOURCE ACQUISITION

All assigned staff will be documented and tracked in the project plan documents created for each of the FACTS Change Requests (8) for this project.

### 5.6 PROJECT LOGISTICS

All ITS project staff are co-located in the CYFD ITS Albuquerque office.

#### 5.6.1 PROJECT TEAM TRAINING

N/A

### 6.0 PROJECT MANAGEMENT AND CONTROLS

#### 6.1 RISK AND ISSUE MANAGEMENT

##### 6.1.1 RISK MANAGEMENT STRATEGY

Risk will be managed at the individual change request level for each FACTS change request (8) and at the FACTS release level for the overall FACTS release. A separate risk management plan will not be created for this project.

##### 6.1.2 PROJECT RISK IDENTIFICATION

Risk will be managed at the individual change request level for each FACTS change request (8) and at the FACTS release level for the overall FACTS release.

##### 6.1.3 PROJECT RISK MITIGATION APPROACH

Risk will be managed at the individual change request level for each FACTS change request (8) and at the FACTS release level for the overall FACTS release.
6.1.4 Risk Reporting and Escalation Strategy
Risk will be managed at the individual change request level for each FACTS change request and at the FACTS release level for the overall FACTS release.

6.1.5 Project Risk Tracking Approach
Risk will be managed at the individual change request level for each FACTS change request (8) for this project and at the FACTS release level for the overall FACTS release.

6.1.6 Issue Management

6.1.6.1 Internal Issue Escalation and Resolution Process
All internal Application Development (ADS) Team issues will be logged and tracked in the individual FACTS project documentation for each FACTS change request (8) for this project. All internal Application Development issues related to the overall FACTS release will be logged and tracked in the FACTS Release project plans.
ADS management team will follow predefined FACTS development policies and procedures in escalating and resolving all logged issues.

6.1.6.2 External Issue Escalation and Resolution Process
All external issues will be logged and tracked in the individual FACTS project documentation for each FACTS change request (8) for this project.
ADS management team will follow predefined FACTS development policies and procedures in escalating and resolving all logged issues.

6.2 Independent Verification and Validation - IV&V
5/20/09 – IV&V Waiver submitted to DoIT for approval

6/17/09 – Status Update - Pending DoIT decision. Contingency plan in place if IV&V will be required.

6.3 Scope Management Plan

6.3.1 Change Control

6.3.1.1 Change Control Process
All change control issues will be logged and tracked in the individual FACTS project documentation for each FACTS change request (8) for this project.
ADS management team will follow predefined FACTS development policies and procedures in reviewing all scope changes to determine if they are changes in requirements (scope of work) and how each change should be handled. The entire process is documented in the FACTS project documentation for each FACTS change request (8) for this project.
6.3.1.2 Change Control Board (CCB)

Within the Children Youth and Families Department (CYFD), the high level governance body is the Senior Staff - directors of the Program Areas and Program Support areas, deputy secretaries and the Cabinet Secretary. This body approves the overall direction and mission of the Agency. The Information Technology Change Control Committee (ITCCC) implements the specified policies.

The Information Technology Change Control Committee (ITCCC) meets on a monthly basis to discuss the various on-going IT projects and their statuses. All Change Requests and Incident Reports involving FACTS are evaluated, prioritized, and coordinated by the ITCCC.

6.4 PROJECT BUDGET MANAGEMENT

6.4.1 Budget Tracking

Budget tracking will be documented as part of regular professional services contract tracking. A monthly contract tracking spreadsheet monitors the total monthly cost against the contract total.

6.5 COMMUNICATION PLAN
Project managers for the project report to the Executive sponsors of the project. All project reporting, including monthly DoIT project status reporting, will be shared electronically with Executive sponsors and project teams. The status on this project, as well as the status on all FACTS release tasks, are shared and tracked at the monthly ITCCC meetings.

A communications plan will be created for this project and the plan will be maintained and monitored by the project manager(s) and project team to ensure communications.

### 6.5.1 Communication Matrix

A communications plan will be created for this project and the plan will be maintained and monitored by the project manager(s) and project team to ensure communications.

### 6.5.2 Status Meetings

Project managers for the project report to the Executive sponsors of the project. All project reporting, including monthly DoIT project status reporting, will be shared electronically with Executive sponsors and project teams. The status on this project, as well as the status on all FACTS release tasks, are shared and tracked at the monthly ITCCC meetings.

### 6.5.3 Project Status Reports

Project managers for the project report to the Executive sponsors of the project. All project reporting, including monthly DoIT project status reporting, will be shared electronically with Executive sponsors and project teams. The status on this project, as well as the status on all FACTS release tasks, are shared and tracked at the monthly ITCCC meetings.

### 6.6 Performance Measurement (Project Metrics)

<table>
<thead>
<tr>
<th>NUMBER</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUALITY METRIC #1</td>
<td>Safety Assessment and Safety Plan developed meets all federal CFSR PIP requirements and all CYFD Protective Services policy/procedure.</td>
</tr>
<tr>
<td>QUALITY METRIC #2</td>
<td>Foster home safety assessment developed meets all federal CFSR PIP requirements and all CYFD Protective Services policy/procedure</td>
</tr>
<tr>
<td>QUALITY METRIC #3</td>
<td>Individual Treatment Plan court report documents developed meet all New Mexico Children's Code Revisions (2009)</td>
</tr>
<tr>
<td>QUALITY METRIC #4</td>
<td>Discharge Plan developed meets all federal CFSR PIP requirements and all CYFD Protective Services policy/procedure</td>
</tr>
<tr>
<td>QUALITY METRIC #5</td>
<td>Foster Care level of needs assessment and reassessment meets all</td>
</tr>
</tbody>
</table>
### NUMBER | DESCRIPTION
--- | ---
 | Federal CFSR PIP requirements and all CYFD Protective Services policy/procedure
QUALITY METRIC #6 | Foster parent assessment template meets all federal CFSR PIP requirements and all CYFD Protective Services policy/procedure
QUALITY METRIC #7 | Citizens Review Board (CRB) template meets all federal CFSR PIP requirements and all CYFD Protective Services policy/procedure
QUALITY METRIC #8 | Substitute Care Placement Agreement template meets all federal CFSR PIP requirements and all CYFD Protective Services policy/procedure
QUALITY METRIC #9 | Software developed is flexible and facilitates future modifications
QUALITY METRIC #10 | Software developed conforms to all FACTS standards, policies and procedures
QUALITY METRIC #11 | Software developed is supported using existing FACTS infrastructure

#### 6.6.2 Metrics Library

#### 6.7 Quality Objectives and Control

##### 6.7.1 Quality Standards

##### 6.7.2 Project and Product Review and Assessments

Quality will be documented and tracked in the individual FACTS project documentation for each FACTS change request (8) for this project.

##### 6.7.3 Agency/Customer Satisfaction

A formal agency/customer satisfaction document will be produced during the implementation phase.

##### 6.7.4 Product Deliverable Acceptance Process

Approvals will be documented and tracked in the project plan documents created for each of the FACTS Change Requests (8) created for this project.
Formal sign off from business partner(s) is required at predefined milestones during the application process. Sign off is document and tracked in the project plan documents created for each of the FACTS Change Requests (8) created for this project.

6.8 CONFIGURATION MANAGEMENT

6.8.1 VERSION CONTROL
A formal version control product (CVS) is used for all software developed and deployed to the production environment.

6.8.2 PROJECT REPOSITORY (PROJECT LIBRARY)
A project library is created and maintained for each FACTS change request (8) created for this project. A project library is created and maintained for the FACTS Release.

6.9 PROCUREMENT MANAGEMENT PLAN
N/A

7.0 PROJECT CLOSE

7.1 ADMINISTRATIVE CLOSE
Formal closure of project milestones will be documented in the:

• project plan document(s) created for each of the FACTS Change Requests (8) created for this project.
• monthly DoIT project status reports.

7.2 CONTRACT CLOSE
Formal closure of the professional services contract will follow agency policy/procedure.

ATTACHMENTS
Project binders containing all project plan documents for each of the FACTS Change Requests (8) and the FACTS Release are available for review. These binders will be updated from the project libraries throughout the project.