








# TXCSES 2.0 Initiative Status Report

See back page for Acronym List

<b>Report Period:</b>	1/15/11-1/31/11		<b>Completed By:</b> Stephanie Knuth	
<b>Projects included</b>	Release .01: ECM Capture	Release .02: VCF Pilot	Release 1: CIL	Release 1: ECM
	Release 1:	Release 1: ERS	Release 1: RODEO	Release 1: EER

TXCSES 2.0 Initiative Summary Dashboard	
Schedule	
Quality	
Risks	
Issues	

Legend	
	No intervention required. Project going as planned in this area. A positive variance or a negative variance less than or equal to 5%; risk and/or issue rating of Low.
	Some oversight required. Project may be at risk in this area. A negative variance greater than 5% and less than or equal to 10%; risk rating of Moderate or Controllable, and/or an issue rating of High or Medium.
	Intervention required. Project is at risk in this area. A negative variance greater than 10%; risk rating of Severe or Significant, and/or an issue rating of Critical.

TXCSES 2.0 Initiative Summary
<p><b>Initiative Status</b></p> <ul style="list-style-type: none"> <li>Conducted the Kickoff for T2 Design, Development and Implementation on 1/18.</li> <li>Creating an Interagency Contract (IAC) with the University of Texas (UT) Advanced Research in Software Engineering (ARISE) for Independent Verification and Validation (IV&amp;V) services for T2. We are scheduled to finalize the draft IAC with UT in February; the IAC must be approved by the Office of Child Support Enforcement (OCSE) prior to signing.</li> </ul>

## TXCSES 2.0 Initiative Summary

- Knowledge Transfer of the requirements to the Design, Development, and Implementation (DDI) Vendor, Accenture, is complete for the first two ECM implementations (Capture and the Virtual Case File Pilot), and began on January 19 for the remaining Phase 1 projects.
- T2 Playbook training for CSD team members began January 19.

### Initiative Governance (Change Requests)

- The Business Services Council approved the following change requests on 1/19/11. None of these change requests were deemed scope changes; only revisions to existing requirements.
  -
- ERS Report Status Change Request (CR) (James)—This CR covers the addition of a status drop-down menu to BPM 15. The status menu will be made available on published form reports and allow the ERS Administrator the ability to choose from the following options when updating report metadata elements: inactive, active, archived, etc. Procedures for requesting a change to a published form report are not part of this BPM and will be developed prior to training and implementation.
- ERS CIL Reporting Change Request (CR)—This CR covers additional reporting requirements resulting from the continued review of existing reports.
  - Customer Communication – Provide report reflecting customer communication by count/totals, communication type, initiating field office, initiating user, etc.
  - BOW Summary – Provide report reflecting BOW info by member, state, region, office, etc. Dalia asked that entity type be added to the report parameters so that non-hospital source data is included.
  - Weekly Family Violence Report
  - Web Stats – Report reflecting log-ins, log-in attempts, complaints field, etc.
  - Inquiries – Report reflecting inquiry count by type, ex. Open records, public official.
  - Pending or Verified Cases
- ERS Framework Change Request (CR)— This CR covers the changes needed to the wording of existing requirements to ensure consistency.
- RDO BPM1, Forms Library Change Request (CR)— This CR includes changes to the forms library requirements to be consistent with the CIL requirements, such as:
  - Added form attributes for Auto-Print and Auto Refer.
  - Added new services to the BPM and activity diagram: create baseline, smerge (seek and merge), translate, auto-print, auto-refer, and assemble.
- RDO BPM3 , Document Generation Change Request (CR)— This CR includes changes to the document generation requirements to be consistent with the CIL requirements, such as:
  - Added functionality to SBUSREXP39: Edit Pdf to allow the user the ability to tab through editable field in Smart Forms.
  - Created new workflow functionality that allows users other than attorneys to apply a digitized signature to applicable docs.

## TXCSES 2.0 Initiative Summary

- Consolidated all view, edit, and option fields and rules in UC8 to create a new 'Form Summary' storyboard. Added new view and edit fields to accommodate all Keyboard Prompts and SCU documents. Dalia asked that an alert be added here to indicate to a user that new locate information was received post-assemble.
  - Added workflow for the SCU to send documents to attorneys in other states.
  - Added workflow for the SCU to select and include multi-RODEO cases in one document where documents are member based. Also created workflow for the Output Queue to send that one document to all of the included cases.
- RDO BPM31, Output Queue Release Change Request (CR)— This CR was approved and includes changes to the output queue release requirements to be consistent with CIL requirements, such as:
  - Added service to send documents to the 'View Distributed Documents' screen - CIL's SBUSREXP150. This is the FMRR T1 screen replacement.
- RDO New BPM Change Request (CR) – Created a new BPM that allows users to auto-print and/or auto-refer from T1. This change includes the new services notes in BPM 1: create baseline, smerge (seek and merge) and translate.
- The Software Engineering Process Group (SEPG) reviewed several changes on 1/26/11:
  - ECM Capture & VCF Pilot Tailoring Request – Approved This tailoring request was reviewed and approved regarding a variance to the Develop Phase process within the Solutions Engineering Plan. This request is due to the delay in tool and environment availability for the DDI vendor (Accenture), creating a shift in the timeline of events. To remain on schedule, this approach was agreed to between CSD & Accenture, and is low risk, due to the small scope of the Capture and VCF Pilot implementation.
  - Change Request 24 – Conditionally Approved 12/1 SEPG meeting This CR is regarding Requirements Versioning implementation. The approach was conditionally approved during the 12/1 SEPG meeting pending documentation updates. The motivation and documentation updates were re-presented and there was a great deal of conversation and debate around the best approach for implementing Requirements Versioning. The BPA's in attendance presented several concerns regarding the approach as it is currently documented. An alternative option was discussed, regarding the addition of a 'Release Attribute' to the requirement. Consensus was not reached during this session. We will continue the discussion during a special SEPG meeting scheduled on 2/2/11.
  - Change Request 27 – Approved This CR adds a mandatory Checklist attachment to all Peer Review Processes. This will require the Artifact Author to attach a completed checklist after the development of the applicable SDLC artifact, and prior to completion of the artifact.
  - Change Request 28 – Approved This CR is to address the COTs products Standards & Guidelines development for ECM. CSD has requested the development of ECM Standards and Guidelines and an associated checklist. This CR updates the SEP Plan to reflect ECM Standards and Guidelines, creates the ECM Checklist as part of QMP, and also updates the Playbook overview to reflect the additions.
- The Architecture Review Board (ARB) reviewed three change requests on 1/26. All change requests were sent back to the project teams for further clarification.
  - Change Request 13 – to procure CTS for ECM Project (VCF Pilot). CTS has 5 modules. The module under consideration is Document Transformation Services
    - Identified a need to research alternatives for the stated requirements to see if we can use an existing product.
  - Change Request 14 -- to procure ICR product for ECM Project.
    - There was some uncertainty as to if having an ICR product for pilot would enhance or assist the OCR used in Pilot. Is there a need or value to have ICR for pilot? Accenture will research and will provide an answer by 2/2/2011.
    - Next step to identify the features for ICR will be needed for CIL. Due date 2/9.
  - Change Request 15 –to upgrade to Documentum 6.6 for ECM Project
    - Decided to defer this change request. The team does not want to upgrade at this point in the SDLC for Capture as there are no specific new features from the new release needed for Capture or Pilot.

## TXCSES 2.0 Initiative Summary

### TXCSES Renewal Status

- Phase 1: Case Initiation/Locate (CIL)
  - This project is on schedule.
  - Knowledge transfer to the DDI vendor began on 1/19.
  - Conducting analysis on data communication and integration needs between the T1 and T2 systems. This “cross platform analysis” will inform data synchronization design activities as well as be used to validate CIL requirements. The analysis is currently behind schedule due to competing priorities.
- Phase 1: Enterprise Reporting System (ERS)
  - This project is on schedule.
  - Knowledge transfer to the DDI vendor will begin on 2/24.
- Phase 1: Data Quality Analysis and Cleanup
  - This project is behind schedule due to competing priorities with other T2 Phase 1 projects.
  - Two types of cleanup are planned: automated and manual.
  - Coding is in progress for the initial phase of T1 automated cleanup (three phases are scheduled); Phase 1 is scheduled to implement 2/2011. The manual cleanup cannot begin until the Phase 1 of the automated work is complete.
  - Finalizing procedures and training for the manual cleanup effort, which is scheduled to begin in late March, 2011.
- 
- Phase 2: Establishment and Enforcement Renewal (EER)
  - This project is on schedule.
  - Continued JAD preparation for the Administrative Enforcement JAD, which is scheduled for 2/8-10.
  - Scheduling sessions with Legal Counsel/Policy team to map requirements to federal regulations.

### Enterprise Content Management Status

- This project is on schedule.
- Implementation activities for ECM are ongoing and include:
  - Conducting analysis to determine impact to the Central Mail Operations (CMO) facilities. The team is considering potential outsourcing options for the scanning function.
  - Submitted the CSR/working with Information Technology on scanner/scan station rollout.
- Case File Conversion
  - The Case File Conversion Procurement project will procure the services of a vendor to image CSD’s paper case files. CSD partnered with the Council on Competitive Government to include CSD’s requirements as part of a larger statewide RFP. The RFP was posted to the vendor community on 8/23. Multiple vendor responses were received on 10/22; evaluations were completed in November; discussions were held in December. The contract is scheduled to be awarded in the coming weeks.
  - Continued work developing the training for the Case File Conversion vendor (e.g., how to identify genetic test results).
  - Planning for CFC kickoff, which will occur within five days of contract award.
  - Working with BMI on a QC tool.
  - Updated CSD Document Inventory/Taxonomy and IDR Template Notebook, which will be presented to the BSC for approval on 2/2.
  - Implementation Leads and Field Office QC Staff (who will also be the VCF Scan Operators) have been identified by the Field Regional Administrators.
- “Capture” implementation
  - This is the system the Case File Conversion vendor will use to store all existing case file images.

## TXCSES 2.0 Initiative Summary

- Once complete, the office staff will begin scanning all new case file documents in their office.
- Design is complete.
- Development is scheduled for completion 2/4. Testing is scheduled to begin on 2/7.
- The Training Plan is complete.
- Implementation scheduled for mid-March.
- Procedures are complete and are under review.
- RODEO:
  - This project is on schedule.
  - Knowledge transfer to the DDI vendor will begin on 2/24.
  - Executing approved change requests to modify the RODEO SRS based on the approved date changes for the RODEO project.
  - Continuing to input the legal forms into the requirements tools.

### T2 Infrastructure Status

- Completed mentoring sessions to teach CSD staff how to review SDLC artifacts (e.g., how do I review a design document using the new T2 Playbook processes & tools?).
- Environment Build Out
  - Tools in various stages of research, selection, and procurement include:
    - ETL
    - Application monitoring
    - Test data management
    - Message Queue
    - Batch Execution, Monitoring, and Scheduling products
    - Database Clustering
    - Data Archival
    - Security Audit & Compliance
    - Rules Engine Add-on
    - Static Content Management
    - Online Help Tool
    - Portal Development Tool
    - Data Quality
    - On-Demand Reporting
    - Security/Vulnerability Testing
    - Centralized Error Logging and Reporting
    - Static Code Analysis
    - Code Test Coverage
    - Various ECM Add-Ons
    - Asynchronous Messaging
  - Working to ensure the environments are in place for the ECM Capture implementation.
    - The Development environment was turned over to Accenture on 12/20.
    - The Test Environment is planned to be available to Accenture on 2/2.
- Supported the SEPG in implementing change requests to the T2 Playbook

### Schedule Variance (Time)

Difference in # Days	Planned	Actual	Explanation
<Identify the degree to which the Initiative is on schedule; identify +/- number of days ; include SPI>	<Original scheduled progress activity date>	<Actual progress activity date>	<Reason that date was revised>

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
<b>Initiative Level Milestones &amp; Deliverables</b>				
3893: Milestone: IJDs Posted for External Hiring (CSD)	11/19/10	TBD	Extended CSD IT leadership review cycle for approval to post externally	
3894: Milestone: T2 Website Staged for Review (CAV)	11/24/10	2/4/11	Additional time needed to gather, develop, and load complete content	
XXXX: Milestone: Round 1 Preliminary IT Role Mappings Performed (for Mentoring) (CSD)	11/30/10	TBD	Additional time needed to work through Round 1 assignments with IT Management	
2904: Complete QMP Mentoring Sessions (CAV)	1/13/11	1/21/11	Some sessions were rescheduled to accommodate team schedules.	1/21/11
T2 Playbook Training to CSD Begins (CAV)	1/19/11		Complete	1/19/11
3847: Send draft UT IV&V IAC to OCSE for Review (CSD)	2/16/11			
3878: BPA Mentoring – Mid-Point Assessment Survey Distributed (CAV)	2/16/11			
5083: Perform Quarterly Initiative Communication Planning (CAV/CSD/DDI)	2/24/11			
T2 Playbook Training to DDI Complete (CAV)	2/22/11			
950: T2 Deliverable: Submit Existing Contracts Assessment (CAV)	3/17/11	TBD	Resource conflicts and issues obtaining the right level of information may make the March date difficult to meet	
1194: T2 Deliverable: Submit Architecture Acceptance (DDI/CSD)	3/28/11			
1481: T2 Deliverable: SRS Acceptance (DDI/CSD)	3/28/11			
1252: T2 Deliverable: Submit Mentoring & Transition Plan (DDI)	4/27/11			
3848: Execute IAC with UT (CSD)	5/3/11			
1997: T2 Milestone: Data Governance Operational (CAV)	6/2/11			
1557: T2 Deliverable: Submit T1 Application Migration Assessment (DDI)	7/11/11			

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
<b>ECM Capture Milestones &amp; Deliverables</b>				
2388: Work Product: Submit v01 Capture Solution Specification (Design) (DDI)	12/10/10		Complete	12/10/10
2370: Milestone: Capture Procedures Approved (DDI)	12/15/10	1/31/10	Procedure development complete; procedures are under review	
2407: Milestone: Submit v01 Capture Training Plan (DDI)	1/14/11		Complete	1/14/11
2394: Milestone: Capture Development Complete (DDI)	2/4/11			
3742: Milestone: Submit v01 Capture Training Materials (DDI)	2/14/11			
3833: Milestone: Capture Environment Set-Up Complete (scanners/scan stations) (CSD)	3/1/11			
2124: Milestone: Capture Testing Complete (DDI)	3/4/11			
2128: Milestone: Capture Deployed (DDI)	3/18/11			
<b>ECM—VCF Milestones &amp; Deliverables</b>				
673: Milestone: CFC Vendor Contract Awarded (CSD)	1/21/11		Contract award pending	
2877: Milestone: Security Guard Contract Awarded (CSD)	2/7/11	TBD	This contract is dependent on finalizing the CFC schedule	
2140: Submit v01 Solution Specification (Design)	4/1/11			
2186: Deliverable: Submit v01 VCF Training Plan (DDI)	4/22/11			
2155: Deliverable: Submit v01 VCF Test Plan (DDI)	5/6/11			
2150: Milestone: VCF Development Complete (DDI)	6/3/11			
2196: VCF: Submit v01 VCF Training Materials (DDI)	6/24/11			
2169: Milestone: VCF System Testing Complete (DDI)	7/15/11			

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3548: Milestone: VCF Acceptance Testing Complete (DDI)	8/19/11			
2208: Milestone: VCF Solution Deployed for Pilot (DDI)	8/26/11			
<b>CIL Milestones &amp; Deliverables</b>				
1490: Deliverable: Submit v01 Solution Specification Package 1 (DDI)	6/23/11			
<i>SDLC Milestones to be added after Knowledge Transfer</i>				
<b>DQA Milestones &amp; Deliverables</b>				
769: T1 Priority 1 Automated Cleanup Implemented (CSD)	2/28/11			
2337: Milestone: Manual Data Cleanup Training Completed (CSD)	3/22/11			
<b>ERS Milestones &amp; Deliverables</b>				
<i>SDLC Milestones to be added after Knowledge Transfer</i>				

<b>T2I Milestones &amp; Deliverables</b>				
1006: Milestone: Capture System Test EBO Complete (CAV/CSD/TfT)	1/24/11	2/2/11	See Risk #INI-18 & ECM-14. See Issue # INI-35.	
3353: Milestone: Capture Training EBO Complete (CAV/CSD/TfT)	2/25/11			
3472: Milestone: Submit 1 <sup>st</sup> v01 EBO Deliverable (CAV)	3/22/11			



Milestone Variance				
Milestones	Planned	Revised	Explanation	Actual
981: Milestone: Pre-Dev EBO Complete (CAV/CSD/TfT)	3/3/11			
3382: Milestone: Capture EBO Complete (CAV/CSD/TfT)	3/4/11			
3534: Milestone: VCF Staging EBO Complete (CAV/CSD/TfT)	TBD			
3530: Milestone: VCF System Test EBO Complete (CAV/CSD/TfT)	5/23/11			
3679: Milestone: VCF UAT EBO Complete (CAV/CSD/TfT)	7/5/11			
3532: Milestone: VCF Performance EBO Complete (CAV/CSD/TfT)	TBD			
3533 VCF Training EBO Complete (CAV/CSD/TfT)	6/17/11			
3387: VCF Pilot EBO Complete (CAV/CSD/TfT)	8/12/11			
3480: Milestone: Submit 2 <sup>nd</sup> v01 EBO Deliverable (CAV)	8/17/11			
<i>Milestones for the remainder of the Phase 1 environments to be added after Knowledge Transfer</i>				
EER Milestones & Deliverables				
3593: Submit v01 EER SRS (CAV)	6/24/11			
939: Submit v01 EER Acceptance Criteria (CAV)	7/1/11		Initial baseline date of 9/1 modified to 7/1. No CR required for moving in.	

Quality Management (Testing Progress/Defect Containment)			
Testing Progress	Planned	Actual	Explanation
<% of Test Scripts passed>			<Reason for variance>
Defect Containment <Predicted Problems Found / Total Problems Found>			<Reason for variance>
<% of Defects that should have been found in earlier Phase>			

## Next Steps

Continue delivery of T2 Playbook Training to DDI and CSD staff  
Continue Knowledge Transfer for Phase 1 Projects  
Procure IV&V Services from UT  
Award CFC Contract & begin conversion  
Implement the Capture system





### Acronyms




ARB: Architecture Review Board  
BSC: Business Services Council  
CAV: Continuity Assurance Vendor (Deloitte)  
CFC: Case File Conversion  
CIL: Case Initiation and Locate Renewal  
CR: Change Request  
DDI: Design, Development, and Implementation Vendor (Accenture)  
EBO: Environment Build Out  
ECM: Enterprise Content Management  
EER: Establishment and Enforcement Renewal  
ERS: Enterprise Reporting System  
IAM: Identity & Access Management  
SEPG: Software Engineering Process Group  
VCF: Virtual Case File

# TXCSES 2.0 Initiative Status Report

See back page for Acronym List

<b>Report Period:</b>	12/1/11-12/31/11			<b>Completed By:</b> Stephanie Knuth
<b>Projects included</b>	Release 00.01.00: ECM Capture	Release 00.02.00: VCF Pilot	Release 01.00.00: CIL	Release 01.00.00: ECM
	Release 01.00.00:	Release 01.00.00: ERS	Release 01.00.00: RODEO	Release 02.00.00: EER

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Legend	
	No intervention required. Project going as planned in this area. A positive variance or a negative variance less than or equal to 5%; risk and/or issue rating of Low.
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TXCSES 2.0 Initiative Summary
<p><b>Initiative Status</b></p> <ul style="list-style-type: none"> <li>Semi-Annual Independent Verification and Validation (IV&amp;V) Review conducted by the University of Texas 1/3/12-1/13/12. A draft report is expected in February.</li> <li>Schedule is "red" due to the delay in completion of the Phase 1 schedule. The October 2013 implementation date for Phase 1 is no longer feasible. A revised schedule is with executive management for approval.</li> <li>Quality is "red" due to issues with Phase 1 requirements that will be remediated during the design</li> </ul>

## TXCSES 2.0 Initiative Summary

process, as well as the quality issues encountered with ECM Capture and VCF Pilot design. See the Quality Management section of this report for further detail.

- Risk is "yellow" due to the number and magnitude of risks currently being monitored/mitigated. While 27 significant risks are documented; mitigation strategies are in place for the majority of the risks – hence the "yellow" rating on the dashboard.
- Issue is "red" due to the number and magnitude of issues currently being worked. There are 27 "high" and 8 "critical" issues currently being worked.

### Initiative Governance (Change Requests)

- The Business Services Council (BSC) reviewed five T1 and T2 change requests (CRs) on 12/7/11 and 12/15/11. Details and disposition of the items reviewed are documented in the meeting notes embedded below:



BSCmtgnotes120711.docx



BSCmtgnotes121511.docx

- The Software Engineering Process Group (SEPG) met on 12/15/11 and 12/21/11. 16 CRs were reviewed. Details and disposition of the items reviewed are documented in the meeting notes embedded below:



20111214 SEPG Governance Meeting



20111221 SEPG Governance Meeting

- The Architecture Review Board (ARB) met on 12/14/11 and reviewed two new CRs. Agendas are included below. The team is in the process of completing meeting minutes from these meetings.



20111214 ARB Governance Meeting

### TXCSES Renewal Status

- Phase 1: Case Initiation/Locate (CIL)
  - This project is behind schedule
  - CIL is proceeding under the agreement to move ahead into design with known needed changes to the requirements; as design progresses, changes will be made to the SRS to ensure the requirements accurately reflect the solution being developed and implemented
  - Accenture and CSD agreed to and have been utilizing a new approach for moving the CIL project forward into design, where Accenture is completing more work outside of group sessions, and bringing clarifying questions to CSD.
  - The CIL Team implemented a CIL Requirements Clarification Cycle Approach to operate in conjunction with the Design Approach to manage and support the efforts of the requirements clarification activities. Requirements Clarification activities will incorporate requirements changes identified during KT, by the DDI vendor during design planning and analysis, as a result of Supplemental v. Function Spec review, and those resulting from a systematic quality review of the SRS.
  - 8 BPMs are currently in various stages of requirements clarification and design. Current status is as follows:

**TXCSES 2.0 Initiative Summary**

STATUS: "Blank" = Not Started; IP = In Progress; R = Ready for Core Team Review; C = Completed; S = Scheduled

		Business Process Diagram	Change Inventory	Change Request	BSC Submission	Tool Updates	Peer Review/Validation	Design Approach
BPM23	ApplicationProcessing	C	C	IP	-	-	-	-
BPM24	ManualReferralProcessing	C	C	IP	S	-	-	-
BPM25	AutomatedReferralProcessing	-	-	-	-	-	-	-
BPM41	MemberMatch	C	IP	IP	-	-	-	-
BPM42	CaseMatch	IP	-	-	-	-	-	-
BPM44	OutboundInterstateProcessing	-	-	-	-	-	-	-
BPM51	CaseAssessment	-	-	-	-	-	-	-
BPM52	MaintainCaseAndMemberInformation	IP	-	-	-	-	-	-
BPM53	CaseClosure	-	-	-	-	-	-	-
BPM54	PKLOApplicationProcessing	IP	-	-	-	-	-	-
BPM64	ExternalCustomerSelfService	-	-	-	-	-	-	-
BPM65	IdentifyAndSubmitMembersForLocate	-	-	-	-	-	-	-
BPM66	ReceiveAndProcessLocateResponses	C	C	IP	-	-	-	-
BPM73	InboundInterstateProcessing	IP	-	-	-	-	-	-
BPM74	AdministerSystemSettings	-	-	-	-	-	-	-
BPM75	OrganizationRepositoryMaintenance	-	-	-	-	-	-	-
BPM96	FormsGenerationRequestProcessing	-	-	-	-	-	-	-
BPMxx	Reconciliation	-	-	-	-	-	-	-
SS	Supplementary Specifications	-	-	-	-	-	-	-

- Phase 1: Enterprise Reporting System (ERS)
  - This project is on schedule.
  - Submitted ERS milestone dates within the T2 Master Plan for Steering Committee review.
  - Continued analysis and documentation of ERS/phase 1 requirements clarifications, including:
    - proposed changes to ERS framework requirements, and several Supplemental Specifications
    - planning detailed analysis for reporting needs of external users (i.e., county users, employers, vendors, other agencies)
    - reviewing scope of several data interfaces for IDEAS and FRED reports migration
    - impact analysis underway to address quality of requirements based on upcoming January 2012 Playbook standards and guidelines.
  - Formatted ERS Acceptance Scenarios within ReqPro using MS Word document standard
- Phase 1: Data Quality Analysis and Cleanup
  - This project is behind schedule and work is on hold. Field Ops management assigned a replacement project manager to manage the completion of this effort. T2 management will hold transition meetings in January with the new project manager to begin re-planning the work.
  - The automated cleanup is complete. The manual cleanup is pending Field Ops decision to begin cleanup as well as training for the Field users that will conduct the cleanup.

## TXCSES 2.0 Initiative Summary

- Phase 2: Establishment and Enforcement Renewal (EER)
  - EER requirements development is now scheduled for completion on 3/5/11.
    - EER SRS v.01 was delivered on 8/31/11. Requirements for v.02 are currently ongoing.
  - Continued work with larger state office group sessions for remaining EER requirements gathering sessions, including:
    - RODEO Phase 2 Integration requirements
    - Amend a pleading
    - EER Parking Lot review

### Enterprise Content Management Status

- Case File Conversion
  - ACS scanning and transmissions resumed in December, after a stop to address quality concerns. A number of corrective actions have been implemented, as reported in the November 2011 report, and we continue to closely monitor quality as operations resume.
  - Working with ACS on a revised schedule for the remainder of the scanning work in the field.
- "Capture" Implementation
  - The performance issue is almost closed. Two outstanding items include a release for the delete batch fix and we still need to add one more server to the load balancing rotation.
  - We are working thru another performance issue on the Captiva side. Daily meetings are being held to troubleshoot the issue and determine course of action to resolve.
- VCF Pilot Implementation
  - Design sessions continue for BPM 59 and 71 and the Solution Architecture Specification (SAS). Version 1 of the Solution Specification (design) is scheduled to be delivered to CSD on 1/18/2012. The first draft of the SAS is scheduled to be delivered to CSD on 1/3; however it appears that date will not be met.
  - We continue to work on the Captiva 6.5 upgrade. The go-live date for the upgrade is scheduled for 2/6/2011. As part of the release, the user impact is minimal.
  - All environments (with the exception of Train, Stage and UAT) have been delivered to CSD with Captiva 6.5.
- RODEO
  - This project is on schedule
  - Detailed design for RODEO is not scheduled to begin until mid-2012
  - Letters were modified by General Counsel; final approval is pending
  - Ongoing tasks: Standardizing the merge field names in the 1028 fragments created in ReqPro and updating the Word documents in ReqPro.
  - Met with the RODEO OAG Architect to discuss change to the Mainframe BRD. Still working on how this will be incorporated into the current ReqPro process to ensure the changes are testable. Identified changes to the BRD to provide clarity to the requirements.

### T2 Infrastructure Status

- The development and system test environments were handed over to DDI for VCF Pilot work
- Creating new Remedy tickets to pull out the newly discovered Pilot needs from the Phase 1 tickets to get

## TXCSES 2.0 Initiative Summary

them worked ahead of Phase 1

- Created a patch management process, will be working on refining and getting it operational
- Working any issues that are found by DDI as the validate environments

### T2 Architecture Status

- Work Planning, Monitoring & Management
  - Planning – updated Tech Arch work plan to accommodate overall project schedule delay. Awaiting executive approval of Phase 1 plan prior to baselining.
  - RDA – Submitted further revisions of deliverable in CQ with all the overall Architecture Reference Model updated to reflect CSD feedback.
  - T1 Migration Assessment – Presented the T1 Migration Assessment report to the Steering committee on Dec 20<sup>th</sup>. Final decision from steering committee on future direction awaited.
  - Environments – Environments continue to be an issue. MQ , DataStage in Pre-Dev were not handed over to Accenture per their latest commit date in Dec. Several issues found in the Pre-Dev installations for Tivoli, Portal and Process Server impeding progress in the Tech Arch work. Risk mitigation strategies are being discussed with CSD.
- T1 Integration
  - Data to Data Integration Style: Began prototyping work on an Accenture laptop in the absence of an environment. Transformation design for the scenarios also in progress. Data to Data design document produced.
  - Auditing: Further elaboration of the design in progress.
  - Exception Handling: Further elaboration of the design in progress.
  - ECM Integration with T1: Created summary document for approaches and recommendations for ECM T1 Integration.
- Batch Architecture
  - Batch Scheduler design approach completed. However, Compute Grid and Tivoli Workload Scheduler are not installed for the prototyping work to be done for this capability.
  - Continued Accenture App Dev reviews planned for reviewing Batch Services deliverables.
  - Began working on the Batch Exception Handling design approach.
- Presentation Tier Architecture
  - Began working with CSD to clean up Supp Spec requirements in the style guides (CR6094)
  - Theme & Skin Development Approach – Themes and skins design approach reviewed with CSD.
  - Portal Exception Handling Approach – Design work continues.
  - Portal Environment Validation – In progress. Issues found with Web Content Management installation.
- Services Architecture
  - Services Exception Handling Approach – Continued work on design approach.
  - Process Server Integration with Portal – BPM 7.5 installed on desktops. Installation will be re-configured with BPM 7.5 and Portal 7.
  - Environment Validation – Continued environment validation for Process Server. Issues found with installation in Pre-Dev.

### T2 Transition Management Status

- Mentoring & Transition
  - Completed first round of DED (deliverable expectations document) development for M&T Semi-Annual Report.

## TXCSES 2.0 Initiative Summary

- Held mentee check-in session with all ECM mentees invited and forwarded feedback to DDI mentors.
- Architecture (Phase I) M&T kickoff meeting tentatively scheduled for January 2012.
- Four ECM team members participated in *Captiva 6.x InputAccel Fundamentals and Administration* Training 11/28/2011 – 12/2/2011
- M&T Training for Pilot:
  - 11 – Approved computer-based training (MindLeaders) - 4 additional courses were added for testers
  - 12 – Approved EMC Courses.
    - 2 courses are completed (above)
    - 10 courses being scheduled
  - 6 – EMC courses under evaluation
  - 14 – remaining courses under evaluation
- Workforce Planning
  - Analyzed 2011 VCF Time-Motion study.
    - Field Operations management requested the follow-up T-M study be held in January after ACS re-scanning is complete and some indexing practices standardized across all offices that have converted.
- Communications
  - Delivered T2 Project Plug-In focusing on ECM status 12/8/2011.
  - Redesigned VCF resources page on T2 website for ease of use. Split all online resources into two groups, 1) pre-CFC and 2) post-CFC, and deleted outdated or less relevant links.
  - Distributed first final draft of January *Common Ground* for review.
  - Delivered two ECM updates at RA/SRA meetings.
  - Distributed description of and link to Mentoring & Transition Plan in email to all Playbook Users 12/5/2011 and delivered presentation on same to RODEO, CIL and EER work groups.
- Training
  - Playbook Training
    - One Solution Engineering Plan training to 8 participants on 12/6/2011 and 12/7/2011.
  - Capture Training
    - IndexPlus video vignette completed and approved pending completion of final punchlist items. This will be the final video vignette for Capture.
    - On Site Support (OSS) for Capture was on hold through mid-December while ACS resolved QC issues. DDI will provide OSS for Region 4 in January.
    - Began development of ECM 6.5 Upgrade training to be delivered in January 2012.
  - VCF Training
    - The Accenture Training Team has begun initial creation of the VCF training materials. Field Ops, ECM team and Training approved module shells.
    - Developed training slides for Field Office Management “kickoffs”. Field Ops reviewed and approved. First management kickoff will be held April 2012 (Region 2).
    - Scheduled checkpoint reviews for VCF Training materials in January 2012.
- BPA Mentoring
  - Held 2<sup>nd</sup> CSD-BPA mentoring meeting 12/9/2011 and discussed group makeup, intent and structure.



## Schedule Management

The Virtual Case File Project is 30% complete with currently no schedule variance for the implementation date of 6/18/2012; however, there is schedule variance in the interim milestone dates in the VCF workplan. The project team is currently assessing overall impact to the implementation date; an update will be provided in the January 2012 report.

As the Phase 1 projects move into the design phase of work, we will begin reporting percent complete and schedule variance for each project, and the Initiative as a whole.

## Milestone Variance\*

**\*Please note that a revised Phase 1 workplan is currently under review by executive management; Phase 1 planned dates are likely to change once the Phase 1 workplan is approved.**

Milestones	Planned	Revised	Explanation	Actual
<b>Initiative Level Milestones &amp; Deliverables</b>				
3893: Milestone: IJDs Posted for External Hiring (CSD)	11/19/10		Complete	3/15/11
3894: Milestone: T2 Website Staged for Review (CAV)	11/24/10	5/10/11	Complete	5/10/11
3896: T2 Website Relaunch	1/4/11	6/1/11	Complete	6/6/11
2904: Complete QMP Mentoring Sessions (CAV)	1/13/11		Complete	2/4/11
T2 Playbook Training to CSD Begins (CAV)	1/19/11		Complete	1/19/11
3847: Send draft UT IV&V IAC to OCSE for Review (CSD)	2/16/11		Complete	2/28/11
3878: BPA Mentoring – Mid-Point Assessment Survey Distributed (CAV)	2/16/11		Complete	2/18/11
5083: Perform Quarterly Initiative Communication Planning (CAV/CSD/DDI)	2/24/11		Complete	2/24/11
T2 Playbook Training to DDI Complete (CAV)	2/22/11		Complete	2/22/11
950: T2 Deliverable: Submit Existing Contracts Assessment (CAV)	3/17/11	4/22/11	Complete	4/22/11
1194: T2 Deliverable: Submit Architecture Acceptance (DDI/CSD)	3/28/11		Complete	3/28/11
1481: T2 Deliverable: SRS Acceptance (DDI/CSD)	3/28/11	4/29/11	Complete	5/26/11
3881: DDI Knowledge Transfer Complete	3/31/11	4/29/11	Complete	5/20/11
1252: T2 Deliverable: Submit Mentoring &	4/27/11	4/15/11	Complete	4/15/11

<b>Milestone Variance*</b>				
<b>*Please note that a revised Phase 1 workplan is currently under review by executive management; Phase 1 planned dates are likely to change once the Phase 1 workplan is approved.</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
Transition Plan (DDI)				
3848: Execute IAC with UT (CSD)	5/3/11		Complete	5/25/11
1557: T2 Deliverable: Submit T1 Application Migration Assessment (DDI)	7/11/11		Complete	7/8/11
4678: T2 Milestone: Submit Mobile App Impact Analysis v0.01	11/30/11		Complete	11/30/11
4684: T2 Milestone: Mobile App Impact Analysis Approved by Delivery Assurance Team	2/21/12			
1176: T2 Deliverable: Submit Phase 1 Mentoring (1) v0.01 (DDI)	3/1/12			
4205: T2-ARCH Milestone: T1 Integration Architecture Design & Phase 1 POC Complete (DDI)	4/30/12			
1933: T2 Milestone: Phase 1 Mentoring (1) Approved by Delivery Assurance Team (DDI)	5/2/12			
4690: T2 Milestone: Mobile App JAD Activities Complete (CAV)	5/31/12			
4694: T2 Milestone: Submit Mobile App Change Request to BSC (CAV)	7/9/12			
4696: T2 Milestone Mobile App Change Request Executed (CAV)	8/6/12			
4204: T2-ARCH Milestone: ECM/T1 Integration Architecture Design Complete (DDI)	8/31/12			
<b>ECM Capture Milestones &amp; Deliverables</b>				
2388: Work Product: Submit v01 Capture Solution Specification (Design) (DDI)	12/10/10		Complete	12/10/10
3925: Milestone: Submit	2/22/11		Complete	2/22/11

<b>Milestone Variance*</b>				
<b>*Please note that a revised Phase 1 workplan is currently under review by executive management; Phase 1 planned dates are likely to change once the Phase 1 workplan is approved.</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
v1_01 Capture Design Revision (DDI)				
2370: Milestone: Capture Procedures Approved (DDI)	12/15/10	1/31/10	Complete	2/10/10
2407: Milestone: Submit v01 Capture Training Plan (DDI)	1/14/11		Complete	1/14/11
2394: Milestone: Capture Development Complete (DDI)	2/4/11		Complete	2/4/11
3940: Milestone: Capture Development Complete for Revised Design (DDI)	3/4/11		Complete	3/4/11
3742: Milestone: Submit v01 Capture Training Materials (DDI)	2/14/11	3/25/11	Complete	3/25/11
3833: Milestone: Capture Environment Set-Up Complete (scanners/scan stations) (CSD)	3/1/11	3/25/11	Complete	5/22/11
2124: Milestone: Capture Testing Complete (DDI)	3/4/11	3/25/11	Complete *Note, testing was complete for this milestone on 3/25/11. Time was charged through 6/17/11 for finalizing documentation and reviews.	3/25/11*
2128: Milestone: Capture Deployed (DDI)	3/18/11	4/28/11	Complete	5/6/11
<b>ECM—VCF Milestones &amp; Deliverables</b>				
2140: Submit v01 Solution Specification (Design) (DDI)	4/1/11	1/18/12	This deliverable is tracking late. Update will be provided in the next report.	
2146: Pilot Solution Specification (Design) Approved		2/2/12		
2150: VCF Pilot Development Complete		3/1/12		
2169: Milestone: VCF System Testing Complete (DDI)	7/15/11	5/3/12		
3548: Milestone: VCF Acceptance Testing Complete (DDI)	8/19/11	5/24/12		
2208: Milestone: VCF Solution Deployed for Pilot (DDI)	8/26/11	6/18/12	This date is at risk. Update will be provided in the next report.	

<b>Milestone Variance*</b>				
<b>*Please note that a revised Phase 1 workplan is currently under review by executive management; Phase 1 planned dates are likely to change once the Phase 1 workplan is approved.</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
<b>ECM—CFC Milestones &amp; Deliverables</b>				
673: Milestone: CFC Vendor Contract Awarded (CSD)	1/21/11		Complete	2/11/11
866: Milestone: Project Closure Report Approved	8/16/12			
<b>CIL/Phase 1 Milestones &amp; Deliverables</b>				
1493: Deliverable: Submit v01 Solution Specification Package 1 (DDI)	6/23/11		Complete	8/31/11
1368: PH1-Work Product: Submit Data Conversion Plan v0.01 (DDI)	1/27/12			
1374: PH1-Milestone: Data Conversion Plan Approved by Delivery Assurance Team (DDI)	3/16/12			
1340: PH1-Deliverable: Submit Data Conversion Requirements v0.01 (DDI)	6/1/12			
1346: PH1-Milestone: Data Conversion Requirements Approved by Delivery Assurance Team (DDI)	7/11/12			
1502: PH1-Deliverable: Submit Solution Specification Package 2 v0.01 (DDI)	8/1/12			
1303: PH1-Deliverable: Submit Phase 1 Solution Training Plan v0.01 (DDI)	8/6/12			
<b>DQA Milestones &amp; Deliverables</b>				
769: T1 Priority 1 Automated Cleanup Implemented (CSD)	6/17/11	4/28/11	Complete	4/28/11
3883: DQA Data Governance Committee Operational	1/28/11	5/31/11	Complete	5/31/11
3885: Data Quality Committee Charter Approved	1/28/11	5/31/11	Complete	5/31/11
2337: Milestone: Manual Data Cleanup Training Completed (CSD)	3/22/11	9/30/11	Project on hold while new project manager transitions into the project	
3890: Work Product (Governance): Data Integrity Rules for Key	11/30/11		This work product is tracking late. There are resource dependencies with completion of EER	

<b>Milestone Variance*</b>				
<b>*Please note that a revised Phase 1 workplan is currently under review by executive management; Phase 1 planned dates are likely to change once the Phase 1 workplan is approved.</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
CIL Entities Submitted (CSD)			requirements. Revised date TBD.	
4552: Milestone: Data Monitoring Strategy Finalized (CSD)	2/13/12			
<b>ERS Milestones &amp; Deliverables</b>				
404: Deliverable: Submit Solution Specification (design) v01 (DDI)	3/23/12			
410: Milestone: Solution Specification v1.0 Approved by Delivery Assurance Team (DDI)	6/8/12			

<b>Milestone Variance*</b>				
<b>*Please note that a revised Phase 1 workplan is currently under review by executive management; Phase 1 planned dates are likely to change once the Phase 1 workplan is approved.</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
<b>T2I Milestones &amp; Deliverables</b>				
1006: Milestone: Capture System Test EBO Complete (CAV/CSD/TfT)	1/24/11	2/2/11	Complete	2/3/11
3353: Milestone: Capture Training EBO Complete (CAV/CSD/TfT)	2/25/11		Complete	2/11/11
3472: Milestone: Submit 1 <sup>st</sup> v01 EBO Deliverable (CAV)	3/22/11		Complete	2/4/11
981: Milestone: Pre-Dev EBO Complete (CAV/CSD/TfT)	3/3/11		Complete	11/1/11
3382: Milestone: Capture EBO Complete (CAV/CSD/TfT)	3/4/11		Complete	3/9/11
3534: Milestone: VCF Staging EBO Complete (CAV/CSD/TfT)	5/23/11		Complete	8/11/11
3530: Milestone: VCF System Test EBO Complete	5/23/11		Complete	7/7/11
4593: T2I-Milestone: VCF Pilot Development Environment Build-Out Complete (CAV/CSD/TfT)	11/10/11		Complete	11/28/11
4601: T2I-Milestone: VCF Pilot System Test Environment Build-Out Complete (CAV/CSD/TfT)	12/8/11		Complete	11/28/11
3679: T2I -Milestone: VCF UAT EBO Complete (CAV/CSD/TfT)	7/5/11	2/7/12	Change request pending	
4637: T2I-Milestone: Phase 1 Pre-Dev Environment Build-Out Complete (CAV/CSD/TfT)	2/17/12			
3535: T2I-Milestone: VCF Pilot Production Environment Build-Out Complete (CAV/CSD/TfT)	3/16/12			
3533 VCF Training EBO Complete (CAV/CSD/TfT)	6/17/11	4/9/12	Change request pending	
4622: T2I-Milestone: VCF Pilot Stage Environment Build-Out Complete (CAV/CSD/TfT)	4/9/12			

<b>Milestone Variance*</b>				
<b>*Please note that a revised Phase 1 workplan is currently under review by executive management; Phase 1 planned dates are likely to change once the Phase 1 workplan is approved.</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3387: VCF Pilot EBO Complete (CAV/CSD/TfT)	8/12/11	4/9/12	Change request pending	
3480: Milestone: Submit 2 <sup>nd</sup> v01 EBO Deliverable (CAV)	8/17/11		Complete	7/1/11
4646: T2I-Milestone: Phase 1 Development Environment Build-Out Complete (CAV/CSD/TfT)	4/25/12			
3414: T2I-Milestone: Phase 1 System Test Environment Build-Out Complete (CAV/CSD/TfT)	5/24/12			
3421: T2I-Milestone: Phase 1 UAT Environment Build-Out Complete (CAV/CSD/TfT)	6/20/12			
3435: T2I-Milestone: Phase 1 Training Environment Build-Out Complete (CAV/CSD/TfT)	7/18/12			
<b>EER Milestones &amp; Deliverables</b>				
3593: Submit v01 EER SRS (CAV)	6/24/11	8/12/11	Complete	8/30/11
939: Submit v01 EER Acceptance Criteria (CAV)	7/1/11	8/24/11	Complete	8/30/11
250: Deliverable: Submit v02 EER SRS (CAV)	9/26/11	3/5/12	Change request approved by BSC on 12/15/11	
941: Milestone: EER Acceptance Criteria v1.0 Accepted	10/6/11	7/27/12	Change request approved by BSC on 12/15/11	
4674: Milestone: County Invoicing JAD Activities Complete	2/17/12		Change request pending	
254: Milestone: EER Requirements Completed	2/21/12	7/27/12	Change request approved by BSC on 12/15/11	
4479: Milestone: Submit County Invoicing Change Request to BSC	4/2/12		Change request pending	
4483: Milestone: County Invoicing Change Request Executed	4/30/12		Change request pending	

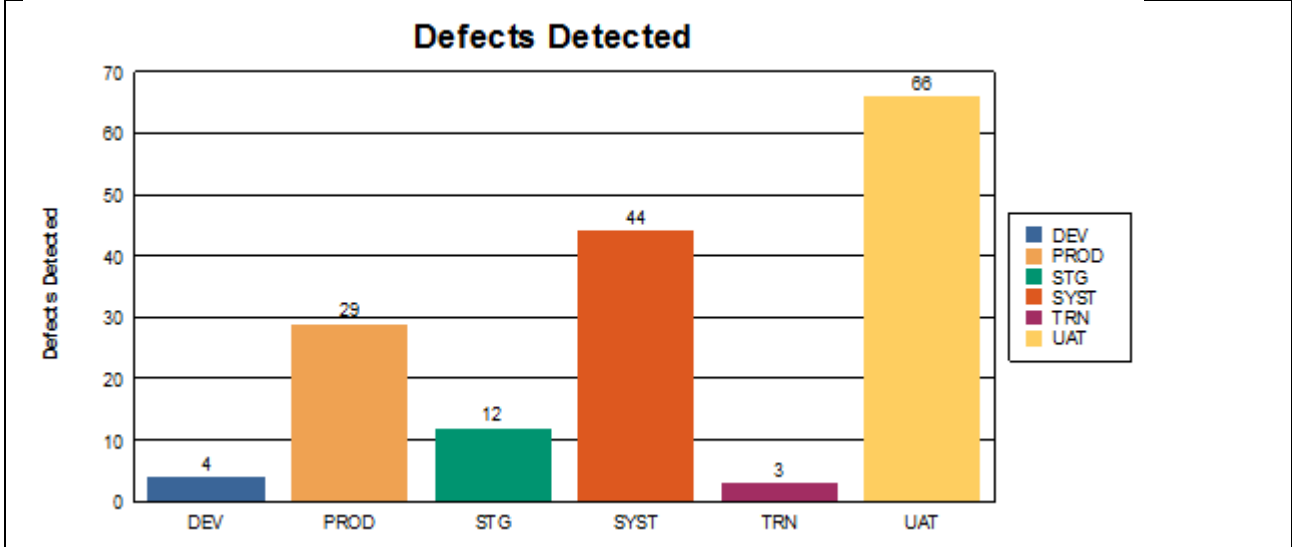
### Scope Variance

Change Request ID	Description	CR Type	Status	Priority of Change	Impact on Schedule
T2PRD00006094	Supp Spec: Nei's Style Guide Changes	Project	Approved	Medium	Less than 1 Month
T2PRD00006657	RDO: Phase II BPMs	Project	Started	Medium	Less than 1 Month
T2PRD00007154	EER: SRS v.02 Deliverable Milestone Date Change	Project	Approved	Medium	4 - 6 Months
T2PRD00006470	RODEO: Phase II Services	Project	Started	Medium	Less than 1 Month
T2PRD00006604	ECM: Non IV-D AOP (Ack of Paternity) Requirement	Project	Created	High	TBD
T2PRD00007615	CIL - BPM24 Manual Referrals Requirements Clarification Cycle	Project	Created	High	Less than 1 Month

### Quality Management

**Metric: ECM Capture Test Effectiveness.** Source: Defect Removal Effectiveness - Test Report

Test Phase	Metric	Threshold (Goal)	Variance
User Acceptance Test Effectiveness	82%	90%	-8%
System Test Effectiveness	31%	85%	-54%
Integration Test Effectiveness	3%	70%	-67%



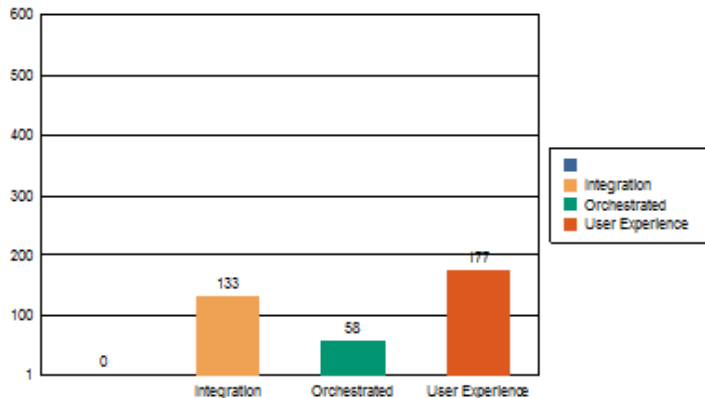
**Metric: ECM Capture and VCF Pilot Design and Code Quality.** Source: Design and Code Quality Report

Phase	Comments
Design Quality	368
Code Quality	11

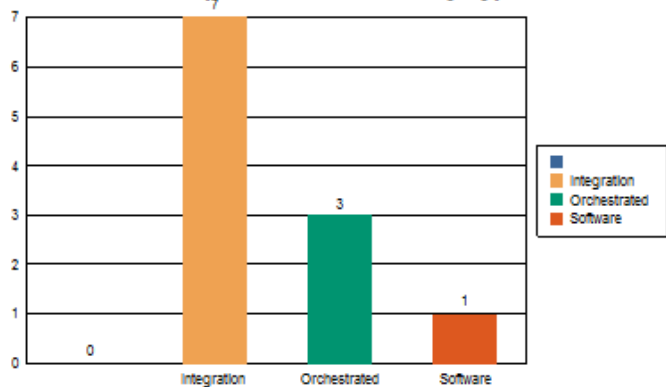


## Quality Management

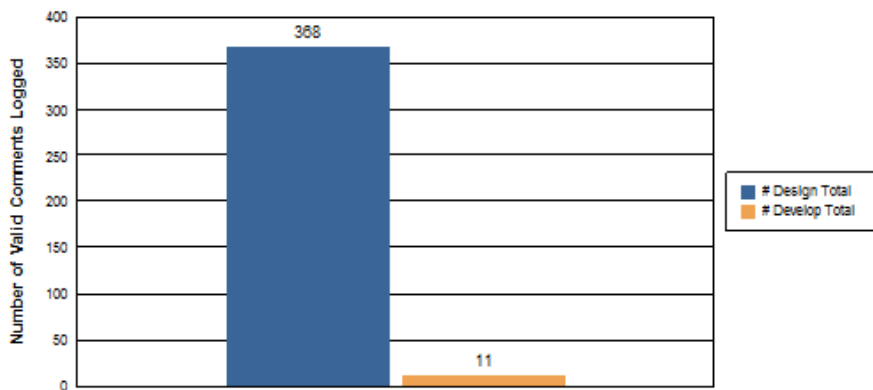
**Total Design Comments By Type**



**Total Development Comments By Type**



**Design and Code Quality**



Risks				
Project Affected	Risk ID	Risk Description	Risk Rating	Risk Response Plan
CIL	5096	If the team cannot clarify the CIL requirements within the time frame allotted in the project schedule, the design and implementation time frames may be delayed.	Significant	Re-estimate tasks necessary to complete requirements clarification activities; Determine an approach and schedule for Requirements Clarification and Design; Work with Initiative and Executive Management to staff appropriately in order to meet approved schedule. <b>Status 12/15/11:</b> Detailed estimates were completed on 8 BPMs and LOEs applied to remaining BPMs. Schedule was drafted in coordination with DDI for both Requirements Clarification and Design activities. Staffing issues were raised with management and additional staff was acquired - temporarily assigned staff (see notes for details) is allocated to schedule tasks beginning January 2012. Schedule is currently with Executive Management for approval. Approach was developed and presented to CIL Team 12/15/11.
CIL	7270	If the Phase 1 Plan is not approved by the end of January, Accenture will have to obtain executive approval to continue moving forward with the work according to the draft schedule.	Significant	Escalate to CSD and Accenture Executive Management. CSD and DDI PM will develop alternate schedule options upon direction from Executive Management. <b>Status 12/27/11:</b> Risk record updated with wording from Accenture management.
CIL	7271	If CSD is not able to staff Designers to the extent required by the effort estimates, new approach must be used for reviews, validations and designer participation; may ultimately impact the quality.	Significant	Resource Design Tasks through Design Approach; estimate efforts for CSD Designer participation in design sessions, peer reviews, validations and M&T; identify required designer resources; Work with Initiative Management to allocate Designer resources OR modify approach for Designer participation in Design tasks. <b>Status 12/16/11:</b> Tasks have been estimated and proposed in Phase 1 Schedule (currently awaiting Executive approval); PM estimated a minimum of 3 FTE CSD Designers, recommended 4 CIL CSD Designers and presented to Management. Current Designer is leaving Agency 1/3/12. New Designer begins CIL assignment 50% in January, 75% in February and 100% March and on. 2 additional Designer positions have been approved and are being posted in IT. Working with Initiative Management on new approach for covering Designer responsibilities for CIL Design.
ERS	5018	If synchronization of T1 and T2 data contains errors, reports that pull from both sets of data may become invalid. Invalid	Significant	(Response plan under review) Pull strictly from the system of record for that data. Inform users of where discrepancy lies. <b>Status 12/30/11:</b> ERS Project management team

Risks				
Project Affected	Risk ID	Risk Description	Risk Rating	Risk Response Plan
		reports can negatively impact operations as well as federal funding.		will review T1 integration dependencies for Phase 1/CIL in early Jan 2012, and clarify risk and risk response strategy for ERS. Risk planning meeting scheduled for Jan 11, 2012.
EST/ENF	5424	The long-running nature of certain Establishment and Enforcement activities will result in these activities starting in TXCSES and continuing in TXCSES 2.0, which presents a conversion risk.	Significant	Incorporate these elements in the conversion plan, specifically monitoring of court dockets, legal actions, and legal history. <b>Status 12/30/11:</b> Conversion planning will not begin until after the EER SRS is completed and accepted by CSD, currently scheduled for July 2012.
EST/ENF	5437	If key decision makers, inc. the Prtf Mgr and Field Ops Asst Dpty Mgrs, are not available for sessions, then requirements may not meet exec vision or may be delayed due to unplanned review and rework.	Significant	Field Ops Assistant managers will discuss any key decisions with BPOs on project. Portfolio manager will be consulted ahead of time for vision. <b>Status 12/30/11:</b> Key decision makers in Field Ops have continued to make themselves available for EER sessions as needed. EER team has been able to seek their input on a timely basis. Will continue to monitor the situation for Portfolio Manager availability and escalate to initiative management when key decision makers are not available.
RODEO	7572	Current state office Legal Counsel staffing is not large enough to be able to quickly approve and implement a local form change currently performed by 69 local field and regional offices' super users.	Significant	<b>Status 1/6/12</b> - Currently, the Legal Counsel available staff consists of 1 attorney-manager, one primary ALPS analyst, and 1 back-up ALPS analyst. (The same 2 analysts have reverse roles for AMC/manual forms responsibilities.) Under the currently anticipated design, only the state office legal counsel staff would be able to create the local forms for field use across the state, including the local paks currently created by super users in each of the 60 field offices and 9 regional offices. Additional staff may be needed to create, approve and modify forms timely (SLA TBD) for the field.

Risks				
Project Affected	Risk ID	Risk Description	Risk Rating	Risk Response Plan
T2 Initiative	4946	If staff do not have enough information about the Initiative, or are not on board with the vision, it may impact the success of the Initiative.	Significant	Create a comprehensive change management approach to address issues from every stakeholder perspective. Risk Response Plan will be managed through Key Activities due to the long-running and phased nature of the risk and associated response plan. See related records for key activities. <b>Status 12/29/11:</b> Communicated to the project managers the importance of regular initiative and project level communications with the teams. The initiative level communications matrix is regularly updated to respond to feedback received from the teams.
T2 Initiative	4958	If the technology base for the T2 system is not developed using tools and technologies that are supportable for the life of the new system, the technology may become obsolete in the future.	Significant	A number of strategies are being employed to mitigate the risk of technology obsolescence. The T2I project is managing all tool selection for the T2 system to ensure integration and interoperability requirements are met. Through the initial RFI and subsequent tool evaluations, we continue to assess not just functional and technical fit, but sustainability, flexibility and adaptability of technology options. <b>Status 12/29/11:</b> No new update; risk being monitored.
T2 Initiative	4960	CSD is funding the T2 projects using existing budget - not via special appropriation. If future est funds are unavailable or approvals are not obtained, timely completion of projects will be at risk.	Significant	(1) To ensure alignment of funding priorities across CSD, T2 Initiative Steering Committee has representation from all CSD Deputy Areas, and is chaired by the Deputy Attorney General for Child Support. (2) T2 Management works closely with Budget, Planning, and executive management to communicate project cost projections in advance of budgeting cycles so that risks of budget shortfalls can be addressed or contingencies agreed to. <b>Status 12/29/11:</b> No action required until next budget cycle; risk being monitored.
T2 Initiative	4961	CSD has limited resources with the skills to develop and implement solutions using new technologies. If CSD is unable to develop or staff the required skills, TXCSES 2.0 maintenance will suffer.	Significant	(1) CSD will utilize vendor resources skilled in the technology and business solutions to augment CSD staff. (2) Vendor resources will also have responsibility for coaching and mentoring CSD staff into new roles, and performing knowledge transfer at key milestones to ensure CSD is prepared to transition to full support of the new solutions. (3) Ongoing work force planning in place to identify future skill needs, define new roles, assess current capabilities, and develop sourcing strategies to train and transition staff, acquire staff with needed skills, and outsource

Risks				
Project Affected	Risk ID	Risk Description	Risk Rating	Risk Response Plan
				job duties. <b>Status 12/29/11:</b> No new update; risk being monitored. Additional monitoring through completion of semi-annual mentoring reports, the first of which will be delivered in 3/2012.
T2 Initiative	4966	Timing of changes to external interfaces (e.g., SAVERR and TIERS) could adversely impact the schedule.	Significant	(1) Constant monitoring will be employed along with engaging key external exchange partners to communicate T2 plans and schedule, and understand plans and schedules on their side that may have impacts to us. (2) A work group has been formed between the T2 CIL team and HHSC team responsible for TIERS implementation. <b>Status 12/29/11:</b> workgroup concluded initial requirements work with HHSC; executive team meets quarterly to discuss expectations.
T2 Initiative	4967	The phased approach for T2 requires integration between the T1 and T2 databases. If the Technical Solution does not account for inherent risks (see notes), there will be an impact to the end users.	Significant	There are three potential (related and inherent) risks in the Phase Implementation Approach (1) Latency in Business Transactions (2) Additional IO Required (3) Required Changes to T1. The general response strategy is that T2 will employ the following tools: prototyping, ensuring design for this portion of the solution is front-loaded if possible in the design schedule; selection of technology (ETL tool). A detailed Risk Response Plan will be issued to address each inherent risk separately but in a consolidated manner. Initial Work In Progress - See notes for Details. <b>Status 12/29/11:</b> Architecture team is working through T1 integration styles.
T2 Initiative	5201	Delays in installation of solution hardware and software could impact start of design and affect the timeline for project implementation.	Significant	(1) Working closely with Tft and CSD staff liaisons to expedite tool selection and submit tickets timely with all the information needed to proceed. (2) Securing dedicated team of Tft resources to support project needs. (3) Escalation of delay/schedule issues through weekly T2I updates. <b>Status 12/29/11:</b> Environment build out work is progressing and has delivered key environments for VCF Pilot. Currently looking at probability of completing builds by 12/2012. Continue to monitor risk and closely manage the work.
T2 Initiative	5202	If we cannot work with Tft to improve the deployment time frames, or give Accenture the ability to deploy in the non-prod environments, the T2 project schedule will be delayed.	Significant	Escalated to IT Deputy Director on 3/23 for assistance. She is devising a strategy to engage DIR and Tft in discussions. Until that is successful, we will streamline the deployment as much as possible, engage the TMP Plan Owner to help facilitate, escalate to Tft PM

Risks				
Project Affected	Risk ID	Risk Description	Risk Rating	Risk Response Plan
				quickly and in writing when we encounter delays, and continuously communicate priority to Tft. <b>Status 12/29/11:</b> IT Director reaching out to DIR to discuss options.
T2 Initiative	6242	If timely access is not granted to users in the development and pre-development environments, project tasks may not be able to start or schedule may slip.	Significant	Escalate to Initiative Deputy Manager, Workforce Planning Lead (IT), and the Steering Committee. WFPL will incorporate into long-term process. Short-term - CSD should request IDs as early as possible (as soon as a resource is known) <b>Status 12/29/11:</b> OAG has assumed control over provisioning application & database level access. Server level access remains with Tft; Accenture has been instructed to submit access request as soon as a resource is defined.
T2 Initiative	7414	If processes to monitor T2 systems and product license management are not put in place, then these systems and products could become out of support.	Significant	License Management: If processes to monitor T2 systems and product license management including roles and responsibilities are not put in place, then processes developed using these systems and products could become out of support, stop working or the agency penalized for using a product without a license. <b>Status 12/29/11:</b> New Risk; Need to work with Software Management to come up with procedures to closely monitor system and software licenses.
T2 Initiative	7415	If processes to monitor for patches to products don't exist, then processes developed using these products could become out of support or stop working correctly.	Significant	Patch Management - If processes to monitor for patches to products including Roles and Responsibilities around patches to products (who determines there is one, when we need it, whether we should apply, when, etc.), then processes developed using these products could become out of support or stop working correctly. <b>Status 12/30/11:</b> Patch Management Guide was drafted and is under review. A Patch Management Committee is being formed. The TMP is being updated to more clearly define Patch Management. The ARB charter is being reviewed to determine if it needs to be updated to include the Patch Management committee.
T2 Initiative	7416	If we do not have mature system and application monitoring processes in place, we will not be able to effectively and timely identify and respond to production issues.	Significant	Work with project teams to identify monitoring opportunities on each project. Identify automated monitoring and manual monitoring needs. Identify Tft, DDI and agency roles in monitoring after implementation. <b>Status 12/29/11:</b> Improving our execution of the processes we already have (DRB); Improving the processes for

Risks				
Project Affected	Risk ID	Risk Description	Risk Rating	Risk Response Plan
				identifying systemic issues. Need to discuss additional mitigation strategies.
T2 Initiative	7418	If Playbook users continue to struggle with the "whys" behind Playbook processes, it will result in frustration, incorrect execution, rework, etc.	Significant	If Playbook users continue to struggle with the "whys" behind Playbook processes, it will result in frustration, incorrect execution, rework, etc. Elicit information from Playbook users for ways to make the Playbook more user friendly, communicate with the project teams about the "why" behind changes for each Playbook release, Martin or Elizabeth will attend the PM meeting after each release to discuss changes and the PMs will be asked to take the information to their teams. Ensure the CRs include a plan for communicating the change and the "why" behind the change to the affected users (implementation plan) and ensure each CR approved from this point forward includes information about why the change is being made. T2 Plugin about the Playbook is being scheduled for Feb or March. Playbook manager will present at IT knowledge sharing session. Assessing Playbook Training for improvements to include additional context and the "why" behind the Playbook. <b>Status 12/29/11:</b> Playbook manager is attending PM and Project Team meetings to elicit feedback.
T2 Initiative	7420	If there aren't enough CSD staff assigned and trained/mentored to provide the Playbook maintenance and training, then CSD will be unable to provide training to new staff.	Significant	Playbook Maintenance/ Training staffing - If there aren't enough CSD staff assigned and trained/mentored to provide the Playbook Maintenance and training previously provided by Deloitte, then CSD will be unable to provide training to new CSD and DDI staff. Create mentoring and transition plan for playbook tasks. (Complete) Monitor staff progress in mentoring. <b>Status 12/29/11:</b> Monitor staff's ability to manage change requests to determine additional staffing needs.
T2 Portfolio	6336	When T1 EST, ENF, and FIN screens are covered with a web front end the current macros will be inoperable.	Significant	(1) Investigate giving access to Entire Connection to a few people in the field to run macros ONLY, not do Legal or FIN work on. (2) See if there is a tool that will allow us to create macros in the webified environment. <b>Status 1/4/12:</b> No new update.
VCF	5214	If we deploy code that impacts VB script modules required to access the Documentum DB2 database for Capture then we increase the complexity of	Significant	<b>Status-12/30/2011</b> -no update-to date, releases for Capture have not impacted VB scripts See Risk Response Plan-VB Code

Risks				
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		config mgt as well as the risk of code defects.		
VCF	5215	If workflows introduced with VCF Pilot are not managed or resources are not available to complete the work required (prep, batch, index) then mail may not be processed and worked in a timely manner	Significant	(1) Conduct TM Study now that ECM system is available. Review level of knowledge required to perform scanning duties (scanning vs indexing) (2) Work with region program specialists to understand processes better (3) Identification of roles. <b>Status 12/29/2011-</b> Dalia, Kerby and Teresa met to go over questions that will be asked to the scan operators. Kerby is modifying the questionnaire and will resend to the group. The purpose of the questionnaire is to gather statistics on how long it takes to scan and index and the type of user that is performing these tasks.
VCF	7454	Design (user interface) session with field SMEs taking place in January 2012 (close to when design is due)	Significant	The design (SRS) for the VCF pilot solution is due on 1/18/2012. We have not scheduled a meeting to review the design user interface with field SMEs. Several meetings have occurred with the BPO, BPAs, developers and designer, however, the end users have not reviewed the mock up screens. If there are several changes to the mockup screens, then the VCF schedule will be impacted. <b>Status 12/29/11:</b> Mitigation strategy-review the design mockup screens with BPO and BPAs for validation/agreement on major user interface components.

Issues					
Project Affected	Issue ID	Issue Summary	Issue Priority	Issue Owner	Issue Resolution Plan
CFC	5185	ACS knowledge of ECM software appears to be rather shallow. A lack of deep knowledge leads to technical issues not being addressed in a timely manner.	High	Hayley Hall	<b>Status 1/5/12:</b> Recent code changes appear to have been effective, due to ACS engaging a dedicated EMC team. Will validate over the coming months as QC resumes.
CFC	5187	Field staff have identified wrong office code applied to thousands of documents, and duplicate images within case files	High	Hayley Hall	<b>Status 1/5/12:</b> We have analyzed the wrong office code issue and determined that the scope is limited to office 105/106. The fix for these offices is scheduled for March



Issues					
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					2012. We are continuing to assess the instances of duplicate images.
CFC	6176	OAG is concerned with quality. Initial reports from the QC process indicate that there are missing documents, duplicates, etc.	High	Hayley Hall	<b>Status 1/5/12:</b> Scanning in the field has resumed, and will resume our QC process once the exception queue backlog has been transmitted. We continue to focus on quality and are working through improvements.
CFC	6438	Not all documents indexed by the OAG Exception Queue staff are being correctly processed by ACS.	High	Hayley Hall	<b>Status 1/5/12:</b> ACS has implemented a code fix to address this issue. ACS is working on transmitting the remaining images into our repository. Once we are able to resume QC, we can validate their processing of these images.
CIL	5008	Not all of the Employer Repository requirements are included in the CIL SRS. Need to determine what is in scope, what is not, and why.	High	Ruben Barbosa	Waiting for the outcome of the T1 application migration assessment. <b>Status 1/5/12:</b> Working time into the schedule for BPM 75 - Organization Repository Maintenance to accommodate Employer Repository requirements. Updates scheduled to be completed by June to CIL SRS.
CIL	5925	The CIL SRS has missing requirements.	High	Dawna Aigner	CIL project team will work with Accenture staff to document working business process diagrams (BPDs). Accenture will compare the BPDs to the current requirements to identify missing requirements or requirements that will require change to support the envisioned BPD. CIL Team will use the DDI Change Inventory, KT Change List, CSD Policy list, CSD CCD list, and DDI Contract as sources of requirements changes. Scope items will be reviewed by Executive management for approval to move forward. Requirements will be documented through the BPA or through a facilitated

Issues					
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					<p>session. All requirements will go through a systematic quality review. A CR will be drafted per BPM, reviewed by the CIL Core Team and presented to BSC. Upon approval, changes will be made in the tools, and the BPM Design Approach will be finalized based on approved changes. Detail approach document in attachments.</p> <p><b>Status 12/15/11:</b> CRs for BPMs 23, 65, 66, 41, and Supplementary Specs are in progress. BPM 24 CR is in final review and approval and will be ready for BSC presentation following the holidays. BPM Design Approaches are in draft for BPMs 23 and 24. Requirements Clarification Approach was presented to team 12/15/11. Temporary Staff (on loan from other projects and Deloitte staff) has begun onboarding and will be allocated to schedule tasks following the holidays.</p>
CIL	7155	M&T Activities for CIL and other Phase 1 projects are not progressing as required by the project schedules.	High	Jovan Ruiz	<p>A kickoff of January has been set for the Architect M&amp;T, but work does not appear to be progressing for the CIL project or other Phase 1 projects. Design for CIL is currently scheduled to begin in January. One of the lessons learned from the Pilot M&amp;T is that we need to start identifying required training early in the process so that CSD staff can receive training prior to design activities commencing. We have already missed that window for CIL. In addition, the process for getting IDPs approved by Accenture staff is taking too long. Rajeev is out on paternity leave and that has delayed the Architect's IDP development. Staff is very busy</p>

Issues					
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					with actual project completion activities and training, job shadowing, etc can take a back seat with deadlines looming. All the same if we move into the design phase of CIL before IDPs are approved, kickoff presentations are drafted, and training is scheduled, we will be in a state similar to Pilot, which created much more work on the back-end to get M&T in synch with project progress. <b>12/29/11 Status:</b> Meeting scheduled for 1/10/12 with Gus, Rajeev, Janis and Dave to discuss expediting M&T kickoff for Architects, which will be the first group in the CIL team to start M&T process.
ECM	7374	The Solution Architecture Specification (SAS) for VCF Pilot is due to be peer reviewed 1/2/11. CSD is concerned that worksessions have not been held with the stakeholders to review content.	High	Jovan Ruiz	CSD has repeatedly requested that Accenture schedule work sessions to begin developing content and reviewing content for the VCF Pilot SAS. This is documented as part of Issue 6603, but a separate issue is being created because: 1. As of 12/21/11, CSD's architecture manager and CSD's VCF Pilot PM have not yet seen a version of the SAS. 2. Accenture's ECM architect, the person responsible for driving completion of the SAS, is scheduled to be out for the rest of the year (CSD was notified 12/21/11). 3. CSD continues to be concerned about the level of detail and quality of the architecture documentation for VCF Pilot. Escalating to Accenture management for response on 12/21/11. <b>Status 1/5/12</b> - Reviewed new dates with PM lead (Teresa) and Drew, currently looking at 7 days delay to begin peer reviews. The outline was reviewed and

Issues					
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					additional meetings were held to discuss questions by DDI needed to complete the SAS. Peer reviews planned to begin on 1/12/12.
EST/ENF	5443	Field users have not been involved in state office workgroup activities so end user needs may not be addressed and incompletely documented requirements may be included in the SRS.	High	Tom Niland	Field users input will be sought out by use of webinars, also by bringing Field Users in for special topics requirements gathering, and by allowing them to review requirements. <b>Status 12/30/11:</b> Requirements gathering around the topic of worker queues will be explored for further Field User Participation.
EST/ENF	5444	Missing scheduled JAD Reviews may lead to user needs not being addressed and SRS being incomplete.	High	Tom Niland	Provide additional time to review the SRS document. Original schedule called for a one week team review. <b>Status 12/30/11:</b> Planning for the SRS document review continues and will be substantially longer than the original week long review. SRS Topics will be identified for key SMEs for review, Field Users will be walked through the entire SRS and allowed time for personal review before the group review, sample case data and next actions will be reviewed.
Infrastructure	7484	TfT resource constraints- team not fully staffed, which causes problems with delivery	High	Diana Young	<b>Status 12/30/11</b> - Working with TfT/IBM daily on resource status and staffing. Have escalated to DIR/CSD working group. Prioritizing the work TfT staff are doing based on T2 project needs.
RODEO	7211	When opening a ReqPro fragment document in the T2FormsProject sometimes a message pops up requiring user input. This does not occur everytime you open a document. It is sporadic.	High	Debbie Pantel	<b>Status 1/4/12:</b> Currently, we are just having to deal with this. It is adding 3-5 minutes to each of the 1028 fragments we are reviewing at this time.

Issues					
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RODEO	7213	When a document is opened from the FormsProject in ReqPro, there are 5 error messages that have to be cleared before working the requirement. Known bug, but slowing down forms work.	High	Karen Henson	Fix is to upgrade ReqPro to newer version. Need to discuss with architect team to see if there is a plan to upgrade ReqPro. <b>Status 1/4/12:</b> Stephanie talked to ARB and at this time there ReqPro will not be upgraded so we will work with the bugs. This is slowing down our process, but the 1028 fragments must be updated as needed.

Issues					
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T2 Initiative	5015	We have encountered several obstacles in finalizing the Phase 1 Work Plan with Accenture. Phase 1 work is not progressing as expected, the implementation date of October 2013 is no longer feasible.	Critical	Nancy Yelle	Schedule a series of work sessions with Accenture and CSD until agreement is reached. <b>Status 12/29/11:</b> Awaiting executive approval of phase one plan.
T2 Initiative	6972	Accenture team does not appear to have the technical skills and the staffing levels required to implement the project successfully.	Critical	Jovan Ruiz	Issue escalated to Accenture management since early 2011 informally. Issue escalated to CSD executive management and Accenture executive management September/October 2011. <b>Status 12/29/11:</b> Reviewed initial plan, awaiting updates to staffing plan from Accenture - expected in early January.
T2 Initiative	7162	There is a lack of continuity across the architecture domains from experienced/senior Accenture staff.	Critical	Rajeev Kapur	Tactical execution of the architectural design will be difficult if the same Accenture representatives are not consistently attending meetings and worksessions where T2 architecture is discussed. Without consistent attendance from experienced/senior Accenture staff at architecture meetings, communication about how the domains integrate is lacking and the T2 architecture deliverables will be inconsistent. Experienced/senior Accenture staff will be assigned mandatory architectural meetings. <b>Status 12/29/11:</b> Accenture response expected the first week of January.
T2 Initiative	7163	Accenture is not driving individual work sessions to address specific issues and including CSD staff during the detail work sessions.	Critical	Rajeev Kapur	Although some standing meetings are held concerning status of architectural work products, Accenture is not driving individual work sessions. Accenture needs to define the scope of individual work sessions and actively pursue CSD staff to attend and contribute to the final work product. This is particularly apparent in the

Issues					
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					services domain. <b>Status 12/29/11:</b> Accenture response expected the first week of January.
T2 Initiative	7164	The architecture capabilities being produced will be inconsistent because the Playbook artifacts are not being consistently followed.	Critical	Rajeev Kapur	There is concern the architecture capabilities being produced from architectural information will be inconsistent because the Playbook artifacts are not being consistently followed or tailoring requests implemented. At this point there is no validation process scheduled for each capability produced. Not using the playbook process for the generation and validation of the architectural work products, capabilities or deliverables will create inconsistent products which will be rejected by CSD. <b>Status 12/29/11:</b> Accenture response expected the first week of January. Raul has completed an internal review of the design approach of various capabilities.
T2 Initiative	7165	Accenture agreed after knowledge transfer, to drive the clarification of architectural supplemental specifications.	Critical	Rajeev Kapur	Progress has been minimal on driving the clarification of architectural supplemental specifications. Accenture needs to drive the meetings to elicit the requirements clarifications not just distribute/delegate the requirements and ask for feedback. Requirements which need minor wording changes can be distributed to CSD for wording refinement, but Accenture needs to drive the process of requirements definition when high level requirements need to be divided or split into more detail requirements. <b>Status 12/29/11:</b> Accenture response expected the first week of January. CSD reiterated KT agreements with Accenture initiative

Issues					
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					management and provided signed KT completion report.
T2 Initiative	7244	CSD is concerned with the low level of quality for work products and deliverables submitted by Accenture. See response plan for specific examples.	Critical	Jovan Ruiz	CSD is concerned with the low level of quality for work products and deliverables submitted by Accenture. Specific examples are included in the attachment. This issue has been escalated to Accenture management for response plan. Example 1: Low level of quality for the Business Process Model (BPM) 59 (design document for VCF Pilot). Example 2: Inability to complete a project plan and quality issues in the project plans delivered. Example 3: Accenture has failed to adhere to the configuration management processes required for managing and controlling changes to the software (code). Example 4: Accenture has failed to adhere to the quality review processes required for design artifacts. <b>Status 12/29/11:</b> Attachment with detail uploaded to CQ 12/27/11. This issue will be discussed with Accenture management in detail next week.
T2 Initiative	4992	There appears to be a discrepancy in the level of detail of the forms requirements across projects.	High	Stephanie Knuth	Stephanie conducted meetings with T2 PM stakeholders to discuss the issues and create recommendations for addressing. Status 11/30/11: Child Support Deputy Director assigned a T2 Forms Administrator to the project - she began on 11/28/11. <b>Status 12/29/11</b> -- T2 Forms Administrator is beginning meetings with Project teams to identify actions to standardize Forms Requirements
T2 Initiative	5003	We need to determine at what point we will migrate the T1 portal	High	Dawna Aigner	Included requirements in the DDI RFP for the vendor to do a



Issues					
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		applications into the T2 environment.			T1 Application Migration Assessment. IT would like us to migrate the T1 portal applications with CIL. Need to do cost benefit analysis. <b>Status 12/29/11:</b> Steering Committee briefed on 12/20/11. Awaiting decision.
T2 Initiative	5013	We need to more clearly define the communication avenues, escalation path, and roles and responsibilities with Tft.	High	Nancy Yelle	Work with IT to define. Communicate to teams as appropriate/applicable. Met with IT management 6/23/11 to document guidelines for Tft tickets. <b>Status 12/29/11:</b> IT management is working on a Tft process document that can be shared with all teams.
T2 Initiative	5014	There is role ambiguity between Accenture, Tft, Deloitte and CSD. It needs to be resolved for the teams to function	High	Nancy Yelle	Deloitte is facilitating an exercise to document roles and responsibilities from the contract, and then will work with CSD to refine and communicate to stakeholders. <b>Status 12/29/11:</b> Draft of roles and responsibilities matrix reviewed by T2 Management and contract management. Awaiting executive review.
T2 Initiative	6667	DataStage & MQ in the Pre Dev environment have not been installed and handed over to the Architecture team as yet. This is hampering the team's T1 Integration prototyping progress.	High	Janis Mahany	Several Mitigation strategies have been employed: 1. Accenture team is installing DataStage on Accenture Laptops, using Accenture IBM Alliance licenses to continue work. While this will enable us to continue some work, we will not be able to Integrate this work with the rest of the T1 Integration Infrastructure, as this is on the CSD network. 2. Tft is currently solutioning the installation for Pre-Dev for both Datastage and MQ. We don't have a commit date on when the environment will be built out and handed over at this point. <b>Status 12/29/11:</b> Date slipped to end of Dec for server install, targeting mid Jan for

Issues					
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					Accenture handover for validation and begin using env by end of Jan.
T2 Initiative	7256	CSD is concerned with the availability of Accenture leadership and team leads for supporting project execution and production.	High	Jovan Ruiz	CSD and Accenture Executive Management have agreed to the following resolution plan: Accenture will, ensure key leaders are dedicated throughout problem resolution - providing onsite or remote support as needed; create procedures for providing remote support (Webex sessions, conference calls, etc.) have been documented and will be reviewed with Initiative Management and key team leads and PMs; document 'rules of engagement' during production support or troubleshooting and review with Initiative Management and communicate to all teams. <b>Status 12/29/11:</b> New Risk, no new status.
VCF	5951	Users have experienced multiple and repeated performance issues in production with (1) scanning time and (2) accessing scanned images.	Critical	James Omiya	Documents were taking up to 2 to 3 minutes to be imported into Documentum, where before they were taking seconds. The team is working on this issue and trying to determine root cause. We suspect that the virus scan has something to do with this but want to look at other areas of the system as well. We believe the problem is effectively resolved but there are still a few items that we need to complete before closing out the performance issue. Below are the items: - Load Balancer-testing complete. Load balancer is in production. We still need to add 04 to the rotation. There is a problem with the Brava installation and custom code that was used for 05 and 04. Once we complete the release we will focus on this

Issues					
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					<p>issue. For now only 05 is in the rotation. - Color settings - Release that was scheduled for Friday 11/18 will be rescheduled. The color process failed during test. A ticket was submitted with EMC. - Lower environments-Kevin and George made the changes that were made to production (for the production issue) to all the lower environments. One outstanding item is the DB2 work on environments with DB2 9.5 only. Tft will perform this work. - Load Scripts-Nei and Gungor continue to work on these. - Release 00.01.04- Release will be rescheduled. There was a problem with the color process during testing. Accenture and CSD (with support from CAV and Tft, as needed) will meet daily until field issues are resolved. Approach will be to (1) identify ways to immediately and proactively offer relief to field staff experiencing the performance issues and (2) identify and address the root cause of the issue(s). (AI - Identify performance goal) See Issue Resolution Plan - Capture Production Performance (will attach upon resolution) for Key Activities, Summary of Meeting Discussions and Supporting Issue Documentation. <b>Status as of 12/16</b>-although performance has significantly improved since we implemented the changes as part of this issue, during the week of 12/16 we experienced problems with the export module running very slowly.</p>
VCF	5236	Determining bandwidth needs for offices once ECM is implemented has been challenging. We can	High	Teresa Salas	Even though initial estimates were accounted for via the NMS project, tests were not

Issues					
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		provide estimates, but the real test will come with VCF implementation when users are on the system.			conducted since ECM was not in place. We will need to conduct performance test for VCF pilot and watch this closely as more staff begin using the system. (Also need to consider server-memory, CPU, and configuration on the network etc) Status <b>12/30/2011-no new update</b>
VCF	6603	Structure/Organization of VCF Accenture team is lacking	High	Jovan Ruiz	Discussion with Accenture regarding plan was held 11/29/11. The following agreements were reached: - Initiative lead will be more involved to determine what the issues are and determine what needs to be addressed. - Accenture assigned a full time local resource to replace the current PM lead resource. - Sessions are not being scheduled unless Teresa requests them. Jovan will communicate expectations to the team. - More communication needs to occur within the project team and between the Accenture and CSD PMs. Teresa (CSD) is setting up meetings to drive communication with the team. Accenture will run the weekly meetings. - Schedule updates need to be made and sent timely. CSD expects updates through the workplan update process. -There are peer review activities that are supposed to complete on 11/29/11 that do not appear to have started. This is an example of miscommunications, the work not being driven forward, and missed expectations. Jovan was under the impression that the work would be complete by that time. Jovan will follow up with the team and get back with Teresa on this issue. -Teresa

Issues					
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					<p>expressed a concern that we are not using the workplan to drive the work. Jovan agreed and will follow up with the team. -It appears that developers on the ACN team are not aware of latest reqmt updates/changes. CSD invited Accenture to the requirements meetings as they were being developed. In addition, the requirements were provided to Accenture prior to the BSC (the night before the meeting). CSD agrees that this time frame was not ideal; however, CSD was not aware that Accenture had issues with the requirements because no team members from Accenture attended the BSC meeting where the requirements were approved. A meeting is set for Friday, 12/2 to review Accenture's questions on the requirements. If the team cannot come to agreement in the meeting, issues will be escalated. -In Susan's review of the baselined VCF SRS, she identified inconsistencies between the SRS in ClearCase and the requirements in ReqPro. The team is submitting a CR to correct the inconsistencies. - There is no one person driving the team when the ACN PM is out. This is CSD's largest concern. Accenture believes that Kalyan will help address this issue. CSD would like Accenture to monitor progress closely. Teresa will continue to inform Stephanie and Cheryl and Jovan of any issues in this area. <b>Status 12/30</b>-meeting held on 12/16 to discuss progress. Document with detailed status available in CQ.</p>

Issues					
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VCF	7443	TaskSpace/Webtop	High	Teresa Salas	Webtop is currently being used as the user interface for Documentum. We recently learned that Taskspace is more suitable for the VCP/Pilot requirements. Using Webtop is doable however the user interface/user experience is clunky and requires multiple clicks to accomplish a task. We need to determine if it is feasible to implement VCF/Pilot using TaskSpace given that there will be a cost and schedule impact. <b>Status 12/30/2011:</b> a meeting will be held the week of 1/3 to discuss reqmts needing Taskspace and to determine next steps.
VCF	7448	Accenture Resources/System Designer hired by CSD	High	Kalyan Kanagasa b	Rochelle Sides (Accenture's system designer) will start working for CSD-System Integration on Friday December 30th. This move will impact the

Issues					
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					project from a design and support standpoint. Rochelle is extremely familiar with the design of the system and is very involved with helping to support the capture solution. <b>Status 12/30/2011:</b> Kalyan is working on Rochelle's replacement but until the transition occurs there is no one on Accenture's team who can articulate the design and user experience effectively.

### Next Steps

Continue case file conversion (scanning)  
 Continue design activities for VCF Pilot  
 Continue requirements clarifications and design activities for CIL  
 Continue work on EER SRS  
 Finalize work plan for Phase 1





### Acronyms




- AMP: Artifact Management Plan (Playbook Plan)
- ARB: Architecture Review Board
- BPM: Business Process Model
- BSC: Business Services Council
- CAV: Continuity Assurance Vendor (Deloitte)
- CCD: Change Control Document (T1)
- CFC: Case File Conversion
- CIL: Case Initiation and Locate Renewal
- CR: Change Request
- DDI: Design, Development, and Implementation Vendor (Accenture)
- DQA: Data Quality Analysis & Cleanup Project
- DMP: Delivery Management Plan (Playbook Plan)
- EBO: Environment Build Out
- ECM: Enterprise Content Management
- EER: Establishment and Enforcement Renewal
- ERS: Enterprise Reporting System
- IAC: Interagency Contract
- IAM: Identity & Access Management
- PSP: Production Support Plan (Playbook Plan)
- QMP: Quality Management Plan (Playbook Plan)
- REP: Requirements Engineering Plan (Playbook Plan)
- RMP: Release Management Plan (Playbook Plan)
- SEP: Solutions Engineering Plan (Playbook Plan)
- SEPG: Software Engineering Process Group
- TMP: Technical Management Plan (Playbook Plan)
- VCF: Virtual Case File
- VP: Verification Plan (Playbook Plan)

# TXCSES 2.0 Initiative Status Report

See back page for Acronym List

<b>Report Period:</b>	11/1/11-11/30/11		<b>Completed By:</b> Stephanie Knuth	
<b>Projects included</b>	Release .01: ECM Capture	Release .02: VCF Pilot	Release 1: CIL	Release 1: ECM
	Release 1:	Release 1: ERS	Release 1: RODEO	Release 2: EER

TXCSES 2.0 Initiative Summary Dashboard	
Schedule	
Quality	
Risks	
Issues	

Legend	
	No intervention required. Project going as planned in this area. A positive variance or a negative variance less than or equal to 5%; risk and/or issue rating of Low.
	Some oversight required. Project may be at risk in this area. A negative variance greater than 5% and less than or equal to 10%; risk rating of Moderate or Controllable, and/or an issue rating of High or Medium.
	Intervention required. Project is at risk in this area. A negative variance greater than 10%; risk rating of Severe or Significant, and/or an issue rating of Critical.

TXCSES 2.0 Initiative Summary
<p><b>Initiative Status</b></p> <ul style="list-style-type: none"> <li>Independent Verification and Validation (IV&amp;V) Initial Review conducted by the University of Texas 6/27-7/12. A draft Initial Review Report was received 8/22/11. CSD provided draft comments to this report at OCSE's request to facilitate discussions during the OCSE IV&amp;V Debrief held 9/27-28/11. The final IV&amp;V Report, including CSD's responses, was issued 10/10/11. Meetings to review the Findings and CSD's Action Plan with T2 team members held 11/15/11 and 11/18/11. IV&amp;V Report and Action Plan posted to the T2 Website. Project managers are also holding briefings with each team. The next onsite</li> </ul>



## TXCSES 2.0 Initiative Summary

review is scheduled for 1/3/11-1/9/11.

- Schedule is "red" due to the delay in completion of the Phase 1 schedule. The October 2013 implementation date for Phase 1 is no longer feasible. A revised schedule is with executive management for approval.
- Quality is "red" due to issues with Phase 1 requirements that will be remediated during the design process, as well as the quality issues encountered with ECM Capture and VCF Pilot design. See the Quality Management section of this report for further detail.
- Risk is "yellow" due to the number and magnitude of risks currently being monitored/mitigated. While 18 significant risks are documented; mitigation strategies are in place for the majority of the risks – hence the "yellow" rating on the dashboard.
- Issue is "red" due to the number and magnitude of issues currently being worked. There are 17 "high" and 4 "critical" issues currently being worked.

### Initiative Governance (Change Requests)

- The Business Services Council (BSC) reviewed eight T1 and T2 change requests (CRs) on 11/10/11 and 11/22/11. In addition, the BSC approved CR 2753, to modify RODEO acceptance criteria, and CR 3387, to modify completion date of the RODEO acceptance criteria to 11/15/11, via email in November. Details and disposition of the items reviewed are documented in the meeting notes embedded below:



BSCmtgnotes111011 .docx      BSCmtgnotes112211 .docx

- The Software Engineering Process Group (SEPG) met on 11/2/11, 11/16/11, and 11/30/11. Eight CRs were reviewed. Details and disposition of the items reviewed are documented in the meeting notes embedded below:



20111102 SEPG Governance Meeting      20111116 SEPG Governance Meeting      20111130 SEPG Governance Meeting

- The Architecture Review Board (ARB) met on 11/16/11 and 11/30/11 and reviewed two new CRs. Details and disposition of the items reviewed are documented in the meeting notes embedded below.



20111116 ARB Governance Meeting      20111130 ARB Governance Meeting

### TXCSES Renewal Status

- Phase 1: Case Initiation/Locate (CIL)
  - This project is behind schedule
  - CIL is proceeding under the agreement to move ahead into design with known needed changes to the requirements; as design progresses, changes will be made to the SRS to ensure the requirements accurately reflect the solution being developed and implemented
  - Accenture and CSD agreed to and have been utilizing a new approach for moving the CIL project forward into design, where Accenture is completing more work outside the sessions, and bringing clarifying questions to CSD. The goals of the new strategy include:
    - To provide structure to how we engage our customers to obtain their input and direction on requirements clarifications.
    - To allow for more design approach analysis up front to identify additional clarifications or missing requirements that might not be discovered until this design analysis is done.
    - To focus time spent on requirements clarifications to those areas where design cannot

**TXCSES 2.0 Initiative Summary**

- proceed without additional information or clarification.
  - To provide an efficient means for the vendor to obtain clarifications while freeing up CSD resources to begin focusing on change requests.
- 4 BPMs are currently in various stages of requirements clarification and design. Status is as follows:
  - BPM 23 – Business Process Diagram has been completed; Change Inventory is in progress; Change Request is in progress
  - BPM 24 – Business Process Diagram has been completed; Change Inventory has been completed; Change Request has been drafted and is ready for core team review
  - BPM 41 - Business Process Diagram has been completed; Change Inventory is in progress; Change Request is in progress
  - BPM 66 - Business Process Diagram has been completed; Change Inventory is in progress; Change Request is in progress
- The CIL Business Process Analysis (BPA) team worked to re-estimate the effort to complete the requirements clarification activities
- The CIL BPA team is coordinating with the Continuity Assurance Vendor (CAV) to incorporate Requirements Quality Reviews into the clarification activities to address identified requirements quality issues
- The CIL project management team made significant progress on updating the CIL schedule based on the new strategy; team is currently working on resolving resource constraints with the BPA and Designer roles during the Design phase; Accenture is currently finalizing the Development, Build and Deploy schedule; PM team is still actively working to have a baselined schedule no later than 12/16/11.
- Phase 1: Enterprise Reporting System (ERS)
  - This project is on schedule.
  - Assessed ERS schedule changes and reviewed draft revisions of ERS milestone dates for design, development, and deployment in coordination with CIL/Release 1 planning.
  - Conducted a series of team meetings with Accenture to clarify ERS framework requirements, and preparing documentation for upcoming change request.
  - Continued to meet with Environment Build Out (EBO) project leads on the prioritization of SAS installation, clarifying the timing of the SAS software update (for WebSphere integration) and the process for installation, validation and configuration. Further assessment of client/desktop, and server environment needs for ERS design and development underway.
  - Clarified CIL Reporting requirements in work session with field and state office SMEs.
  - Analyzing ERS architecture and framework design approach.
  - Reviewed Release Design Approach revisions and provided responses.
  - Refining report requirement standards for the T2 Playbook.
- Phase 1: Data Quality Analysis and Cleanup
  - This project is behind schedule and work is on hold. T2 management is currently seeking a resource to manage the completion of this effort. The automated cleanup is complete. The manual cleanup is pending Field Ops decision to begin cleanup as well as training for the Field users that will conduct the cleanup.

## TXCSES 2.0 Initiative Summary

- Phase 2: Establishment and Enforcement Renewal (EER)
  - EER requirements development is currently behind schedule; however implementation date for EER is not currently affected.
  - EER SRS v.01 was delivered on 8/31/11. Requirements for v.02 are underway. The planned delivery date for v02 is 3/5/11.
  - Continued work with larger state office group sessions for remaining EER requirements gathering sessions, including:
    - RODEO Phase 2 Integration requirements
    - Conference Hearing Results, Dispositions, and Next Actions
    - Interstate Actions
    - EER Parking Lot clean up
    - Pre/Post Court Activities
    - Policy Mapping of EER Requirements to Federal Regulations

### Enterprise Content Management Status

- Case File Conversion
  - CFC project team is working through quality issues with ACS. A number of corrective actions have been taken.
    - ACS worked with EMC to implement code fixes to correct errors in the exception queue processing and run the exception queue documents back through the automated and ACS indexing processing. Backlog eliminated, and OAG staff were able to clear the queue. ACS is in the process of transmitting these images
    - ACS has agreed to correct indexing on the first 4 offices, where the greatest concentration of indexing errors occurred. We will continue to monitor this issue.
    - Missing images were analyzed, and most missing images identified through QC were located, either in the exception queue or in Documentum. Many of these were a timing issue, where the missing document was transmitted after the QC had occurred on the file.
    - ACS has identified the list of missing case files due to the batch node errors in the early offices, and we will work with ACS to rescan in those offices in 2012.
    - OAG field staff are working in December to identify documents that should be separated and to insert tape flags to mark them for the vendor prep staff.
  - Scanning in the field is resuming on 12/12, and we are working with ACS to adjust the schedule for the remainder of the state.
- "Capture" implementation
  - The performance issue is almost closed. We are still working thru a release for the color process and automatic deletion of batches. Once this is complete we will need to make another change so that both servers are in the rotation. Since we resolved the database issue in October we have not received any production performance help desk tickets.
  - Planning is underway to develop informational video vignettes for posting to the T2 website. These videos are aimed at Scan Operators using the Capture system and are meant to supplement their original training. The "Scanning" video is complete and posted to the T2 website. The "Indexing" video is being updated after review. Several other videos are planned.
- VCF Pilot Implementation
  - Design sessions continue for BPM 59 and 71 and the Solution Architecture Specification (SAS). Version 1 of the Solution Specification (design) is scheduled to be delivered to CSD on 1/18/2012.
  - We began planning the Captiva 6.5 upgrade. The go-live date for the upgrade is scheduled for

## TXCSES 2.0 Initiative Summary

2/6/2011. As part of the release, the user impact is being assessed to determine if additional user training is required. The user impact is expected to be low.

- All environments (with the exception of Train, Stage and UAT) have been delivered to CSD with Captiva 6.5.
- RODEO
  - This project is on schedule
  - Detailed design for RODEO is scheduled to begin until 2012
  - Letters were modified by General Counsel; final approval is still pending
  - Reviewed the most recent version of the RDA
  - Standardized merge field name in the records layout for fragments
  - Finalized the entry of fragments in ReqPro
  - Working change request to update the Acceptance Criteria
  - Working change request to inactive service defined in RODEO Phase II JADs that EER will no longer use due the integration between the two projects
  - Working change request to move services and BPMs to Phase II that were incorrectly aligned to Phase I when initial deliverable was created

### T2 Infrastructure Status

- Completed Pre-development, Development and System test environments for Pilot (VCF)
- Completed 4 out of 10 remaining Pilot UAT servers builds
- Software install commit dates on 10 Pilot UAT servers
- Server build commit dates on 17 out of 17 Pilot Production servers
- Have remaining Phase 1 products installations prioritized based on Accenture Tech Arch team needs

### T2 Architecture Status

- Work Planning, Monitoring & Management
  - T1 Migration Assessment: Presentation to Steering Committee planned for 12/20/11.
- T1 Integration
  - Work continues across 2 main topics: T1 Integration for ECM Pilot, T1 integration for Phase 1/CIL.
  - For ECM Pilot: Integration Approach for Pilot is understood. Currently assessing hardware/infrastructure needs.
  - For Phase 1: Technical proofs of concept continue for Data to Data, and T2 to Rational HATS integration scenarios.
  - For Phase 1: Team continues to design and prototype common services – specifically Exception Handling & Auditing capabilities.
- Batch Architecture
  - Reviewed Batch Services with Accenture App Dev team. Began incorporating feedback.
  - Continued work on Batch Scheduling capabilities. Met with IBM to clarify integration options between Tivoli Workload Scheduler & ComputeGrid.
- Presentation Tier Architecture
  - Completed the initial Theme & Skin design approach.
  - Began Exception Handling approach. Requirement validation and design work is ongoing.

## TXCSES 2.0 Initiative Summary

- Environment Validation: Began Portal validation in PreDev.
- Services Architecture
  - Began Exception Handling approach. Requirement validation and design work is ongoing.
  - Completed initial Process Server & Portal integration activities using temporary laptop environment. Work will resume when TFT environments are verified & configured.
  - Environment Validation: Began Process Server validation in PreDev.
- T2 Transition Management Status**
- Transition Management
  - The Transition Management team, plus Pat Cedeno developed IV&V response materials.
  - The team will meet twice in December (12/7/2011 and 12/20/2011) to prepare for January IV&V Review.
- Mentoring & Transition
  - Set up separate Designer/Developer, Tester and BPA meetings through Spring 2012 for more focused feedback.
  - Architecture (Phase I) M&T kickoff meeting tentatively scheduled for January 2012.
  - Conducted second round of week-long EMC training (Documentum/Captiva) for Designers/Developers starting 11/28/2011.
  - DED review for M&T scheduled for 12/6/2011.
  - M&T Training for Pilot:
    - 11 – Approved computer-based training (MindLeaders) - 4 additional courses were added for testers
    - 12 – Approved EMC Courses.
      - 2 courses are completed
      - 10 courses being scheduled
    - 6 – EMC courses under evaluation
    - 14 – remaining courses under evaluation
- Workforce Planning
  - Analyzed 2011 VCF Time-Motion study.
    - Field Operations management approved new forms for follow-up Time-Motion study to be conducted in the 24 Field offices that have converted files to gather additional data on scanning as well as create new data for indexing. Scheduled to take place in mid-December.
- Communications
  - Distributed VCF schedule status All-send and *Common Ground* article
  - Developed draft materials for 12/8/2012 T2 Project Plug In (VCF) that was delayed from September.
  - Began to develop materials for January T2 Project Plug-In (RODEO)
- Training
  - Playbook Training
    - One T2 Playbook Orientation session to 12 participants on November 8
    - One Quality Management Plan training to 6 participants on November 7
    - One Solution Engineering Plan training to 16 participants on November 1 and 2
    - One Technical Management Plan training to 24 participants on November 10
    - Two Artifact Management Plan trainings to 15 participants on November 8 and 11 participants on November 17
    - Two Verification Plan trainings to 12 participants on November 15 and 16, and 9 participants on November 29 and 30
    - One Production Support Plan training to 6 participants on November 8
  - Capture Training
    - On site support for Capture scan operators is on hold until scanning resumes.
    - IndexPlus video vignette completed and is being reviewed by Field Operations, which will

## TXCSES 2.0 Initiative Summary

- join the Capture video on the T2 website as an on-demand resource.
    - Planning for possible upgrade to Capture prior to Pilot; if necessary, a global training class will be held via webinar to all Capture users on the differences in the software
  - VCF Training
    - The Accenture Training Team has begun initial creation of the VCF training materials.
    - Analyzing VCF design documentation and are creating VCF Training manual shells. Checkpoint reviews have been scheduled (December and January) initially to review the shells, and then to review the Training Manuals.
    - New training materials developer will start with DDI 12/1/2011.
- BPA Mentoring
  - CSD- BPA mentoring group kicked off 11/4/2011 with Mitch Hays leading.
  - Follow-up CSD-BPA mentoring group meeting scheduled for 12/9/2011.

## Schedule Management

The Virtual Case File Project is 26% complete with currently no schedule variance for the implementation date of 6/18/2012.

As the Phase 1 projects move into the design phase of work, we will begin reporting percent complete and schedule variance for each project, and the Initiative as a whole.

## Milestone Variance

Milestones	Planned	Revised	Explanation	Actual
<b>Initiative Level Milestones &amp; Deliverables</b>				
3893: Milestone: IJDs Posted for External Hiring (CSD)	11/19/10		Complete	3/15/11
3894: Milestone: T2 Website Staged for Review (CAV)	11/24/10	5/10/11	Complete	5/10/11
3896: T2 Website Relaunch	1/4/11	6/1/11	Complete	6/6/11
2904: Complete QMP Mentoring Sessions (CAV)	1/13/11		Complete	2/4/11
T2 Playbook Training to CSD Begins (CAV)	1/19/11		Complete	1/19/11
3847: Send draft UT IV&V IAC to OCSE for Review (CSD)	2/16/11		Complete	2/28/11
3878: BPA Mentoring – Mid-Point Assessment Survey Distributed (CAV)	2/16/11		Complete	2/18/11
5083: Perform Quarterly Initiative Communication Planning (CAV/CSD/DDI)	2/24/11		Complete	2/24/11
T2 Playbook Training to DDI Complete (CAV)	2/22/11		Complete	2/22/11

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
950: T2 Deliverable: Submit Existing Contracts Assessment (CAV)	3/17/11	4/22/11	Complete	4/22/11
1194: T2 Deliverable: Submit Architecture Acceptance (DDI/CSD)	3/28/11		Complete	3/28/11
1481: T2 Deliverable: SRS Acceptance (DDI/CSD)	3/28/11	4/29/11	Complete	5/26/11
3881: DDI Knowledge Transfer Complete	3/31/11	4/29/11	Complete	5/20/11
1252: T2 Deliverable: Submit Mentoring & Transition Plan (DDI)	4/27/11	4/15/11	Complete	4/15/11
3848: Execute IAC with UT (CSD)	5/3/11		Complete	5/25/11
1557: T2 Deliverable: Submit T1 Application Migration Assessment (DDI)	7/11/11		Complete	7/8/11
4678: T2 Milestone: Submit Mobile App Impact Analysis v0.01	11/30/11		Complete	11/30/11
4684: T2 Milestone: Mobile App Impact Analysis Approved by Delivery Assurance Team	2/21/12			
1176: T2 Deliverable: Submit Phase 1 Mentoring (1) v0.01 (DDI)	3/1/12			
4205: T2-ARCH Milestone: T1 Integration Architecture Design & Phase 1 POC Complete (DDI)	4/30/12			
1933: T2 Milestone: Phase 1 Mentoring (1) Approved by Delivery Assurance Team (DDI)	5/2/12			
4690: T2 Milestone: Mobile App JAD Activities Complete (CAV)	5/31/12			
4694: T2 Milestone: Submit Mobile App Change Request to BSC (CAV)	7/9/12			
4696: T2 Milestone Mobile App Change Request Executed (CAV)	8/6/12			

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
4204: T2-ARCH Milestone: ECM/T1 Integration Architecture Design Complete (DDI)	8/31/12			
<b>ECM Capture Milestones &amp; Deliverables</b>				
2388: Work Product: Submit v01 Capture Solution Specification (Design) (DDI)	12/10/10		Complete	12/10/10
3925: Milestone: Submit v1_01 Capture Design Revision (DDI)	2/22/11		Complete	2/22/11
2370: Milestone: Capture Procedures Approved (DDI)	12/15/10	1/31/10	Complete	2/10/10
2407: Milestone: Submit v01 Capture Training Plan (DDI)	1/14/11		Complete	1/14/11
2394: Milestone: Capture Development Complete (DDI)	2/4/11		Complete	2/4/11
3940: Milestone: Capture Development Complete for Revised Design (DDI)	3/4/11		Complete	3/4/11
3742: Milestone: Submit v01 Capture Training Materials (DDI)	2/14/11	3/25/11	Complete	3/25/11
3833: Milestone: Capture Environment Set-Up Complete (scanners/scan stations) (CSD)	3/1/11	3/25/11	Complete	5/22/11
2124: Milestone: Capture Testing Complete (DDI)	3/4/11	3/25/11	Complete *Note, testing was complete for this milestone on 3/25/11. Time was charged through 6/17/11 for finalizing documentation and reviews.	3/25/11*
2128: Milestone: Capture Deployed (DDI)	3/18/11	4/28/11	Complete	5/6/11
<b>ECM—VCF Milestones &amp; Deliverables</b>				
2140: Submit v01 Solution Specification (Design) (DDI)	4/1/11	1/18/12		
2146: Pilot Solution Specification (Design) Approved		2/2/12		
2150: VCF Pilot Development Complete		3/1/12		
2169: Milestone: VCF System Testing Complete (DDI)	7/15/11	5/3/12		



<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3548: Milestone: VCF Acceptance Testing Complete (DDI)	8/19/11	5/24/12		
2208: Milestone: VCF Solution Deployed for Pilot (DDI)	8/26/11	6/18/12		
<b>ECM—CFC Milestones &amp; Deliverables</b>				
673: Milestone: CFC Vendor Contract Awarded (CSD)	1/21/11		Complete	2/11/11
866: Milestone: Project Closure Report Approved	8/16/12			
<b>CIL/Phase 1 Milestones &amp; Deliverables</b>				
1493: Deliverable: Submit v01 Solution Specification Package 1 (DDI)	6/23/11		Complete	8/31/11
1368: PH1-Work Product: Submit Data Conversion Plan v0.01 (DDI)	1/27/12			
1374: PH1-Milestone: Data Conversion Plan Approved by Delivery Assurance Team (DDI)	3/16/12			
1340: PH1-Deliverable: Submit Data Conversion Requirements v0.01 (DDI)	6/1/12			
1346: PH1-Milestone: Data Conversion Requirements Approved by Delivery Assurance Team (DDI)	7/11/12			
1502: PH1-Deliverable: Submit Solution Specification Package 2 v0.01 (DDI)	8/1/12			
1303: PH1-Deliverable: Submit Phase 1 Solution Training Plan v0.01 (DDI)	8/6/12			
<b>DQA Milestones &amp; Deliverables</b>				
769: TI Priority 1 Automated Cleanup Implemented (CSD)	6/17/11	4/28/11	Complete	4/28/11
3883: DQA Data Governance Committee Operational	1/28/11	5/31/11	Complete	5/31/11
3885: Data Quality Committee Charter Approved	1/28/11	5/31/11	Complete	5/31/11
2337: Milestone: Manual Data Cleanup Training Completed (CSD)	3/22/11	9/30/11	Project on hold; identifying project manager	

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3890: Work Product (Governance): Data Integrity Rules for Key CIL Entities Submitted (CSD)	11/30/11		This work product is tracking late. There are resource dependencies with completion of EER requirements. Revised date TBD.	
4552: Milestone: Data Monitoring Strategy Finalized (CSD)	2/13/12			
<b>ERS Milestones &amp; Deliverables</b>				
404: Deliverable: Submit Solution Specification (design) v01 (DDI)	3/23/12			
410: Milestone: Solution Specification v1.0 Approved by Delivery Assurance Team (DDI)	6/8/12			

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
<b>T2I Milestones &amp; Deliverables</b>				
1006: Milestone: Capture System Test EBO Complete (CAV/CSD/TfT)	1/24/11	2/2/11	Complete	2/3/11
3353: Milestone: Capture Training EBO Complete (CAV/CSD/TfT)	2/25/11		Complete	2/11/11
3472: Milestone: Submit 1 <sup>st</sup> v01 EBO Deliverable (CAV)	3/22/11		Complete	2/4/11
981: Milestone: Pre-Dev EBO Complete (CAV/CSD/TfT)	3/3/11		Complete	11/1/11
3382: Milestone: Capture EBO Complete (CAV/CSD/TfT)	3/4/11		Complete	3/9/11
3534: Milestone: VCF Staging EBO Complete (CAV/CSD/TfT)	5/23/11		Complete	8/11/11
3530: Milestone: VCF System Test EBO Complete	5/23/11		Complete	7/7/11
4593: T2I-Milestone: VCF Pilot Development Environment Build-Out Complete (CAV/CSD/TfT)	11/10/11		Complete	11/28/11
4601: T2I-Milestone: VCF Pilot System Test Environment Build-Out Complete (CAV/CSD/TfT)	12/8/11		Complete	11/28/11
3679: T2I -Milestone: VCF UAT EBO Complete (CAV/CSD/TfT)	7/5/11	2/17/11	Change request pending	
4637: T2I-Milestone: Phase 1 Pre-Dev Environment Build-Out Complete (CAV/CSD/TfT)	2/17/12			
3535: T2I-Milestone: VCF Pilot Production Environment Build-Out Complete (CAV/CSD/TfT)	3/16/12			
3533 VCF Training EBO Complete (CAV/CSD/TfT)	6/17/11	4/9/12	Change request pending	
4622: T2I-Milestone: VCF Pilot Stage Environment Build-Out Complete (CAV/CSD/TfT)	4/9/12			
3387: VCF Pilot EBO Complete (CAV/CSD/TfT)	8/12/11	4/9/12	Change request pending	

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3480: Milestone: Submit 2 <sup>nd</sup> v01 EBO Deliverable (CAV)	8/17/11		Complete	7/1/11
4646: T2I-Milestone: Phase 1 Development Environment Build-Out Complete (CAV/CSD/TfT)	4/25/12			
3414: T2I-Milestone: Phase 1 System Test Environment Build-Out Complete (CAV/CSD/TfT)	5/24/12			
3421: T2I-Milestone: Phase 1 UAT Environment Build-Out Complete (CAV/CSD/TfT)	6/20/12			
3435: T2I-Milestone: Phase 1 Training Environment Build-Out Complete (CAV/CSD/TfT)	7/18/12			
<b>EER Milestones &amp; Deliverables</b>				
3593: Submit v01 EER SRS (CAV)	6/24/11	8/12/11	Complete	8/30/11
939: Submit v01 EER Acceptance Criteria (CAV)	7/1/11	8/24/11	Complete	8/30/11
250: Deliverable: Submit v02 EER SRS (CAV)	9/26/11	3/5/12	Change request pending	
941: Milestone: EER Acceptance Criteria v1.0 Accepted	10/6/11	3/23/12	Change request pending	
4674: Milestone: County Invoicing JAD Activities Complete	2/17/12		Change request pending	
254: Milestone: EER Requirements Completed	2/21/12	7/27/12	Change request pending	
4479: Milestone: Submit County Invoicing Change Request to BSC	4/2/12		Change request pending	
4483: Milestone: County Invoicing Change Request Executed	4/30/12		Change request pending	

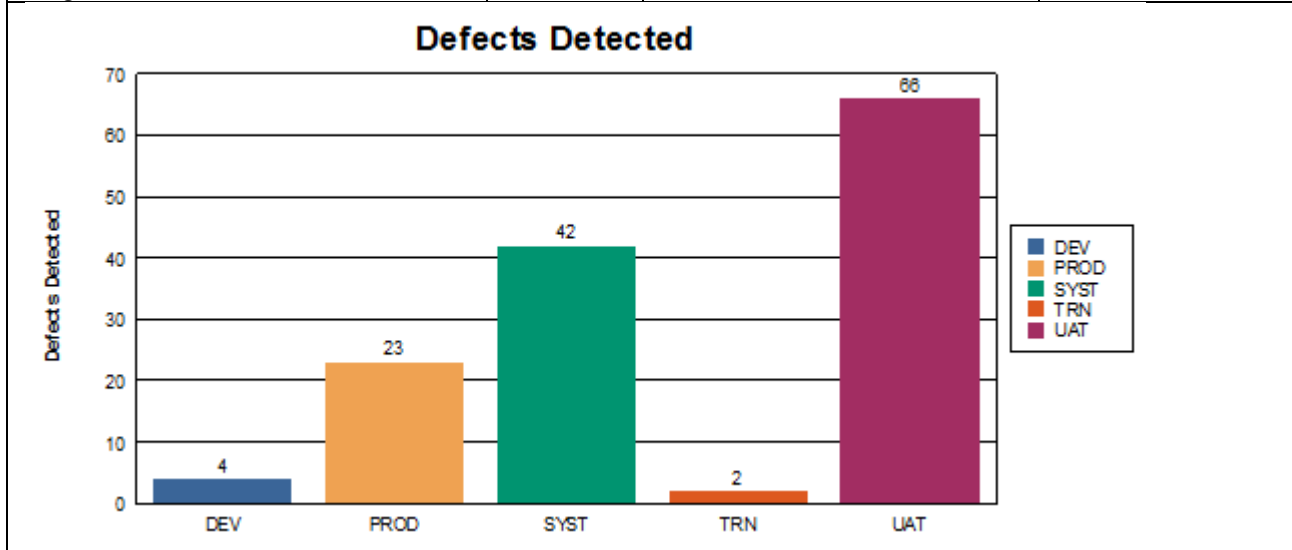
<b>Scope Variance</b>					
<b>Change Request ID</b>	<b>Description</b>	<b>CR Type</b>	<b>Status</b>	<b>Priority of Change</b>	<b>Impact on Schedule</b>

T2PRD00006094	Supp Spec: Nei's Style Guide Changes	Project	Reviewed	Medium	Less than 1 Month
T2PRD00006657	RDO: Phase II BPMs	Project	Approved	Medium	Less than 1 Month
T2PRD00007154	EER: SRS v.02 Deliverable Milestone Date Change	Project	Approved	Medium	4 - 6 Months
T2PRD00005774	RDO: Inactivate BPM7	Project	Started	Medium	Less than 1 Month
T2PRD00007004	ECM: Update ECM Acceptance Scenarios	Project	Started	High	Less than 1 Month
T2PRD00006470	RODEO: Phase II Services	Project	Started	Medium	Less than 1 Month
T2PRD00006504	IAM: RequirementsMappingCleanup	Project	Started	Low	Less than 1 Month
T2PRD00007048	ECM: Requirement cleanup from CR 6073	Project	Started	Medium	Less than 1 Month
T2PRD00006604	ECM: Non IV-D AOP (Ack of Paternity) Requirement	Project	Created	High	TBD

**Quality Management**

**Metric: ECM Capture Test Effectiveness.** Source: Defect Removal Effectiveness - Test Report

Test Phase	Metric	Threshold (Goal)	Variance
User Acceptance Test Effectiveness	83%	90%	-7%
System Test Effectiveness	34%	85%	-51%
Integration Test Effectiveness	3%	70%	-67%

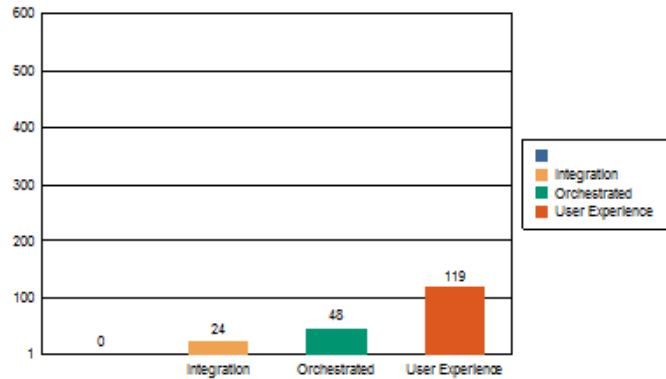


**Metric: ECM Capture and VCF Pilot Design and Code Quality.** Source: Design and Code Quality Report

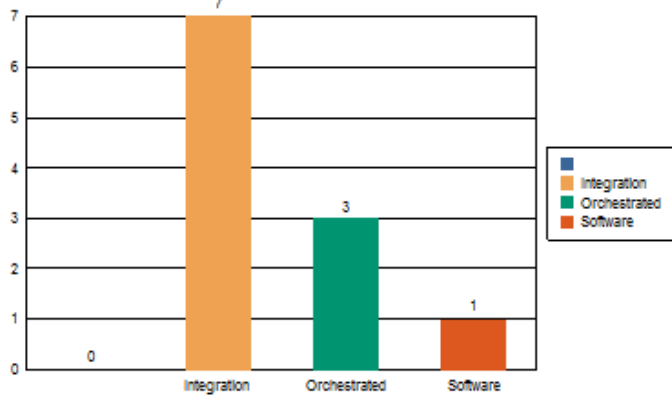
Phase	Comments
Design Quality	190
Code Quality	11

## Quality Management

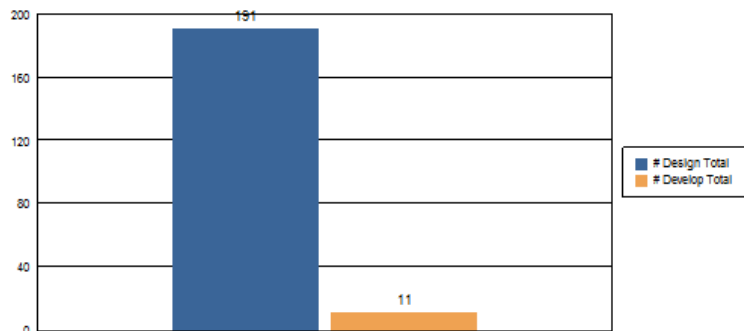
**Total Design Comments By Type**



**Total Development Comments By Type**



**Design and Code Quality**



## Risks

Project Affected	Risk ID	Risk Description	Risk Rating	Risk Response Plan
CIL	5096	If the team cannot clarify the CIL requirements within the time frame allotted in the project schedule, the design and implementation time frames may be delayed.	Significant	Have BPAs be accountable for bringing up identified additional requirements in each BPMs Design Approach session. BPAs will be the point person for bringing in additional SMEs for each subject, as needed. By the end of design, we will have agreed on the design and BPAs will modify the requirements to match the agreed

Risks				
Project Affected	Risk ID	Risk Description	Risk Rating	Risk Response Plan
				upon design. Note: Deadline for CIL may be moved out. (as of 9/21/2011) <b>Status 11/30/11:</b> CRs for BPMs 23, 24, 66, and 41 are in progress. Requirements quality review activity and supplemental specification review activities are commencing. BPM Design Approaches are in draft for BPMs 23 and 24. Overall design approach process, staffing and schedule is in review/revision with goal of completion and approval by NLT 12/16/11.
EST/EN F	5419	Limited resources are available to participate in multiple, concurrent EST and ENF and other work thread activities, resulting in meeting conflicts, review and approval delays.	Significant	Activities will be scheduled in a manner which allows the right level of participation and review schedules will be published well in advance and include sufficient time for thorough review. <b>Status 11/30/11:</b> Current EER calendar planned out through February of 2012. All core team members were part of the planning process and identified key resources needed for each session. Will continue to monitor for schedule conflicts and resolve accordingly.
EST/EN F	5424	The long-running nature of certain Establishment and Enforcement activities will result in these activities starting in TXCSES and continuing in TXCSES 2.0, which presents a conversion risk.	Significant	Incorporate these elements in the conversion plan, specifically monitoring of court dockets, legal actions, and legal history. <b>Status 11/30/11:</b> Conversion planning will not begin until after the EER SRS is approved.
EST/EN F	5437	If key decision makers, inc. the Prtf Mgr and Field Ops Asst Dpty Mgrs, are not available for sessions, then requirements may not meet exec vision or may be delayed due to unplanned review and rework.	Significant	Field Ops Assistant managers will discuss any key decisions with BPOs on project. Portfolio manager will be consulted ahead of time for vision. <b>Status 11/30/11:</b> Key decision makers in Field Ops have made themselves available for EER sessions as needed. EER team has been able to seek their input on a timely basis. Will continue to monitor the situation and escalate to initiative management when key decision makers are not available.
T2 Initiative	4946	If staff do not have enough information about the Initiative, or are not on board with the vision, it may impact the success of the Initiative.	Significant	Create a comprehensive change management approach to address issues from every stakeholder perspective. Risk Response Plan will be managed through Key Activities due to the long-running and phased nature of the risk and associated response plan. See related records for key activities. <b>Status 11/30/11:</b> The following key activities are complete: - Established T2 Transition Management role - Assigned lead positions to report to the Transition Management Lead - Assigned a communications lead for VCF - Redesigned the T2 Web site to be more focused for end users.
T2 Initiative	4958	If the technology base for the T2 system is not developed using tools and technologies that are	Significant	A number of strategies are being employed to mitigate the risk of technology obsolescence. The T2I project is managing all tool selection for

Risks				
Project Affected	Risk ID	Risk Description	Risk Rating	Risk Response Plan
		supportable for the life of the new system, the technology may become obsolete in the future.		the T2 system to ensure integration and interoperability requirements are met. Through the initial RFI and subsequent tool evaluations, we continue to assess not just functional and technical fit, but sustainability, flexibility and adaptability of technology options. <b>Status 11/30/11:</b> No new update; risk being monitored.
T2 Initiative	4960	CSD is funding the T2 projects using existing budget - not via special appropriation. If future est funds are unavailable or approvals are not obtained, timely completion of projects will be at risk.	Significant	(1) To ensure alignment of funding priorities across CSD, T2 Initiative Steering Committee has representation from all CSD Deputy Areas, and is chaired by the Deputy Attorney General for Child Support. (2) T2 Management works closely with Budget, Planning, and executive management to communicate project cost projections in advance of budgeting cycles so that risks of budget shortfalls can be addressed or contingencies agreed to. <b>Status 11/30/11:</b> No new update; risk being monitored.
T2 Initiative	4961	CSD has limited resources with the skills to develop and implement solutions using new technologies. If CSD is unable to develop or staff the required skills, TXCSES 2.0 maintenance will suffer.	Significant	(1) CSD will utilize vendor resources skilled in the technology and business solutions to augment CSD staff. (2) Vendor resources will also have responsibility for coaching and mentoring CSD staff into new roles, and performing knowledge transfer at key milestones to ensure CSD is prepared to transition to full support of the new solutions. (3) Ongoing work force planning in place to identify future skill needs, define new roles, assess current capabilities, and develop sourcing strategies to train and transition staff, acquire staff with needed skills, and outsource job duties. <b>Status 11/30/11:</b> No new update; risk being monitored. Additional monitoring through completion of semi-annual mentoring reports, the first of which will be delivered in 3/2012.
T2 Initiative	4964	Mandated federal changes, legislative changes or continued changes to T1 may result in an increased scope, schedule, and budget as well as have an impact on resource availability.	Significant	Constant monitoring will be employed to understand Federal or Legislative changes. Specific examples include monitoring impacts of recent Federal Health Care legislation and impact to medical support. Changes that are required for T2 will go through the Change Control process. <b>Status 11/30/11:</b> Any mandated changes go through the change control process for impact assessment for T1 and T2. Risk being monitored.
T2 Initiative	4966	Timing of changes to external interfaces (e.g., SAVERR and TIERS) could adversely impact the schedule.	Significant	(1) Constant monitoring will be employed along with engaging key external exchange partners to communicate T2 plans and schedule, and understand plans and schedules on their side that may have impacts to us. (2) A work group has been formed between the T2 CIL team and HHSC team responsible for TIERS implementation. <b>Status 11/30/11:</b> workgroup



Risks				
Project Affected	Risk ID	Risk Description	Risk Rating	Risk Response Plan
				continues to meet with HHSC; executive team meets quarterly to discuss expectations.
T2 Initiative	4967	The phased approach for T2 requires integration between the T1 and T2 databases. If the Technical Solution does not account for inherent risks (see notes), there will be an impact to the end users.	Significant	There are three potential (related and inherent) risks in the Phase Implementation Approach (1) Latency in Business Transactions (2) Additional IO Required (3) Required Changes to T1. The general response strategy is that T2 will employ the following tools: prototyping, ensuring design for this portion of the solution is front-loaded if possible in the design schedule; selection of technology (ETL tool). A detailed Risk Response Plan will be issued to address each inherent risk separately but in a consolidated manner. Initial Work In Progress - See notes for Details. <b>Status 11/30/11:</b> Architecture team is working through T1 integration styles.
T2 Initiative	5018	If synchronization of T1 and T2 data contains errors, reports that pull from both sets of data may become invalid. Invalid reports can negatively impact operations as well as federal funding.	Significant	Pull strictly from the system of record for that data. Inform users of where discrepancy lies. <b>Status 11/30/11:</b> No new update; risk being monitored.
T2 Initiative	5201	Delays in installation of solution hardware and software could impact start of design and affect the timeline for project implementation.	Significant	(1) Working closely with Tft and CSD staff liaisons to expedite tool selection and submit tickets timely with all the information needed to proceed. (2) Securing dedicated team of Tft resources to support project needs. (3) Escalation of delay/schedule issues through weekly T2I updates. <b>Status 11/30/11:</b> Environment build out work is progressing and has delivered key environments for VCF Pilot. Continue to monitor risk and closely manage the work.
T2 Initiative	5202	If we cannot work with Tft to improve the deployment time frames, or give Accenture the ability to deploy in the non-prod environments, the T2 project schedule will be delayed.	Significant	Escalated to IT Deputy Director on 3/23 for assistance. She is devising a strategy to engage DIR and Tft in discussions. Until that is successful, we will streamline the deployment as much as possible, engage the TMP Plan Owner to help facilitate, escalate to Tft PM quickly and in writing when we encounter delays, and continuously communicate priority to Tft. <b>Status 11/30/11:</b> No new update.
T2 Initiative	6242	If timely access is not granted to users in the development and pre-development environments, project tasks may not be able to start or schedule may slip.	Significant	Escalate to Initiative Deputy Manager, Workforce Planning Lead (IT), and the Steering Committee. WFPL will incorporate into long-term process. Short-term - CSD should request IDs as early as possible (as soon as a resource is known) <b>Status 11/30/11:</b> OAG has assumed control over provisioning application & database level access. Server level access remains with Tft

Risks				
Project Affected	Risk ID	Risk Description	Risk Rating	Risk Response Plan
T2 Portfolio	6336	When T1 EST, ENF, and FIN screens are covered with a web front end the current macros will be inoperable.	Significant	(1) Investigate giving access to Entire Connection to a few people in the field to run macros ONLY, not do Legal or FIN work on. (2) See if there is a tool that will allow us to create macros in the webified environment. <b>Status 11/30/11:</b> No new update.
VCF	5214	If we deploy code that impacts VB script modules required to access the Documentum DB2 database for Capture then we increase the complexity of config mgt as well as the risk of code defects.	Significant	See Risk Response Plan-VB Code. <b>Status 11/30/2011</b> -no update-to date, releases for Capture have not impacted VB scripts.
VCF	5215	If workflows introduced with VCF Pilot are not managed or resources are not available to complete the work required (prep, batch, index) then mail may not be processed and worked in a timely manner	Significant	(1) Conduct TM Study now that ECM system is available. Review level of knowledge required to perform scanning duties (scanning vs indexing) (2) Work with region program specialists to understand processes better (3) Identification of roles. <b>Status 11/30/2011:</b> Field operations (Kerby Spruiell) working on a TMS to determine time to complete scanning functions. Requested meeting with Kerby to learn status of study.

Issues					
Project Affected	Issue ID	Issue Summary	Issue Priority	Issue Owner	Issue Resolution Plan
CFC	5185	ACS knowledge of ECM software appears to be rather shallow. A lack of deep knowledge leads to technical issues not being addressed in a timely manner.	High	Hayley Hall	<b>Status 12/1/11:</b> ACS has engaged a dedicated team from EMC to work with their Hot Springs staff on a number of software fixes and to address the quality issues we have been seeing. So far, the work from this team has been effective.
CFC	5187	Field staff have identified wrong office code applied to thousands of documents, and duplicate images within case files	High	Hayley Hall	<b>Status 12/1/11:</b> We have analyzed the wrong office code issue and determined that the scope is limited to office 105/106. The fix for these offices is scheduled for March 2012. We are continuing to assess the instances of duplicate images.
CFC	6176	OAG is concerned with quality. Initial reports from the QC process indicate that there are missing documents, duplicates, etc.	High	Hayley Hall	<b>Status 12/1/11:</b> We are working through corrective actions determined over the past month, and implementing a number of

Issues					
Project Affected	Issue ID	Issue Summary	Issue Priority	Issue Owner	Issue Resolution Plan
					improvements aimed at improving quality.
CFC	6438	Not all documents indexed by the OAG Exception Queue staff are being correctly processed by ACS.	High	Hayley Hall	<b>Status 12/1/11:</b> ACS has implemented a code fix to address this issue. The exception queue backlog has been eliminated, and all images currently scanned by ACS are either in our repository or waiting to be transmitted. We will continue to monitor this issue as these images are sent through to our repository before closing this issue.
CIL	5008	Not all of the Employer Repository requirements are included in the CIL SRS. Need to determine what is in scope, what is not, and why.	High	Ruben Barbosa	Waiting for the outcome of the T1 application migration assessment. <b>Status 11/30/11:</b> Working time into the schedule for BPM 75 - Organization Repository Maintenance to accommodate Employer Repository requirements. Schedule to be completed NLT 12/16/11.
CIL	5925	The CIL SRS has missing requirements.	Critical	Dawna Aigner	CIL project team will work with Accenture staff, at the beginning of the design approach for each BPM in the CIL SRS, to walk through the current BPM diagrams, Activity flows and requirements, making note of the changes that will be needed to fill the gap of the missing. The written documentation that notes the changes needed to be made by the CIL BPAs in the SRS will also be used by the Accenture designers moving forward into actual design of each BPM. <b>Status 11/30/11:</b> CRs for BPMs 23, 24, 66, and 41 are in progress. Requirements quality review activity and supplemental specification review activities are commencing. BPM Design Approaches are in draft for BPMs 23 and 24. Overall design approach process, staffing and schedule is in review/revision with goal of completion and approval by NLT 12/16/11.

Issues					
Project Affected	Issue ID	Issue Summary	Issue Priority	Issue Owner	Issue Resolution Plan
EST/EN F	5443	Field users have not been involved in state office workgroup activities so end user needs may not be addressed and incompletely documented requirements may be included in the SRS.	High	Tom Niland	To keep Field users up to date on recent requirements and to allow them to provide input, a series of webinars will be used to communicate changes and provide input. <b>Status 11/30/11:</b> Recently brought Field Users in for requirements gathering of Pre/Post Court Activities. Reviewing remaining requirements gathering topics to identify sessions for Field User participation.
EST/EN F	5444	Missing scheduled JAD Reviews may lead to user needs not being addressed and SRS being incomplete.	High	Tom Niland	Provide additional time to review the SRS document. Original schedule called for a one week team review. <b>Status 11/30/11:</b> Planning for the SRS document review has begun and will be substantially longer than the original week long review. SRS Topics will be identified for key SMEs for review, Field Users will be walked through the entire SRS and allowed time for personal review before the group review, sample case data and next actions will be reviewed.

Issues					
Project Affected	Issue ID	Issue Summary	Issue Priority	Issue Owner	Issue Resolution Plan
T2 Initiative	4992	There appears to be a discrepancy in the level of detail of the forms requirements across projects.	High	Stephanie Knuth	Stephanie conducted meetings with T2 PM stakeholders to discuss the issues and create recommendations for addressing. <b>Status 11/30/11:</b> Child Support Deputy Director assigned a T2 Forms Administrator to the project - she began on 11/28/11. Once ramped up, the resource will begin tackling the forms issues identified to date.
T2 Initiative	5003	We need to determine at what point we will migrate the T1 portal applications into the T2 environment.	High	Dawna Aigner	Included requirements in the DDI RFP for the vendor to do a T1 Application Migration Assessment. IT would like us to migrate the T1 portal applications with CIL. Need to do cost benefit analysis. <b>Status 11/30/11:</b> T1 Application Migration Assessment completed. Briefing scheduled for the Steering Committee 12/20/11.
T2 Initiative	5013	We need to more clearly define the communication avenues, escalation path, and roles and responsibilities with TtT.	High	Nancy Yelle	Work with IT to define. Communicate to teams as appropriate/applicable. <b>Status 11/30/11:</b> Met with IT management 6/23/11 to document guidelines for TtT tickets. IT management is working on a TtT process document that can be shared with all teams.

Issues					
Project Affected	Issue ID	Issue Summary	Issue Priority	Issue Owner	Issue Resolution Plan
T2 Initiative	5014	There is role ambiguity between Accenture, TFT, Deloitte and CSD. It needs to be resolved for the teams to function	High	Nancy Yelle	Deloitte is facilitating an exercise to document roles and responsibilities from the contract, and then will work with CSD to refine and communicate to stakeholders. <b>Status 11/30/11:</b> Initial draft of roles and responsibilities matrix completed and provided for review to contract management.
T2 Initiative	5015	We have encountered several obstacles in finalizing the Phase 1 Work Plan with Accenture. Phase 1 work is not progressing as expected; the implementation date of October 2013 is no longer feasible.	Critical	Stephanie Knuth	Schedule a series of work sessions with Accenture and CSD until agreement is reached. <b>Status 11/30/11:</b> Draft workplan due 12/2/11, to be approved by 12/16/11.
T2 Initiative	6667	DataStage & MQ in the Pre Dev environment have not been installed and handed over to the Architecture team as yet. This is hampering the team's T1 Integration prototyping progress.	High	Janis Mahany	<b>Status 11/30/11</b> - TFT targeting 12/19 for completion, and EBO handoff to Accenture planned for 1/3/12 Several Mitigation strategies have been employed: 1. Accenture team is installing DataStage on Accenture Laptops , using Accenture IBM Alliance licenses to continue work. While this will enable us to continue some work, we will not be able to Integrate this work with the rest of the T1 Integration Infrastructure, as this is on the CSD network. 2. TFT is currently solutioning the installation for Pre-Dev for both Datastage and MQ. We don't have a commit date on when the environment will be built out and handed over at this point.
T2 Initiative	6972	Accenture team does not appear to have the technical skills and the staffing levels required to implement the project successfully.	Critical	Jovan Ruiz	Issue escalated to Accenture management since early 2011 informally. Issue escalated to CSD executive management and Accenture executive management September/October 2011. <b>Status 11/28/11:</b> Awaiting a staffing plan from Accenture - due by 11/30/11.
VCF	5236	Determining bandwidth needs for offices once ECM is implemented has been challenging. We can provide estimates, but the real test will come with VCF implementation when users are on the system.	High	Teresa Salas	<b>Status 11/30/11:</b> Performance testing dates included in workplan. Currently scheduled from 4/20/2012 to 5/24/2012 Even though initial estimates were accounted for via the NMS

Issues					
Project Affected	Issue ID	Issue Summary	Issue Priority	Issue Owner	Issue Resolution Plan
					project, tests were not conducted since ECM was not in place. We will need to conduct performance test for VCF pilot and watch this closely as more staff begin using the system. (Also need to consider server-memory, CPU, and configuration on the network etc)
VCF	5951	Users have experienced multiple and repeated performance issues in production with (1) scanning time and (2) accessing scanned images.	Critical	James Omiya	<p><b>Status 11/30/11:</b> This week we received no clocking issues related to searching or retrieving in WebTop. We believe the problem is effectively resolved but there are still a few items that we need to complete before closing out the performance issue. Below are the items:</p> <ul style="list-style-type: none"> <li>- Load Balancer-testing complete. Load balancer is in production. We still need to add 04 to the rotation. There is a problem with the Brava installation and custom code that was used for 05 and 04. Once we complete the release we will focus on this issue. For now only 05 is in the rotation.</li> <li>- Color settings - Release that was scheduled for Friday 11/18 will be rescheduled. The color process failed during test. A ticket was submitted with EMC.</li> <li>- Lower environments-Kevin and George made the changes that were made to production (for the production issue) to all the lower environments. One outstanding item is the DB2 work on environments with DB2 9.5 only. Tft will perform this work.</li> <li>- Load Scripts-Nei and Gungor continue to work on these.</li> <li>- Release 00.01.04-Release will be rescheduled. There was a problem with the color process during testing. Accenture and CSD (with support from CAV and Tft, as needed) will meet daily until field issues are</li> </ul>

Issues					
Project Affected	Issue ID	Issue Summary	Issue Priority	Issue Owner	Issue Resolution Plan
					resolved. Approach will be to (1) identify ways to immediately and proactively offer relief to field staff experiencing the performance issues and (2) identify and address the root cause of the issue(s).
VCF	6603	Structure/Organization of VCF Accenture team is lacking	High	Jovan Ruiz	<p><b>Status 11/30/11:</b> Accenture requested to submit issue resolution plan. Discussion with Accenture regarding plan was held 11/29/11. The following high-level agreements were reached. More detail provided in the issue record.</p> <ul style="list-style-type: none"> <li>- Initiative lead will be more involved to determine what the issues are and determine what needs to be addressed.</li> <li>- Accenture assigned a full time local resource to replace the current PM lead resource.</li> <li>-Sessions are not being scheduled unless Teresa requests them. Jovan will communicate expectations to the team.</li> <li>- More communication needs to occur within the project team and between the Accenture and CSD PMs. Teresa (CSD) is setting up meetings to drive communication with the team. Accenture will run the weekly meetings.</li> <li>- Schedule updates need to be made and sent timely. CSD expects updates through the workplan update process.</li> <li>-There are peer review activities that are supposed to complete on 11/29/11 that do not appear to have started. This is an example of miscommunications, the work not being driven forward, and missed expectations. Jovan was under the impression that the work would be complete by that time. Jovan will follow up with the team and get back with Teresa on this issue.</li> <li>-Teresa expressed a concern that we are not using the workplan to</li> </ul>



Issues					
Project Affected	Issue ID	Issue Summary	Issue Priority	Issue Owner	Issue Resolution Plan
					<p>drive the work. Jovan agreed and will follow up with the team.</p> <p>-It appears that developers on the ACN team are not aware of latest reqmt updates/changes. CSD invited Accenture to the requirements meetings as they were being developed. In addition, the requirements were provided to Accenture prior to the BSC (the night before the meeting). CSD agrees that this time frame was not ideal; however, CSD was not aware that Accenture had issues with the requirements because no team members from Accenture attended the BSC meeting where the requirements were approved. A meeting is set for Friday, 12/2 to review Accenture's questions on the requirements. If the team cannot come to agreement in the meeting, issues will be escalated.</p> <p>-In Susan's review of the baselined VCF SRS, she identified inconsistencies between the SRS in ClearCase and the requirements in ReqPro. The team is submitting a CR to correct the inconsistencies.</p> <p>-There is no one person driving the team when the ACN PM is out. This is CSD's largest concern. Accenture believes that Kalyan will help address this issue. CSD would like Accenture to monitor progress closely. Teresa will continue to inform Stephanie and Cheryl and Jovan of any issues in this area.</p>

**Next Steps**

- Continue case file conversion (scanning)
- Continue design activities for VCF Pilot
- Continue requirements clarifications and design activities for CIL
- Continue work on EER SRS
- Finalize work plan for Phase 1





**Acronyms**




AMP: Artifact Management Plan (Playbook Plan)  
ARB: Architecture Review Board  
BPM: Business Process Model  
BSC: Business Services Council  
CAV: Continuity Assurance Vendor (Deloitte)  
CCD: Change Control Document (T1)  
CFC: Case File Conversion  
CIL: Case Initiation and Locate Renewal  
CR: Change Request  
DDI: Design, Development, and Implementation Vendor (Accenture)  
DQA: Data Quality Analysis & Cleanup Project  
DMP: Delivery Management Plan (Playbook Plan)  
EBO: Environment Build Out  
ECM: Enterprise Content Management  
EER: Establishment and Enforcement Renewal  
ERS: Enterprise Reporting System  
IAC: Interagency Contract  
IAM: Identity & Access Management  
PSP: Production Support Plan (Playbook Plan)  
QMP: Quality Management Plan (Playbook Plan)  
REP: Requirements Engineering Plan (Playbook Plan)  
RMP: Release Management Plan (Playbook Plan)  
SEP: Solutions Engineering Plan (Playbook Plan)  
SEPG: Software Engineering Process Group  
TMP: Technical Management Plan (Playbook Plan)  
VCF: Virtual Case File  
VP: Verification Plan (Playbook Plan)

# TXCSES 2.0 Initiative Status Report

See back page for Acronym List

<b>Report Period:</b>	10/01/11-10/31/11		<b>Completed By:</b> Stephanie Knuth	
<b>Projects included</b>	Release .01: ECM Capture	Release .02: VCF Pilot	Release 1: CIL	Release 1: ECM
	Release 1:	Release 1: ERS	Release 1: RODEO	Release 2: EER

TXCSES 2.0 Initiative Summary Dashboard	
Schedule	
Quality	
Risks	
Issues	

Legend	
	No intervention required. Project going as planned in this area. A positive variance or a negative variance less than or equal to 5%; risk and/or issue rating of Low.
	Some oversight required. Project may be at risk in this area. A negative variance greater than 5% and less than or equal to 10%; risk rating of Moderate or Controllable, and/or an issue rating of High or Medium.
	Intervention required. Project is at risk in this area. A negative variance greater than 10%; risk rating of Severe or Significant, and/or an issue rating of Critical.

TXCSES 2.0 Initiative Summary
<p><b>Initiative Status</b></p> <ul style="list-style-type: none"> <li>Independent Verification and Validation (IV&amp;V) Initial Review conducted by the University of Texas 6/27-7/12. A draft Initial Review Report was received 8/22/11. CSD provided draft comments to this report at OCSE's request to facilitate discussions during the OCSE IV&amp;V Debrief held 9/27-28/11. The final IV&amp;V Report, including CSD's responses, was issued 10/10/11. Meetings to review the Findings and CSD's Action Plan with T2 team members are scheduled for 11/15/11 and 11/18/11.</li> <li>Schedule is "yellow" due to number of missed milestones and delay in beginning phase 1 design. Project</li> </ul>

## TXCSES 2.0 Initiative Summary

management team continues to assess impact to determine risk to the overall implementation schedule.

- Quality is "yellow" due to issues with Phase 1 requirements that will be remediated during the design process.
- Risk is "yellow" due to the number and magnitude of risks currently being monitored/mitigated.
- Issue is "yellow" due to the number and magnitude of issues currently being worked.

### Initiative Governance (Change Requests)

- The Business Services Council reviewed four change requests (CRs) on 10/6, 10/12, and 10/28. In addition, the BSC approved change request 6247 via email during the month of October. Details and disposition of the items reviewed are documented in the meeting notes embedded below:



BSCmtgnotes100611.docx



BSCmtgnotes101211.docx



BSCmtgnotes102811.docx

- The Software Engineering Process Group (SEPG) met on 10/5 and 10/9. CRs in progress were discussed, and one tailoring request was approved. Details and disposition of the items reviewed are documented in the meeting notes embedded below:



20111005 SEPG  
Governance Meeting



20111019 SEPG  
Governance Meeting

- The Architecture Review Board (ARB) met on 10/5 and 10/19 and reviewed two new CRs. Details and disposition of the items reviewed are documented in the meeting notes embedded below:



20111019 ARB  
Governance Meeting

### TXCSES Renewal Status

- Phase 1: Case Initiation/Locate (CIL)
  - This project is behind schedule
  - Dawna Aigner replaced Ann Hallam as the CIL project manager.
  - CIL is proceeding under the agreement to move ahead into design with known needed changes to the requirements; as design progresses, changes will be made to the SRS to ensure the requirements accurately reflect the solution being developed and implemented
  - Accenture and CSD agreed to a new approach for moving the CIL project forward into design, where Accenture is completing more work outside the sessions, and bringing clarifying questions to CSD. The goals of the new strategy include:
    - To provide structure to how we engage our customers to obtain their input and direction on requirements clarifications.
    - To allow for more design approach analysis up front to identify additional clarifications or missing requirements that might not be discovered until this design analysis is done.
    - To focus time spent on requirements clarifications to those areas where design cannot proceed without additional information or clarification.
    - To provide an efficient means for the vendor to obtain clarifications while freeing up CSD resources to begin focusing on change requests.
  - The CIL project management team is updating the CIL schedule based on the new strategy.
- Phase 1: Enterprise Reporting System (ERS)
  - This project is on schedule.
  - Submitted for review the ERS workplan addressing reporting requirements clarifications, architecture, environment build-out and design milestones and activities.

## TXCSES 2.0 Initiative Summary

- Analyzing ERS architecture and framework.
- Reviewed Release Design Approach.
- Conducting project team reviews of the Migration Approach for legacy reporting systems.
- Continuing reviews to clarify CIL Reporting requirements.
- Phase 1: Data Quality Analysis and Cleanup
  - This project is behind schedule.
  - Two types of cleanup are planned: automated and manual
  - Automated Cleanup:
    - This part of the project is complete
  - Manual Data Cleanup:
    - Field Ops management continues to review volume counts to better understand the volume of manual cleanup work we are asking the Field to do
    - Procedures and training for the manual cleanup effort are complete and under final review; per Field Ops management, data cleanup training for the Field will not begin until later this year
  
- Phase 2: Establishment and Enforcement Renewal (EER)
  - EER requirements development is currently behind schedule; however implementation date for EER is not currently affected.
  - EER SRS v.01 was delivered on 8/31/11. Requirements for v.02 are underway.
  - Continued work with larger state office group sessions for remaining EER requirements gathering sessions, including:
    - RODEO Phase 1 & Phase 2 Integration requirements
    - Administrative License Suspension requirements
    - Updates to Legal Assessment BPM
    - Field SMEs were brought in for discussion of Pre/Post Court Activities
  - Planning for completion of v.02 requirements gathering and submission of the revised SRS.

### Enterprise Content Management Status

- Case File Conversion
  - All scanning, document prep, and transmissions by ACS are currently stopped as we work to resolve quality issues that have surfaced in the QC process.
  - ACS is conducting their own QC in Bryan, Longview, and San Antonio 205 to identify root causes of quality issues.
  - Sam Chacon has been assigned to the project team as CFC Lead.
  - We are working with ACS to resolve issues with the Exception Queue.
  - Changes being made to the QC Tracking Tool, in order to capture more notes from the Scan Operators conducting the QC, and to add a category for multiple documents scanned together as one.
- "Capture" implementation

## TXCSES 2.0 Initiative Summary

- We resolved the performance issue that caused users to clock when they were searching for a case id. There are follow-up action items that are being worked in order to completely close the issue.
- VCF Pilot Implementation
  - A new schedule was approved by BSC and the Steering Committee. The revised go-live date is 6/15/2012
  - Design sessions continue for BPM 59 and 71
  - Upcoming presentations:
    - November 3: Office Managers plenary session at WICSEC
    - November 15: Fort Worth (905) Office Staff Meeting
    - November 16: Contract Operations All Staff Meeting
    - November 18: RA Meeting
    - November 21: Region 7 AAG Meeting
    - November 21: Woodville (509) Office Staff Meeting
    - November 29: Region 5 AAG Meeting
- RODEO
  - This project is on schedule
  - Detailed design for RODEO is not scheduled to begin until early 2012
  - Letters were modified by General Counsel; final approval is pending
  - Ongoing tasks: Reviewing and making wording changes to fragments as they were identified by the Content Review team in 05-09; RODEO team working together to identify the changes to the fragment text, clean-up the merge fields, identify the data and it's source for each fragment (this will help identify any gaps in edit fields), and create the fragment rules; fragments and fragment rules are being entered into RequisitePro. The team has begun mapping fragments to documents and creating the form rules that define when fragments will appear in a generated form.
  - EER/RODEO Phase I and Phase II integration sessions were held to align the form generation requirements with the EER requirements

### T2 Infrastructure Status

- Turned over to Accenture the VCF Pilot pre-development environment
- Completing the VCF Pilot product installs in the System Test environment to hand off to Deloitte for verification
- Planned the upgrade migration and fix branch path for the Captiva 6.0 to Captiva 6.5 early Production release
- Creating installation worksheets for the Phase 1 environments
- Provided user access to the CSD and Accenture staff for DB2

### T2 Architecture Status

- Work Planning, Monitoring & Management
  - Planning – completed revised version of the Tech Arch work plan including Security Architecture updates to incorporate security capability to BPM mapping.
  - BPM v7.5 – Request approved by ARB 10/5/11. Co-existence issues related to Process Server DB2 as well as the Documentum Metadata DB2 server to be verified.
  - RDA – Submitted third revision of deliverable in CQ 10/26/2011 with all the supplemental specs mappings and document updates. Comments from third submission awaited.
  - T1 Migration Assessment – Submitted third revision in CQ 10/14/2011. Deliverable accepted and signed off.
- T1 Integration
  - Technical Proof of Concept (TPOC) Scenario 1: Prototyped scenario 1, basic T1 Integration using EntireX broker, and reviewed with the CSD technical team.
  - TPOC Scenario 2: Prototyped scenario 2, Integration with Rational HATS, and reviewed with CSD team. TPOC overall level of effort being assessed and documented.

## TXCSES 2.0 Initiative Summary

- Auditing: Continued design and reviews for the Audit module. Design approaches for record locking and transaction cross-referencing between T1 and T2 currently underway.
- Exception Handling: Developed Exception Handling code on Developer workstations using SI Bus in the absence of an MQ installation. Integrated this with the TPOC Scenario 1 prototype.
- ECM Integration with T1: Installed EntireX 8.2 and WAS 7.0 on team workstations. Developed prototype code for a new T1 module and wsdl for ECM to communicate with T1. End to end connectivity using developer workstations was successful. A new prototype DAO being developed to verify ACI based communication.
- ECM Integration with T1: Summary document for approaches and recommendations for ECM T1 Integration in progress.
- Batch Architecture
  - Completed Batch Services prototyping and design approach documentation for the following batch capabilities:
    - Batch Job
    - Batch Input, Output
    - Batch Controller
    - Batch monitoring
    - Batch Partitioning
    - Batch Job Script
    - Batch Restart / Recovery
  - Batch Scheduler work in progress. Meeting with IBM planned to discuss TWS integration with Compute Grid.
  - Accenture App Dev reviews planned for reviewing Batch Services deliverables.
- Presentation Tier Architecture
  - Theme & Skin Development Approach – Themes and skins approach in review with CSD.
  - Form Validation Approach – Design approach and JSF prototype completed and reviewed with CSD technical team. Exception Handling Framework Approach – Design in progress
- Services Architecture
  - Human Task Management Approach – Completed prototyping and design approach documentation. Reviewed with CSD technical team.
  - Process Server Integration with Portal – Issues related to fix packs being researched. Configuration not complete as yet.

### T2 Transition Management Status

- Transition Management
  - The Transition Management team, plus Pat Cenedo (Communications Lead for VCF) meets monthly to discuss Mentoring, Workforce Planning, Training and Communications projects.
- Mentoring & Transition
  - Met with Mentees for 3<sup>rd</sup> time to discuss and implement feedback. Meetings scheduled through December.
  - Approved additional changes to BPA and Tester IDPs
  - Held separate kickoff for new BPAs (Brian Loftus and Tena Ball).
  - Based on management and mentee feedback, rolled out “3-prong” revised approach to provide greater structure for DDI Mentoring, including 1) Better defined goals, 2) Pre-requisite training,

## TXCSES 2.0 Initiative Summary

- and 3) Regularly scheduled mentor-mentee check-in meetings.
- Set up separate Designer/Developer, Tester and BPA meetings in November for more focused feedback.
- Architecture (Phase I) M&T kickoff meeting tentatively scheduled for 12/6/2011.
- Conducted first round of week-long EMC training (Documentum/Captiva) for Designers/Developers. Second round scheduled for last week in November.
- Deliverable Expectations Document (DED) review for M&T scheduled for 11/8/2011.
- Continued to review courses; Mentee Course Status:
  - 7 – Approved (MindLeaders)
  - 35 – Under Evaluation (25 EMC, 10 Barbara contacting vendors)
- Workforce Planning
  - Continued work on the Field Workforce Planning document, including location specific and non-location specific tasks for CSD Techs and CSOs.
  - Kerby is validating the Time-Motion (T-M) study the ECM team did in 2010 that in turn will describe the work balancing needs in the Workforce Planning Document.
- Communications
  - Developed and Dalia Perez delivered T2 Statewide Managers Meeting presentation materials.
  - Developed and delivered VCF delay communications materials (email to managers and Common Ground), including revised schedule graphics for both CFC and Pilot on T2 website.
  - Scheduled development meetings for November Plug In (VCF) that was delayed from September.
- Training
  - Playbook Training
    - During the month of October, training sessions were held for CSD and Accenture project team members on the Playbook Overview, Delivery Management Plan, Release Management Plan, Quality Management Plan, and Requirements Engineering Plan.
    - Sessions scheduled for November include the Software Engineering Plan, Artifact Management Plan, Technology Management Plan, and the Verification Plan.
    - Training is expected to move from State Office room 112 to SouthCliff 2019 on or about 11/11/2011.
  - Capture Training
    - On site support for Capture scan operators is on hold until scanning resumes.
    - If Capture training is delayed more than six weeks, Cindy Wood with Accenture will need to transition to VCF module development and Capture on-site support will need to be supplemented by CSD trainers.
    - IndexPlus video vignette completed and is being reviewed by Field Operations, which will join the Capture video on the T2 website as an on-demand resource.
    - Planning for possible upgrade to Capture prior to Pilot; if necessary, a global training class will be held via webinar to all Capture users on the differences in the software
  - VCF Training
    - CSD approved VCF Solution Training Plan v\_1.0
    - Materials development on VCF Training modules has begun with regular check-in meetings with Field Operations and T2 / VCF management as is progresses
  - DDI made an offer to training materials developer.
- BPA Mentoring
  - CSD BPA group was approved by T2 management and will be lead by Mitch Hays with an 11/4 scheduled kickoff.



<b>Schedule Variance (Time) *Coming Soon*</b>			
<b>Difference in # Days</b>	<b>Planned</b>	<b>Actual</b>	<b>Explanation</b>
<Identify the degree to which the Initiative is on schedule; identify +/- number of days ; include SPI>	<Original scheduled progress activity date>	<Actual progress activity date>	<Reason that date was revised>

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
<b>Initiative Level Milestones &amp; Deliverables</b>				
3893: Milestone: IJDs Posted for External Hiring (CSD)	11/19/10		Complete	3/15/11
3894: Milestone: T2 Website Staged for Review (CAV)	11/24/10	5/10/11	Complete	5/10/11
3896: T2 Website Relaunch	1/4/11	6/1/11	Complete	6/6/11
2904: Complete QMP Mentoring Sessions (CAV)	1/13/11		Complete	1/21/11
T2 Playbook Training to CSD Begins (CAV)	1/19/11		Complete	1/19/11
3847: Send draft UT IV&V IAC to OCSE for Review (CSD)	2/16/11		Complete	2/28/11
3878: BPA Mentoring – Mid-Point Assessment Survey Distributed (CAV)	2/16/11		Complete	2/18/11
5083: Perform Quarterly Initiative Communication Planning (CAV/CSD/DDI)	2/24/11		Complete	2/24/11
T2 Playbook Training to DDI Complete (CAV)	2/22/11		Complete	2/22/11
950: T2 Deliverable: Submit Existing Contracts Assessment (CAV)	3/17/11	4/22/11	Complete	4/22/11
1194: T2 Deliverable: Submit Architecture Acceptance (DDI/CSD)	3/28/11		Complete	3/28/11
1481: T2 Deliverable: SRS Acceptance (DDI/CSD)	3/28/11	4/29/11	Complete	5/26/11
3881: DDI Knowledge Transfer Complete	3/31/11	4/29/11	Complete	5/20/11
1252: T2 Deliverable: Submit Mentoring & Transition Plan (DDI)	4/27/11	4/15/11	Complete	4/15/11

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3848: Execute IAC with UT (CSD)	5/3/11		Complete	5/25/11
1557: T2 Deliverable: Submit T1 Application Migration Assessment (DDI)	7/11/11		Complete	7/8/11
4678: T2 Milestone: Submit Mobile App Impact Analysis v0.01	11/30/11			
4684: T2 Milestone: Mobile App Impact Analysis Approved by Delivery Assurance Team	2/21/12			
1176: T2 Deliverable: Submit Phase 1 Mentoring (1) v0.01 (DDI)	3/1/12			
4205: T2-ARCH Milestone: T1 Integration Architecture Design & Phase 1 POC Complete (DDI)	4/30/12			
1933: T2 Milestone: Phase 1 Mentoring (1) Approved by Delivery Assurance Team (DDI)	5/2/12			
4690: T2 Milestone: Mobile App JAD Activities Complete (CAV)	5/31/12			
4694: T2 Milestone: Submit Mobile App Change Request to BSC (CAV)	7/9/12			
4696: T2 Milestone Mobile App Change Request Executed (CAV)	8/6/12			
4204: T2-ARCH Milestone: ECM/T1 Integration Architecture Design Complete (DDI)	8/31/12			
<b>ECM Capture Milestones &amp; Deliverables</b>				
2388: Work Product: Submit v01 Capture Solution Specification (Design) (DDI)	12/10/10		Complete	12/10/10
3925: Milestone: Submit v1_01 Capture Design Revision (DDI)	2/22/11		Complete	2/22/11
2370: Milestone: Capture Procedures Approved (DDI)	12/15/10	1/31/10	Complete	2/10/10

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
2407: Milestone: Submit v01 Capture Training Plan (DDI)	1/14/11		Complete	1/14/11
2394: Milestone: Capture Development Complete (DDI)	2/4/11		Complete	2/4/11
3940: Milestone: Capture Development Complete for Revised Design (DDI)	3/4/11		Complete	3/4/11
3742: Milestone: Submit v01 Capture Training Materials (DDI)	2/14/11	3/25/11	Complete	3/25/11
3833: Milestone: Capture Environment Set-Up Complete (scanners/scan stations) (CSD)	3/1/11	3/25/11	Complete	5/22/11
2124: Milestone: Capture Testing Complete (DDI)	3/4/11	3/25/11	Complete	3/25/11
2128: Milestone: Capture Deployed (DDI)	3/18/11	4/28/11	Complete	5/6/11
<b>ECM—VCF Milestones &amp; Deliverables</b>				
2140: Submit v01 Solution Specification (Design) (DDI)	4/1/11	1/18/12	Change request approved for date change	
2169: Milestone: VCF System Testing Complete (DDI)	7/15/11	5/3/12	Change request approved for date change	
3548: Milestone: VCF Acceptance Testing Complete (DDI)	8/19/11	5/21/12	Change request approved for date change	
2208: Milestone: VCF Solution Deployed for Pilot (DDI)	8/26/11	6/18/12	Change request approved for date change	
<b>ECM—CFC Milestones &amp; Deliverables</b>				
673: Milestone: CFC Vendor Contract Awarded (CSD)	1/21/11		Complete	2/11/11
866: Milestone: Project Closure Report Approved	8/16/12			
<b>CIL/Phase 1 Milestones &amp; Deliverables</b>				
1493: Deliverable: Submit v01 Solution Specification Package 1 (DDI)	6/23/11		Complete	8/31/11
1368: PH1-Work Product: Submit Data Conversion Plan v0.01 (DDI)	1/27/12			
1374: PH1-Milestone: Data Conversion Plan Approved by Delivery Assurance	3/16/12			

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
Team (DDI)				
1340: PH1-Deliverable: Submit Data Conversion Requirements v0.01 (DDI)	6/1/12			
1346: PH1-Milestone: Data Conversion Requirements Approved by Delivery Assurance Team (DDI)	7/11/12			
1502: PH1-Deliverable: Submit Solution Specification Package 2 v0.01 (DDI)	8/1/12			
1303: PH1-Deliverable: Submit Phase 1 Solution Training Plan v0.01 (DDI)	8/6/12			
<b>DQA Milestones &amp; Deliverables</b>				
769: T1 Priority 1 Automated Cleanup Implemented (CSD)	6/17/11	4/28/11	Complete	4/28/11
3883: DQA Data Governance Committee Operational	1/28/11	5/31/11	Complete	5/31/11
3885: Data Quality Committee Charter Approved	1/28/11	5/31/11	Complete	5/31/11
2337: Milestone: Manual Data Cleanup Training Completed (CSD)	3/22/11	9/30/11	Per Field Ops management, training will not begin until later this year.	
3890: Work Product (Governance): Data Integrity Rules for Key CIL Entities Submitted (CSD)	11/30/11			
4552: Milestone: Data Monitoring Strategy Finalized (CSD)	2/13/12			
<b>ERS Milestones &amp; Deliverables</b>				
404: Deliverable: Submit Solution Specification (design) v01 (DDI)	3/23/12			
410: Milestone: Solution Specification v1.0 Approved by Delivery Assurance Team (DDI)	6/8/12			
<b>IAM Milestones &amp; Deliverables</b>				
2100: Milestone: Authoritative Source and Self-Registration Findings Complete	1/13/11	3/11/11	Complete	3/11/11

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3662: Milestone: Enterprise Role Repository Setup Completed (CAV)	1/24/11	4/29/11	Complete	4/29/11
3661: Milestone: Role Refinement (RBAC) Complete (CAV)	1/27/11	3/3/11	Complete	3/3/11
3659: Milestone: SailPoint Identity IQ Setup Complete (CAV)	3/11/11		Complete	3/25/11

3511: Milestone: Required Applications Migration Prep & Planning Completed	1/13/12			
3519: T2 Applications Migration Prep & Planning Completed	2/24/12			
1833: Deliverable: Submit Solution Specification (Design) v01 (DDI)	6/1/12			
1839: Milestone: Solution Specification v1.0 Approved by Delivery Assurance Team (DDI)	8/17/12			
1843: Milestone: Development Complete (DDI)	8/24/12			

<b>T2I Milestones &amp; Deliverables</b>				
1006: Milestone: Capture System Test EBO Complete (CAV/CSD/TfT)	1/24/11	2/2/11	Complete	2/3/11
3353: Milestone: Capture Training EBO Complete (CAV/CSD/TfT)	2/25/11		Complete	2/11/11
3472: Milestone: Submit 1 <sup>st</sup> v01 EBO Deliverable (CAV)	3/22/11		Complete	2/4/11
981: Milestone: Pre-Dev EBO Complete (CAV/CSD/TfT)	3/3/11		Change request pending.	
3382: Milestone: Capture EBO Complete (CAV/CSD/TfT)	3/4/11		Complete	3/9/11
3534: Milestone: VCF Staging EBO Complete (CAV/CSD/TfT)	5/23/11		Complete	8/11/11
3530: Milestone: VCF System Test EBO Complete	5/23/11		Complete	7/7/11

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
4593: T2I-Milestone: VCF Pilot Development Environment Build-Out Complete (CAV/CSD/TfT)	11/10/11			
4601: T2I-Milestone: VCF Pilot System Test Environment Build-Out Complete (CAV/CSD/TfT)	12/8/11			
3679: T2I -Milestone: VCF UAT EBO Complete (CAV/CSD/TfT)	7/5/11	1/19/12	Change request pending	
4637: T2I-Milestone: Phase 1 Pre-Dev Environment Build-Out Complete (CAV/CSD/TfT)	2/17/12			
3535: T2I-Milestone: VCF Pilot Production Environment Build-Out Complete (CAV/CSD/TfT)	3/16/12			
3533 VCF Training EBO Complete (CAV/CSD/TfT)	6/17/11	4/9/12	Change request pending	
4622: T2I-Milestone: VCF Pilot Stage Environment Build-Out Complete (CAV/CSD/TfT)	4/9/12			
3387: VCF Pilot EBO Complete (CAV/CSD/TfT)	8/12/11	4/9/12	Change request pending	
3480: Milestone: Submit 2 <sup>nd</sup> v01 EBO Deliverable (CAV)	8/17/11		Complete	7/1/11
4646: T2I-Milestone: Phase 1 Development Environment Build-Out Complete (CAV/CSD/TfT)	4/25/12			
3414: T2I-Milestone: Phase 1 System Test Environment Build-Out Complete (CAV/CSD/TfT)	5/24/12			
3421: T2I-Milestone: Phase 1 UAT Environment Build-Out Complete (CAV/CSD/TfT)	6/20/12			
3435: T2I-Milestone: Phase 1 Training Environment Build-Out Complete (CAV/CSD/TfT)	7/18/12			
<b>EER Milestones &amp; Deliverables</b>				
3593: Submit v01 EER SRS (CAV)	6/24/11	8/12/11	Complete	8/30/11

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
939: Submit v01 EER Acceptance Criteria (CAV)	7/1/11	8/24/11	Complete	8/30/11
250: Deliverable: Submit v02 EER SRS (CAV)	9/26/11		This deliverable is tracking late	
941: Milestone: EER Acceptance Criteria v1.0 Accepted	10/6/11		This milestone is tracking late	
4674: Milestone: County Invoicing JAD Activities Complete	2/17/12		This milestone is at risk given the delay in finalizing EER requirements	
254: Milestone: EER Requirements Completed	2/21/12		This milestone is at risk given the delay in finalizing EER requirements	
4479: Milestone: Submit County Invoicing Change Request to BSC	4/2/12		This milestone is at risk given the delay in finalizing EER requirements	
4483: Milestone: County Invoicing Change Request Executed	4/30/12		This milestone is at risk given the delay in finalizing EER requirements	

<b>Quality Management</b>			
N/A until VCF Pilot Testing Begins			

<b>Risks (Severe/Significant)</b>				
<b>Project</b>	<b>Risk ID</b>	<b>Risk Description</b>	<b>Risk Rating</b>	<b>Risk Response Plan</b>
CFC	5164	ACS is having contract issues with EMC. If responsiveness remains low, then ACS ability to meet CFC contractual obligations in a timely manner with quality service may be adversely impacted.	Severe	ACS to escalate issues to EMC upper management and report back to CSD.
CIL	5096	If the team cannot clarify the CIL requirements within the time frame allotted in the project schedule, the design and implementation time frames may be delayed.	Significant	Have BPAs be accountable for bringing up identified additional requirements in each BPMs Design Approach session. BPAs will be the point person for bringing in additional SMEs for each subject, as needed. By the end of design, we will have agreed on the design and BPAs will modify the requirements to match the agreed upon design. We are exploring strategies to add additional resources to the requirements clarification and revision effort.
CIL	6336	When T1 EST, ENF, and FIN screens are covered with a web front end the current macros will be	Significant	(1) Investigate giving access to Entire Connection to a few people in the field to run macros ONLY, not do Legal or FIN

<b>Risks (Severe/Significant)</b>				
<b>Project</b>	<b>Risk ID</b>	<b>Risk Description</b>	<b>Risk Rating</b>	<b>Risk Response Plan</b>
		inoperable.		work on. (2) See if there is a tool that will allow us to create macros in the webified environment
EST/ENF	5419	Limited resources are available to participate in multiple, concurrent EST and ENF and other work thread activities, resulting in meeting conflicts, review and approval delays.	Significant	Activities will be scheduled in a manner which allows the right level of participation and review schedules will be published well in advance and include sufficient time for thorough review.
EST/ENF	5424	The long-running nature of certain Establishment and Enforcement activities will result in these activities starting in TXCSES and continuing in TXCSES 2.0, which presents a conversion risk.	Significant	Incorporate these elements in the conversion plan, specifically monitoring of court dockets, legal actions, and legal history.
EST/ENF	5425	Field users have not been involved in state office workgroup activities so end user needs may not be addressed and incompletely documented requirements may be included in the SRS.	Significant	To keep Field users up to date on recent requirements and to allow them to provide input, a series of webinars will be used to communicate changes and provide input.
EST/ENF	5426	Missing scheduled JAD Reviews may lead to user needs not being addressed and SRS being incomplete.	Significant	Provide additional time to review the SRS document. Original schedule called for a one week team review.
EST/ENF	5437	If key decision makers, inc. the Prtf Mgr and Field Ops Asst Dpty Mgrs, are not available for sessions, then requirements may not meet exec vision or may be delayed due to unplanned review and rework.	Significant	Field Ops Assistant managers will discuss any key decisions with BPOs on project. Portfolio manager will be consulted ahead of time for vision.
T2 Initiative	4946	If staff do not have enough information about the Initiative, or are not on board with the vision, it may impact the success of the Initiative.	Significant	Create a comprehensive change management approach to address issues from every stakeholder perspective.
T2 Initiative	4958	If the technology base for the T2 system is not developed using tools and technologies that are supportable for the life of the new system, the technology may become obsolete in the future.	Significant	A number of strategies are being employed to mitigate the risk of technology obsolescence. The T2I project is managing all tool selection for the T2 system to ensure integration and interoperability requirements are met. Through the initial RFI and subsequent tool evaluations, we continue to assess not just functional and technical fit, but sustainability, flexibility and adaptability of technology options.
T2 Initiative	4960	CSD is funding the T2 projects using existing budget - not via special appropriation. If future est funds are unavailable or approvals are not obtained, timely completion of projects will be at risk.	Significant	(1) To ensure alignment of funding priorities across CSD, T2 Initiative Steering Committee has representation from all CSD Deputy Areas, and is chaired by the Deputy Attorney General for Child Support.  (2) T2 Management works closely with



<b>Risks (Severe/Significant)</b>				
<b>Project</b>	<b>Risk ID</b>	<b>Risk Description</b>	<b>Risk Rating</b>	<b>Risk Response Plan</b>
				Budget, Planning, and executive management to communicate project cost projections in advance of budgeting cycles so that risks of budget shortfalls can be addressed or contingencies agreed to.
T2 Initiative	4961	CSD has limited resources with the skills to develop and implement solutions using new technologies. If CSD is unable to develop or staff the required skills, TXCSES 2.0 maintenance will suffer.	Significant	<p>(1) CSD will utilize vendor resources skilled in the technology and business solutions to augment CSD staff.</p> <p>(2) Vendor resources will also have responsibility for coaching and mentoring CSD staff into new roles, and performing knowledge transfer at key milestones to ensure CSD is prepared to transition to full support of the new solutions.</p> <p>(3) Ongoing work force planning in place to identify future skill needs, define new roles, assess current capabilities, and develop sourcing strategies to train and transition staff, acquire staff with needed skills, and outsource job duties.</p>
T2 Initiative	4964	Mandated federal changes, legislative changes or continued changes to T1 may result in an increased scope, schedule, and budget as well as have an impact on resource availability.	Significant	Constant monitoring will be employed to understand Federal or Legislative changes. Specific examples include monitoring impacts of recent Federal Health Care legislation and impact to medical support. Changes that are required for T2 will go through the Change Control process.
T2 Initiative	4966	Timing of changes to external interfaces (e.g., SAVERR and TIERS) could adversely impact the schedule.	Significant	<p>(1) Constant monitoring will be employed along with engaging key external exchange partners to communicate T2 plans and schedule, and understand plans and schedules on their side that may have impacts to us.</p> <p>(2) A work group has been formed between the T2 CIL team and HHSC team responsible for TIERS implementation.</p>
T2 Initiative	4967	The phased approach for T2 requires integration between the T1 and T2 databases. If the Technical Solution does not account for inherent risks (see notes), there will be an impact to the end users.	Significant	<p>There are three potential (related and inherent) risks in the Phase Implementation Approach</p> <ul style="list-style-type: none"> <li>(1) Latency in Business Transactions</li> <li>(2) Additional IO Required</li> <li>(3) Required Changes to T1</li> </ul> <p>The general response strategy is that T2 will employ the following tools: prototyping, ensuring design for this portion of the solution is front-loaded if possible in the design schedule; selection of technology (ETL tool). A detailed Risk Response Plan will be issued to address each inherent risk separately but in a consolidated manner.</p>

<b>Risks (Severe/Significant)</b>				
<b>Project</b>	<b>Risk ID</b>	<b>Risk Description</b>	<b>Risk Rating</b>	<b>Risk Response Plan</b>
				Initial Work In Progress - See notes for Details.
T2 Initiative	5018	If synchronization of T1 and T2 data contains errors, reports that pull from both sets of data may become invalid. Invalid reports can negatively impact operations as well as federal funding.	Significant	Pull strictly from the system of record for that data. Inform users of where discrepancy lies.
T2 Initiative	5201	Delays in installation of solution hardware and software could impact start of design and affect the timeline for project implementation.	Significant	(1) Working closely with Tft and CSD staff liaisons to expedite tool selection and submit tickets timely with all the information needed to proceed.  (2) Securing dedicated team of Tft resources to support project needs.  (3) Escalation of delay/schedule issues through weekly T2I updates.
T2 Initiative	5202	If we cannot work with Tft to improve the deployment time frames, or give Accenture the ability to deploy in the non-prod environments, the T2 project schedule will be delayed.	Significant	Escalated to IT Deputy Director on 3/23 for assistance. She is devising a strategy to engage DIR and Tft in discussions. Until that is successful, we will streamline the deployment as much as possible, engage the TMP Plan Owner to help facilitate, escalate to Tft PM quickly and in writing when we encounter delays, and continuously communicate priority to Tft.
T2 Initiative	6242	If timely access is not granted to users in the development and pre-development environments, project tasks may not be able to start or schedule may slip.	Significant	Escalate to Initiative Deputy Manager, Workforce Planning Lead (IT), and the Steering Committee. WFPL will incorporate into long-term process. Short-term - CSD should request IDs as early as possible (as soon as a resource is known)
VCF	5214	If we deploy code that impacts VB script modules required to access the Documentum DB2 database for Capture then we increase the complexity of config mgt as well as the risk of code defects.	Significant	See Risk Response Plan-VB Code
VCF	5215	If workflows introduced with VCF Pilot are not managed or resources are not available to complete the work required (prep, batch, index) then mail may not be processed and worked in a timely manner	Significant	(1) Conduct TM Study now that ECM system is available. Review level of knowledge required to perform scanning duties (scanning vs indexing)  (2) Work with region program specialists to understand processes better  (3) Identification of roles
VCF	6435	The completion of VCF project work will be delayed if the REP Process Improvement workgroup continues in its current state requiring a	Significant	Push the REP Process improvement group to a recommendation and/or reduce the group size to lessen the impact to the project work.

**Risks (Severe/Significant)**

Project	Risk ID	Risk Description	Risk Rating	Risk Response Plan
		significant amount of time dedication from project resources. Note:		

**Issues (Critical/High)**

Project	Project	Project	Project	Project	Project
CFC	5185	ACS knowledge of ECM software appears to be rather shallow. A lack of deep knowledge leads to technical issues not being addressed in a timely manner.	High	Hayley Hall	ACS engaging EMC to address
CFC	5187	Field staff have identified wrong office code applied to thousands of documents, and duplicate images within case files	High	Hayley Hall	Need to conduct analysis to understand the scope of these issues, and identify a resolution plan.
CFC	6176	OAG is concerned with quality. Initial reports from the QC process indicate that there are missing documents, duplicates, etc.	High	Hayley Hall	Not yet identified – In Progress
CFC	6438	Not all documents indexed by the OAG Exception Queue staff are being correctly processed by ACS.	High	Hayley Hall	Not yet identified – In Progress
CIL	5008	Not all of the Employer Repository requirements are included in the CIL SRS. Need to determine what is in scope, what is not, and why.	High	Ruben Barbosa	Waiting for the outcome of the T1 application migration assessment.
CIL	5925	The CIL SRS has missing requirements.	High	Ruben Barbosa	CIL project team will work with Accenture staff, at the beginning of the design approach for each BPM in the CIL SRS, to walk through the current BPM diagrams, Activity flows and requirements, making note of the changes that will be needed to fill the gap of the missing. The written documentation that notes the changes needed to be made by the CIL BPAs in the SRS will also be used by the Accenture designers moving forward into actual design of each BPM.
Infrastructure	6333	Using dedicated TtT team members to troubleshoot or work on production issues causes delays to installation of the remaining product	High	Diana Young	Work with TtT on a Transition Plan to turnover to Steady State.

Issues (Critical/High)					
Project	Project	Project	Project	Project	Project
		installations needed by Pilot.			

T2 Initiative	4992	There appears to be a discrepancy in the level of detail of the forms requirements across projects.	High	Stephanie Knuth	Stephanie conducted meetings with T2 PM stakeholders to discuss the issues and create recommendations for addressing. Currently circulating the recommendations with other stakeholders within the agency prior to presentation to the Steering Committee.
T2 Initiative	5003	We need to determine at what point we will migrate the T1 portal applications into the T2 environment.	High	Jennifer Wang	Included requirements in the DDI RFP for the vendor to do a T1 Application Migration Assessment. IT would like us to migrate the T1 portal applications with CIL. Need to do cost benefit analysis.
T2 Initiative	5013	We need to more clearly define the communication avenues, escalation path, and roles and responsibilities with Tft.	High	Nancy Yelle	Work with IT to define. Communicate to teams as appropriate/applicable.
T2 Initiative	5014	There is role ambiguity between Accenture, Tft, Deloitte and CSD. It needs to be resolved for the teams to function	High	Nancy Yelle	Deloitte is facilitating an exercise to document roles and responsibilities from the contract, and then will work with CSD to refine and communicate to stakeholders.

Issues (Critical/High)					
Project	Project	Project	Project	Project	Project
T2 Initiative	5015	We have encountered several obstacles in finalizing the Phase 1 Work Plan with Accenture. The overall implementation date is set, we are just working through a number of details.	High	Stephanie Knuth	Schedule a series of work sessions with Accenture and CSD until agreement is reached.
T2 Initiative	5016	We continue to have issues with obtaining the proper access and authority to pre-production environments for our users due to backlog and process issues with Tft.	High	Stephanie Knuth	Issue has been escalated to Initiative Deputy Manager, Workforce Planning Lead (IT), and the Steering Committee. A short-term fix will be the priority; however, WFPL will incorporate into long-term process to prevent reoccurrence.
VCF	5236	Determining bandwidth needs for offices once ECM is implemented has been challenging. We can provide estimates, but the real test will come with VCF implementation when users are on the system.	High	Teresa Salas	Even though initial estimates were accounted for via the NMS project, tests were not conducted since ECM was not in place. We will need to conduct performance test for VCF pilot and watch this closely as more staff begin using the system. (Also need to consider server-memory, CPU, and configuration on the network etc)
VCF	5951	Users have experienced multiple and repeated performance issues in production with (1) scanning time and (2) accessing scanned images.	Critical	Teresa Salas	DDI and CSD (with support from CAV and Tft, as needed) will meet daily until field issues are resolved. Approach will be to (1) identify ways to immediately and proactively offer relief to field staff experiencing the performance issues and (2) identify and address the root cause of the issue(s). See Issue Resolution Plan - Capture Production Performance for Key Activities, Summary of Meeting Discussions and Supporting Issue Documentation.

### Next Steps

Continue case file conversion (scanning)  
 Continue design activities for VCF Pilot  
 Continue design activities for CIL  
 Continue work on EER SRS  
 Finalize work plan for Phase 1





**Acronyms**




AMP: Artifact Management Plan (Playbook Plan)  
ARB: Architecture Review Board  
BPM: Business Process Model  
BSC: Business Services Council  
CAV: Continuity Assurance Vendor (Deloitte)  
CCD: Change Control Document (T1)  
CFC: Case File Conversion  
CIL: Case Initiation and Locate Renewal  
CR: Change Request  
DDI: Design, Development, and Implementation Vendor (Accenture)  
DQA: Data Quality Analysis & Cleanup Project  
DMP: Delivery Management Plan (Playbook Plan)  
EBO: Environment Build Out  
ECM: Enterprise Content Management  
EER: Establishment and Enforcement Renewal  
ERS: Enterprise Reporting System  
IAC: Interagency Contract  
IAM: Identity & Access Management  
PSP: Production Support Plan (Playbook Plan)  
QMP: Quality Management Plan (Playbook Plan)  
REP: Requirements Engineering Plan (Playbook Plan)  
RMP: Release Management Plan (Playbook Plan)  
SEP: Solutions Engineering Plan (Playbook Plan)  
SEPG: Software Engineering Process Group  
TMP: Technical Management Plan (Playbook Plan)  
VCF: Virtual Case File  
VP: Verification Plan (Playbook Plan)

# TXCSES 2.0 Initiative Status Report

See back page for Acronym List

<b>Report Period:</b>	09/01/11-09/30/11		<b>Completed By:</b> Stephanie Knuth	
<b>Projects included</b>	Release .01: ECM Capture	Release .02: VCF Pilot	Release 1: CIL	Release 1: ECM
	Release 1:	Release 1: ERS	Release 1: RODEO	Release 2: EER

TXCSES 2.0 Initiative Summary Dashboard	
Schedule	
Quality	
Risks	
Issues	

Legend	
	No intervention required. Project going as planned in this area. A positive variance or a negative variance less than or equal to 5%; risk and/or issue rating of Low.
	Some oversight required. Project may be at risk in this area. A negative variance greater than 5% and less than or equal to 10%; risk rating of Moderate or Controllable, and/or an issue rating of High or Medium.
	Intervention required. Project is at risk in this area. A negative variance greater than 10%; risk rating of Severe or Significant, and/or an issue rating of Critical.

TXCSES 2.0 Initiative Summary
<p><b>Initiative Status</b></p> <ul style="list-style-type: none"> <li>Independent Verification and Validation (IV&amp;V) Initial Review conducted by the University of Texas 6/27-7/12. A draft Initial Review Report was received 8/22/11. CSD provided draft comments to this report at OCSE's request to facilitate discussions during the OCSE IV&amp;V Debrief held 9/27-28/11. The final IV&amp;V Report was delivered 9/28/11. CSD's final comments to this version are due 10/7/11.</li> <li>Schedule is "yellow" due to number of missed milestones and delay in beginning phase 1 design. Project management team continues to assess impact to determine risk to the overall implementation schedule.</li> </ul>

## TXCSES 2.0 Initiative Summary

- Quality is "yellow" due to issues with Phase 1 requirements that will be remediated during the design process.
- Risk is "yellow" due to the number and magnitude of risks currently being monitored/mitigated.
- Issue is "yellow" due to the number and magnitude of issues currently being worked.

### Initiative Governance (Change Requests)

- The Business Services Council reviewed three change requests (CRs) on 9/14. *Note: 9/28 meeting canceled due to IV&V Debrief.* Details and disposition of the items reviewed are documented in the meeting notes embedded below:



BSCmtgnotes091411.docx

- The Software Engineering Process Group (SEPG) reviewed four tailoring requests on 9/7 and 9/21. Additionally, a special session was held 9/1 on requirements versioning. Details and disposition of the items reviewed are documented in the meeting notes embedded below:



20110907 SEPG



20110921 SEPG



SEPG REQ VERS mtg

Governance Meeting Governance Meeting NOTES20110901.RTF

- The Architecture Review Board (ARB) reviewed three CRs on 9/21. *Note: 9/7 meeting canceled due to Bastrop fires.* Details and disposition of the items reviewed are documented in the meeting notes embedded below:



20110921ARB  
Governance Meeting

### TXCSES Renewal Status

- Phase 1: Case Initiation/Locate (CIL)
  - This project is behind schedule
  - CIL is proceeding under the agreement to move ahead into design with known needed changes to the requirements; As design progresses, changes will be made to the SRS to ensure the requirements accurately reflect the solution being developed and implemented
  - Completed the HHSC CCD equivalent for the changes needed in the TIERS system for integration with T2
  - Completed change request for changes made to a Supplemental Specification requirements
  - Completed change request for the new Business Process Model (BPM) for CIL AMC Forms
  - BPM Design Approach sessions began on 9/21/11; moving ahead through Case Intake BPMs and Receive and Process Locate BPM
- Phase 1: Enterprise Reporting System (ERS)
  - This project is on schedule
  - Conducted analysis and provided comments during T2 review sessions on the Release Design Approach deliverable
  - Conducted several ERS SRS review sessions with state office and field staff SMEs in preparation for Design phase; prioritizing requirements clarifications identified during reviews that will be included in the ERS workplan for analysis during October and November 2011; efforts underway to complete high level ERS workplan for Release 1 schedule; submitted SAS Reports Presentation Approach document for CSD Architecture team review
  - Provided input to ECM project regarding feasibility of reusing ERS's existing BPM framework for defining ECM reporting needs



## TXCSES 2.0 Initiative Summary

- Issue regarding SAS 9.2 versus 9.3 installs raised to the ARB; awaiting response from SAS on their support plan; continued involvement in EBO meetings and follow-up
- Phase 1: Data Quality Analysis and Cleanup
  - This project is on schedule
  - Two types of cleanup are planned: automated and manual
  - Automated Cleanup:
    - This part of the project is complete
  - Manual Data Cleanup:
    - Field Ops management continues to review volume counts to better understand the volume of manual cleanup work we are asking the Field to do
    - Procedures and training for the manual cleanup effort are complete and under final review; per Field Ops management, data cleanup training for the Field will not begin until later this year
    - Communicated Data clean-up scenarios that were not accepted into the 'Manual Data Clean-up' to Accenture's Data Conversion team
  
- Phase 2: Establishment and Enforcement Renewal (EER)
  - This project is currently behind schedule.
  - EER SRS v.01 was delivered on 8/31/11 while v.02 is currently scheduled for 11/23/11 completion.
  - Continued work with larger state office group sessions for remaining EER requirements gathering sessions, including:
    - RODEO Phase 1 Integration requirements
    - AMC Forms
    - Updates to Use Case 12 – Manually Initiating Legal Actions

### Enterprise Content Management Status

- Case File Conversion
  - Completed Case File Conversion in regions 1, 2, and 8. Scanning underway in regions 3, 5, and 7. Beginning Region 9 on October 24.
  - CSD continues to work the Exception Queue; however, volumes remain high. Working with ACS on strategies to reduce it with automation.
  - QC in the field has begun, with Scan Operators comparing physical case files with the case file in Documentum. Working to analyze the early results and decide on next steps based on quality.
- "Capture" implementation
  - We are working thru performance issues when users are using WebTop; the team has been working on this issue for three weeks and done several things to help correct this problem (rebuild of server, reinstallation of software, database tuning, configuration changes and load balancer)
- VCF Pilot Implementation
  - The project is behind schedule
  - The training plan was approved
  - A revised go live strategy was presented to the steering committee and was approved; instead of rolling out using a big bang approach, there will be a phased rollout of the VCF

## TXCSES 2.0 Initiative Summary

- September presentations:
  - September 6: Office 705 Waco
  - September 9: Offices 202 and 212 San Antonio
  - September 14: State Office POS
  - September 15: RA/SRA Meeting
  - September 20: Region 9 Office Managers and Implementation Leads
  - September 26: Region 7 Office Managers
- RODEO
  - This project is on schedule
  - Detailed design for RODEO is not scheduled to begin until October; team members attended validation sessions to provide input to the Release Design Approach
  - Letters were modified by General Counsel; final approval is pending
  - Continual task: Reviewing and making wording changes to fragments as they were identified by the Content Review team in 05-09; RODEO team working together to identify the changes to the fragment text, clean-up the merge fields, identify the data and it's source for each fragment (this will help identify any gaps in edit fields), and create the fragment rules; fragments and fragment rules are being entered into RequisitePro
  - EER/RODEO Phase I integration sessions began to align the form generation requirements with the EER requirements

### T2 Infrastructure Status

- Working with the ECM team to identify need-by dates for the VCF Pilot environments
- Pilot UAT commit date is 11/23/11
- Prioritizing the remaining Pre-dev tickets to get environment ready for hand-off
- Supporting Capture production issues as needed

### T2 Architecture Status

- Work Planning, Monitoring & Management
  - BPM v7.5 – Raul completed impact assessment; scheduled for presentation to the ARB 10/5/11
  - Resourcing – Abigail King, Services Developer; Konda Reddy, DBA; Ed Lopez, T1 Mainframe Developer
  - T1 Migration Assessment – Updates completed; formally submitted in CQ 9/21/11; awaiting CSD review/comments/approval
- T1 Integration
  - Created preliminary design document for CSD review and comment.
  - Deployed Natural modules for use in ECM prototype
  - Created/delivered and tested WSDLs for ECM team use; Established connectivity between ECM, WAS web service, EntireX middleware and T1 mainframe
  - Presented preliminary web services to CSD for review and comment
  - Developed Natural code, Natural test harness and IDL for TPOC Scenario 1, Test Case 1
  - Acquired & began install of EntireX 8.1.1, EntireX 8.2, trial IBM Rational HATS
  - Presented design approach for T1 integration auditing
- Batch Architecture
  - Completed Batch Job Partitioning prototype document
  - Began work on Batch Restart/Recovery approach document; met with CSD to review prototype
- Presentation Tier Architecture
  - Theme & Skin Development Approach – Draft approach completed; reviewed with CSD; comments received; updates in progress; Look and Feel Approach updated and provided to CSD

## TXCSES 2.0 Initiative Summary

- SAS Reports Presentation Approach – Approach document drafted; Review with CSD deferred to allow Param to attend (scheduled for 9/28/11)
- Form Validation Approach – Draft approach completed; reviewed with CSD; updates in progress; JSF prototype created
- Exception Handling Framework Approach – Design in progress
- Services Architecture
  - Human Task Management Approach – Draft / In-progress design reviews with CSD for early comments; updates made and re-reviewed with CSD
  - Validated tools access for servers on T2 Development Environment
  - Team attended Tivoli workshop
  - Team attended Splunk vendor meeting; asked SME questions

### T2 Mentoring & Transition Status

- Transition Management
  - Team met to discuss roles and devolution of duties during D. Tucker's leave; team will meet bi-weekly going forward
- Mentoring & Transition
  - Met with Mentees to discuss and implement feedback
  - Modified BPA, Tester, Test Manager IDPs based on mentor and mentee input
  - Began Architecture M&T process
  - Working on a block of 100 EMC training units; working on processes for mentees to register for EMC training; 5-day Documentum (10/10/11) and 5-day Captiva (10/31/11) training scheduled
  - Continue to review courses; Mentee Course Status:
    - 7 – Approved (MindLeaders)
    - 35 – Under Evaluation (25 EMC, 10 Barbara contacting vendors)
- Workforce Planning
  - Continued work on the Field Workforce Planning document
  - Working to validate location specific and non-location specific tasks for CSD Techs and CSOs
  - Kerby is working with Teresa and ECM team to develop a long-term workforce plan to implement in lockstep with each phase of T2 (current focus Pre-VCF); currently working through how various design variables may influence staffing
- Communications
  - Began work on T2 SWMM presentation materials
  - Developed materials for September Project Plug-In (postponed due to production issue); created strawman for plug-ins through 11/2012 and presented to Initiative management
  - Arranging presentation of Digital Mail Vendor for next SRA/RA meeting
- Training
  - Playbook Training
    - Playbook training is being transitioned to Diana Alfonso upon execution of SOW #5.
  - Capture Training
    - Providing on site support for Capture scan operators; the Accenture trainer, Cindy Wood, is traveling to various offices each week
    - Capture video vignette completed; additional videos, including IndexPlus, Documentum, and Tips & Tricks will be produced in the coming weeks; ECM and Field Ops teams have created a priority list of topics and assigned leads responsible for content
    - Planning for possible upgrade to Capture prior to Pilot; if necessary, a global training class will be held via webinar to all Capture users on the differences in the software
  - VCF Training
    - CSD reviewed VCF Solution Training Plan v\_01 and provided comments; DDI completed updates; v\_02 submitted for formal review 9/14/11; CSD commented; v\_03 due for formal submission 10/2011
    - DDI is recruiting a training materials developer; training materials planning and analysis

**TXCSES 2.0 Initiative Summary**

- to begin 10/2011; Environment for training materials development to be ready 11/2011
- BPA Mentoring
  - BPA Mentoring survey analysis was completed and reviewed. Initiative management meeting scheduled for 10/12/11 to discuss proposal for reactivating the CSD BPA group based on strong interest

**Schedule Variance (Time) \*Coming Soon\***

<b>Difference in # Days</b>	<b>Planned</b>	<b>Actual</b>	<b>Explanation</b>
<Identify the degree to which the Initiative is on schedule; identify +/- number of days ; include SPI>	<Original scheduled progress activity date>	<Actual progress activity date>	<Reason that date was revised>

**Milestone Variance**

<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
<b>Initiative Level Milestones &amp; Deliverables</b>				
3893: Milestone: IJDs Posted for External Hiring (CSD)	11/19/10		Complete	3/15/11
3894: Milestone: T2 Website Staged for Review (CAV)	11/24/10	5/10/11	Complete	5/10/11
3896: T2 Website Relaunch	1/4/11	6/1/11	Complete	6/6/11
2904: Complete QMP Mentoring Sessions (CAV)	1/13/11		Complete	1/21/11
T2 Playbook Training to CSD Begins (CAV)	1/19/11		Complete	1/19/11
3847: Send draft UT IV&V IAC to OCSE for Review (CSD)	2/16/11		Complete	2/28/11
3878: BPA Mentoring – Mid-Point Assessment Survey Distributed (CAV)	2/16/11		Complete	2/18/11
5083: Perform Quarterly Initiative Communication Planning (CAV/CSD/DDI)	2/24/11		Complete	2/24/11
T2 Playbook Training to DDI Complete (CAV)	2/22/11		Complete	2/22/11
950: T2 Deliverable: Submit Existing Contracts Assessment (CAV)	3/17/11	4/22/11	Complete	4/22/11
1194: T2 Deliverable: Submit Architecture Acceptance (DDI/CSD)	3/28/11		Complete	3/28/11

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
1481: T2 Deliverable: SRS Acceptance (DDI/CSD)	3/28/11	4/29/11	Complete	5/26/11
3881: DDI Knowledge Transfer Complete	3/31/11	4/29/11	Complete	5/20/11
1252: T2 Deliverable: Submit Mentoring & Transition Plan (DDI)	4/27/11	4/15/11	Complete	4/15/11
3848: Execute IAC with UT (CSD)	5/3/11		Complete	5/25/11
1557: T2 Deliverable: Submit T1 Application Migration Assessment (DDI)	7/11/11		Complete	7/8/11
<b>ECM Capture Milestones &amp; Deliverables</b>				
2388: Work Product: Submit v01 Capture Solution Specification (Design) (DDI)	12/10/10		Complete	12/10/10
3925: Milestone: Submit v1_01 Capture Design Revision	2/22/11		Complete	2/22/11
2370: Milestone: Capture Procedures Approved (DDI)	12/15/10	1/31/10	Complete	2/10/10
2407: Milestone: Submit v01 Capture Training Plan (DDI)	1/14/11		Complete	1/14/11
2394: Milestone: Capture Development Complete (DDI)	2/4/11		Complete	2/4/11
3940: Milestone: Capture Development Complete for Revised Design	3/4/11		Complete	3/4/11
3742: Milestone: Submit v01 Capture Training Materials (DDI)	2/14/11	3/25/11	Complete	3/25/11
3833: Milestone: Capture Environment Set-Up Complete (scanners/scan stations) (CSD)	3/1/11	3/25/11	Complete	5/22/11
2124: Milestone: Capture Testing Complete (DDI)	3/4/11	3/25/11	Complete	3/25/11
2128: Milestone: Capture Deployed (DDI)	3/18/11	4/28/11	Complete	5/6/11
<b>ECM—VCF Milestones &amp; Deliverables</b>				
673: Milestone: CFC Vendor Contract Awarded (CSD)	1/21/11		Complete	2/11/11

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
2140: Submit v01 Solution Specification (Design)	4/1/11	7/15/11	Change request pending. Team has revised a new plan and will present to the Steering Committee for approval 10/14/11.	
2169: Milestone: VCF System Testing Complete (DDI)	7/15/11	10/28/2011	Change request pending. Team has revised a new plan and will present to the Steering Committee for approval 10/14/11.	
3548: Milestone: VCF Acceptance Testing Complete (DDI)	8/19/11	12/16/2011	Change request pending. Team has revised a new plan and will present to the Steering Committee for approval 10/14/11.	
2208: Milestone: VCF Solution Deployed for Pilot (DDI)	8/26/11	1/13/2011	Change request pending. Team has revised a new plan and will present to the Steering Committee for approval 10/14/11.	
<b>CIL Milestones &amp; Deliverables</b>				
1493: Deliverable: Submit v01 Solution Specification Package 1 (DDI)	6/23/11		Complete	8/31/11
<i>Finalizing Phase 1 Workplan; additional milestones coming soon</i>				
<b>DQA Milestones &amp; Deliverables</b>				
769: T1 Priority 1 Automated Cleanup Implemented (CSD)	6/17/11	4/28/11	Complete	4/28/11
3883: DQA Data Governance Committee Operational	1/28/11	5/31/11	Complete	5/31/11
3885: Data Quality Committee Charter Approved	1/28/11	5/31/11	Complete	5/31/11
2337: Milestone: Manual Data Cleanup Training Completed (CSD)	3/22/11	9/30/11	Per Field Ops management, training will not begin until later this year.	
<b>ERS Milestones &amp; Deliverables</b>				
<i>Finalizing Phase 1 Workplan; additional milestones coming soon</i>				

Milestone Variance				
Milestones	Planned	Revised	Explanation	Actual

T2I Milestones & Deliverables				
1006: Milestone: Capture System Test EBO Complete (CAV/CSD/TfT)	1/24/11	2/2/11	Complete	2/3/11
3353: Milestone: Capture Training EBO Complete (CAV/CSD/TfT)	2/25/11		Complete	2/11/11
3472: Milestone: Submit 1 <sup>st</sup> v01 EBO Deliverable (CAV)	3/22/11		Complete	2/4/11
981: Milestone: Pre-Dev EBO Complete (CAV/CSD/TfT)	3/3/11	6/13/11	Change request pending. Team is working with VCF on new dates. VCF plan is being presented to the Steering Committee for approval on 10/14/11.	
3382: Milestone: Capture EBO Complete (CAV/CSD/TfT)	3/4/11		Complete	3/9/11
3534: Milestone: VCF Staging EBO Complete (CAV/CSD/TfT)	5/23/11		Complete	8/11/11
3530: Milestone: VCF System Test EBO Complete (CAV/CSD/TfT)	5/23/11		Complete	7/7/11
3679: Milestone: VCF UAT EBO Complete (CAV/CSD/TfT)	7/5/11		Change request pending. Team is working with VCF on new dates. VCF plan is being presented to the Steering Committee for approval on 10/14/11.	
3533 VCF Training EBO Complete (CAV/CSD/TfT)	6/17/11		Change request pending. Team is working with VCF on new dates. VCF plan is being presented to the Steering Committee for approval on 10/14/11.	
3387: VCF Pilot EBO Complete (CAV/CSD/TfT)	8/12/11		Change request pending. Team is working with VCF on new dates. VCF plan is being presented to the Steering Committee for approval on 10/14/11.	
3480: Milestone: Submit 2 <sup>nd</sup> v01 EBO Deliverable (CAV)	8/17/11		Complete	7/1/11
<i>Finalizing Phase 1 Workplan; additional milestones coming soon</i>				
EER Milestones & Deliverables				

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3593: Submit v01 EER SRS (CAV)	6/24/11	8/12/11	Complete	8/30/11
939: Submit v01 EER Acceptance Criteria (CAV)	7/1/11	8/24/11	Complete	8/30/11

<b>Quality Management</b>			
N/A until VCF Pilot Testing Begins			

<b>Risks (Severe/Significant)</b>				
<b>Project</b>	<b>Risk ID</b>	<b>Risk Description</b>	<b>Risk Rating</b>	<b>Risk Response Plan</b>
CFC	5164	ACS is having contract issues with EMC. If responsiveness remains low, then ACS ability to meet CFC contractual obligations in a timely manner with quality service may be adversely impacted.	Severe	ACS to escalate issues to EMC upper management and report back to CSD.
CIL	5096	If the team cannot clarify the CIL requirements within the time frame allotted in the project schedule, the design and implementation time frames may be delayed.	Significant	Have BPAs be accountable for bringing up identified additional requirements in each BPMs Design Approach session. BPAs will be the point person for bringing in additional SMEs for each subject, as needed. By the end of design, we will have agreed on the design and BPAs will modify the requirements to match the agreed upon design. Note: Deadline for CIL may be moved out. (as of 9/21/2011)
EST/ENF	5419	Limited resources are available to participate in multiple, concurrent EST and ENF and other work thread activities, resulting in meeting conflicts, review and approval delays.	Significant	Activities will be scheduled in a manner which allows the right level of participation and review schedules will be published well in advance and include sufficient time for thorough review.
EST/ENF	5424	The long-running nature of certain Establishment and Enforcement activities will result in these activities starting in TXCSES and continuing in TXCSES 2.0, which presents a conversion risk.	Significant	Incorporate these elements in the conversion plan, specifically monitoring of court dockets, legal actions, and legal history.
EST/ENF	5425	Field users have not been involved in state office workgroup activities so end user needs may not be addressed and incompletely documented requirements may be included in the SRS.	Significant	To keep Field users up to date on recent requirements and to allow them to provide input, a series of webinars will be used to communicate changes and provide input.



<b>Risks (Severe/Significant)</b>				
<b>Project</b>	<b>Risk ID</b>	<b>Risk Description</b>	<b>Risk Rating</b>	<b>Risk Response Plan</b>
EST/ENF	5426	Missing scheduled JAD Reviews may lead to user needs not being addressed and SRS being incomplete.	Significant	Provide additional time to review the SRS document. Original schedule called for a one week team review.
EST/ENF	5437	If key decision makers, inc. the Prtf Mgr and Field Ops Asst Dpty Mgrs, are not available for sessions, then requirements may not meet exec vision or may be delayed due to unplanned review and rework.	Significant	Field Ops Assistant managers will discuss any key decisions with BPOs on project. Portfolio manager will be consulted ahead of time for vision.
T2 Initiative	4946	If staff do not have enough information about the Initiative, or are not on board with the vision, it may impact the success of the Initiative.	Significant	Create a comprehensive change management approach to address issues from every stakeholder perspective.
T2 Initiative	4958	If the technology base for the T2 system is not developed using tools and technologies that are supportable for the life of the new system, the technology may become obsolete in the future.	Significant	A number of strategies are being employed to mitigate the risk of technology obsolescence. The T2I project is managing all tool selection for the T2 system to ensure integration and interoperability requirements are met. Through the initial RFI and subsequent tool evaluations, we continue to assess not just functional and technical fit, but sustainability, flexibility and adaptability of technology options.
T2 Initiative	4960	CSD is funding the T2 projects using existing budget - not via special appropriation. If future est funds are unavailable or approvals are not obtained, timely completion of projects will be at risk.	Significant	(1) To ensure alignment of funding priorities across CSD, T2 Initiative Steering Committee has representation from all CSD Deputy Areas, and is chaired by the Deputy Attorney General for Child Support.  (2) T2 Management works closely with Budget, Planning, and executive management to communicate project cost projections in advance of budgeting cycles so that risks of budget shortfalls can be addressed or contingencies agreed to.
T2 Initiative	4961	CSD has limited resources with the skills to develop and implement solutions using new technologies. If CSD is unable to develop or staff the required skills, TXCSES 2.0 maintainance will suffer.	Significant	(1) CSD will utilize vendor resources skilled in the technology and business solutions to augment CSD staff.  (2) Vendor resources will also have responsibility for coaching and mentoring CSD staff into new roles, and performing knowledge transfer at key milestones to ensure CSD is prepared to transition to full support of the new solutions.  (3) Ongoing work force planning in place to identify future skill needs, define new roles, assess current capabilities, and develop sourcing strategies to train and transition staff, acquire staff with needed skills, and outsource job duties.

<b>Risks (Severe/Significant)</b>				
<b>Project</b>	<b>Risk ID</b>	<b>Risk Description</b>	<b>Risk Rating</b>	<b>Risk Response Plan</b>
T2 Initiative	4964	Mandated federal changes, legislative changes or continued changes to T1 may result in an increased scope, schedule, and budget as well as have an impact on resource availability.	Significant	Constant monitoring will be employed to understand Federal or Legislative changes. Specific examples include monitoring impacts of recent Federal Health Care legislation and impact to medical support. Changes that are required for T2 will go through the Change Control process.
T2 Initiative	4966	Timing of changes to external interfaces (e.g., SAVERR and TIERS) could adversely impact the schedule.	Significant	(1) Constant monitoring will be employed along with engaging key external exchange partners to communicate T2 plans and schedule, and understand plans and schedules on their side that may have impacts to us.  (2) A work group has been formed between the T2 CIL team and HHSC team responsible for TIERS implementation.
T2 Initiative	4967	The phased approach for T2 requires integration between the T1 and T2 databases. If the Technical Solution does not account for inherent risks (see notes), there will be an impact to the end users.	Significant	There are three potential (related and inherent) risks in the Phase Implementation Approach <ul style="list-style-type: none"> <li>(1) Latency in Business Transactions</li> <li>(2) Additional IO Required</li> <li>(3) Required Changes to T1</li> </ul> The general response strategy is that T2 will employ the following tools: prototyping, ensuring design for this portion of the solution is front-loaded if possible in the design schedule; selection of technology (ETL tool). A detailed Risk Response Plan will be issued to address each inherent risk separately but in a consolidated manner. Initial Work In Progress - See notes for Details.
T2 Initiative	4969	If the appropriate technical staff are not assigned to the T2 projects, the projects may not be successful. The teams need technical SMEs to ensure processes are followed to defined quality standards.	Significant	The Playbook Plan Owners will be responsible for watching execution of the project processes, monitoring quality reports in CQ, and advising the PMs of risks, issues, and potential pitfalls. Each project team Lead Designer will be responsible for validating execution of the SDLC to ensure adherence to defined standards and advising the PMs of technical issues and risks.
T2 Initiative	5018	If synchronization of T1 and T2 data contains errors, reports that pull from both sets of data may become invalid. Invalid reports can negatively impact operations as well as federal funding.	Significant	Pull strictly from the system of record for that data. Inform users of where discrepancy lies.
T2 Initiative	5201	Delays in installation of solution hardware and software could impact start of design and affect the timeline for project implementation.	Significant	(1) Working closely with T1T and CSD staff liaisons to expedite tool selection and submit tickets timely with all the information needed to proceed.

<b>Risks (Severe/Significant)</b>				
<b>Project</b>	<b>Risk ID</b>	<b>Risk Description</b>	<b>Risk Rating</b>	<b>Risk Response Plan</b>
				(2) Securing dedicated team of Tft resources to support project needs.  (3) Escalation of delay/schedule issues through weekly T2I updates.
T2 Initiative	5202	If we cannot work with Tft to improve the deployment time frames, or give Accenture the ability to deploy in the non-prod environments, the T2 project schedule will be delayed.	Significant	Escalated to IT Deputy Director on 3/23 for assistance. She is devising a strategy to engage DIR and Tft in discussions. Until that is successful, we will streamline the deployment as much as possible, engage the TMP Plan Owner to help facilitate, escalate to Tft PM quickly and in writing when we encounter delays, and continuously communicate priority to Tft.
VCF	5214	If we deploy code that impacts VB script modules required to access the Documentum DB2 database for Capture then we increase the complexity of config mgt as well as the risk of code defects.	Significant	See Risk Response Plan-VB Code
VCF	5215	If workflows introduced with VCF Pilot are not managed or resources are not available to complete the work required (prep, batch, index) then mail may not be processed and worked in a timely manner	Significant	(1) Conduct TM Study now that ECM system is available. Review level of knowledge required to perform scanning duties (scanning vs indexing)  (2) Work with region program specialists to understand processes better  (3) Identification of roles

<b>Issues (Critical/High)</b>					
<b>Project</b>	<b>Project</b>	<b>Project</b>	<b>Project</b>	<b>Project</b>	<b>Project</b>
CFC	5185	ACS knowledge of ECM software appears to be rather shallow. A lack of deep knowledge leads to technical issues not being addressed in a timely manner.	High	Hayley Hall	ACS engaging EMC to address
CFC	5187	Field staff have identified wrong office code applied to thousands of documents, and duplicate images within case files	High	Hayley Hall	Need to conduct analysis to understand the scope of these issues, and identify a resolution plan.
CIL	5008	Not all of the Employer Repository requirements are included in the CIL SRS. Need to determine what is in scope, what is not, and why.	High	Ruben Barbosa	Waiting for the outcome of the T1 application migration assessment.

Issues (Critical/High)					
Project	Project	Project	Project	Project	Project
CIL	5145	TIERS and T2 integration was identified as a required function of the CIL implementation, but requirements were not completed until after the CIL SRS was finalized	High	Noorul Islam	Nancy Cox and TIERS/T2 group will have Word documents, by topic, with all of their requirements for the Automated Referrals BPM. The assigned BPA will bring this to the Design sessions to be sure they are included in the discussion for changing this BPM.
CIL	5925	The CIL SRS has missing requirements.	High	Ann Hallam	CIL project team will work with Accenture staff, at the beginning of the design approach for each BPM in the CIL SRS, to walk through the current BPM diagrams, Activity flows and requirements, making note of the changes that will be needed to fill the gap of the missing. The written documentation that notes the changes needed to be made by the CIL BPAs in the SRS will also be used by the Accenture designers moving forward into actual design of each BPM.
Infra-structure	5320	There is a very high percentage of failure during validation of Tft installation work.	High	Jason Parsons	Request Tft to conduct internal quality verification before completing installation task.

T2 Initiative	4992	There appears to be a discrepancy in the level of detail of the forms requirements	High	Stephanie Knuth	Stephanie conducted meetings with T2 PM stakeholders to discuss the issues and create recommendations for
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Issues (Critical/High)					
Project	Project	Project	Project	Project	Project
		across projects.			addressing. Currently circulating the recommendations with other stakeholders within the agency prior to presentation to the Steering Committee.
T2 Initiative	5003	We need to determine at what point we will migrate the T1 portal applications into the T2 environment.	High	Jennifer Wang	Included requirements in the DDI RFP for the vendor to do a T1 Application Migration Assessment. IT would like us to migrate the T1 portal applications with CIL. Need to do cost benefit analysis.
T2 Initiative	5013	We need to more clearly define the communication avenues, escalation path, and roles and responsibilities with Tft.	High	Nancy Yelle	Work with IT to define. Communicate to teams as appropriate/applicable.
T2 Initiative	5014	There is role ambiguity between Accenture, Tft, Deloitte and CSD. It needs to be resolved for the teams to function	High	Nancy Yelle	Deloitte is facilitating an exercise to document roles and responsibilities from the contract, and then will work with CSD to refine and communicate to stakeholders.
T2 Initiative	5015	We have encountered several obstacles in finalizing the Phase 1 Work Plan with Accenture. The overall implementation date is set, we are just working through a number of details.	High	Stephanie Knuth	Schedule a series of work sessions with Accenture and CSD until agreement is reached.
T2 Initiative	5016	Accenture cannot gain access to the Phase 1 Development environment to validate the environment and ultimately to begin using the environment for tech arch prototyping activities.	High	Stephanie Knuth	Issue has been escalated to Initiative Deputy Manager, Workforce Planning Lead (IT), and the Steering Committee. A short-term fix will be the priority; however, WFPL will incorporate into long-term process to prevent reoccurrence.
VCF	5236	Determining bandwidth needs for offices once ECM is implemented has been challenging. We can provide estimates, but the real test will come with VCF implementation when users are on the system.	High	Teresa Salas	Even though initial estimates were accounted for via the NMS project, tests were not conducted since ECM was not in place. We will need to conduct performance test for VCF pilot and watch this closely as more staff begin using the system. (Also need to consider server-memory, CPU, and configuration on the network etc)
VCF	5249	Field is having troubles indexing due to the large number of document types/titles.	High	Teresa Salas	Perform analysis on document titles and determine if document titles need to be deleted, updated or combined. (Work assigned to BPA) Once this work is done determine the amount of data cleanup that will need to be performed.
VCF	5951	Users have experienced multiple and repeated performance issues in	Critical	Teresa Salas	DDI and CSD (with support from CAV and Tft, as needed) will meet daily until field issues are resolved.

Issues (Critical/High)					
Project	Project	Project	Project	Project	Project
		production with (1) scanning time and (2) accessing scanned images.			<p>Approach will be to (1) identify ways to immediately and proactively offer relief to field staff experiencing the performance issues and (2) identify and address the root cause of the issue(s).</p> <p>See Issue Resolution Plan - Capture Production Performance for Key Activities, Summary of Meeting Discussions and Supporting Issue Documentation.</p>

Next Steps
<p>Continue case file conversion (scanning)</p> <p>Continue design activities for VCF Pilot</p> <p>Continue design activities for CIL</p> <p>Continue work on EER SRS</p> <p>Finalize work plan for Phase 1</p>





**Acronyms**




- AMP: Artifact Management Plan (Playbook Plan)
- ARB: Architecture Review Board
- BPM: Business Process Model
- BSC: Business Services Council
- CAV: Continuity Assurance Vendor (Deloitte)
- CCD: Change Control Document (T1)
- CFC: Case File Conversion
- CIL: Case Initiation and Locate Renewal
- CR: Change Request
- DDI: Design, Development, and Implementation Vendor (Accenture)
- DQA: Data Quality Analysis & Cleanup Project
- DMP: Delivery Management Plan (Playbook Plan)
- EBO: Environment Build Out
- ECM: Enterprise Content Management
- EER: Establishment and Enforcement Renewal
- ERS: Enterprise Reporting System
- IAC: Interagency Contract
- IAM: Identity & Access Management
- PSP: Production Support Plan (Playbook Plan)
- QMP: Quality Management Plan (Playbook Plan)
- REP: Requirements Engineering Plan (Playbook Plan)
- RMP: Release Management Plan (Playbook Plan)
- SEP: Solutions Engineering Plan (Playbook Plan)
- SEPG: Software Engineering Process Group
- TMP: Technical Management Plan (Playbook Plan)
- VCF: Virtual Case File
- VP: Verification Plan (Playbook Plan)

# TXCSES 2.0 Initiative Status Report

See back page for Acronym List

<b>Report Period:</b>	08/01/11-08/31/11		<b>Completed By:</b> Stephanie Knuth	
<b>Projects included</b>	Release .01: ECM Capture	Release .02: VCF Pilot	Release 1: CIL	Release 1: ECM
	Release 1:	Release 1: ERS	Release 1: RODEO	Release 2: EER

TXCSES 2.0 Initiative Summary Dashboard	
Schedule	
Quality	
Risks	
Issues	

Legend	
	No intervention required. Project going as planned in this area. A positive variance or a negative variance less than or equal to 5%; risk and/or issue rating of Low.
	Some oversight required. Project may be at risk in this area. A negative variance greater than 5% and less than or equal to 10%; risk rating of Moderate or Controllable, and/or an issue rating of High or Medium.
	Intervention required. Project is at risk in this area. A negative variance greater than 10%; risk rating of Severe or Significant, and/or an issue rating of Critical.

TXCSES 2.0 Initiative Summary
<p><b>Initiative Status</b></p> <ul style="list-style-type: none"> <li>Independent Verification and Validation (IV&amp;V) Initial Review conducted by the University of Texas 6/27-7/12. A draft Initial Review Report was received 8/22/11. OCSE has requested CSD provide draft comments to this version to facilitate discussions during an OCSE IV&amp;V Debrief scheduled for 9/27/11. The final IV&amp;V Report is expected in September. CSD will provide final comments to this version upon OCSE's acceptance of the report.</li> <li>Schedule is "yellow" due to number of missed milestones and delay in beginning phase 1 design. Project</li> </ul>

## TXCSES 2.0 Initiative Summary

management team continues to assess impact to determine risk to the overall implementation schedule.

- Quality is "yellow" due to issues with Phase 1 requirements that will be remediated during the design process.
- Risk is "yellow" due to the number and magnitude of risks currently being monitored/mitigated.
- Issue is "yellow" due to the number and magnitude of issues currently being worked.

### Initiative Governance (Change Requests)

- The Business Services Council reviewed seven change requests (CRs) on 8/3, 8/17 and 8/31. Details and disposition of the items reviewed are documented in the meeting notes embedded below:



BSCmtgnotes080311.docx



BSCmtgnotes081711.docx



BSCmtgnotes083111.docx

- The Software Engineering Process Group (SEPG) reviewed eighteen CRs and three tailoring requests on 8/10 and 8/24. Details and disposition of the items reviewed are documented in the meeting notes embedded below:



20110810 SEPG Governance Meeting



20110824 SEPG Governance Meeting

- The Architecture Review Board (ARB) reviewed ten CRs on 8/10 and 8/24. Details and disposition of the items reviewed are documented in the meeting notes embedded below:



20110810 ARB Governance Meeting



20110824 ARB Governance Meeting

### TXCSES Renewal Status

- Phase 1: Case Initiation/Locate (CIL)
  - This project is behind schedule.
  - Phase 1 work planning continues. Initial assessment shows an implementation date past October 2013. Steering Committee has asked the team to try to remediate the delay, but has given permission for the team to continue to work on Phase 1 design. A new implementation date has not been approved. Any new date will come to the BSC (and ultimately the Steering Committee) for approval.
  - Completed work on the Release 1 Release Design Approach document. *(includes all Phase 1 T2 projects)*
  - CIL is proceeding under the agreement to move ahead into design with known needed changes to the requirements. As design progresses, changes will be made to the SRS to ensure the requirements accurately reflect the solution being developed and implemented.
  - Continued meetings with HHSC regarding TIERS/TXCSES 2.0.
  - Established a process for requesting changes to the Supplemental Specifications for Release 1. Received the first requested change.
  - A new Business Process Model (BPM) for CIL AMC Forms was approved by the BSC. Changes were executed, peer reviewed and are now being validated.
  - Cross Platform analysis was completed and the findings are being transferred to CIL Business Process Analysts and Accenture T1/T2 integration staff.
- Phase 1: Enterprise Reporting System (ERS)



## TXCSES 2.0 Initiative Summary

- This project is on schedule.
- Provided input to the Release Design Approach deliverable.
- ERS SRS review begun in preparation for Design phase. This is being done to refresh existing team members and provide new members an exposure to ERS requirements for upcoming Design phase activities. Will include field and state office members.
- Issue regarding SAS 9.2 versus 9.3 installs raised to the ARB; awaiting response from SAS on their support plan.
- Phase 1: Data Quality Analysis and Cleanup
  - This project is on schedule.
  - Two types of cleanup are planned: automated and manual.
  - Automated Cleanup:
    - Completed the automated clean-up portion of the project on 8/14/2011.
    - Implemented 2 new screens for tagging members and cases as duplicates. Ran the Data Correction to tag members and cases with the names of "Duplicate of..." Using the new tagging function of the new screens.
  - Manual Data Cleanup:
    - Field Ops management continues to review volume counts to better understand the volume of manual cleanup work we are asking the Field to do.
    - Procedures and training for the manual cleanup effort are complete and under final review. Per Field Ops management, data cleanup training for the Field will not begin until later this year.
- 
- Phase 2: Establishment and Enforcement Renewal (EER)
  - This project is currently behind schedule.
  - EER SRS v.01 scheduled for delivery on 8/31/11 while v.02 is currently scheduled for 10/31/11 completion.
  - Continued work with larger state office group sessions for remaining EER requirements gathering sessions, including:
    - RODEO Integration requirements
    - Portal requirements including private attorney, Service of Process, and genetic testing
    - Updates to Use Case 12 – Manually Initiating Legal Actions
    - Creation of Service of Process interface
    - Emergency Release of Passport Denial

### Enterprise Content Management Status

- Case File Conversion
  - Completed production scanning in August in El Paso 807 & 808, Longview, and San Antonio 212 & 203. 13 offices total.
  - Conducted 30-Day Pre-CFC site visits in Lubbock, Tyler, and Nacogdoches.
  - Approved ACS's request to use a Secure Facility for Tyler, Waco, Lubbock, and Nacogdoches, instead of mobile units.
  - CSD's Exception Queue handling continues, and the volume remains high. Team is exploring options to reduce it.
  - Regularly scheduled knowledge sharing sessions between CSD Exception Queue and ACS Hot Spring QC staff are producing good results. The number of new images going into the OAG exception queue from recently completed offices is much lower.
- "Capture" implementation

## TXCSES 2.0 Initiative Summary

- As of this reporting, there are 5 open Help Desk tickets and 9 defects in CQ.
- Working thru load balancing issues on the ECM servers.
- A reorg/rebind job was run on the database. The goal is to schedule and run this job consistently. The team is working with TfT to determine the best time to run the job.
- Training will be provided to the Special Services group on 9/8/11 and 9/9/11.
- VCF Pilot Implementation
  - The project is behind schedule. The work is tracking late; however, the team is working to determine if there is time that can be made up in the schedule prior to requesting a revision to the overall implementation date.
  - The training plan was reviewed. Updates are being made.
  - A revised go live strategy will be presented to steering committee. Instead of rolling out using a big bang approach, the recommendation will be to phase the rollout of the VCF.
  - The ECM Communication Matrix is being refined. Regional Administrators have been contacted for upcoming opportunities to communicate with field staff.
  - Planning is underway to develop a series of informational video vignettes for posting to the T2 website.
  - Upcoming presentations:
    - August 15: Office 305 Laredo
    - August 16: Office 309 Edinburg
    - August 17: Office 302 McAllen and Office 303 Weslaco
    - August 18: Office 308 Brownsville and Office 307 Harlingen
    - August 19: RA Meeting
    - August 25: Region 3 Office Managers Meeting
    - August 30: Office 706 Bryan
- RODEO
  - This project is on schedule.
  - Detailed design for RODEO is not scheduled to begin until October. Team members attended design sessions to provide input to the Release Design Approach.
  - Letters meeting held and finished review process with attorneys for the letters. Made all updates to the letters based on comments from the session. Converted all of the letters from WP to Word. Letters are being sent to General Counsel to assure they are customer friendly and for final approval.
  - Reviewing and making wording changes to fragments as they were identified by the Content Review team in 05-09. RODEO team working together to identify the changes to the fragment text, clean-up the merge fields, identify the data and it's source for each fragment (this will help identify any gaps in edit fields), and create the fragment rules. Fragments and fragment rules are being entered into RequisitePro.
  - Initial discussion held with General Counsel forms administration team to discuss the requirements for a Forms Administration BPM. The still needs to be created and taken to BSC for approval.

### T2 Infrastructure Status

- Dedicated TfT build out team is still waiting to fill 2 open slots.
- Pilot UAT Environment being delivered late - 11/23/11.
- Stage Environment and the Tivoli product suite have been turned over to Accenture.
- Developing the operational processes that will be CSD responsibility in SOW#5.

### T2 Architecture Status

- Work Planning, Monitoring & Management
  - Submitted Tailoring Request to SEPG that will allow Design Specification activity for the type of Solution Architecture (ex, Software Models, Implementation Models, etc.), to begin prior to the Release Design Approach being validated and completed. SEPG approved 8/10/11.
  - BPM v7.5 – Discussed assessment with ARB. Approved to do impact analysis of version change.

## TXCSES 2.0 Initiative Summary

Janis working with EBO team to identify impacts.

- T1 Integration
  - Baselined T1 integration workplan for management and client delivery
  - Completed development of sample data extraction tool for downloading T1 test data for TPOC data conversion
  - Reviewed and corrected T1 Integration Tool Enablement document with CSD
  - Completed TPOC test cases for key scenarios
- Services Architecture
  - Demonstrated Business Rule prototype on WebSphere Process Server
  - Demonstrated Business Rule prototype on ILog Server
  - Finalized Business Rules Approach document
- Batch Architecture
  - Identified cross-links with Batch Architecture work plan and CIL.
  - Completed Batch Job Monitoring Approach document. Submitted for approval.
  - Completed Batch Job Partitioning Approach document. Submitted for approval.
- Presentation Tier Architecture
  - CSD and Accenture met to review comments to initial submission. Incorporated comments, resubmitted to CSD for informal review 8/18/11.
  - Theme and Skin Development Approach completed and submitted for CSD review.
  - SAS Reporting Design Approach completed and submitted for CSD review.

## T2 Mentoring & Transition Status

- Transition Management and Workforce Planning
  - Rational Tool Admin has been hired and begins work September 1. DB2 DBA candidate fell through. Identification of qualified candidates continues.
- Rational Tool Admin Mentoring
  - Gus is participating in sessions with Martin, the Playbook analysts, CSD and Deloitte Plan owners to discuss pending change requests and their impacts to tools, etc.
- Mentoring & Transition
  - VCF Pilot mentees reviewed and provided input to their Individual Development Plans (IDPs).
  - Working to ensure the right mentors from Accenture are paired with the mentees.
  - Approved use of the MindLeaders training for satisfying some of the training requirements in the IDPs. Worked with the DDI team to ensure the MindLeaders courses met minimum qualifications for the training needed. Provided MindLeaders registration form and instructions to each Mentee.
  - Began coordinating external training with Barbara Haefeli.
  - Began holding twice monthly checkins with the M&T Pilot group
  - Began holding "open forum" mentee feedback sessions to obtain the mentees' feedback on the M&T process
- Field Workforce Planning
  - Working on a Field Workforce Planning document.
  - Met with Ruben and Nan to incorporate documentation of field office changes throughout the development phases.
  - Kerby and Nan are working to validate location specific and non-location specific tasks for CSD Techs and CSOs.

**TXCSES 2.0 Initiative Summary**

- Outreach
  - Held Project Plug-In on Design. 50+ people attended.
  - Completed video vignette for Capture and referenced in Common Ground article.
  - Beginning preparation for WICSEC conference.
  - Working on a Digital Mail Vendor presentation for next SRA/RA meeting.
- Training
  - Playbook Training
    - Playbook training is being transitioned to Diana Alfonso.
  - Capture Training
    - Providing on site support for Capture scan operators. The Accenture trainer, Cindy Wood, is traveling to various offices each week.
    - Capture video vignette completed. Additional videos, including IndexPlus, Documentum, and Tips & Tricks will be produced in the coming weeks. ECM and Field Ops teams have created a priority list of topics for video vignettes and assigned leads responsible for content.
  - VCF Training
    - CSD is responding to CSD's review of the VCF Solution Training Plan. Accenture will meet with key stakeholders to discuss feedback and complete updates. Next submission is due in September.
    - The meeting to define expectations for training materials is scheduled for 8/31/11.
- BPA Mentoring
  - BPA Mentoring survey analysis was completed and reviewed. Initiative management meeting scheduled for 9/15 to discuss reactivating the CSD BPA group based on strong interest from Pilot BPAs.

**Schedule Variance (Time) \*Coming Soon\***

Difference in # Days	Planned	Actual	Explanation
<Identify the degree to which the Initiative is on schedule; identify +/- number of days ; include SPI>	<Original scheduled progress activity date>	<Actual progress activity date>	<Reason that date was revised>

**Milestone Variance**

Milestones	Planned	Revised	Explanation	Actual
<b>Initiative Level Milestones &amp; Deliverables</b>				
3893: Milestone: IJDs Posted for External Hiring (CSD)	11/19/10		Complete	3/15/11
3894: Milestone: T2 Website Staged for Review (CAV)	11/24/10	5/10/11	Complete	5/10/11
3896: T2 Website Relaunch	1/4/11	6/1/11	Complete	6/6/11
2904: Complete QMP Mentoring Sessions (CAV)	1/13/11		Complete	1/21/11

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
T2 Playbook Training to CSD Begins (CAV)	1/19/11		Complete	1/19/11
3847: Send draft UT IV&V IAC to OCSE for Review (CSD)	2/16/11		Complete	2/28/11
3878: BPA Mentoring – Mid-Point Assessment Survey Distributed (CAV)	2/16/11		Complete	2/18/11
5083: Perform Quarterly Initiative Communication Planning (CAV/CSD/DDI)	2/24/11		Complete	2/24/11
T2 Playbook Training to DDI Complete (CAV)	2/22/11		Complete	2/22/11
950: T2 Deliverable: Submit Existing Contracts Assessment (CAV)	3/17/11	4/22/11	Complete	4/22/11
1194: T2 Deliverable: Submit Architecture Acceptance (DDI/CSD)	3/28/11		Complete	3/28/11
1481: T2 Deliverable: SRS Acceptance (DDI/CSD)	3/28/11	4/29/11	Complete	5/26/11
3881: DDI Knowledge Transfer Complete	3/31/11	4/29/11	Complete	5/20/11
1252: T2 Deliverable: Submit Mentoring & Transition Plan (DDI)	4/27/11	4/15/11	Complete	4/15/11
3848: Execute IAC with UT (CSD)	5/3/11		Complete	5/25/11
1557: T2 Deliverable: Submit T1 Application Migration Assessment (DDI)	7/11/11		Complete	7/8/11
<b>ECM Capture Milestones &amp; Deliverables</b>				
2388: Work Product: Submit v01 Capture Solution Specification (Design) (DDI)	12/10/10		Complete	12/10/10
3925: Milestone: Submit v1_01 Capture Design Revision	2/22/11		Complete	2/22/11
2370: Milestone: Capture Procedures Approved (DDI)	12/15/10	1/31/10	Complete	2/10/10
2407: Milestone: Submit v01 Capture Training Plan (DDI)	1/14/11		Complete	1/14/11
2394: Milestone: Capture Development Complete (DDI)	2/4/11		Complete	2/4/11

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3940: Milestone: Capture Development Complete for Revised Design	3/4/11		Complete	3/4/11
3742: Milestone: Submit v01 Capture Training Materials (DDI)	2/14/11	3/25/11	Complete	3/25/11
3833: Milestone: Capture Environment Set-Up Complete (scanners/scan stations) (CSD)	3/1/11	3/25/11	Complete	5/22/11
2124: Milestone: Capture Testing Complete (DDI)	3/4/11	3/25/11	Complete	3/25/11
2128: Milestone: Capture Deployed (DDI)	3/18/11	4/28/11	Complete	5/6/11
<b>ECM—VCF Milestones &amp; Deliverables</b>				
673: Milestone: CFC Vendor Contract Awarded (CSD)	1/21/11		Complete	2/11/11
2140: Submit v01 Solution Specification (Design)	4/1/11	7/15/11	Tracking late	
2169: Milestone: VCF System Testing Complete (DDI)	7/15/11	10/28/2011	Tracking late	
3548: Milestone: VCF Acceptance Testing Complete (DDI)	8/19/11	12/16/2011	Tracking late	
2208: Milestone: VCF Solution Deployed for Pilot (DDI)	8/26/11	1/13/2011	Tracking late	
<b>CIL Milestones &amp; Deliverables</b>				
1493: Deliverable: Submit v01 Solution Specification Package 1 (DDI)	6/23/11			8/31/11
<i>Finalizing Phase 1 Workplan; additional milestones coming soon</i>				
<b>DQA Milestones &amp; Deliverables</b>				
769: T1 Priority 1 Automated Cleanup Implemented (CSD)	6/17/11	4/28/11	Complete	4/28/11
3883: DQA Data Governance Committee Operational	1/28/11	5/31/11	Complete	5/31/11
3885: Data Quality Committee Charter Approved	1/28/11	5/31/11	Complete	5/31/11
2337: Milestone: Manual Data Cleanup Training Completed (CSD)	3/22/11	9/30/11		

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
<b>ERS Milestones &amp; Deliverables</b>				
<i>Finalizing Phase 1 Workplan; additional milestones coming soon</i>				

<b>T21 Milestones &amp; Deliverables</b>				
1006: Milestone: Capture System Test EBO Complete (CAV/CSD/TfT)	1/24/11	2/2/11	Complete	2/3/11
3353: Milestone: Capture Training EBO Complete (CAV/CSD/TfT)	2/25/11		Complete	2/11/11
3472: Milestone: Submit 1 <sup>st</sup> v01 EBO Deliverable (CAV)	3/22/11		Complete	2/4/11
981: Milestone: Pre-Dev EBO Complete (CAV/CSD/TfT)	3/3/11	6/13/11	Tracking late.	
3382: Milestone: Capture EBO Complete (CAV/CSD/TfT)	3/4/11		Complete	3/9/11
3534: Milestone: VCF Staging EBO Complete (CAV/CSD/TfT)	5/23/11		Complete	8/11/11
3530: Milestone: VCF System Test EBO Complete (CAV/CSD/TfT)	5/23/11		Complete	7/7/11
3679: Milestone: VCF UAT EBO Complete (CAV/CSD/TfT)	7/5/11		Tracking late.	
3533 VCF Training EBO Complete (CAV/CSD/TfT)	6/17/11		Tracking late.	
3387: VCF Pilot EBO Complete (CAV/CSD/TfT)	8/12/11		Tracking late.	

Milestone Variance				
Milestones	Planned	Revised	Explanation	Actual
3480: Milestone: Submit 2 <sup>nd</sup> v01 EBO Deliverable (CAV)	8/17/11		Complete	7/1/11
<i>Finalizing Phase 1 Workplan; additional milestones coming soon</i>				
EER Milestones & Deliverables				
3593: Submit v01 EER SRS (CAV)	6/24/11	8/12/11		8/30/11
939: Submit v01 EER Acceptance Criteria (CAV)	7/1/11	8/24/11		8/30/11

Quality Management			
N/A until VCF Pilot Testing Begins			

Risks (Severe/Significant)				
Project	Risk ID	Risk Description	Risk Rating	Risk Response Plan
T2 Initiative	4946	If staff do not have enough information about the Initiative, or are not on board with the vision, it may impact the success of the Initiative.	Severe	Create a comprehensive change management approach to address issues from every stakeholder perspective. <ul style="list-style-type: none"> <li>In Progress - Document Key Activities for VCF/Capture Change Mgt Plan</li> <li>Planned – Document Key Activities for Phase 1 Change Mgt Plan</li> </ul>
T2 Initiative	4958	If the technology base for the T2 system is not developed using tools and technologies that are supportable for the life of the new system, the technology may become obsolete in the future.	Significant	A number of strategies are being employed to mitigate the risk of technology obsolescence. <ul style="list-style-type: none"> <li>The T2I project is managing all tool selection for the T2 system to ensure integration and interoperability requirements are met.</li> <li>Through the initial RFI and subsequent tool evaluations, we continue to assess not just functional and technical fit, but sustainability, flexibility and adaptability of technology options.</li> </ul>



<b>Risks (Severe/Significant)</b>				
<b>Project</b>	<b>Risk ID</b>	<b>Risk Description</b>	<b>Risk Rating</b>	<b>Risk Response Plan</b>
T2 Initiative	4960	CSD is funding the T2 projects using existing budget - not via special appropriation. If future est funds are unavailable or approvals are not obtained, timely completion of projects will be at risk.	Significant	<p>(1) To ensure alignment of funding priorities across CSD, T2 Initiative Steering Committee has representation from all CSD Deputy Areas, and is chaired by the Deputy Attorney General for Child Support.</p> <p>(2) T2 Management works closely with Budget, Planning, and executive management to communicate project cost projections in advance of budgeting cycles so that risks of budget shortfalls can be addressed or contingencies agreed to.</p>
T2 Initiative	4961	CSD has limited resources with the skills to develop and implement solutions using new technologies. If CSD is unable to develop or staff the required skills, TXCSES 2.0 maintenance will suffer.	Significant	<p>(1) CSD will utilize vendor resources skilled in the technology and business solutions to augment CSD staff.</p> <p>(2) Vendor resources will have responsibility for coaching and mentoring CSD staff into new roles, and performing knowledge transfer at key milestones to ensure CSD is prepared to transition to full support of the new solutions.</p> <p>(3) Ongoing work force planning in place to identify future skill needs, define new roles, assess current capabilities, and develop sourcing strategies to train and transition staff, acquire staff with needed skills, and outsource job duties.</p>
T2 Initiative	4964	Mandated federal changes, legislative changes or continued changes to T1 may result in an increased scope, schedule, and budget as well as have an impact on resource availability.	Significant	Constant monitoring will be employed to understand Federal or Legislative changes. Specific examples include monitoring impacts of recent Federal Health Care legislation and impact to medical support. Changes that are required for T2 will go through the Change Control process.
T2 Initiative	4966	Timing of changes to external interfaces (e.g., SAVERR and TIERS) could adversely impact the schedule.	Significant	<p>(1) Constant monitoring will be employed along with engaging key external exchange partners to communicate T2 plans and schedule, and understand plans and schedules on their side that may have impacts to us.</p> <p>(2) A work group has been formed between the T2 CIL team and HHSC team responsible for TIERS implementation.</p>

<b>Risks (Severe/Significant)</b>				
<b>Project</b>	<b>Risk ID</b>	<b>Risk Description</b>	<b>Risk Rating</b>	<b>Risk Response Plan</b>
T2 Initiative	4967	The phased approach for T2 requires integration between the T1 and T2 databases. If the Technical Solution does not account for inherent risks (see notes), there will be an impact to the end users.	Severe	<p>There are three potential (related and inherent) risks in the Phase Implementation Approach</p> <p>(1) Latency in Business Transactions  (2) Additional IO Required  (3) Required Changes to T1.</p> <p>The general response strategy is T2 will employ the following tools: prototyping, ensuring design for this portion of the solution is front-loaded if possible in the design schedule; selection of technology (ETL tool).</p> <p>A detailed Risk Response Plan will be issued to address each inherent risk separately but in a consolidated manner. Initial Work In Progress - See risk notes for Details.</p>
T2 Initiative	4969	If the appropriate technical staff are not assigned to the T2 projects, the projects may not be successful. The teams need technical SMEs to ensure processes are followed to defined quality standards.	Significant	The Playbook Plan Owners will be responsible for watching execution of the project processes, monitoring quality reports in CQ, and advising the PMs of risks, issues, and potential pitfalls. Each project team Lead Designer will be responsible for validating execution of the SDLC to ensure adherence to defined standards and advising the PMs of technical issues and risks.
T2 Initiative	5018	If synchronization of T1 and T2 data contains errors, reports that pull from both sets of data may become invalid. Invalid reports can negatively impact operations as well as federal funding.	Significant	<p>Risk mitigation measures include the following: ERS participation in design, coding, and implementation of transactional system as applicable.</p> <p>Risk avoidance measures include the following: Include 157 as part of go-no go factor</p>
T2 Initiative	5201	Delays in procurement and installation of solution hardware and software could impact start of design and affect the timeline for project implementation.	Significant	<p>(1) Working closely with TtT and CSD staff liaisons to expedite tool selection and submit tickets timely with all the information needed to proceed.</p> <p>(2) Securing dedicated team of TtT resources to support project needs.</p> <p>(3) Escalation of delay/schedule issues through weekly T2I updates.</p>

<b>Risks (Severe/Significant)</b>				
<b>Project</b>	<b>Risk ID</b>	<b>Risk Description</b>	<b>Risk Rating</b>	<b>Risk Response Plan</b>
T2 Initiative	5202	If we cannot work with Tft to improve the deployment time frames, or give Accenture the ability to deploy in the non-prod environments, the T2 project schedule will be delayed.	Significant	Escalated to IT Deputy Director on 3/23 for assistance. She is devising a strategy to engage DIR and Tft in discussions. Until that is successful, we will streamline the deployment as much as possible, engage the TMP Plan Owner to help facilitate, escalate to Tft PM quickly and in writing when we encounter delays, and continuously communicate priority to Tft.
VCF	5214	If we deploy code that impacts VB script modules required to access the Documentum DB2 database for Capture then we increase the complexity of config mgt as well as the risk of code defects.	Significant	See Risk Response Plan-VB Code
VCF	5215	If workflows introduced with VCF Pilot are not managed or resources are not available to complete the work required (prep, batch, index) then mail may not be processed and worked in a timely manner	Significant	(1) Conduct TM Study now that ECM system is available. Review level of knowledge required to perform scanning duties (scanning vs. indexing)  (2) Work with region program specialists to understand processes better  (3) Identification of roles
CFC	5164	ACS is having contract issues with EMC. If responsiveness remains low, then ACS ability to meet CFC contractual obligations in a timely manner with quality service may be adversely impacted.	Severe	ACS to escalate issues to EMC upper management and report back to CSD.
CIL	5096	If the team cannot clarify the CIL requirements within the time frame allotted in the project schedule, the design and implementation time frames may be delayed.	Significant	BPA's will be accountable for bringing up identified additional requirements in each BPMs Design Approach session. BPA's will be the point person for bringing in additional SMEs for each subject, as needed. By the end of design, we will have agreed on the design and BPA's will modify the requirements to match the agreed upon design.
EST/ENF	5419	Limited resources are available to participate in multiple, concurrent EST and ENF and other work thread activities, resulting in meeting conflicts, review and approval delays.	Significant	Activities will be scheduled in a manner which allows the right level of participation and review schedules will be published well in advance and include sufficient time for thorough review.
EST/ENF	5424	The long-running nature of certain Establishment and Enforcement activities will result in these activities starting in TXCSES and continuing in TXCSES 2.0, which presents a conversion risk.	Significant	Incorporate these elements in the conversion plan, specifically monitoring of court dockets, legal actions, and legal history.

<b>Risks (Severe/Significant)</b>				
<b>Project</b>	<b>Risk ID</b>	<b>Risk Description</b>	<b>Risk Rating</b>	<b>Risk Response Plan</b>
EST/ENF	5425	Field users have not been involved in state office workgroup activities so end user needs may not be addressed and incompletely documented requirements may be included in the SRS.	Significant	To keep Field users up to date on recent requirements and to allow them to provide input, a series of webinars will be used to communicate changes and provide input.
EST/ENF	5426	Missing scheduled JAD Reviews may lead to user needs not being addressed and SRS being incomplete.	Significant	Provide additional time to review the SRS document. Original schedule called for a one week team review.
EST/ENF	5437	If key decision makers, inc. the Prtf Mgr and Field Ops Asst Dpty Mgrs, are not available for sessions, then requirements may not meet exec vision or may be delayed due to unplanned review and rework.	Significant	Field Ops Assistant managers will discuss any key decisions with BPOs on project. Portfolio manager will be consulted ahead of time for vision.

<b>Issues (Critical/High)</b>					
<b>Project</b>	<b>Issue ID</b>	<b>Issue Description</b>	<b>Issue Priority</b>	<b>Issue Owner</b>	<b>Issue Resolution Plan</b>
T2 Initiative	4992	There appears to be a discrepancy in the level of detail of the forms requirements across projects.	High	Stephanie Knuth	Stephanie conducted meetings with T2 PM stakeholders to discuss the issues and create recommendations for addressing. Currently circulating the recommendations with other stakeholders within the agency prior to presentation to the Steering Committee.
T2 Initiative	5003	We need to determine at what point we will migrate the T1 portal applications into the T2 environment.	High	Jennifer Wang	Included requirements in the DDI RFP for the vendor to do a T1 Application Migration Assessment (In Progress). IT would like us to migrate the T1 portal applications with CIL. Need to do cost benefit analysis.
T2 Initiative	5013	We need to more clearly define the communication avenues, escalation path, and roles and responsibilities with Tft.	High	Nancy Yelle	Work with IT to define. Communicate to teams as appropriate/applicable.
T2 Initiative	5014	There is role ambiguity between Accenture, Tft, Deloitte and CSD. It needs to be resolved for the teams to function	High	Nancy Yelle	Deloitte is facilitating an exercise to document roles and responsibilities from the contract, and then will work with CSD to refine and communicate to stakeholders.
T2 Initiative	5016	Accenture cannot gain access to the Phase 1 Development environment to validate the environment and ultimately to begin using the environment for tech arch prototyping activities.	High	Stephanie Knuth	Issue has been escalated to Cheryl, Roberto and the Steering Committee. A short-term fix will be the priority; however, Roberto will incorporate into long-term process to prevent reoccurrence.

Issues (Critical/High)					
Project	Issue ID	Issue Description	Issue Priority	Issue Owner	Issue Resolution Plan
T2 Initiative	5017	If the CFC scan date continues to be delayed, it could have a negative impact on the agency ability to spend the FY11 funds allocated for this effort.	High	Nancy Yelle	Work with Contract Management to determine additional billing options to allow for partial payment (on transmitted images by office) prior to the end of the SFY.
T2I	5320	There is a very high percentage of failure during validation of Tft installation work.	High	Jason Parsons	Request Tft to conduct internal quality verification before completing installation task.
CFC	5184	Image transmission time from Hot Springs to CSD ECM repository is averaging about 4-5 seconds per page, creating a significant backlog at Hot Springs and underutilizing the network connection.	High	Hayley Hall	ACS and CSD working independently and together to identify the problem and resolve. - See Issue Resolution Plan - ACS Transmission to OAG.docx
CFC	5185	ACS knowledge of ECM software appears to be rather shallow. A lack of deep knowledge leads to technical issues not being addressed in a timely manner.	High	Hayley Hall	ACS engaging EMC to address
CFC	5186	ACS submitted a CC requesting to amend pricing in order to increase the cost of scanning documents.	High	Hayley Hall	CSD Contract Management and Legal reviewing
CFC	5187	Field staff have identified wrong office code applied to thousands of documents, and duplicate images within case files	High	Hayley Hall	Need to conduct analysis to understand the scope of these issues, and identify a resolution plan.
VCF	5236	Determining bandwidth needs for offices once ECM is implemented has been challenging. We can provide estimates, but the real test will come with VCF implementation when users are on the system.	High	Teresa Salas	Even though initial estimates were accounted for via the NMS project, tests were not conducted since ECM was not in place. We will need to conduct performance test for VCF pilot and watch this closely as more staff begin using the system. (Also need to consider server-memory, CPU, and configuration on the network etc)
VCF	5249	A process must be created to handle doc title changes and additions. The proposed process is not recommended by Accenture as being against best practices for document imaging.	High	Teresa Salas	Perform analysis on document titles and determine if document titles need to be deleted, updated or combined. <i>(Work assigned to BPA)</i> Once this work is done determine the amount of data cleanup that will need to be performed.
CIL	5008	Not all of the Employer Repository requirements are included in the CIL SRS. Need to determine what is in scope, what is not, and why.	High	Ruben Barbosa	Waiting for the outcome of the T1 application migration assessment.

Issues (Critical/High)					
Project	Issue ID	Issue Description	Issue Priority	Issue Owner	Issue Resolution Plan
CIL	5145	TIERS and T2 integration was identified as a required function of the CIL implementation, but requirements were not completed until after the CIL SRS was finalized	High	Noorul Islam	Nancy Cox and TIERS/T2 group will have Word documents, by topic, with all of their requirements for the Automated Referrals BPM. The assigned BPA will bring this to the Design sessions to be sure they are included in the discussion for changing this BPM.

### Next Steps

- Continue case file conversion (scanning)
- Continue design activities for VCF Pilot
- Continue design activities for CIL
- Finalize work plan for Phase 1

### Acronyms





- AMP: Artifact Management Plan (Playbook Plan)
- ARB: Architecture Review Board
- BPM: Business Process Model
- BSC: Business Services Council
- CAV: Continuity Assurance Vendor (Deloitte)
- CCD: Change Control Document (T1)
- CFC: Case File Conversion
- CIL: Case Initiation and Locate Renewal
- CR: Change Request




DDI: Design, Development, and Implementation Vendor (Accenture)  
DQA: Data Quality Analysis & Cleanup Project  
DMP: Delivery Management Plan (Playbook Plan)  
EBO: Environment Build Out  
ECM: Enterprise Content Management  
EER: Establishment and Enforcement Renewal  
ERS: Enterprise Reporting System  
IAC: Interagency Contract  
IAM: Identity & Access Management  
PSP: Production Support Plan (Playbook Plan)  
QMP: Quality Management Plan (Playbook Plan)  
REP: Requirements Engineering Plan (Playbook Plan)  
RMP: Release Management Plan (Playbook Plan)  
SEP: Solutions Engineering Plan (Playbook Plan)  
SEPG: Software Engineering Process Group  
TMP: Technical Management Plan (Playbook Plan)  
VCF: Virtual Case File  
VP: Verification Plan (Playbook Plan)

# TXCSES 2.0 Initiative Status Report

See back page for Acronym List

<b>Report Period:</b>	07/01/11-07/31/11		<b>Completed By:</b> Stephanie Knuth	
<b>Projects included</b>	Release .01: ECM Capture	Release .02: VCF Pilot	Release 1: CIL	Release 1: ECM
	Release 1:	Release 1: ERS	Release 1: RODEO	Release 2: EER

TXCSES 2.0 Initiative Summary Dashboard	
Schedule	
Quality	
Risks	
Issues	

Legend	
	No intervention required. Project going as planned in this area. A positive variance or a negative variance less than or equal to 5%; risk and/or issue rating of Low.
	Some oversight required. Project may be at risk in this area. A negative variance greater than 5% and less than or equal to 10%; risk rating of Moderate or Controllable, and/or an issue rating of High or Medium.
	Intervention required. Project is at risk in this area. A negative variance greater than 10%; risk rating of Severe or Significant, and/or an issue rating of Critical.

TXCSES 2.0 Initiative Summary
<p><b>Initiative Status</b></p> <ul style="list-style-type: none"> <li>Independent Verification and Validation (IV&amp;V) Initial Review conducted by the University of Texas 6/27-7/12. A draft report is expected in August.</li> <li>Schedule is "yellow" due to number of missed milestones and delay in beginning phase 1 design. Project management team continues to assess impact to determine risk to the overall implementation schedule.</li> <li>Quality is "yellow" due to issues with Phase 1 requirements that will be remediated during the design process.</li> </ul>



## TXCSES 2.0 Initiative Summary

- Risk is "yellow" due to the number and magnitude of risks currently being monitored/mitigated.
- Issue is "yellow" due to the number and magnitude of issues currently being worked.

### Initiative Governance (Change Requests)

- The Business Services Council reviewed three change requests (CRs) on 7/6 and 7/20. Details and disposition of the items reviewed are documented in the meeting notes embedded below:



BSCmtgnotes070611.docx



BSCmtgnotes072011.docx

- The Software Engineering Process Group (SEPG) reviewed eight CRs and three tailoring requests on 7/13 and 7/27. Details and disposition of the items reviewed are documented in the meeting notes embedded below:



20110713 SEPG  
Governance Meeting



20110727 SEPG  
Governance Meeting

- The Architecture Review Board (ARB) reviewed three CRs on 7/13 and 7/27. Details and disposition of the items reviewed are documented in the meeting notes embedded below:



20110713 ARB  
Governance Meeting



20110727 ARB  
Governance Meeting

### TXCSES Renewal Status

- Phase 1: Case Initiation/Locate (CIL)
  - This project is behind schedule. We are currently working with Accenture to finalize the detailed work plan for CIL/Phase 1. Once this is complete (in August), a change request will be submitted. No impact at this point to the overall implementation schedule.
  - Developed a realistic 90 day calendar for upcoming design sessions for T2 Phase 1.
  - Holding design sessions to begin drafting the Phase 1 Release Design Approach document. CIL is proceeding under the agreement to move ahead into design with known needed changes to the requirements; as design progresses, changes will be made to the SRS to ensure the requirements accurately reflect the solution being developed and implemented.
  - Developed business scenarios for input into the Technical Architecture team's T1 integration sessions.
  - Began work on refining the logical data model.
  - Checked the CIL SRS and the Supplemental Specifications into ClearCase.
  - Continued meetings with HHSC regarding TIERS/TXCSES 2.0. For the topics covered we have our business scenarios/triggers and the data we expect to receive/send completely written. The team is now working on writing rules (flows and text) for ingesting the data received from HHSC. Kim Howell, Pat Raymond, and Karla Rodriguez will continue to provide input for those rules as needed.
- Phase 1: Enterprise Reporting System (ERS)
  - This project is on schedule.
  - Issue regarding SAS 9.2 versus 9.3 installs raised to the ARB. The issue has to do with the impending DCS Transformation that will install SAS 9.3 for production report servers. The T2 Reference Architecture, on the other hand, is planning on installing SAS 9.2. Also neither of

## TXCSES 2.0 Initiative Summary

those SAS versions will work with WebSphere 7 which is being planned for T2. The ARB will determine what SAS's WebSphere upgrade plan will be. SAS's response will drive further discussion. SAS installation on hold at this time.

- Determined that the archiving function for reports has two scenarios: for reports generated through ERS, the reports will have archiving administered automatically or through an authorized user. For reports that exist as hard copies or PDFs, the reports will be loaded to ECM using their scan or upload mechanisms. No requirements development for archiving needed at this time.
- Phase 1: Data Quality Analysis and Cleanup
  - This project is on schedule.
  - Two types of cleanup are planned: automated and manual.
  - Automated Cleanup
    - Continued developing & testing T1 automated cleanup, with a planned implementation date of 8/11.
    - Created a recorded demonstration of how to use the new screens that will be used for training.
  - Manual Data Cleanup
    - Field Ops management continues to review volume counts to better understand the volume of manual cleanup work we are asking the Field to do.
    - Procedures and training for the manual cleanup effort are complete and under final review. Per Field Ops management, data cleanup training for the Field will not begin until later this year.
    - Joanne Kasten replaced Grace Rivera on the project and will conduct the in-person training for the Field staff assigned to work the clean-up lists.
- Phase 2: Establishment and Enforcement Renewal (EER)
  - This project is currently behind schedule in developing requirements; no impact to implementation date.
  - Continued work with larger group sessions for remaining EER requirements gathering sessions, including:
    - Review of some of the Year 1 documents, updating them with Year 2 requirements, including Scheduling and Initiating Interstate.
    - Review of TYC and Foster Care impact on T2
    - Special Bankruptcy meetings were held with Bankruptcy specialists from three regions to discuss the impact of bankruptcy on enforcement remedies.
  - The team is working through the schedule for completing the SRS.

### Enterprise Content Management Status

- Case File Conversion
  - This project is currently behind schedule. Continuing to work with ACS to mitigate schedule delays/impact to field office staff.
  - Completed production scanning in Odessa on 7/22, San Antonio 205 on 7/27, and in Wichita Falls and Texarkana on 7/29.
  - Conducted 30-Day Pre-CFC site visits in Waco 705, Amarillo 103, and San Antonio 204, 214, and Jourdanton offices.
  - Approved the updated Project Management Plan from ACS, including the baseline schedule.

## TXCSES 2.0 Initiative Summary

- Approved ACS's request to use a Secure Facility for San Antonio & El Paso field office scanning, as opposed to mobile units.
- ACS's transmission of images into OAG's production environment continues but is still much slower than expected. Technical and support staff from CSD, Accenture, Tft and ACS continue to meet to troubleshoot the issue.
- CSD's Exception Queue handling continues; however, the volume is higher than expected. ACS continues to make changes on their side to help increase efficiency and that will help Exception Queue Team members view and clear images "first in/first out." ACS is also researching options for clearing out "no document found" sheets that were inserted and scanned for case files with no documents on one side. The team will be monitoring Exception Queue volume to determine root cause of the high volume and remediate.
- A knowledge sharing session between CSD Exception Queue and ACS Hot Spring QC staff was held on 7/25. This was the first of regularly scheduled meetings whose purpose will be to help share information regarding the images being routed to the Exception Queue and how best to index them. This will help ACS staff better identify documents so that fewer are ultimately sent to the CSD Exception Queue.
- "Capture" implementation
  - As of this reporting, there are 13 open Help Desk tickets.
  - Configuration problems with the non-flat bed scanners have been reported by the Field. The team is troubleshooting these issues.
  - Held a session to evaluate the Help Desk process for T2 modifications and recommendations on 7/22.
  - Additional Capture training was provided to the help desk/ISSS staff, new project team members and command center staff.
- VCF Pilot Implementation
  - The project is behind schedule. The design was due on 7/15 and has not yet been completed. The work is tracking late; however the team is working to determine if there is time that can be made up in the schedule prior to requesting a revision to the overall implementation date.
  - Conducting research on the possibility of adding barcodes to both ALPS and PELO documents.
  - Finalized the backup strategy for VCF Pilot. The assumption is that the solution will be sufficient until Phase 1 implementation.
  - Researching digital mail storage needs. The team determined that the images received from the digital mail vendor will be stored on the Captiva server.
  - Scan Operator Meetings are held weekly for the purpose of sharing lessons learned, best practices and issues/resolutions as well as answering questions.
  - The ECM Communication Matrix is being refined. Regional Administrators have been contacted for upcoming opportunities to communicate with field staff.
  - Planning is underway to develop a series of informational video vignettes for posting to the T2 website.
  - Upcoming presentations:
    - 8/4: Region 5 Office Managers Meeting
    - 8/5: Region 4 Office Managers Meeting
    - 8/19: RA Meeting
    - 8/25: Region 3 Office Managers Meeting
- RODEO
  - This project is on schedule.
  - Detailed design for RODEO is not scheduled to begin until October. Team members are attending design sessions to provide input to the Release Design Approach.
  - Letters: Letters meeting held and finished review process with attorney's for the letters. Made all of the updates to the letters based on comments from the session. Converted all of the letters from WP to Word.
  - Content: Reviewing and making wording changes to fragments as they were identified by the

## TXCSES 2.0 Initiative Summary

Content Review team in 05-09. RODEO team working together to identify the changes to the fragment text, clean-up the merge fields, identify the data and it's source for each fragment (this will help identify any gaps in edit fields), and create the fragment rules.

- Initial discussion with EER on Forms Library to began discussions around the function of a forms library when EER is implemented. More discussions need to be held.

### T2 Infrastructure Status

- Conducted debrief on Error Logging/Reporting tools, however will need to conduct additional analysis to make selection.
- Began Pilot Stage SW validation; have found some issues with the install worksheets we provided and we removed Xplore, but forgot to remove the patches that went along it, thus causing us to have to uninstall & reinstall. That will add some additional time.
- Conducted a handoff of the DEV environment to Accenture for WebSphere stack, Adobe, DB2 Optim and Xplore
- Handed off the newly installed Captiva modules to Accenture
- Held demos set up for Privileged User Mgmt demo scripts
- OAG has approved Tft proposals for all AIX hardware
- Tft delivered System Test and Training for validation
- Meeting held the week of 7/25 to discuss with DIR the automated build and deployment vision, as we need their buy in to help us with any potential Tft contractual changes.
- Conducted the Tft privileged ID discussion with CSD ISO and Accenture

### T2 Architecture Status

- Submitted the T1 Migration assessment deliverable for review on 7/11.
- Team participated in the BPM v7.5 workshop with IBM. Assessment finding summary document for all the use cases will be presented to the ARB in August.
- T1 Integration - Consensus and sign-off reached on design approach for all 4 styles as well as Exception Handling for T1 Integration.
- Continued design and research for Theme and Skin Development Approach
- Services Architecture
  - Continued work on business rules management prototype for ILog JRule server and process server
  - Continued making updates to the Business Rule approach design document based on feedback received.
  - Created a draft of the Human Task Management design approach document
- Batch Architecture
  - Developed and Reviewed prototype for the batch job.
  - Standards and Guidelines for Batch Job design document were reviewed and updated documents per feedback received.
  - Controller and Input / Output capabilities are planned for review and sign off over the next two weeks.

### T2 Mentoring & Transition Status

- Transition Management and Workforce Planning
  - Continuing to work to identify candidates for the Rational Tool Admins and the Db2 DBA.
- Rational Tool Admin Mentoring
  - Gus is participating in sessions with Martin, the Playbook analysts, CSD and Deloitte Plan owners to discuss pending change requests and their impacts to tools, etc
- Mentoring & Transition
  - Conducted kickoff for VCF Pilot Mentoring on 7/28
- Field Workforce Planning
  - Investigating what currently manual processes will be automated by CFC to quantify the man

**TXCSES 2.0 Initiative Summary**

- hours that will potentially be saved.
  - o Assisting with role definition for VCF Pilot.
- Outreach
  - o Drafted and obtained approval for the August Common Ground article. The subject is VCF Pilot.
  - o Creating video vignettes for Capture. Three videos (Documentum Overview, Indexing, Scanning) have been created and are currently having audio narration added. As soon as the audio narration is complete, they will be reviewed with Field Ops prior to distribution.
  - o Teresa and Martha presented to the Regional Administrators meeting with a Capture Update and information on VCF roles.
- Training
  - o Playbook Training
    - Delivered DMP/RMP, PSP, AMP, SEP and TMP sessions.
    - Continuing to work on role-based execution guides that the focus group participants recommended.
  - o Capture Training
    - Providing on site support for Capture scan operators. The Accenture trainer, Cindy Wood, is traveling to various offices each week.
    - Conducted Train The Trainer sessions for Capture training, as well as training for Command Center recipients.
  - o VCF Training
    - Developed the first draft of the Solution Training Plan for VCF Pilot.
- BPA Mentoring
  - o Assisting the ECM BPAs with peer review, validation, and generation of the ECM SRSs.
  - o Finalizing the AMC Forms change request for presentation to the BSC on 8/3.
  - o Distributed the BPA Mentoring survey to the BPAs.

**Schedule Variance (Time) \*Coming Soon\***

Difference in # Days	Planned	Actual	Explanation
<Identify the degree to which the Initiative is on schedule; identify +/- number of days ; include SPI>	<Original scheduled progress activity date>	<Actual progress activity date>	<Reason that date was revised>

**Milestone Variance**

Milestones	Planned	Revised	Explanation	Actual
<b>Initiative Level Milestones &amp; Deliverables</b>				
3893: Milestone: IJDs Posted for External Hiring (CSD)	11/19/10		Complete	3/15/11
3894: Milestone: T2 Website Staged for Review (CAV)	11/24/10	5/10/11	Complete	5/10/11
3896: T2 Website Relaunch	1/4/11	6/1/11	Website to be launched the week of 6/6, pending Steering Committee approval	6/3/11

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
2904: Complete QMP Mentoring Sessions (CAV)	1/13/11		Complete	1/21/11
T2 Playbook Training to CSD Begins (CAV)	1/19/11		Complete	1/19/11
3847: Send draft UT IV&V IAC to OCSE for Review (CSD)	2/16/11		Complete	2/28/11
3878: BPA Mentoring – Mid-Point Assessment Survey Distributed (CAV)	2/16/11		Complete	2/18/11
5083: Perform Quarterly Initiative Communication Planning (CAV/CSD/DDI)	2/24/11		Complete	2/24/11
T2 Playbook Training to DDI Complete (CAV)	2/22/11		Complete	2/22/11
950: T2 Deliverable: Submit Existing Contracts Assessment (CAV)	3/17/11	4/22/11	Complete	4/22/11
1194: T2 Deliverable: Submit Architecture Acceptance (DDI/CSD)	3/28/11		Complete	3/28/11
1481: T2 Deliverable: SRS Acceptance (DDI/CSD)	3/28/11	4/29/11	Complete	5/26/11
3881: DDI Knowledge Transfer Complete	3/31/11	4/29/11	Complete	5/20/11
1252: T2 Deliverable: Submit Mentoring & Transition Plan (DDI)	4/27/11	4/15/11	Complete	4/15/11
3848: Execute IAC with UT (CSD)	5/3/11		Complete	5/25/11
1557: T2 Deliverable: Submit T1 Application Migration Assessment (DDI)	7/11/11		Complete	7/8/11
<b>ECM Capture Milestones &amp; Deliverables</b>				
2388: Work Product: Submit v01 Capture Solution Specification (Design) (DDI)	12/10/10		Complete	12/10/10
3925: Milestone: Submit v1_01 Capture Design Revision	2/22/11		Complete	2/22/11
2370: Milestone: Capture Procedures Approved (DDI)	12/15/10	1/31/10	Complete	2/10/10
2407: Milestone: Submit v01 Capture Training Plan (DDI)	1/14/11		Complete	1/14/11

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
2394: Milestone: Capture Development Complete (DDI)	2/4/11		Complete	2/4/11
3940: Milestone: Capture Development Complete for Revised Design	3/4/11		Complete	3/4/11
3742: Milestone: Submit v01 Capture Training Materials (DDI)	2/14/11	3/25/11	Complete	3/25/11
3833: Milestone: Capture Environment Set-Up Complete (scanners/scan stations) (CSD)	3/1/11	3/25/11	Complete	5/22/11
2124: Milestone: Capture Testing Complete (DDI)	3/4/11	3/25/11	Complete	3/25/11
2128: Milestone: Capture Deployed (DDI)	3/18/11	4/28/11	Complete	5/6/11
<b>ECM—VCF Milestones &amp; Deliverables</b>				
673: Milestone: CFC Vendor Contract Awarded (CSD)	1/21/11		Complete	2/11/11
2140: Submit v01 Solution Specification (Design)	4/1/11	7/15/11	Tracking late	
2169: Milestone: VCF System Testing Complete (DDI)	7/15/11	10/28/2011		
3548: Milestone: VCF Acceptance Testing Complete (DDI)	8/19/11	12/16/2011		
2208: Milestone: VCF Solution Deployed for Pilot (DDI)	8/26/11	1/13/2011		
<b>CIL Milestones &amp; Deliverables</b>				
1490: Deliverable: Submit v01 Solution Specification Package 1 (DDI)	6/23/11		Tracking late; change request pending	
<i>Finalizing Phase 1 Workplan; additional milestones coming soon</i>				
<b>DQA Milestones &amp; Deliverables</b>				
769: TI Priority 1 Automated Cleanup Implemented (CSD)	6/17/11	4/28/11	Complete	4/28/11
3883: DQA Data Governance Committee Operational	1/28/11	5/31/11	Complete	5/31/11
3885: Data Quality Committee Charter Approved	1/28/11	5/31/11	Complete	5/31/11

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
2337: Milestone: Manual Data Cleanup Training Completed (CSD)	3/22/11	9/30/11	Per Field Ops management, training will not begin until later this year; CR approved for date change	
<b>ERS Milestones &amp; Deliverables</b>				
<i>Finalizing Phase 1 Workplan; additional milestones coming soon</i>				

<b>T2I Milestones &amp; Deliverables</b>				
1006: Milestone: Capture System Test EBO Complete (CAV/CSD/TfT)	1/24/11	2/2/11	Complete	2/3/11
3353: Milestone: Capture Training EBO Complete (CAV/CSD/TfT)	2/25/11		Complete	2/11/11
3472: Milestone: Submit 1 <sup>st</sup> v01 EBO Deliverable (CAV)	3/22/11		Complete	2/4/11
981: Milestone: Pre-Dev EBO Complete (CAV/CSD/TfT)	3/3/11	6/13/11	Tracking late.	
3382: Milestone: Capture EBO Complete (CAV/CSD/TfT)	3/4/11		Complete	3/9/11
3534: Milestone: VCF Staging EBO Complete (CAV/CSD/TfT)	5/23/11		Tracking late.	
3530: Milestone: VCF System Test EBO Complete (CAV/CSD/TfT)	5/23/11		Tracking late.	
3679: Milestone: VCF UAT EBO Complete (CAV/CSD/TfT)	7/5/11		Tracking late.	



<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3533 VCF Training EBO Complete (CAV/CSD/TfT)	6/17/11		Tracking late.	
3387: VCF Pilot EBO Complete (CAV/CSD/TfT)	8/12/11			
3480: Milestone: Submit 2 <sup>nd</sup> v01 EBO Deliverable (CAV)	8/17/11		Complete	7/1/11
<i>Finalizing Phase 1 Workplan; additional milestones coming soon</i>				
<b>EER Milestones &amp; Deliverables</b>				
3593: Submit v01 EER SRS (CAV)	6/24/11	8/12/11		
939: Submit v01 EER Acceptance Criteria (CAV)	7/1/11	8/24/11		

<b>Quality Management</b>			
N/A until VCF Pilot Testing Begins			

<b>Risks (Severe/Significant)</b>			
<b>Risk ID</b>	<b>Risk Summary</b>	<b>Risk Rating</b>	<b>Risk Mitigation Strategy</b>
INI-5	If staff do not have enough information about the Initiative, or are not on board with the vision, it may impact the success of the Initiative.	Severe	Create a comprehensive change management approach to address issues from every stakeholder perspective.
INI-17	If the technology base for the T2 system is not developed using tools and technologies that are supportable for the life of the new system, the technology may become obsolete in the foreseeable future.	Significant	A number of strategies are being employed to mitigate the risk of technology obsolescence. The T2I project is managing all tool selection for the T2 system to ensure integration and interoperability requirements are met. Through the initial RFI and subsequent tool evaluations, we continue to assess not just functional/technical fit, but sustainability, flexibility and adaptability of technology options.

<b>Risks (Severe/Significant)</b>			
<b>Risk ID</b>	<b>Risk Summary</b>	<b>Risk Rating</b>	<b>Risk Mitigation Strategy</b>
INI-18	Delays in procurement and installation of solution hardware and software could impact start of design and affect the timeline for project implementation.(Internal/External)	Significant	<ul style="list-style-type: none"> <li>• Working closely with TtT and CSD staff liaisons to expedite tool selection and submit tickets timely with all the information needed to proceed.</li> <li>• Securing dedicated team of TtT resources to support project needs.</li> <li>• Escalation of delay/schedule issues through weekly T2I updates.</li> </ul>
INI-20	CSD is planning to fund the TXCSES 2.0 projects using existing budget (i.e. CSD has not requested a special appropriation for this effort). If future estimated funds are unavailable or approvals are not obtained, timely completion of projects will be at risk.	Significant	<ul style="list-style-type: none"> <li>• To ensure alignment of funding priorities across CSD, T2 Initiative Steering Committee has representation from all CSD Deputy Areas, and is chaired by the Deputy Attorney General for Child Support.</li> <li>• T2 Management works closely with Budget, Planning, and executive management to communicate project cost projections in advance of budgeting cycles so that risks of budget shortfalls can be addressed or contingencies agreed to.</li> <li>• CSD Deputy Areas, and is chaired by the Deputy Attorney General for Child Support.</li> <li>• T2 Management works closely with Budget, Planning, and executive management to communicate project cost projections in advance of budgeting cycles so that risks of budget shortfalls can be addressed or contingencies agreed to.</li> </ul>
INI-21	CSD is transitioning to new technology and has limited resources with the necessary skills to develop and implement solutions. If CSD is unable to develop/staff the required skills, the TXCSES 2.0 system maintainance will suffer.	Significant	<ul style="list-style-type: none"> <li>• CSD will utilize vendor resources skilled in the technology and business solutions to augment CSD staff. Vendor resources will also have responsibility for coaching/mentoring CSD staff into new roles, and performing knowledge transfer at key milestones to ensure CSD is prepared to transition to full support of the new solutions.</li> <li>• Ongoing work force planning in place to identify future skill needs, define new roles, assess current capabilities, and develop sourcing strategies to train/transition staff, acquire staff with needed skills, and/or outsource some job duties.</li> </ul>
INI-23	Mandated federal/legislative changes or continued changes to T1 may result in an increased scope, schedule and/or budget as well as have an impact on resource availability.	Significant	Constant monitoring will be employed to understand Federal/Legislative changes. Specific examples include monitoring impacts of recent Federal Health Care legislation and impact to medical support. Changes that are required for T2 will go through the Change Control process.

<b>Risks (Severe/Significant)</b>			
<b>Risk ID</b>	<b>Risk Summary</b>	<b>Risk Rating</b>	<b>Risk Mitigation Strategy</b>
INI-24	Timing of changes to external interfaces (e.g., SAVERR / TIERS) could adversely impact the schedule.	Significant	Constant monitoring will be employed along with engaging key external exchange partners to communicate T2 plans and schedule, and understand plans and schedules on their side that may have impacts to us. A work group will be formed between the T2 CIL team and HHSC team responsible for TIERS implementation.
INI-25	The Phased Implementation Approach for T2 requires integration between the T1 and T2 databases. There are three potential (related) risks in this approach; Latency in Business Transactions, Additional I/O Required, Required Changes to T1. If the Technical Solution does not accommodate for these inherent risks, there will be an impact to the end users (usability of the system).	Severe	Prototyping, ensuring design for this portion of the solution is front-loaded if possible in the design schedule; selection of technology (ETL tool).
INI-27	If the appropriate technical staff are not assigned to the T2 project teams, the projects may not be successful. The teams need technical subject-matter experts to ensure the technical processes are being followed to the defined quality standards.	Significant	The Playbook Plan Owners will be responsible for watching execution of the project processes, monitoring quality reports in CQ, and advising the PMs of risks/issues/potential pitfalls. Each project team Lead Designer will be responsible for validating execution of the SDLC to ensure adherence to defined standards and advising the PMs of technical issues/risks.
INI-28	If we cannot work with Tft to improve the deployment time frames, or give Accenture the ability to deploy in the non-prod environments, the T2 project schedule will be delayed.	Significant	Escalated to IT Deputy Director on 3/23 for assistance. She is devising a strategy to engage DIR and Tft in discussions. Until that is successful, we will streamline the deployment as much as possible, engage the TMP Plan Owner to help facilitate, escalate to Tft PM quickly and in writing when we encounter delays, and continuously communicate priority to Tft.
CIL-23	Beginning CIL design w/o clear, complete CIL business requirements.	Severe	Have BPAs be accountable for bringing up identified additional requirements in each BPMs Design Approach session. BPAs will be the point person for bringing in additional SMEs for each subject, as needed. By the end of design, we will have agreed on the design and BPAs will modify the requirements to match the agreed upon design.
DQA-10	If adequate knowledgeable resources are not assigned to the clean-up effort, clean-up will not be successful - which will affect quality of the data on T2.	Significant	Escalated to Initiative Management for resource assignment.

<b>Risks (Severe/Significant)</b>			
<b>Risk ID</b>	<b>Risk Summary</b>	<b>Risk Rating</b>	<b>Risk Mitigation Strategy</b>
ERS-1	If synchronization of T1 and T2 data contains, errors reports that pull from both sets of data may become invalid. Invalid reports can negatively impact operations as well as federal funding.	Significant	ERS participation in design, coding, and implementation of transactional system as applicable. Other possibilities are to pull strictly from the system of record for that data. Include 157 as part of go-nogo factor.
ECM-9	CSD does not have in-house resources skilled in developing, implementing and maintaining ECM. Ralph Kosiba is being trained as the ECM administrator during the Capture phase. Will need to determine approach for Pilot	Significant	Training will be provided to appropriate CSD staff. Vendor resources will be utilized in the interim. Mentor plan will be in place for developer and system designer. Additional resources still need to be identified.
ECM-21	Once we deploy to production, the 'Steady State' T4T resources take over. These resources will not have the experience in executing the deploy scripts.	Severe	Instructions to TtT need to be very detailed. Need to plan deployments for VCF Pilot in advance. In addition, IT management has approved requesting the dedicated team for deployments for the time being.
ECM-22	There is a risk that the response time will be impacted and excessive server space consumed with the amount of activity logs (Documentum) expected based on existing requirements to log all actions.	Severe	Revisit the requirements of activity logging for Pilot during the design sessions. Identify the low/medium/and high levels or reporting. Impact will be seen during Pilot. Rochelle will provide list of fields that are part of the audit logs for review. Conduct performance testing. Currently reviewing what is being logged. Update from ACN that we are only logging what is recommended (out of the box)  Reporting reqmts will drive the logging activities.
ECM-35	Potential concern of an inaccurate license count or products. If the products and licenses originally purchased through EMC are not correct then the design and implementation of VCF Pilot will be impacted.	Significant	CSD, Deloitte and Accenture architect staff must review and assess the completeness and accuracy of the products and licenses purchases.
ECM-36	VB script modules are required to access the Documentum DB2 database to obtain drop down list values required for the Capture solution. The access password to the Documentum database is stored in a local file. There are 11 VB scripts that need to be maintained for each environment. If we deploy code that impacts these VB scripts then we increase the complexity of configuration management as well as the risk of code defects.	Significant	See Risk Response Plan-VB Code

<b>Risks (Severe/Significant)</b>			
<b>Risk ID</b>	<b>Risk Summary</b>	<b>Risk Rating</b>	<b>Risk Mitigation Strategy</b>
ECM-37	We are introducing workflows (mail received in the office and digital mail) with the VCF Pilot. Managing the work (prepping, batching, scanning, etc) from these workflows will be critical. If the work is not managed/ resources not available to complete the work required (prepping, batching, indexing) then mail may not be processed and worked in a timely manner	Significant	Conduct time and motion study now that ECM system is available. Review level of knowledge required to perform scanning duties (scanning vs indexing).  Work with region program specialists to understand processes better  Identification of roles
ECM-54	Document inventory developed as part of ECM taxonomy is very detailed and granular. If the number of document names is high, then a higher number of images may be routed to the Exception Queue ACS has for CSD.	Significant	Work with ACS to ensure that their staff are as well trained on document inventory as possible. Monitor the number of documents routed to the Exception Queue and, if high, consider assigning more resources. Longer term: consolidate categories in the document inventory so that there are fewer document names.
ECM-55	ACS reports that contractual relationship with EMC is problematic. ACS reports that EMC has been extremely unresponsive and slow in providing deliverables and assistance. If responsiveness remains low, then ACS's ability to meet CFC contractual obligations in a timely manner and with quality service may be adversely impacted.	Severe	ACS to escalate issues to EMC upper management and report back to CSD.
RDO-57	If Phase I EER/RDO integration sessions do not occur prior to RDO design, RDO will need to synch up field names and functionality during RDO design.	Significant	Attend RDO/EER integration sessions when EER holds them and identify the necessary changes to RDO.
RDO-58	If CIL requirements are not gathered prior to RDO design, then RDO will need to synch up field names and functionality during CIL design.	Significant	Work with CIL during design to understand their functionality and field names.
EER-8	The long-running nature of certain Establishment and Enforcement activities will result in these activities starting in TXCSES and continuing in TXCSES 2.0, which presents a conversion risk.	Significant	Incorporate these elements in the conversion plan, specifically monitoring of court dockets, legal actions, and legal history.
EER-21	If key decision makers including the portfolio manager and Field Ops Assistant Deputy Managers are not available for sessions, then requirements may not meet executive vision or may be delayed due to unplanned review and rework sessions.	Significant	Field Ops Assistant managers will discuss any key decisions with BPOs on project. Portfolio manager will be consulted ahead of time for vision.

<b>Risks (Severe/Significant)</b>			
<b>Risk ID</b>	<b>Risk Summary</b>	<b>Risk Rating</b>	<b>Risk Mitigation Strategy</b>
T2I-45	<p>Pilot Environment Delivery from Tft at Risk - Tft has projected delivery dates for Pilot Stage at the end of June which is 6 weeks past the requested date. Tft has projected delivery dates for Pilot Training at the end of June which is 3 weeks past the requested date.</p> <p>Tft has not yet provided a projected date for Pilot System Test which was requested by May 16, 2011. At this point, it seems unlikely that the UAT or Production requested dates will be met.</p>	Significant	Escalate to DIR, modify project schedule to accept the delay.
T2I-51	ECM team continues to consider additional products/modules. It may not be possible to have these products installed in time for the pilot design, development and test activities.	Significant	Vet ECM design with product needs & determine if a product already procured will meet the requirements

<b>Issues (Critical/High)</b>					
<b>Issue ID</b>	<b>Issue Summary</b>	<b>Issue Response Plan</b>	<b>Issue Priority</b>	<b>Issue Due Date</b>	<b>Issue Owner</b>
INI-I16	There appears to be a discrepancy in the level of detail of the forms requirements across projects.	Stephanie conducted meetings with T2 PM stakeholders to discuss the issues and create recommendations for addressing. Currently circulating the recommendations with other stakeholders within the agency prior to presentation to the Steering Committee.	High	September 2011	Stephanie Knuth
INI-I28	We need to determine at what point we will migrate the T1 portal applications into the T2 environment.	Included requirements in the DDI RFP for the vendor to do a "T1 application migration assessment". IT would like us to migrate the T1 portal applications with CIL. Need to do cost/benefit.	High	September 2011	Nancy Yelle
INI-I33	Not all of the Employer Repository requirements are included in the CIL SRS. Need to determine what is in scope, what is not, and why.	Waiting for the outcome of the T1 application migration assessment.	High	September 2011	Ruben Barbosa

<b>Issues (Critical/High)</b>					
<b>Issue ID</b>	<b>Issue Summary</b>	<b>Issue Response Plan</b>	<b>Issue Priority</b>	<b>Issue Due Date</b>	<b>Issue Owner</b>
INI-I35	We continue to struggle in obtaining a high enough priority with Tft to build out the environments by the needed dates. Capture implementation is dependent on build out of the remaining environments (Test, Staging, Production). Tft promised to provide commit dates in a meeting on 11/19/10, but there is still no commitment from them for the remaining environments.	Escalated to the Steering Committee. Need to ensure DIR and Tft understand the implications of not meeting these dates.	Critical	2011	Nancy Yelle
INI-I39	We need to more clearly define the communication avenues, escalation path, and roles and responsibilities with Tft.	Work with IT to define. Communicate to teams as appropriate/applicable.	High	Fall 2011	Nancy Yelle
INI-I40	There is role ambiguity between Accenture, Tft, Deloitte and CSD. It needs to be resolved for the teams to function	Deloitte is facilitating an exercise to document roles and responsibilities from the contract, and then will work with CSD to refine and communicate to stakeholders.	High	Fall 2011	Nancy Yelle
INI-I41	We have encountered several obstacles in finalizing the Phase 1 Work Plan with Accenture. The overall implementation date is set, we are just working through the best way to complete the work, the interim milestones, level of effort required in the plan for status reporting, etc.	Schedule a series of work sessions with Accenture and CSD until agreement is reached.	High	Fall 2011	Stephanie Knuth
INI-I42	Accenture cannot gain access to the Phase 1 Development environment to validate the environment and ultimately to begin using the environment for tech arch prototyping activities.	Issue has been escalated to Initiative Deputy Manager and Workforce Planning Lead (IT), and the Steering Committee. A short-term fix will be the priority, however, WFPL will incorporate into long-term process to prevent reoccurrence.	High	Fall 2011	Stephanie Knuth
INI-43	If the CFC scan date continues to be delayed, it could have a negative impact on the agency's ability to spend the FY11 funds allocated for this effort.	Contract management is assessing options.	High	August 2011	Nancy Yelle



<b>Issues (Critical/High)</b>					
<b>Issue ID</b>	<b>Issue Summary</b>	<b>Issue Response Plan</b>	<b>Issue Priority</b>	<b>Issue Due Date</b>	<b>Issue Owner</b>
ECM-34	Determining bandwidth needs for offices once ECM is implemented has been challenging. Although we can estimate how much bandwidth is required, the real test will come when the VCF is implemented and users are using the system. Even though initial estimates were accounted for via the NMS project, tests were not conducted since ECM was not in place. We will need to conduct performance test for VCF pilot and watch this closely as more staff begin using the system.	<p>Conduct performance testing for VCF Pilot</p> <p>Meet with NMS team to ensure configuration settings are correct.</p>	High	Fall 2011	Teresa Salas
ECM-53	Need to determine LT strategy for content server given limitations (currently b/up 512 GB) as well as amount to be stored and minimal user maintenance	Work with EBO, Accenture and Tft to determine best approach	High	Fall 2011	Teresa Salas
ECM-63	We need to set passwords in the application as non-expirable	Submit Tft ticket to set passwords as un expirable	High	June 2011	Diana Young
ECM-78	Image transmission time from Hot Springs to CSD ECM repository is averaging about 4-5 seconds per page, creating a significant backlog at Hot Springs and underutilizing the network connection.	ACS and CSD working independently and together to identify the problem and resolve.	High	August 2011	Martha Arosemena
ECM-79	ACS's knowledge of ECM software appears to be rather shallow. A lack of deep knowledge leads to technical issues not being addressed in a timely manner.	ACS engaging EMC to address	High	2011	Martha Arosemena
T2I-22	Need decision on where Accenture will be conducting performance testing in order to in order to complete sizing in order to meet end of April deadlines for Phase 1 build tickets and software license tickets.	Accenture to provide ECM products that need to be installed to meet the needs of performance testing.	High	Summer 2011	Suzanne McCoy
T2I-35	Tft does not have sufficient resources to address the backlog of installations and INCs. This issue is apparently specific to system administrator resources. In addition a key resource (George) is going to be on vacation for several weeks.	Work with Tft to scope & forecast work type and if needed trade out resources	High	2011	Diana Young



<b>Issues (Critical/High)</b>					
<b>Issue ID</b>	<b>Issue Summary</b>	<b>Issue Response Plan</b>	<b>Issue Priority</b>	<b>Issue Due Date</b>	<b>Issue Owner</b>
T2I-36	TfT has not provided D0 proposal for review. The pilot environment must be able to support D0 in January.	Escalated to DIR	High	2011	Diana Young
T2I-37	TfT has reported that the solution for DR at D0 cannot be complete without finalizing the long-term backup strategy for Documentum Content Store.	Escalated to DIR	High	2011	Diana Young
T2I-39	ERS Project Team and Accenture team are considering making a request to upgrade and install SAS 9.3 rather than 9.2. Also, Accenture asked if CSD would consider a different tool since SAS 9.2 and 9.3 are not going to have built-in integration with WebSphere Portal 7	Halt installation in Dev; wait for ARB decision regarding version (ARB meeting schedule 7/27/11)	High	August 2011	Diana Young
T2I-41	TfT resources from the dedicated team are being pulled to work on production issues over build out activities	Work with TfT to scope & forecast work type and if needed trade out resources and escalate to T2 Initiative PM	High	August 2011	Diana Young
T2I-45	There is a very high percentage of failure during validation of TfT installation work.	Request TfT to conduct internal quality verification before completing installation task.	High	September 2011	Jason Parsons

<b>Issues (Critical/High)</b>					
<b>Issue ID</b>	<b>Issue Summary</b>	<b>Issue Response Plan</b>	<b>Issue Priority</b>	<b>Issue Due Date</b>	<b>Issue Owner</b>
EER-5	Field users have not been involved in state office workgroup activities so end user needs may not be addressed and incompletely documented requirements may be included in the SRS.	To keep Field users up to date on recent requirements and to allow them to provide input, a series of webinars will be used to communicate changes and provide input. First Webinar held on June 9.	High	2011	Tom Niland
EER-6	Missing scheduled JAD Reviews may lead to user needs not being addressed and SRS being incomplete.	Provide additional time to review the SRS document. Original schedule called for a one week team review. Preliminary approval has been gained from Field Ops Executive management to allow the Field Users additional time for self review of the SRS and a two week team review of the SRS.	High	2011	Tom Niland

### Next Steps

Continue case file conversion (scanning)  
 Continue design activities for VCF Pilot  
 Continue design activities for CIL  
 Continue work on EER SRS  
 Finalize work plan for Phase 1

### Acronyms





AMP: Artifact Management Plan (Playbook Plan)  
 ARB: Architecture Review Board  
 BPM: Business Process Model  
 BSC: Business Services Council  
 CAV: Continuity Assurance Vendor (Deloitte)  
 CCD: Change Control Document (T1)  
 CFC: Case File Conversion  
 CIL: Case Initiation and Locate Renewal  
 CR: Change Request  
 DDI: Design, Development, and Implementation Vendor (Accenture)  
 DQA: Data Quality Analysis & Cleanup Project  
 DMP: Delivery Management Plan (Playbook Plan)  
 EBO: Environment Build Out  
 ECM: Enterprise Content Management  
 EER: Establishment and Enforcement Renewal  
 ERS: Enterprise Reporting System  
 IAC: Interagency Contract  
 IAM: Identity & Access Management  
 PSP: Production Support Plan (Playbook Plan)  
 QMP: Quality Management Plan (Playbook Plan)  
 REP: Requirements Engineering Plan (Playbook Plan)




RMP: Release Management Plan (Playbook Plan)  
SEP: Solutions Engineering Plan (Playbook Plan)  
SEPG: Software Engineering Process Group  
TMP: Technical Management Plan (Playbook Plan)  
VCF: Virtual Case File  
VP: Verification Plan (Playbook Plan)

# TXCSES 2.0 Initiative Status Report

See back page for Acronym List

<b>Report Period:</b>	06/01/11-06/30/11		<b>Completed By:</b> Stephanie Knuth	
<b>Projects included</b>	Release .01: ECM Capture	Release .02: VCF Pilot	Release 1: CIL	Release 1: ECM
	Release 1:	Release 1: ERS	Release 1: RODEO	Release 2: EER

TXCSES 2.0 Initiative Summary Dashboard	
Schedule	
Quality	
Risks	
Issues	

Legend	
	No intervention required. Project going as planned in this area. A positive variance or a negative variance less than or equal to 5%; risk and/or issue rating of Low.
	Some oversight required. Project may be at risk in this area. A negative variance greater than 5% and less than or equal to 10%; risk rating of Moderate or Controllable, and/or an issue rating of High or Medium.
	Intervention required. Project is at risk in this area. A negative variance greater than 10%; risk rating of Severe or Significant, and/or an issue rating of Critical.

TXCSES 2.0 Initiative Summary
<p><b>Initiative Status</b></p> <ul style="list-style-type: none"> <li>Independent Verification and Validation (IV&amp;V) kickoff held 6/8/11; Initial Review began 6/27, and is scheduled to complete on 7/12. A draft report is expected in August.</li> <li>Schedule is "yellow" due to number of missed milestones and delay in beginning phase 1 design. Project management team continues to assess impact to determine if there is risk to the overall implementation schedule.</li> <li>Quality is "yellow" due to issues with Phase 1 requirements that will be remediated during the design</li> </ul>

## TXCSES 2.0 Initiative Summary

process.

- Risk is "yellow" due to the number and magnitude of risks currently being monitored/mitigated.
- Issue is "yellow" due to the number and magnitude of issues currently being worked.

### Initiative Governance (Change Requests)

- The Business Services Council reviewed 13 change requests (CRs) on 6/8 and 6/22. Details and disposition on the items reviewed are documented in the meeting notes embedded below:



BSCmtgnotes060811.docx



BSCmtgnotes062211.docx

- The Software Engineering Process Group (SEPG) reviewed 10 CRs on 6/1, 6/15, and 6/29. Details and disposition on the items reviewed are documented in the meeting notes embedded below:



20110601 SEPG  
Governance Meeting



20110615 SEPG  
Governance Meeting

- The Architecture Review Board (ARB) reviewed 10 CRs on 6/1, 6/15, and 6/22. Details and disposition on the items reviewed are documented in the meeting notes embedded below:



20110601 ARB  
Governance Meeting



20110615 ARB  
Governance Meeting



20110622 ARB  
Governance Meeting

### TXCSES Renewal Status

- Phase 1: Case Initiation/Locate (CIL)
  - This project is behind schedule. Design sessions were to begin in March and only a few sessions have been held. No impact at this point to the overall implementation schedule.
  - The Release Design Approach and BPM Design Approach are being discussed by Accenture and T2 mgmt. BPM Design Approach kick-offs have been postponed pending agreement.
  - Working with Accenture to finalize the detailed work plan for CIL.
  - Onboarded 16 new CSD staff on the CIL project. Held a meeting with the full team to introduce everyone, provide background about the project and links to documents that they will need as they begin reading project documentation.
  - CIL is proceeding under the agreement to move ahead into design with known needed changes to the requirements; as design progresses, changes will be made to the SRS to ensure the requirements accurately reflect the solution being developed and implemented.
  - Continued meetings with HHSC regarding TIERS/TXCSES 2.0.
  - The team is researching the following for requirements changes and design sessions:
    - Services Portal and QUICK
    - FCR and ICR Reconciliation
    - Outgoing interfaces
    - Roles on a Case
    - Policy changes for CIL functions since 1/2009
    - CCD changes for CIL functions since 1/2009
    - Macro warehouse changes since 1/2009
- Phase 1: Enterprise Reporting System (ERS)

## TXCSES 2.0 Initiative Summary

- This project is on schedule.
- Participated in development of a reporting requirement type approved by the SEPG on 6/29.
- Working on report elaborations for CIL report requirements (98+ reports).
- First pass of the ERS glossary completed. Will undergo refinement reviews such as providing input for Playbook definitions to the reports requirement type.
- Completed planning session for executing issues items and activities for the Define phase before Design phase begins. A full list is identified in the Action Items register.
- Phase 1: Data Quality Analysis and Cleanup
  - This project is on schedule, per the change request approved by the BSC on 6/22.
  - Two types of cleanup are planned: automated and manual.
    - Coding and testing is in progress for the T1 automated cleanup, with a planned implementation date to be determined based on Field Ops management direction.
    - Demonstrated the new screens to the Regional Case Analysts. The screens were well received.
    - Plan to create a recorded demonstration of how to use the screen (10-15 minutes in length).
  - Manual Data Cleanup
    - Field Ops management is reviewing volume counts to better understand the volume of manual cleanup work we are asking the Field to do.
    - Macros needed for this Data Clean-up analysis are being put in the Macro warehouse.
    - Procedures and training for the manual cleanup effort are complete and under final review. Per Field Ops management, data cleanup training for the Field will not begin until later this year.
- Phase 2: Establishment and Enforcement Renewal (EER)
  - This project is currently behind schedule. A change request was approved by the BSC on 6/8 to extend the SRS completion date to 8/12/11. No impact to overall T2 implementation schedule.
  - The following workgroups are actively meeting to discuss/identify requirements:
  - RODEO/EER Integration prep sessions – sessions scheduled throughout the next several weeks.
    - Negotiations Storyboard to capture details of informal negotiations with NCPs regarding lump sums, liens, etc.
    - Interface workgroup – Group gathered Medicaid Vendor Hold requirements
    - Mini-Assessment - Reuse rules from BPM77 to create an assessment for UC12 that defines error messages (“hard stops”) and warning messages.
    - Bankruptcy Workgroup – Reviewed the approach for how bankruptcy will affect legal assessment in EER.
    - Continued discussion of EER year one requirements with regard to Order Disposition and how to handle conference/hearing disposition vs. order disposition.
  - Policy Mapping continues where EER requirements are mapped back to OCSE system guidelines and Federal requirements.

### Enterprise Content Management Status

- Case File Conversion
  - This project is currently behind schedule. Continuing to work with ACS to mitigate schedule delays/impact to field office staff.

## TXCSES 2.0 Initiative Summary

- Uvalde conversion completed on 6/24 with the walk-through completed on 6/27. Paris, Midland, and Abilene are slated to complete by 7/1. Walk-throughs for these offices are scheduled for the following days: Paris - 7/1, Midland 7/5, Abilene 7/6.
- Continuing to work with ECM Team members, Accenture, BMI and IT on generation of a file that will be used to populate the QC Tracking Tool. Code for the file was deployed on 6/29; working through the process to retrieve the file for use by the QC Tracking Tool.
- Continuing to hold daily Implementation Lead check-ins. The check-ins have been very informative and have already yielded some lessons learned and best practices.
- Completed testing the image transfer from ACS' facility in Hot Springs to the data center. Upon CSD approval, ACS will begin sending images to production.
- Continued field office site visits and debriefs 30 days prior to the scheduled scanning start date for each office.
- "Capture" implementation
  - Implemented a production release containing three defect fixes and two new requirements on 6/29/11.
  - Continuing to improve the Help Desk/Command Center processes to ensure that issues are identified and tracked to resolution and that follow-up to the Field is prompt and accurate.
  - Researching database configuration issues that are currently preventing ACS from transmitting converted images to the production environment.
- VCF Pilot Implementation
  - This project is currently behind schedule. A change request for the VCF Pilot implementation was presented to the BSC on 6/8, and approved by the Steering Committee on 6/10. The implementation date for VCF Pilot was moved from 9/2011 to 1/2012.
  - Design sessions are underway.
  - Agreed to go-forward scanning estimates per year (12 million), average pages per document (5), and file size (initially 65KB, revised to 100KB), to be used for the purposes of software licensing, storage, and backup solutions.
  - Coordinating backup solution strategy sessions with Team for Texas.
  - Reviewing requirements in light of design sessions to determine where clarifications are required.
- RODEO
  - Letters: Group has reviewed all letters and created recommended documents for Glenn and Rebecca's review. Review will not happen until end of June, early July due to booked calendars.
  - Content: All fragments for ALPS forms have been identified and moved to Word. Reviewing and making wording changes to fragments as requested by the Content Review team.
  - Completing eight change requests to make diagram and requirements changes to RODEO requirements.
  - Loaded all prior versions of BPMs to Clear Case.
  - Reviewed and revised acceptance criteria. No changes were made in the tool, but the needed changes to align with new BPMs, goals and features were captured and ready for entry when SEPG approves and finalizes the proposed method for documenting acceptance criteria.
  - Continuing to update SRS for CCD 8570 and adding the new requirements requested in the SRS for RDOs SVC22: Update TXCSES. Specifically lining up the Update TXCSES service requirements with the newly written requirements for how TXCSES will process that data.

### T2 Infrastructure Status

- Conducted an audit on the Windows and AIX environments. The audit covered both ADC & SADC. Preparing the audit findings to send to Tft to review for best way to submit tickets for correction.
- Continuing to work with Tft PMs to go over status of tickets and come to a common expectation for status reporting.
- Working on installations guides, and installations hand-offs with Tft & then later Accenture.
- Participating in weekly EBO meetings with Accenture to ensure the environment build out activities will meet their needs.

### TXCSES 2.0 Initiative Summary

- Decision made by the ARB to have an OS and SW upgrade 3 of the Rational servers; License server & the 2 Policy tester servers. Remaining 6 will not be upgraded at this time. This upgrade will require down time and coordination with Deloitte & Accenture.
- First draft of the Phase 1 Production Environment completed and discussed with the Tft Solution Architect.
- Updating the reference architecture, based on ARB approval.
- ARB decisions were made to close the product selections for the following tools; IBM GPFS, compliance insight manager tool, and AppScan Developer Edition

### Schedule Variance (Time) \*Coming Soon\*

Difference in # Days	Planned	Actual	Explanation
<Identify the degree to which the Initiative is on schedule; identify +/- number of days ; include SPI>	<Original scheduled progress activity date>	<Actual progress activity date>	<Reason that date was revised>

### Milestone Variance

Milestones	Planned	Revised	Explanation	Actual
<b>Initiative Level Milestones &amp; Deliverables</b>				
3893: Milestone: IJDs Posted for External Hiring (CSD)	11/19/10		Complete	3/15/11
3894: Milestone: T2 Website Staged for Review (CAV)	11/24/10	5/10/11	Complete	5/10/11
3896: T2 Website Relaunch	1/4/11	6/1/11	Website to be launched the week of 6/6, pending Steering Committee approval	6/3/11
2904: Complete QMP Mentoring Sessions (CAV)	1/13/11		Complete	1/21/11
T2 Playbook Training to CSD Begins (CAV)	1/19/11		Complete	1/19/11
3847: Send draft UT IV&V IAC to OCSE for Review (CSD)	2/16/11		Complete	2/28/11
3878: BPA Mentoring – Mid-Point Assessment Survey Distributed (CAV)	2/16/11		Complete	2/18/11
5083: Perform Quarterly Initiative Communication Planning (CAV/CSD/DDI)	2/24/11		Complete	2/24/11
T2 Playbook Training to DDI Complete (CAV)	2/22/11		Complete	2/22/11



<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
950: T2 Deliverable: Submit Existing Contracts Assessment (CAV)	3/17/11	4/22/11	Complete	4/22/11
1194: T2 Deliverable: Submit Architecture Acceptance (DDI/CSD)	3/28/11		Complete	3/28/11
1481: T2 Deliverable: SRS Acceptance (DDI/CSD)	3/28/11	4/29/11	Complete	5/26/11
3881: DDI Knowledge Transfer Complete	3/31/11	4/29/11	Complete	5/20/11
1252: T2 Deliverable: Submit Mentoring & Transition Plan (DDI)	4/27/11	4/15/11	Complete	4/15/11
3848: Execute IAC with UT (CSD)	5/3/11		Complete	5/25/11
1557: T2 Deliverable: Submit T1 Application Migration Assessment (DDI)	7/11/11		Complete	7/8/11
<b>ECM Capture Milestones &amp; Deliverables</b>				
2388: Work Product: Submit v01 Capture Solution Specification (Design) (DDI)	12/10/10		Complete	12/10/10
3925: Milestone: Submit v1_01 Capture Design Revision	2/22/11		Complete	2/22/11
2370: Milestone: Capture Procedures Approved (DDI)	12/15/10	1/31/10	Complete	2/10/10
2407: Milestone: Submit v01 Capture Training Plan (DDI)	1/14/11		Complete	1/14/11
2394: Milestone: Capture Development Complete (DDI)	2/4/11		Complete	2/4/11
3940: Milestone: Capture Development Complete for Revised Design	3/4/11		Complete	3/4/11
3742: Milestone: Submit v01 Capture Training Materials (DDI)	2/14/11	3/25/11	Complete	3/25/11
3833: Milestone: Capture Environment Set-Up Complete (scanners/scan stations) (CSD)	3/1/11	3/25/11	Complete	5/22/11
2124: Milestone: Capture Testing Complete (DDI)	3/4/11	3/25/11	Complete	3/25/11

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
2128: Milestone: Capture Deployed (DDI)	3/18/11	4/28/11	Complete	5/6/11
<b>ECM—VCF Milestones &amp; Deliverables</b>				
673: Milestone: CFC Vendor Contract Awarded (CSD)	1/21/11		Complete	2/11/11
2140: Submit v01 Solution Specification (Design)	4/1/11	7/15/11	Tracking late	
2169: Milestone: VCF System Testing Complete (DDI)	7/15/11	10/28/2011		
3548: Milestone: VCF Acceptance Testing Complete (DDI)	8/19/11	12/16/2011		
2208: Milestone: VCF Solution Deployed for Pilot (DDI)	8/26/11	1/13/2011		
<b>CIL Milestones &amp; Deliverables</b>				
1490: Deliverable: Submit v01 Solution Specification Package 1 (DDI)	6/23/11		Tracking late; change request pending	
<i>Finalizing Phase 1 Workplan; additional milestones coming soon</i>				
<b>DQA Milestones &amp; Deliverables</b>				
769: T1 Priority 1 Automated Cleanup Implemented (CSD)	6/17/11	4/28/11	Complete	4/28/11
3883: DQA Data Governance Committee Operational	1/28/11	5/31/11	Complete	5/31/11
3885: Data Quality Committee Charter Approved	1/28/11	5/31/11	Complete	5/31/11
2337: Milestone: Manual Data Cleanup Training Completed (CSD)	3/22/11	9/30/11	Per Field Ops management, training will not begin until later this year; CR approved for date change	
<b>ERS Milestones &amp; Deliverables</b>				
<i>Finalizing Phase 1 Workplan; additional milestones coming soon</i>				

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>

<b>T2I Milestones &amp; Deliverables</b>				
1006: Milestone: Capture System Test EBO Complete (CAV/CSD/TfT)	1/24/11	2/2/11	Complete	2/3/11
3353: Milestone: Capture Training EBO Complete (CAV/CSD/TfT)	2/25/11		Complete	2/11/11
3472: Milestone: Submit 1 <sup>st</sup> v01 EBO Deliverable (CAV)	3/22/11		Complete	2/4/11
981: Milestone: Pre-Dev EBO Complete (CAV/CSD/TfT)	3/3/11	6/13/11	Tracking late. TfT has not yet communicated when this environment will be completed.	
3382: Milestone: Capture EBO Complete (CAV/CSD/TfT)	3/4/11		Complete	3/9/11
3534: Milestone: VCF Staging EBO Complete (CAV/CSD/TfT)	5/23/11		Tracking late. TfT has not yet communicated when this environment will be completed.	
3530: Milestone: VCF System Test EBO Complete (CAV/CSD/TfT)	5/23/11		Tracking late. TfT has not yet communicated when this environment will be completed.	
3679: Milestone: VCF UAT EBO Complete (CAV/CSD/TfT)	7/5/11		Tracking late. TfT has not yet communicated when this environment will be completed.	
3533 VCF Training EBO Complete (CAV/CSD/TfT)	6/17/11		Tracking late. TfT has not yet communicated when this environment will be completed.	
3387: VCF Pilot EBO Complete (CAV/CSD/TfT)	8/12/11			
3480: Milestone: Submit 2 <sup>nd</sup> v01 EBO Deliverable (CAV)	8/17/11		Complete	7/1/11
<i>Finalizing Phase 1 Workplan; additional milestones coming soon</i>				
<b>EER Milestones &amp; Deliverables</b>				

Milestone Variance				
Milestones	Planned	Revised	Explanation	Actual
3593: Submit v01 EER SRS (CAV)	6/24/11	8/12/11		
939: Submit v01 EER Acceptance Criteria (CAV)	7/1/11	8/24/11		

Quality Management			
N/A until VCF Pilot Testing Begins			

Risks (Severe/Significant)			
Risk ID	Risk Summary	Risk Rating	Risk Mitigation Strategy
INI-03	If there is difficulty in acquiring the skills needed, it could impact the T2 scope and schedule.	Significant	Mentoring tasks included in CAV and DDI contracts. External postings for some positions.
INI-04	If skills for the new technology are lacking in employees, training needs to be provided.	Significant	Individual Development Plans (IDPs) will be created for each staff person being mentored on T2, which includes a training plan.
INI -05	Change Management, getting buy-in for change/transition	Significant	Create a comprehensive change management approach to address issues from every stakeholder perspective.  Update 4/15/11: Dave Tucker has been assigned as the T2 Transition Management Lead and will focus on outreach for the Field.
INI -17	Technology Obsolescence: The technology base for the T2 system needs to be developed using tools and technologies that are supportable for the life of the new system, and are low risk of becoming obsolete in the foreseeable future.	Significant	A number of strategies are being employed to mitigate the risk of technology obsolescence. The T2I project is managing all tool selection for the T2 system to ensure integration and interoperability requirements are met. Through the initial RFI and subsequent tool evaluations, we continue to assess not just functional/technical fit, but sustainability, flexibility and adaptability of technology options.
INI -18	Environment Setup: Delays in procurement and installation of solution hardware and software could impact start of design and affect the timeline for project implementation.(Internal/External)	Significant	<ul style="list-style-type: none"> <li>Working closely with TfT and CSD staff liaisons to expedite tool selection and submit tickets timely with all the information needed to proceed.</li> <li>Secured dedicated team of TfT resources to support project needs.</li> <li>Escalation of delay/schedule issues through T2I updates.</li> </ul>
INI -20	Project Funding: CSD is planning to fund the TXCSES 2.0 projects using existing budget (i.e. CSD has not requested a special appropriation for this effort). If future estimated funds are	Severe	<ul style="list-style-type: none"> <li>To ensure alignment of funding priorities across CSD, T2 Initiative Steering Committee has representation from all CSD Deputy Areas, and is chaired by the Deputy Attorney General for Child Support.</li> <li>T2 Management works closely with Budget,</li> </ul>

<b>Risks (Severe/Significant)</b>			
<b>Risk ID</b>	<b>Risk Summary</b>	<b>Risk Rating</b>	<b>Risk Mitigation Strategy</b>
	unavailable or approvals are not obtained, timely completion of projects will be at risk,		Planning, and executive management to communicate project cost projections in advance of budgeting cycles so that risks of budget shortfalls can be addressed or contingencies agreed to.
INI -21	Resource Skill Sets: CSD is transitioning to new technology and has limited resources with the necessary skills to develop and implement solutions.	Severe	<ul style="list-style-type: none"> <li>• CSD will utilize vendor resources skilled in the technology and business solutions to augment CSD staff. Vendor resources will also have responsibility for coaching/mentoring CSD staff into new roles, and performing knowledge transfer at key milestones to ensure CSD is prepared to transition to full support of the new solutions.</li> <li>• Ongoing work force planning in place to identify future skill needs, define new roles, assess current capabilities, and develop sourcing strategies to train/transition staff, acquire staff with needed skills, and/or outsource some job duties.</li> </ul>
INI -23	T1/Federal/Legislative Changes: Mandated federal / legislative changes may result in an increased scope that may impact the schedule and budget. In addition, continued changes to T1 could affect scope of T2 as well as resource availability.	Significant	Since the legislative changes risk is external, the means to influence the reduction of probability or impact is minimal, constant monitoring will be employed to understand Federal/Legislative changes. Specific examples include monitoring impacts of recent Federal Health Care legislation and impact to medical support. For T1 changes, the Deputies monitor the T1 CCDs submitted and adhere to the “ramp-down” dates for T1 work as much as possible.
INI-24	Timing of changes to external interfaces (e.g., SAVERR / TIERS) could adversely impact the schedule.	Significant	Since this risk is external, the means to influence the reduction of probability or impact is minimal, constant monitoring will be employed along with engaging key external exchange partners to communicate T2 plans and schedule, and understand plans and schedules on their side that may have impacts to us. A work group has already been formed between the T2 CIL team and HHSC team responsible for TIERS implementation.
INI-25	Data Synch: Latency, Extra I/O, Potential Changes to T1	Significant	Prototyping, ensuring design for this portion of the solution is front-loaded if possible in the design schedule; selection of technology (ETL tool).
INI-27	If the appropriate technical staff are not assigned to the T2 project teams, the projects may not be successful. The teams need technical subject-matter experts to ensure the technical processes are being followed to the defined quality standards.	Significant	<p><i>Update 6/21/2011 - Modifying Risk from T2 PMs to more global “Project Staff”</i></p> <ul style="list-style-type: none"> <li>• Establish relationships between the Playbook Plan Owners and the T2 PMs (complete). The Playbook Plan Owners should watch execution of the process, monitor quality reports in CQ, and advise the PMs of risks and issues/potential pitfalls.</li> <li>• Assign a Lead Designer to each project from CSD IT (complete). This person will be responsible for validating execution of the SDLC to ensure adherence to defined standards and also advising the PMs of technical issues and risks.</li> </ul>

<b>Risks (Severe/Significant)</b>			
<b>Risk ID</b>	<b>Risk Summary</b>	<b>Risk Rating</b>	<b>Risk Mitigation Strategy</b>
INI-28	If we cannot work with Tft to improve the deployment time frames, or give Accenture the ability to deploy in the non-prod environments, the T2 project schedule will be delayed.	Significant	Escalated to IT Deputy Director on 3/23 for assistance. She is devising a strategy to engage DIR and Tft in discussions. Until that is successful, we will streamline the deployment as much as possible, engage the TMP Plan Owner to help facilitate, escalate to Tft PM quickly and in writing when we encounter delays, and continuously communicate priority to Tft.
INI-30	If the CFC scan date continues to be delayed, it could have a negative impact on the agency's ability to spend the FY11 funds allocated for this effort.	Significant	Monitor the CFC schedule. The volumes are lower than expected for the CFC scanning, so the spend may not be negatively affected.
DQA-10	Resources: If adequate knowledgeable resources are not assigned to the clean-up effort, clean-up will not be successful - which will affect quality of the data on T2.	Significant	Planning with Field Ops Management for the Field to conduct the cleanup.
ERS-1	If successful synchronization of T1 and T2 data is not attained, reports that pull from both sets of data may become invalid. Invalid reports can negatively impact operations as well as federal funding.	Significant	Careful and ongoing validation and testing of design, coding, and implementation of transactional system and its counterpart in the reporting system. Other possibilities are to pull strictly from T1 until such time T2 data is validated.
ECM-9	CSD does not have in-house resources skilled in developing, implementing and maintaining ECM. Ralph Kosiba is being trained as the ECM administrator during the Capture phase. Will need to determine approach for Pilot	Significant	Training will be provided to appropriate CSD staff. Vendor resources will be utilized in the interim. Mentor plan will be in place for developer and system designer. Additional resources still need to be identified.
ECM-21	Once we deploy to production, the 'Steady State' T4T resources take over. These resources will not have the experience in executing the deploy scripts.	Severe	Instructions to Tft need to be very detailed. Need to plan deployments for VCF Pilot in advance. In addition, IT management has approved requesting the dedicated team for deployments for the time being.
ECM-22	There is a risk that the response time will be impacted and excessive server space consumed with the amount of activity logs (Documentum) expected based on existing requirements to log all actions.	Severe	Revisit the requirements of activity logging for Pilot during the design sessions. Identify the low/medium/and high levels of reporting. Impact will be seen during Pilot. Rochelle will provide list of fields that are part of the audit logs for review. Conduct performance testing.
ECM-35	Potential concern of an inaccurate license count or products. If the products and licenses originally purchased through EMC are not correct then the design and implementation of VCF Pilot will	Significant	CSD, Deloitte and Accenture architect staff must review and assess the completeness and accuracy of the products and licenses purchases.

<b>Risks (Severe/Significant)</b>			
<b>Risk ID</b>	<b>Risk Summary</b>	<b>Risk Rating</b>	<b>Risk Mitigation Strategy</b>
	be impacted.		
ECM-36	VB script modules are required to access the Documentum DB2 database to obtain drop down list values required for the Capture solution. The access password to the Documentum database is stored in a local file. There are 11 VB scripts that need to be maintained for each environment. If we deploy code that impacts these VB scripts then we increase the complexity of configuration management as well as the risk of code defects.	Significant	See Risk Response Plan-VB Code
ECM-37	We are introducing workflows (mail received in the office and digital mail) with the VCF Pilot. Managing the work (prepping, batching, scanning, etc) from these workflows will be critical. If the work is not managed/ resources not available to complete the work required (prepping, batching, indexing) then mail may not be processed and worked in a timely manner	Significant	Conduct time and motion study now that ECM system is available. Review level of knowledge required to perform scanning duties (scanning vs indexing).
ECM-38	Document inventory developed as part of ECM taxonomy is very detailed and granular. The number of document names is very high and may lead to a higher number of images being routed to the Exception Queue ACS has for CSD.	Significant	Work with ACS to ensure that their staff are well trained on document inventory. Monitor the number of documents routed to the Exception Queue and, if high, consider assigning more resources. Longer term: consolidate categories in the document inventory so that there are fewer document names.
RDO-12	Content is a tedious, manual and time consuming process that will either require additional resources or time, depending on what is expected to be delivered to Accenture after KT.	Significant	Continue to monitor. Assign additional resources if possible. Discuss timing with Accenture as this work will not be complete at KT.
EER-7	The long-running nature of certain Establishment and Enforcement activities will result in these activities starting in TXCSES and continuing in TXCSES 2.0, which presents a conversion risk.	Significant	Incorporate these elements in the conversion plan, specifically monitoring of court dockets, legal actions, and legal history.
T2I-42	There is a risk that Tft will not be able to create and implement a backup solution for ECM before additional storage is needed. The team is going into production	Significant	Working with Tft on solution



<b>Risks (Severe/Significant)</b>			
<b>Risk ID</b>	<b>Risk Summary</b>	<b>Risk Rating</b>	<b>Risk Mitigation Strategy</b>
	with 512 GB of data and the current standard backup solutions from Tft while they wait for Tft to develop a solution for backing up the full data amount. Options are being considered and the project team does have some control over amount of data scanned.		
T2I-45	<p>Pilot Environment Delivery from Tft at Risk - Tft has projected delivery dates for Pilot Stage at the end of June which is 6 weeks past the requested date. Tft has projected delivery dates for Pilot Training at the end of June which is 3 weeks past the requested date.</p> <p>Tft has not yet provided a projected date for Pilot System Test which was requested by May 16, 2011. At this point, it seems unlikely that the UAT or Production requested dates will be met.</p>	Significant	Escalate to DIR, modify project schedule to accept the delay.
T2I-51	ECM team continues to consider additional products/modules. It may not be possible to have these products installed in time for the pilot design, development and test activities.	Significant	Vet ECM design with product needs & determine if a product already procured will meet the requirements

<b>Issues (Critical/High)</b>					
<b>Issue ID</b>	<b>Issue Summary</b>	<b>Issue Response Plan</b>	<b>Issue Priority</b>	<b>Issue Due Date</b>	<b>Issue Owner</b>
INI-28	We need to determine at what point we will migrate the T1 Portal applications into the T2 environment.	Included requirements in the DDI RFP for the vendor to do a "T1 application migration assessment". IT would like to migrate all T1 Portal applications with CIL. Need to do cost/benefit.	Critical	July 2011	Nancy Yelle
INI-32	We need to figure out how to "version" a requirement per release. As we are developing requirements for EER, we are sometimes changing the requirement that was implemented with CIL. In Req	SEPG approved change request, but implementation is on hold until the REP process improvement activity is completed.	Critical	Early Summer 2011	Mitch Hays



<b>Issues (Critical/High)</b>					
<b>Issue ID</b>	<b>Issue Summary</b>	<b>Issue Response Plan</b>	<b>Issue Priority</b>	<b>Issue Due Date</b>	<b>Issue Owner</b>
	Pro, we still need the CIL requirement, but we need to add the EER requirement. Don't want to have two separate requirements.				
INI-33	Not all of the Employer Repository (ER) requirements are included in the CIL SRS (by design). Need to determine what is in scope, what is not, and why, and communicate with stakeholders about next steps.	GP put together a summary of ER functionality, including what is included in the CIL SRS. Meeting scheduled 1/6 with HB to discuss. ER is also in the scope the T1 migration assessment. 1/31: held a meeting with Hershel; agreed to wait until the T1 portal migration assessment for final decision.	Critical	July 2011	Ganapathy Pooranalingam
INI-35	We continue to struggle in obtaining a high enough priority with Tft to build out the environments by the needed dates. Capture implementation is dependent on build out of the remaining environments (Test, Staging, Production). Tft promised to provide commit dates in a meeting on 11/19/10, but there is still no commitment from them for the remaining environments.	Escalated to the Steering Committee. Need to ensure DIR and Tft understand the implications of not meeting these dates. 1/31: Working through Tft's proposal for a dedicated team. Capture dates are currently being met. 2/11: Seeking approval for Tft dedicated team. 3/2: dedicated team approved. Remaining environments for Capture currently on schedule. 4/1: 4/1/11: Capture environments are complete; focus is now on VCF.	Critical	2011	Nancy Yelle
INI-36	Need to ensure we have the resources needed for T2 to be successful.	Escalated.	Critical	Summer 2011	Nancy Yelle
INI-39	We need to more clearly define the communication avenues, escalation path, and roles and responsibilities with Tft.	Will engage IT management to help address this issue.	Critical	June 2011	Nancy Yelle
INI-40	There is role ambiguity between Accenture, Tft, Deloitte and CSD. It needs to be resolved for the teams to function.	Deloitte is facilitating an exercise to document roles and responsibilities from the contract, and then will work with CSD to refine and communicate to stakeholders.	Critical	June 2011	Nancy Yelle
ECM-34	Determining bandwidth needs for offices once ECM is implemented has been challenging. Although	Conduct performance testing for VCF Pilot	High	Fall 2011	Teresa Salas

<b>Issues (Critical/High)</b>					
<b>Issue ID</b>	<b>Issue Summary</b>	<b>Issue Response Plan</b>	<b>Issue Priority</b>	<b>Issue Due Date</b>	<b>Issue Owner</b>
	we can estimate how much bandwidth is required, the real test will come when the VCF is implemented and users are using the system. Even though initial estimates were accounted for via the NMS project, tests were not conducted since ECM was not in place. We will need to conduct performance test for VCF pilot and watch this closely as more staff begin using the system.				
ECM-53	Need to determine LT strategy for content server given limitations (currently b/up 512 GB) as well as amount to be stored and minimal user maintenance	Held meeting with Accenture and EMC to understand options. Follow-up meeting scheduled with Tft and Accenture is being coordinated	High	Fall 2011	Teresa Salas
ECM-63	We need to set passwords in the application as non-expirable	Work with Tft	High	June 2011	Diana Young
T2I-35	Tft does not have sufficient resources to address the backlog of installations and INCs. This issue is apparently specific to system administrator resources. In addition a key resource (George) is going to be on vacation for several weeks.	Work with Tft to scope & forecast work type and if needed trade out resources	High	2011	Diana Young
T2I-36	Tft has not provided D0 proposal for review. The pilot environment must be able to support D0 in January.	Escalated to DIR	High	2011	Diana Young
T2I-37	Tft has reported that the solution for DR at D0 cannot be complete without finalizing the long-term backup strategy for Documentum Content Store.	Escalated to DIR	High	2011	Diana Young

Issues (Critical/High)					
Issue ID	Issue Summary	Issue Response Plan	Issue Priority	Issue Due Date	Issue Owner
EER-5	Field users have not been involved in state office workgroup activities so end user needs may not be addressed and incompletely documented requirements may be included in the SRS.	To keep Field users up to date on recent requirements and to allow them to provide input, a series of webinars will be used to communicate changes and provide input. First Webinar held on June 9.	High	2011	Tom Niland
EER-6	Missing scheduled JAD Reviews may lead to user needs not being addressed and SRS being incomplete.	Provide additional time to review the SRS document. Original schedule called for a one week team review. Preliminary approval has been gained from Field Ops Executive management to allow the Field Users additional time for self review of the SRS and a two week team review of the SRS.	High	2011	Tom Niland

### Next Steps

Continue case file conversion (scanning)  
 Continue design activities for VCF Pilot  
 Continue design activities for CIL  
 Continue work on EER SRS  
 Finalize work plan for Phase 1

### Acronyms





AMP: Artifact Management Plan (Playbook Plan)  
 ARB: Architecture Review Board  
 BPM: Business Process Model  
 BSC: Business Services Council  
 CAV: Continuity Assurance Vendor (Deloitte)  
 CCD: Change Control Document (T1)  
 CFC: Case File Conversion  
 CIL: Case Initiation and Locate Renewal  
 CR: Change Request  
 DDI: Design, Development, and Implementation Vendor (Accenture)  
 DQA: Data Quality Analysis & Cleanup Project  
 DMP: Delivery Management Plan (Playbook Plan)  
 EBO: Environment Build Out  
 ECM: Enterprise Content Management




EER: Establishment and Enforcement Renewal  
ERS: Enterprise Reporting System  
IAC: Interagency Contract  
IAM: Identity & Access Management  
PSP: Production Support Plan (Playbook Plan)  
QMP: Quality Management Plan (Playbook Plan)  
REP: Requirements Engineering Plan (Playbook Plan)  
RMP: Release Management Plan (Playbook Plan)  
SEP: Solutions Engineering Plan (Playbook Plan)  
SEPG: Software Engineering Process Group  
TMP: Technical Management Plan (Playbook Plan)  
VCF: Virtual Case File  
VP: Verification Plan (Playbook Plan)

# TXCSES 2.0 Initiative Status Report

See back page for Acronym List

<b>Report Period:</b>	4/16/11-05/31/11		<b>Completed By:</b> Stephanie Knuth	
<b>Projects included</b>	Release .01: ECM Capture	Release .02: VCF Pilot	Release 1: CIL	Release 1: ECM
	Release 1:	Release 1: ERS	Release 1: RODEO	Release 1: EER

TXCSES 2.0 Initiative Summary Dashboard	
Schedule	
Quality	
Risks	
Issues	

Legend	
	No intervention required. Project going as planned in this area. A positive variance or a negative variance less than or equal to 5%; risk and/or issue rating of Low.
	Some oversight required. Project may be at risk in this area. A negative variance greater than 5% and less than or equal to 10%; risk rating of Moderate or Controllable, and/or an issue rating of High or Medium.
	Intervention required. Project is at risk in this area. A negative variance greater than 10%; risk rating of Severe or Significant, and/or an issue rating of Critical.

TXCSES 2.0 Initiative Summary
<p><b>Initiative Status</b></p> <ul style="list-style-type: none"> <li>Executed the Interagency Contract (IAC) for Independent Verification and Validation (IV&amp;V) services for T2 to the University of Texas (UT) Advanced Research in Software Engineering (ARiSE) on 5/25/11.</li> <li>IV&amp;V kickoff scheduled for 6/8/11, with the Initial Review scheduled to occur within 30 calendar days of contract execution (end of June).</li> <li>Knowledge Transfer of the requirements to the Design, Development, and Implementation (DDI) Vendor, Accenture, is complete.</li> </ul>

## TXCSES 2.0 Initiative Summary

### Initiative Governance (Change Requests)

- The Business Services Council reviewed thirteen change requests (CRs) on 4/27/11 and 5/25/11. The BSC was not held on 5/11/11. In summary, twelve of the thirteen CRs were approved, one is still under review. Details and disposition on the items reviewed are documented in the meeting notes embedded below:



BSCmtgnotes042711.docx



BSCmtgnotes052511.docx

- The Software Engineering Process Group (SEPG) reviewed twenty four change requests on 4/20/11, 5/4/11, and 5/18/11. In summary, twenty three of the twenty four CRs were approved, one is still under review. Details and disposition on the items reviewed are documented in the meeting notes embedded below:



20110420 SEPG

Governance Meeting



20110504 SEPG

Governance Meeting



20110518 SEPG

Governance Meeting

- The Architecture Review Board (ARB) reviewed eight change requests on 5/4/11, 5/12/11, and 5/18/11. In summary, six of the eight CRs were approved, two are still under review. Details and disposition on the items reviewed are documented in the meeting notes embedded below:



20110504 ARB

Governance Meeting



20110512 ARB

Governance Meeting



20110518 ARB

Governance Meeting

### TXCSES Renewal Status

- Phase 1: Case Initiation/Locate (CIL)
  - This project is on schedule.
  - Knowledge transfer to the DDI vendor is complete.
  - Working with Accenture to finalize the detailed work plan for CIL design. Design sessions have begun.
- Phase 1: Enterprise Reporting System (ERS)
  - This project is on schedule.
  - Knowledge transfer to the DDI vendor is complete.
  - Paramasivan Karuppanan, the Accenture PM for ERS, is on board at CSD. He has been introduced to the project team and is being given ERS project orientation.
  - Conducted a project risk review with the team on 5/2.
  - Received BSC approval for change requests identified during knowledge transfer to Accenture. Expect completion of changes by 6/10.
  - Working on report elaborations for CIL report requirements (98+ reports).
  - Determining how best to use the requirements tools to capture and deliver the above elaborations. Recommendations will be reviewed by the project team prior to submitting a change request to the SEPG.
- Phase 1: Data Quality Analysis and Cleanup
  - This project is behind schedule. No impact to overall T2 implementation schedule.
  - Two types of cleanup are planned: automated and manual.

## TXCSES 2.0 Initiative Summary

- Coding and testing is in progress for the T1 automated cleanup, with a planned implementation date of 6/23/11.
  - Procedures and training for the manual cleanup effort are complete and under final review. Per Field Ops management, data cleanup training for the Field will not begin until later this year due to other priorities.
- 
- Phase 2: Establishment and Enforcement Renewal (EER)
    - This project is currently behind schedule. A change request is being prepared to present to the BSC. No impact to overall T2 implementation schedule.
    - The following workgroups are currently meeting to finalize EER requirements:
      - RODEO/EER Integration. Review of current approach with Field Ops management and T2 Initiative management was conducted 5/4. The executive vision for order entry while at court was articulated to include adding more data entry in court to allow for automated next steps to occur where the amount of time is not a burden on CSD staff. The workgroup will bring questionable items back to the management team for direction when needed.
      - Bankruptcy & Foster Care/TYC Cases impact on Remedy Assessment. Anticipate that one additional workgroup meeting will be needed prior to reviewing the results with the Field Regional Bankruptcy Specialists.
      - Standardizing Enforcement Levels
      - Credit Bureau Reporting remedy rules
      - Cold Case Unit – Credit Transaction Administrative Subpoena process
      - Criminal Non-Support impact on Remedy Assessment
      - AMC Forms
      - Creation of a mini-assessment for Use Case 12 that defines error messages and warning messages.
    - Risk/Issues meeting held on 5/16 with project management team to discuss current project risks and issues. Additional discussions will be held to develop mitigation strategies with portfolio manager.

### Enterprise Content Management Status

- This project is currently behind schedule. A change request for the VCF Pilot implementation is being prepared for the BSC's consideration. The team recommends a 1/2012 implementation date (originally 9/2011).
- Case File Conversion
  - Completed scanning in San Angelo on 5/27.
  - Began scanning in Midland, Uvalde, and Paris offices.
  - Holding daily debriefs with the Implementation Leads to gather best practices and ensure any issues from the scanning effort are communicated and resolved quickly.

**TXCSES 2.0 Initiative Summary**

- o Began testing the image transfer from ACS' facility in Hot Springs to the data center. Testing is in progress and expected to be completed in early June.
- o Continued field office site visits and debriefs 30 days prior to the scheduled scanning start date for each office.
- "Capture" implementation
  - o Implemented the Capture solution on 5/6/11 for production use on 5/11/11.
  - o Implemented a production release containing two defect fixes on 5/20/11.
  - o Held a lessons learned session on 5/26/11.
  - o Continuing to improve through the Help Desk/Command Center processes to ensure that issues are identified and tracked to resolution and that follow-up to the Field is prompt and accurate.
- RODEO:
  - o This project is on schedule.
  - o Knowledge transfer to the DDI vendor is complete.
  - o Letters: Review team continued to meet and review letters in preparation for attorney team review.
  - o Content: All fragments for ALPS forms have been identified and moved to Word. Reviewing and making wording changes to fragments as requested by the Content Review team.
  - o Completing eight change requests to make diagram and requirements changes to RODEO requirements.
  - o Develop SRS for 8570: Continuing to update document.

**T2 Infrastructure Status**

- Submitted eight requirements tickets (REQs) for approved tools: Parasoft, Wily, Data Power, WebSphere MQ Distributed & mainframe, Data Stage, IBM Scheduler & EMC
- Tft has indicated that the REQ for PureScale is not in the Tft reference architecture and needs to understand why we chose that product. Tft to set up a meeting to discuss with CSD, Deloitte and Tft Architects.
- Conducted an audit on the Windows and AIX environments. Reviewing results to identify any discrepancies and determine next steps. The audit covered both ADC & SADC.
- Continuing to work with Tft PMs to go over status of tickets and come to a common expectation for status reporting.
- Working on installations guides, and installations hand-offs with Tft & then later Accenture.
- Participating in weekly EBO meetings with Accenture to ensure the environment build out activities will meet their needs.
- Reveille and SailPoint continue to have issues being housed on the same VM. Research continues for a resolution and a ticket has been opened. If not resolved, will submit a request to separate.
- Decision made by the ARB to have an OS and SW upgrade 3 of the Rational servers; License server & the 2 Policy tester servers. Remaining 6 will not be upgraded at this time. This upgrade will require down time and coordination with Deloitte & Accenture.
- First draft of the Phase 1 Production Environment completed and discussed with the Tft Solution Architect.

**Schedule Variance (Time) \*Coming Soon\***

Difference in # Days	Planned	Actual	Explanation
<Identify the degree to which the Initiative is on schedule; identify +/- number of days ; include SPI>	<Original scheduled progress activity date>	<Actual progress activity date>	<Reason that date was revised>



<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
<b>Initiative Level Milestones &amp; Deliverables</b>				
3893: Milestone: IJDs Posted for External Hiring (CSD)	11/19/10		Complete	3/15/11
3894: Milestone: T2 Website Staged for Review (CAV)	11/24/10	5/10/11	Complete	5/10/11
3896: T2 Website Relaunch	1/4/11	6/1/11	Website to be launched the week of 6/6, pending Steering Committee approval	
2904: Complete QMP Mentoring Sessions (CAV)	1/13/11		Complete	1/21/11
T2 Playbook Training to CSD Begins (CAV)	1/19/11		Complete	1/19/11
3847: Send draft UT IV&V IAC to OCSE for Review (CSD)	2/16/11		Complete	2/28/11
3878: BPA Mentoring – Mid-Point Assessment Survey Distributed (CAV)	2/16/11		Complete	2/18/11
5083: Perform Quarterly Initiative Communication Planning (CAV/CSD/DDI)	2/24/11		Complete	2/24/11
T2 Playbook Training to DDI Complete (CAV)	2/22/11		Complete	2/22/11
950: T2 Deliverable: Submit Existing Contracts Assessment (CAV)	3/17/11	4/22/11	Complete	4/22/11
1194: T2 Deliverable: Submit Architecture Acceptance (DDI/CSD)	3/28/11		Complete	3/28/11
1481: T2 Deliverable: SRS Acceptance (DDI/CSD)	3/28/11	4/29/11	Complete	5/26/11
3881: DDI Knowledge Transfer Complete	3/31/11	4/29/11	Complete	5/20/11
1252: T2 Deliverable: Submit Mentoring & Transition Plan (DDI)	4/27/11	4/15/11	Complete	4/15/11
3848: Execute IAC with UT (CSD)	5/3/11		Complete	5/25/11
1557: T2 Deliverable: Submit T1 Application Migration Assessment (DDI)	7/11/11			
<b>ECM Capture Milestones &amp; Deliverables</b>				
2388: Work Product:	12/10/10		Complete	12/10/10

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
Submit v01 Capture Solution Specification (Design) (DDI)				
3925: Milestone: Submit v1_01 Capture Design Revision	2/22/11		Complete	2/22/11
2370: Milestone: Capture Procedures Approved (DDI)	12/15/10	1/31/10	Complete	2/10/10
2407: Milestone: Submit v01 Capture Training Plan (DDI)	1/14/11		Complete	1/14/11
2394: Milestone: Capture Development Complete (DDI)	2/4/11		Complete	2/4/11
3940: Milestone: Capture Development Complete for Revised Design	3/4/11		Complete	3/4/11
3742: Milestone: Submit v01 Capture Training Materials (DDI)	2/14/11	3/25/11	Complete	3/25/11
3833: Milestone: Capture Environment Set-Up Complete (scanners/scan stations) (CSD)	3/1/11	3/25/11	Work still in progress	
2124: Milestone: Capture Testing Complete (DDI)	3/4/11	3/25/11	Complete	3/25/11
2128: Milestone: Capture Deployed (DDI)	3/18/11	4/28/11	Complete	5/6/11
<b>ECM—VCF Milestones &amp; Deliverables</b>				
673: Milestone: CFC Vendor Contract Awarded (CSD)	1/21/11		Complete	2/11/11
2140: Submit v01 Solution Specification (Design)	4/1/11	4/22/11	Delay expected; pending change request	
2186: Deliverable: Submit v01 VCF Training Plan (DDI)	4/22/11	5/13/11	Delay expected; pending change request	
2155: Deliverable: Submit v01 VCF Test Plan (DDI)	5/6/11	5/27/11	Delay expected; pending change request	
2150: Milestone: VCF Development Complete (DDI)	6/3/11	6/24/11	Delay expected; pending change request	
2196: VCF: Submit v01 VCF Training Materials (DDI)	6/24/11	7/15/11	Delay expected; pending change request	
2169: Milestone: VCF System Testing Complete (DDI)	7/15/11	8/4/11	Delay expected; pending change request	

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3548: Milestone: VCF Acceptance Testing Complete (DDI)	8/19/11	9/9/11	Delay expected; pending change request	
2208: Milestone: VCF Solution Deployed for Pilot (DDI)	8/26/11	9/16/11	Delay expected; pending change request	
<b>CIL Milestones &amp; Deliverables</b>				
1490: Deliverable: Submit v01 Solution Specification Package 1 (DDI)	6/23/11			
<i>SDLC Milestones to be added after Knowledge Transfer</i>				
<b>DQA Milestones &amp; Deliverables</b>				
769: T1 Priority 1 Automated Cleanup Implemented (CSD)	6/17/11	6/23/11	Pending change request	
3883: DQA Data Governance Committee Operational	1/28/11	5/31/11	Complete	5/31/11
3885: Data Quality Committee Charter Approved	1/28/11	5/31/11	Complete	5/31/11
2337: Milestone: Manual Data Cleanup Training Completed (CSD)	3/22/11	TBD	Per Field Ops management, training will not begin until later this year	
<b>ERS Milestones &amp; Deliverables</b>				
<i>SDLC Milestones to be added after Knowledge Transfer</i>				

<b>T2I Milestones &amp; Deliverables</b>				
1006: Milestone: Capture System Test EBO Complete (CAV/CSD/TfT)	1/24/11	2/2/11	Complete	2/3/11

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3353: Milestone: Capture Training EBO Complete (CAV/CSD/TfT)	2/25/11		Complete	2/11/11
3472: Milestone: Submit 1 <sup>st</sup> v01 EBO Deliverable (CAV)	3/22/11		Complete	2/4/11
981: Milestone: Pre-Dev EBO Complete (CAV/CSD/TfT)	3/3/11	6/13/11	Change request pending	
3382: Milestone: Capture EBO Complete (CAV/CSD/TfT)	3/4/11		Complete	3/9/11
3534: Milestone: VCF Staging EBO Complete (CAV/CSD/TfT)	5/23/11	7/18/11	Change request pending	
3530: Milestone: VCF System Test EBO Complete (CAV/CSD/TfT)	5/23/11	7/15/11	Change request pending	
3679: Milestone: VCF UAT EBO Complete (CAV/CSD/TfT)	7/5/11	TBD		
3532: Milestone: VCF Performance EBO Complete (CAV/CSD/TfT)	3/7/11	TBD	Change request pending	
3533 VCF Training EBO Complete (CAV/CSD/TfT)	6/17/11	7/25/11	Change request pending	
3387: VCF Pilot EBO Complete (CAV/CSD/TfT)	8/12/11			
3480: Milestone: Submit 2 <sup>nd</sup> v01 EBO Deliverable (CAV)	8/17/11			
<i>Milestones for the remainder of the Phase 1 environments to be added after Knowledge Transfer</i>				
<b>EER Milestones &amp; Deliverables</b>				
3593: Submit v01 EER SRS (CAV)	6/24/11		Change request pending	
939: Submit v01 EER Acceptance Criteria (CAV)	7/1/11		Change request pending	

<b>Quality Management</b>				
N/A until VCF Pilot Testing Begins in September 2012				

## Next Steps

Continue case file conversion (scanning)  
Continue design activities for VCF Pilot  
Continue design activities for CIL  
Participate in the Initial Review for IV&V  
Continue work on EER SRS  
Implement the automated solution for the Data Quality Analysis & Cleanup project  
Finalize work plan for Phase 1

### Acronyms





AMP: Artifact Management Plan (Playbook Plan)  
ARB: Architecture Review Board  
BPM: Business Process Model  
BSC: Business Services Council  
CAV: Continuity Assurance Vendor (Deloitte)  
CCD: Change Control Document (T1)  
CFC: Case File Conversion  
CIL: Case Initiation and Locate Renewal  
CR: Change Request  
DDI: Design, Development, and Implementation Vendor (Accenture)  
DQA: Data Quality Analysis & Cleanup Project  
DMP: Delivery Management Plan (Playbook Plan)  
EBO: Environment Build Out  
ECM: Enterprise Content Management  
EER: Establishment and Enforcement Renewal  
ERS: Enterprise Reporting System  
IAC: Interagency Contract  
IAM: Identity & Access Management  
PSP: Production Support Plan (Playbook Plan)  
QMP: Quality Management Plan (Playbook Plan)  
REP: Requirements Engineering Plan (Playbook Plan)  
RMP: Release Management Plan (Playbook Plan)  
SEP: Solutions Engineering Plan (Playbook Plan)  
SEPG: Software Engineering Process Group  
TMP: Technical Management Plan (Playbook Plan)  
VCF: Virtual Case File  
VP: Verification Plan (Playbook Plan)




# TXCSES 2.0 Initiative Status Report

See back page for Acronym List

<b>Report Period:</b>	3/19/11-4/15/11*		<b>Completed By:</b> Stephanie Knuth	
<b>Projects included</b>	Release .01: ECM Capture	Release .02: VCF Pilot	Release 1: CIL	Release 1: ECM
	Release 1:	Release 1: ERS	Release 1: RODEO	Release 1: EER

\*Tailoring request T2PRD00002380 approved by SEPG to combine the 3/19-3/31 report with the 4/1-4/15/11 report and to begin reporting monthly. The next report will be issued for 4/16/11-4/30/11, and then monthly thereafter.

TXCSES 2.0 Initiative Summary Dashboard	
Schedule	
Quality	
Risks	
Issues	

Legend	
	No intervention required. Project going as planned in this area. A positive variance or a negative variance less than or equal to 5%; risk and/or issue rating of Low.
	Some oversight required. Project may be at risk in this area. A negative variance greater than 5% and less than or equal to 10%; risk rating of Moderate or Controllable, and/or an issue rating of High or Medium.
	Intervention required. Project is at risk in this area. A negative variance greater than 10%; risk rating of Severe or Significant, and/or an issue rating of Critical.

TXCSES 2.0 Initiative Summary
<p><b>Initiative Status</b></p> <ul style="list-style-type: none"> <li>Creating an Interagency Contract (IAC) with the University of Texas (UT) Advanced Research in Software Engineering (ARiSE) for Independent Verification and Validation (IV&amp;V) services for T2. The IAC draft was finalized with UT in February and was sent to OCSE for approval on 2/28. OCSE provided comments on the draft IAC; Legal Counsel is currently working through revisions.</li> <li>Knowledge Transfer of the requirements to the Design, Development, and Implementation (DDI) Vendor,</li> </ul>

## TXCSES 2.0 Initiative Summary

Accenture, is complete for the first two ECM implementations (Capture and the Virtual Case File Pilot), and began on 1/19 for the remaining Phase 1 projects. Knowledge Transfer activities were scheduled to be completed on 3/28; a change request was approved to extend the date to 4/29. All Knowledge Transfer sessions are complete; the T2 management team is finalizing the reports with Accenture.

### Initiative Governance (Change Requests)

- The Business Services Council reviewed the following change requests on 3/30/11 and 4/13/11.
  - T2PRD00001989-Self Registration Updates for UC157/UC150 and SBUSREXP, including Multiple UC Activity Diagram Changes: Approved with UC155 diagram correction. This CR requests additional 'clean-up' updates to UC157/UC150 and related activity diagrams. The group requested that the UC155 activity diagram be corrected and that the CR type be updated to 'Scope' prior to approval.
  - T2PRD00002474 – T2 Initiative Mentoring and Transition Plan Submit Date Change: Approved. This CR requests a date change from 3/25 to 4/15 for submission of the TMO Plan to allow for proper pre-submittal review with key executive stakeholder (IT Deputy Director).
  - T2PRD00001851 – New RODEO Administration BPM: Approved. The RODEO team worked with the Government Contracts and Ann Hallam to include additional entity information, including contract information, within the BPM. There was a question about the rules covering reassigning and realigning offices within a region. It was noted that the need for these rules should be documented as a design consideration.
  - T2PRD00002510 – CRBPM1-Forms Library: Approved. This CR covers the cleanup work and additions as a result of the RODEO Knowledge Transfer sessions within BPM 1.
  - T2PRD00002512 – CRBPM29-Automated Document Release: Approved. This CR covers cleanup work and additions as a result of the RODEO KT sessions within BPM 29.
  - T2PRD00002513 – CRBPM30-Manual Document Release: Approved. This CR covers minor diagram and rule changes within BPM 30.
  - T2PRD00002515 – CRBPM6-Attorney Review and Sign: Approved. This CR covers needed clean up of the diagrams within BPM 6.
  - T2PRD00002516 – CRBPM94-Auto Document Generation: Approved. This CR covers the cleanup within BPM 94.
  - T2PRD00002545 – Schedule change for KT Completion: Approved. This CR requests a date change from 3/28 to 4/29/11.
- The Software Engineering Process Group (SEPG) approved several changes on 3/23/11:
  - T2PRD00002010, SEP, Service/Storyboard Mapping Standards – Approved. This CR addresses the need for mapping of Services & Storyboards. The SEP currently does not provide guidance on how to map service/storyboards to design artifacts when there is no one to one relationship. Standards have been added to the SEP to implement the following business decisions:
    - Software, Rules, Integration and ETL Design: WebSphere Service Registry and Repository will be used to maintain traceability
    - User Experience Design: In the case of identical storyboards, a Change Request will be submitted to BSC to circle back to the requirements and make any necessary updates. For all other instances, the current process will continue to be used
    - For Orchestrated Development – No changes needed since this scenario is not applicable for this type of design.
  - T2PRD00001903, AMP, REP, SEP, QMP Creation of Artifact Change Activities to Address Comments – Approved. This CR is to modify the Artifact Change activity process to address comments. The requirement to complete Requirement Change Activities before Peer Review and Validation is creating too much overhead. It is too difficult for a PM to know which Requirements Change Activities to create. When updates are needed as a result of Peer Review Activity or Validation Activity, additional Requirements Change Activities are required. This CR updates the documentation and tools to align with the addition of a state within the Artifact Change Activity. All change activities will be modified to align with this change (Requirements

## TXCSES 2.0 Initiative Summary

- Change, Design Change, Develop Change, Document Change, and Artifact Change).
- T2PRD00002124, QMP, REP, SEP, VP, Addition of Validation Checklists – Approved. This CR addresses the need to add Validation Checklists to the QMP. The checklists will be used during the REP, SEP, and VP Validations. This includes the addition of three checklists, a Define Checklist, a Design Checklist, and a Test Validation Checklist. A couple of wording changes were requested on #17 & #18 on the Test Validation checklist, and those have been made. With that update, no other objections were presented, and CR is approved.
  - T2PRD00002042, AMP, Update SoDA Templates – Approved. This CR updates the Artifact Management Plan to remove the unused SoDA templates. It also, updates the Artifact Management Plan to include two additional SoDA templates, one for All Supplementary Specifications and one for Regulations. No objections were presented, and CR is approved.
  - T2PRD00002193, REP, Document WBMPROCESS Requirement Type – Approved. This CR adds documentation to Requirements Management S&G's regarding the WBMPROCESS Requirement type. It details why it is used and why it isn't a requirement type that needs to be specifically called out with the others. Add details for how to do proxy tracing of partitioned BPMs to ReqPro BPM to REP. There was a clarification asked for regarding the 'logical' deletion terminology.
  - T2PRD00002380, T2Initiative - Tailoring Request for Initiative Status Reporting, to change from bi-weekly, to monthly – Approved. There is a pre-CR in the works to update this within the DMP, but until that gets worked and approved, we are requesting a variance from this process.
  - T2PRD00002322, All T2Projects – Tailoring Request to delay the Requirements Versioning implementation – Approved. Tailoring request to delay the implementation of Requirements Versioning, based on the feedback received from BPAs, BPOs and PMs. Not adhering to Requirements Versioning, part of the approved & implemented T2 Playbook v2\_00 could negatively impact the integrity of the requirements. As a risk mitigation strategy, all T2 teams will make requirements updates to Release 01\_00\_00, with the exception of the EER team. The EER team will use Release 02\_00\_00. Once a determination is made regarding how to move forward to enable concurrent development in the Define phase of the SDLC, we would automatically "copy" 01\_00\_00 to 02\_00\_00 and manually make the updates to 02\_00\_00 that have been applied since the decision was made to delay implementation of requirements versioning (on 3/24/11).
  - T2PRD00002414, REP, How to handle inactive requirements – Approved by COB 4/11, pending slight update to checklist. This CR addresses how to handle inactive requirements to make it easier for peer review. This change adds documentation around the process or procedure for deleting Business Process Diagrams and Use Case Diagrams, along with removing/inactivating the requirements associated (traced to) those diagrams. There was discussion around adding this information to the checklist associated with the Requirements S&G's, so that update has been made, and is attached below. Also, Kevin had some wording corrections to the updates, so those have been modified and are attached below. Mitch & Kim have reviewed and have no additional issues. SEPG will review the attached updates, and if no other objections are presented by COB Monday, 4/11, the CR is approved.
  - T2PRD00002427, REP, WBM Tool Guide Update – Approved. This CR updates the WBM Tool Guide with instructions on what to do in order to add business items to the project within the WBM tool guide. Instructions on creating and/or updating new business item were added to the WBM tool guide. SEPG asked Mitch to update Debbie Pantel (initial requestor) with this information to ensure it met her needs. No objections were presented, and CR is approved.
  - T2PRD00002438, DMP, Add IRB Assessment attribute and modify Change Request rights – Pending updates to CQ, Conditionally Approved. This CR adds 'IRB Assessment' attribute for Production Change Requests (values Very High, High, Medium, Low); also, this CR allows the user to modify a Change Request after it has been Created and submitted (change status from REVIEW to CREATE, update information, return to REVIEW). Additional information was requested and required prior to this CR being approved. The requested info includes: update the CR to 'Reviewed' state, and add additional impact information, implementation approach,



## TXCSES 2.0 Initiative Summary

- required steps field, all items that are required at that state. Also, Maureen asked who would make the updates regarding the IRB assessment, and we determined John Andrade needed to be granted BSC Chair rights so he can make those. This information needs to be reflected in CQ under the 'required steps' field. Approval pending these updates. (Action item for Nancy Cox due by COB Monday, 4/11)
- T2PRD00002341, AMP, ClearCase Folder Structure Updates – Approved. This CR updates the Folder Structure for Controlled Documentation with changes discussed with the Delivery Assurance Lead. These updates help to align ClearCase folder structure to meet the Federal recommendation from the IV&V Assessment to version control project management documentation and approved deliverables. There was additional discussion around updating the Playbook documentation with checking in draft submissions of deliverables in ClearCase once they are ready for Deliverable Review (QMP). This update will be handled through a future Change Request. Also, questions were raised about the Release documentation folder regarding the 'Contents' column and when these documents become 'approved'? We agreed to change the header from 'Contents' to 'Examples' for clarity and to add a Release Closure to the examples listed. Also, shared folder structure will be updated to include a 'Releases' folder for working documentation.
  - T2PRD00002433, SEP, Add Naming Standards to ECM S&Gs – Approved. This CR addresses the need to add Standards for naming conventions to the ECM S&Gs. This ensures consistency with naming standards in the Playbook, traceability of names through the SDLC process, and coverage of naming conventions for the different levels in ECM (e.g. process flow, service). Raul wanted to further review this update with Drew, so some additional items will need to be developed further in a future updated Change Request.
  - The Architecture Review Board (ARB) made the following decisions on 3/23/11 and 4/6/11:
    - Recommendation of the product from CA Wily for Application Monitoring was confirmed.
    - T2PRD00001745 Web Service Authentication will be canceled.
    - T2PRD00001748 Adopt NIEM Standards will be canceled.
    - Approved the T2PRD00002302 Request Database Clustering Tool change request.
    - Approved the T2PRD00002349 File system clustering change request.
    - Approved the T2PRD00002435 Move Stage Environment from SADC to ADC change request.

### TXCSES Renewal Status

- Phase 1: Case Initiation/Locate (CIL)
  - This project is on schedule.
  - Knowledge transfer to the DDI vendor began on 1/19 and is scheduled for completion in April.
    - The purpose of knowledge transfer was to transition the requirements to Accenture, the vendor responsible for designing and building T2.
    - All sessions are complete. The T2 Steering Committee approved the recommendation to make the changes to the CIL requirements identified through knowledge transfer as we move forward with the design. We need to ensure we are maintaining the requirements artifacts. We are currently documenting this agreement with Accenture.
  - Conducting analysis on data communication and integration needs between the T1 and T2 systems. This "cross platform analysis" will inform data synchronization design activities as well as be used to validate CIL requirements. The analysis is currently behind schedule due to competing priorities.
  - Working with Accenture to finalize the detailed work plan for CIL design. Design sessions have begun.
- Phase 1: Enterprise Reporting System (ERS)
  - This project is on schedule.
  - Knowledge transfer sessions are complete; the report is being finalized.
  - Preparing CRs based on comments elicited during knowledge transfer sessions:
    - Eight changes from ERS Framework KT sessions.

## TXCSES 2.0 Initiative Summary

- Twenty-two changes from CIL Report KT sessions.
  - Expect delivery of CRs for 4/27 BSC review, and execution of CR in early May.
- Phase 1: Data Quality Analysis and Cleanup
  - This project is behind schedule due to competing priorities with other T2 Phase 1 projects. No impact to overall T2 implementation schedule.
  - Two types of cleanup are planned: automated and manual.
  - Coding is in progress for the initial phase of T1 automated cleanup (three phases are scheduled); Phase 1 was scheduled to implement 2/2011; the current date is 4/28/11. Due to ECM Capture training, Data Cleanup training for the Field will not begin until May, so the current delays in implementing the automated solution will not have an impact unless it is not implemented before May.
  - Finalizing procedures and training for the manual cleanup effort.
  
- Phase 2: Establishment and Enforcement Renewal (EER)
  - This project is currently on schedule, although the team has identified a possible delay based on the remaining work that must be completed prior to SRS completion. A change request is being prepared to present to the BSC. No impact to overall T2 implementation schedule.
  - Held Portal Enhancements JAD 4/5-4/7. JAD review held 4/12-4/14.
  - Workgroups are meeting to work through items brought up in the last several JAD sessions. Key workgroups include:
    - Bankruptcy & Foster Care/TYC Cases impact on Remedy Assessment
    - RODEO/EER Integration Prep sessions
    - Standardizing Enforcement Levels
    - Credit Bureau Reporting remedy rules
    - Cold Case Unit – Credit Transaction Administrative Subpoena process
    - Criminal Non-Support impact on Remedy Assessment
    - AMC Forms
    - Creation of a mini-assessment for Use Case 12 that defines error messages and warning messages.
  - Continuing to hold sessions with Legal Counsel/Policy team to map requirements to federal regulations, with a target completion of 6/2011.

### Enterprise Content Management Status

- This project is currently behind schedule. A change request was approved by the BSC and Steering Committee to move the Capture implementation from 3/18 to 4/1. The 4/1 implementation date was missed. Currently, Capture is scheduled to deploy on 4/28, for production use on 5/2. A new change request will be submitted in the 4/27 BSC meeting.
- The team is creating requirements to outsource the Digital Mail Function. Target completion for procurement of services by Strategic Sourcing is 11/2011.
- Case File Conversion
  - The conversion schedule is being modified based on the delay of the Capture implementation.
  - Finalized with ACS the method for ingesting images into the ECM repository. The data line required for ACS to transmit images into the ECM repository is scheduled to be installed in early

## TXCSES 2.0 Initiative Summary

- May.
  - Completed IDR template scanning and index verification in San Antonio office 203.
  - Reviewed the revised CFC Project Management Plan and Implementation Plan deliverables and provided requested revisions to ACS.
  - Continued field office site visits and debriefs 30 days prior to the scheduled scanning start date for each office
- "Capture" implementation
  - This is the system the Case File Conversion vendor (ACS) will use to store all existing case file images. Once complete, the office staff will begin scanning all new case file documents in their office.
  - The 4/1 implementation date was missed. Currently, Capture is scheduled to deploy on 4/28, for production use on 5/2. A new change request will be submitted to BSC on 4/27.
  - Testing & Deployment
    - User Acceptance Testing (UAT) is complete.
    - Deployment is scheduled for 4/28; "go/no-go meeting" scheduled for 4/25.
  - Help Desk/Command Center preparation
    - Finalized Help Desk procedures. The CSD Help Desk will answer calls regarding the Capture implementation and either resolve or transfer to the Command Center, according to the agreed-upon procedures.
    - Finalized Command Center procedures. The Command Center will be used for both the Capture implementation and the case file conversion. Help desk tickets and other issues will be funneled through the Command Center for resolution and/or escalation.
  - Training and Procedures
    - The Training Plan is complete.
    - Procedures are complete.
    - Training materials are complete.
    - Training is complete in Regions 1 and 2.
    - A number of issues were identified during the Training; one of which is causing the delay in the schedule. An issue with color scanner settings caused response time problems. A defect was created and resolved and will be retested the week of 4/18.
  - Scanner & scan station rollout & software installation
    - Scanner/scan station rollout to the Regional Training Centers is complete. Scanner/scan station rollout to the Field Offices is complete.
    - Installation of the software on the scan stations and RTC PCs is in progress.
    - Installation of the software on Field Office PCs is in progress.
  - Production environment readiness
    - The team has encountered multiple obstacles in ensuring the production environments (Prod and Training) are ready for deployment.
    - Disaster recovery levels have been set and communicated to Tft.
    - Finalized procedures for and executed a backup and restore in the Training environment.
    - Finalized procedures for backup and restore test in the system test environment. Working with Tft to execute the test prior to a production deploy.
- RODEO:
  - This project is on schedule.
  - Knowledge transfer to the DDI vendor was held 3/21.
  - BRD for CCD 8570 (RODEO Phase 1 Mainframe Changes) updated with comments and sent for final approval. SRS review scheduled for 4/27.
  - Continuing to input the legal forms into the requirements tools. Currently focusing on letters and pleadings & orders. Working towards identifying all of the remaining tasks for Content to be complete by 9/30/11.

## T2 Infrastructure Status

### TXCSES 2.0 Initiative Summary

- Environment Build Out
  - All IBM sizing sheets completed and sent to IBM sizing team
  - Out of the 4 storage tickets, 3 have been completed, still waiting for the 16.5TB decision
  - Waiting on the solution request from TFT for the Pilot System Test and Stage tickets
  - Working with Accenture to determine if there are additional product needs for VCF Pilot
  - Tools in various stages of research, selection, and procurement include:
    - ETL – awaiting input from Accenture
    - Application monitoring - moving to procurement
    - Test data management – consensus agreement on products; moving to procure
    - Message Queue – awaiting input from Accenture
    - Batch Execution, Monitoring, and Scheduling products – consensus agreement on products; moving to procure
    - ECM Database Clustering – discussing requirements
    - Security Audit & Compliance – reviewing requirements
    - Static Content Management – consensus agreement on product
    - Online Help Tool – consensus agreement on product
    - Security/Vulnerability Testing – reviewing requirements
    - Centralized Error Logging and Reporting – reviewing requirements
    - Static Code Analysis – consensus agreement on product
    - Code Test Coverage – consensus agreement on product
    - Various ECM Add-Ons – requested items being reviewed
  - Working to ensure the environments are in place for the ECM Capture implementation.
    - The Development environment was turned over to Accenture on 12/20.
    - The Test Environment was turned over to Accenture on 2/3.
    - The Training environment turned over to Accenture on 2/18.
    - The Production environment was turned over to Accenture on 3/9.
- Supported the SEPG in implementing change requests to the T2 Playbook

### Schedule Variance (Time) \*Coming Soon\*

Difference in # Days	Planned	Actual	Explanation
<Identify the degree to which the Initiative is on schedule; identify +/- number of days ; include SPI>	<Original scheduled progress activity date>	<Actual progress activity date>	<Reason that date was revised>

### Milestone Variance

Milestones	Planned	Revised	Explanation	Actual
<b>Initiative Level Milestones &amp; Deliverables</b>				
3893: Milestone: IJDs Posted for External Hiring (CSD)	11/19/10		A sub-set of the positions were posted	3/15/11
3894: Milestone: T2 Website Staged for Review (CAV)	11/24/10	6/1/11	Additional time needed to gather, develop, and load complete content	

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
2904: Complete QMP Mentoring Sessions (CAV)	1/13/11		Some sessions were rescheduled to accommodate team schedules.	1/21/11
T2 Playbook Training to CSD Begins (CAV)	1/19/11		Complete	1/19/11
3847: Send draft UT IV&V IAC to OCSE for Review (CSD)	2/16/11		Complete	2/28/11
3878: BPA Mentoring – Mid-Point Assessment Survey Distributed (CAV)	2/16/11		Complete	2/18/11
5083: Perform Quarterly Initiative Communication Planning (CAV/CSD/DDI)	2/24/11		Complete	2/24/11
T2 Playbook Training to DDI Complete (CAV)	2/22/11		Complete	2/22/11
950: T2 Deliverable: Submit Existing Contracts Assessment (CAV)	3/17/11	4/22/11	Complete	4/22/11
1194: T2 Deliverable: Submit Architecture Acceptance (DDI/CSD)	3/28/11		Complete	3/28/11
1481: T2 Deliverable: SRS Acceptance (DDI/CSD)	3/28/11	4/29/11	BSC approved change request on 4/13	
1252: T2 Deliverable: Submit Mentoring & Transition Plan (DDI)	4/27/11	4/15/11	Complete	4/15/11
3848: Execute IAC with UT (CSD)	5/3/11			
1557: T2 Deliverable: Submit T1 Application Migration Assessment (DDI)	7/11/11			
<b>ECM Capture Milestones &amp; Deliverables</b>				
2388: Work Product: Submit v01 Capture Solution Specification (Design) (DDI)	12/10/10		Complete	12/10/10
3925: Milestone: Submit v1_01 Capture Design Revision	2/22/11		Complete	2/22/11
2370: Milestone: Capture Procedures Approved (DDI)	12/15/10	1/31/10	Complete	2/10/10
2407: Milestone: Submit v01 Capture Training Plan (DDI)	1/14/11		Complete	1/14/11
2394: Milestone: Capture Development Complete (DDI)	2/4/11		Complete	2/4/11
3940: Milestone: Capture	3/4/11		Complete	3/4/11

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
Development Complete for Revised Design				
3742: Milestone: Submit v01 Capture Training Materials (DDI)	2/14/11	3/25/11	Complete	3/25/11
3833: Milestone: Capture Environment Set-Up Complete (scanners/scan stations) (CSD)	3/1/11	3/25/11	Work still in progress	
2124: Milestone: Capture Testing Complete (DDI)	3/4/11	3/25/11	Complete	3/25/11
2128: Milestone: Capture Deployed (DDI)	3/18/11	4/28/11	Pending change request	
<b>ECM—VCF Milestones &amp; Deliverables</b>				
673: Milestone: CFC Vendor Contract Awarded (CSD)	1/21/11		Complete	2/11/11
2140: Submit v01 Solution Specification (Design)	4/1/11	4/22/11	Delay approved by BSC and Steering Committee.	
2186: Deliverable: Submit v01 VCF Training Plan (DDI)	4/22/11	5/13/11	Delay approved by BSC and Steering Committee.	
2155: Deliverable: Submit v01 VCF Test Plan (DDI)	5/6/11	5/27/11	Delay approved by BSC and Steering Committee.	
2150: Milestone: VCF Development Complete (DDI)	6/3/11	6/24/11	Delay approved by BSC and Steering Committee.	
2196: VCF: Submit v01 VCF Training Materials (DDI)	6/24/11	7/15/11	Delay approved by BSC and Steering Committee.	
2169: Milestone: VCF System Testing Complete (DDI)	7/15/11	8/4/11	Delay approved by BSC and Steering Committee.	
3548: Milestone: VCF Acceptance Testing Complete (DDI)	8/19/11	9/9/11	Delay approved by BSC and Steering Committee.	
2208: Milestone: VCF Solution Deployed for Pilot (DDI)	8/26/11	9/16/11	Delay approved by BSC and Steering Committee.	
<b>CIL Milestones &amp; Deliverables</b>				
1490: Deliverable: Submit v01 Solution Specification Package 1 (DDI)	6/23/11			
<i>SDLC Milestones to be added after Knowledge Transfer</i>				
<b>DQA Milestones &amp; Deliverables</b>				

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
769: T1 Priority 1 Automated Cleanup Implemented (CSD)	6/17/11	4/28/11		
2337: Milestone: Manual Data Cleanup Training Completed (CSD)	3/22/11	5/2011	Due to a conflict with ECM Capture Training, Data Cleanup training will not begin until May. CR will go to the BSC for approval.	
<b>ERS Milestones &amp; Deliverables</b>				
<i>SDLC Milestones to be added after Knowledge Transfer</i>				

<b>T2I Milestones &amp; Deliverables</b>				
1006: Milestone: Capture System Test EBO Complete (CAV/CSD/TfT)	1/24/11	2/2/11	Complete	2/3/11
3353: Milestone: Capture Training EBO Complete (CAV/CSD/TfT)	2/25/11		Complete	2/11/11
3472: Milestone: Submit 1 <sup>st</sup> v01 EBO Deliverable (CAV)	3/22/11		Complete	2/4/11
981: Milestone: Pre-Dev EBO Complete (CAV/CSD/TfT)	3/3/11	3/31/11	The 3/31 date was not met; change request pending	
3382: Milestone: Capture EBO Complete (CAV/CSD/TfT)	3/4/11		Complete	3/9/11
3534: Milestone: VCF Staging EBO Complete (CAV/CSD/TfT)	5/23/11			
3530: Milestone: VCF System Test EBO Complete (CAV/CSD/TfT)	5/23/11			

Milestone Variance				
Milestones	Planned	Revised	Explanation	Actual
3679: Milestone: VCF UAT EBO Complete (CAV/CSD/TfT)	7/5/11			
3532: Milestone: VCF Performance EBO Complete (CAV/CSD/TfT)	3/7/11	7/5/11	Change request pending	
3533 VCF Training EBO Complete (CAV/CSD/TfT)	6/17/11			
3387: VCF Pilot EBO Complete (CAV/CSD/TfT)	8/12/11			
3480: Milestone: Submit 2 <sup>nd</sup> v01 EBO Deliverable (CAV)	8/17/11			
<i>Milestones for the remainder of the Phase 1 environments to be added after Knowledge Transfer</i>				
EER Milestones & Deliverables				
3593: Submit v01 EER SRS (CAV)	6/24/11			
939: Submit v01 EER Acceptance Criteria (CAV)	7/1/11			

Quality Management			
Defect Metrics for Capture UAT	Total Defects: 62	Resolved/Completed: 62	Unresolved: 0

Next Steps
Complete Knowledge Transfer for Phase 1 Projects Conduct CFC implementation activities Implement the Capture system

**Acronyms**

- ARB: Architecture Review Board
- BSC: Business Services Council
- CAV: Continuity Assurance Vendor (Deloitte)
- CFC: Case File Conversion
- CIL: Case Initiation and Locate Renewal
- CR: Change Request
- DDI: Design, Development, and Implementation Vendor (Accenture)
- EBO: Environment Build Out
- ECM: Enterprise Content Management
- EER: Establishment and Enforcement Renewal
- ERS: Enterprise Reporting System
- IAM: Identity & Access Management










SEPG: Software Engineering Process Group  
VCF: Virtual Case File

# TXCSES 2.0 Initiative Status Report

See back page for Acronym List

<b>Report Period:</b>	3/1/11-3/18/11		<b>Completed By:</b> Stephanie Knuth	
<b>Projects included</b>	Release .01: ECM Capture	Release .02: VCF Pilot	Release 1: CIL	Release 1: ECM
	Release 1:	Release 1: ERS	Release 1: RODEO	Release 1: EER

TXCSES 2.0 Initiative Summary Dashboard	
Schedule	
Quality	
Risks	
Issues	

Legend	
	No intervention required. Project going as planned in this area. A positive variance or a negative variance less than or equal to 5%; risk and/or issue rating of Low.
	Some oversight required. Project may be at risk in this area. A negative variance greater than 5% and less than or equal to 10%; risk rating of Moderate or Controllable, and/or an issue rating of High or Medium.
	Intervention required. Project is at risk in this area. A negative variance greater than 10%; risk rating of Severe or Significant, and/or an issue rating of Critical.

TXCSES 2.0 Initiative Summary
<p><b>Initiative Status</b></p> <ul style="list-style-type: none"> <li>• Creating an Interagency Contract (IAC) with the University of Texas (UT) Advanced Research in Software Engineering (ARiSE) for Independent Verification and Validation (IV&amp;V) services for T2. The IAC draft was finalized with UT in February and was sent to OCSE for approval on 2/28.</li> <li>• Knowledge Transfer of the requirements to the Design, Development, and Implementation (DDI) Vendor, Accenture, is complete for the first two ECM implementations (Capture and the Virtual Case File Pilot),</li> </ul>

## TXCSES 2.0 Initiative Summary

and began on 1/19 for the remaining Phase 1 projects. Knowledge Transfer activities were scheduled to be completed on 3/28; the work is approximately one to two weeks behind schedule.

### Initiative Governance (Change Requests)

- The Business Services Council reviewed the following change requests on 3/16/11.
- T2PRD00001991-ECM Automated Batch Delete Requirement CR: Approved, pending action items
  - This CR requests the addition of a requirement that will allow for the automatic deletion of batches. The group agreed that the requirement is appropriate but requested that the exact ReqPro ID for the current requirement covering manual batch deletions be cited in the CR, along with the exact wording of the new requirement. The group also requested confirmation that the frequency of the auto delete will be configurable, and asked that the CR form be corrected to reflect an impact to scope. Once these requests are complete, the group agreed to review and approve via email.
- T2PRD00002013-Updates from CIL KT Sessions CR: Approved.
  - This CR addresses the needed updates to BPM54 due to standards and guidelines changes including the addition of a new application processor swim lane in the diagram and PKLO update to call the correct member match partition.
- T2PRD00002015-RODEO Actor Refactor CR: Approved.
- This CR addresses the needed changes/additions to RODEO actor descriptions and the inactivation of RODEO actors in ReqPro.
- T2PRD00002016-Requirements Versioning ReqPro Updates CR: Pending
- This CR addresses the need to inactivate requirements per release due to the requirements versioning approach approved by the SEPG for implementation on 3/16. After a project is created for each release, requirements that are not in a particular release will be inactivated. The CR provides a list of the requirements that need to be inactivated for each release prior to the BPA mentoring start on 3/28. The group also requested that the inactivation list be updated by project attributes for easier validation. *Update: Stephanie is submitting a tailoring request to the SEPG to delay the implementation of requirements versioning pending further analysis and discussion with the BPAs. This CR will not be approved until after that work is complete.*
- The Software Engineering Process Group (SEPG) approved several changes on 3/9/11:
  - T2PRD00001901, REP, Update Design of ClearQuest Form for Requirements Development – Approved. This CR adds a new tab of related records to enable a larger view of the actual related records field. Tool update of view only.
  - T2PRD00001904, REP, Standard BPM Checklist/Standards & Guidelines Update – Approved. This CR is to align the playbook with the Standard of not linking multiple Business Process Diagrams to one BPM Requirement in RequisitePro. T2COM00000236 will be addressed as part of this CR. There was conversation about the implementation of this CR, so a special communication regarding this change, will be sent out to stakeholders.
  - T2PRD00001905, REP, ClearQuest Standards & Guidelines Updates – Approved. This CR updates the Standards around when to enter optional fields. Naming Standards should also be expanded to be one-to-one, meaning for each activity/form in CQ there should be a corresponding standard for naming. This includes Change Requests and Requirements Change Activities that are created due to a Change Request. There is a 'pre-CR' on the prioritization list for additional detailed changes due to this update.
  - T2PRD00001956, REP, Requirements Checklist – Approved. This CR addresses the need for a Requirements Checklist to be used during REP peer reviews. This would include the addition of two checklists. One Requirements checklist for T2 and another one for T2Forms.
  - T2PRD00001907, SEP, Call out Deployment Checklist in SEP Plan – Approved. This CR updates the SEP to call out the Deployment Checklist to ensure that all changes needed in a build, are incorporated once the code is ready for promotion to the DEVINT environment.
- The Architecture Review Board (ARB) did not review any new change requests on 3/10/11, but did make the following decisions on pending tool selections:

## TXCSES 2.0 Initiative Summary

- ARB approved the recommendation for Optim as a Test Data Mgmt tool.
- ARB approved the recommendation for Compute Grid and Tivoli Workload Scheduler as a Batch tool.
- The ARB decided not to pursue product selection for an On-demand Reporting tool since SAS or LiveCycle should be able to cover this functionality. If, during design, it is found as an issue, the group can re-open this.
- The ARB decided that HADR will be used for Pilot, and should move to the planning phase.
- The ARB is not pursuing the Rules Engine Add-on. This item will be removed from the list.
- The ARB decided that there are no requirements for the Data Quality tool, and it will be removed from the list.

### TXCSES Renewal Status

- Phase 1: Case Initiation/Locate (CIL)
  - This project is on schedule.
  - Knowledge transfer to the DDI vendor began on 1/19.
    - The purpose of knowledge transfer is to transition the requirements to Accenture, the vendor responsible for designing and building T2.
    - The team is continuing to work through the questions raised by Accenture. There are a number of changes that will need to be made to the SRS; the team is assessing magnitude and time frames needed to make the changes. Impact and timeframes will be detailed in the next status report.
    - Through Knowledge Transfer, we will agree to any changes that need to be made, priority, assignments, and time frames.
  - Conducting analysis on data communication and integration needs between the T1 and T2 systems. This "cross platform analysis" will inform data synchronization design activities as well as be used to validate CIL requirements. The analysis is currently behind schedule due to competing priorities.
  - Working with Accenture to finalize the detailed work plan for CIL design. Design sessions are expected to begin in April.
- Phase 1: Enterprise Reporting System (ERS)
  - This project is on schedule.
  - Knowledge transfer session was held on 2/24. Question and answer session held 3/8.
    - Discussed 24 ERS Framework questions submitted by Accenture that resulted in eight proposed modifications to the ERS SRS.
    - Discussed 41 CIL Report requirements questions submitted by Accenture that resulted in 22 proposed changes to the ERS SRS.
    - Through Knowledge Transfer, we will agree to any changes that need to be made, priority, assignments, and time frames.
- Phase 1: Data Quality Analysis and Cleanup
  - This project is behind schedule due to competing priorities with other T2 Phase 1 projects.
  - Two types of cleanup are planned: automated and manual.
  - Coding is in progress for the initial phase of T1 automated cleanup (three phases are scheduled); Phase 1 was scheduled to implement 2/2011; then was revised to 3/24/11, however that date is not going to be met. Due to ECM Capture training, Data Cleanup training for the Field will not begin until May, so the current delays in implementing the automated solution will not have an impact unless it is not implemented before May.
  - Finalizing procedures and training for the manual cleanup effort.

## TXCSES 2.0 Initiative Summary

- Phase 2: Establishment and Enforcement Renewal (EER)
  - This project is currently on schedule, although the team has identified a possible delay based on the remaining work that must be completed prior to SRS completion. An update on the delay will be provided in the next status report.
  - Completed JAD sessions on 3/1-3/3 and JAD review 3/8-3/10.
  - Began preparations for Portal Enhancements JAD, scheduled for 4/2-4/4.
  - Continuing to hold sessions with Legal Counsel/Policy team to map requirements to federal regulations, with a target completion of 6/2011.

### Enterprise Content Management Status

- This project is currently on schedule. A change request was approved by the BSC and Steering Committee to move the Capture implementation from 3/18 to 4/1.
- The team is creating requirements to outsource the Digital Mail Function. Target completion for procurement of services by Strategic Sourcing is 11/2011.
- Case File Conversion
  - Finalized the conversion schedule with ACS and distributed the schedule to the Field. The San Angelo office scanning is scheduled to begin on 4/11, with additional office scanning beginning on 5/2.
  - Continuing to work with ACS regarding its method for ingesting images into the ECM repository. The team has been unable to reach agreement and escalated this issue to CSD executive management for assistance.
  - Implementation Leads and Field Office QC Staff (who will also be the VCF Scan Operators) have been identified by the Field Regional Administrators. Training for the Implementation Leads is scheduled for late March.
  - Field Operations identified three individuals who will work in the ECM Command Center as "Exception Queue Handlers" to review exceptions from the CFC vendor (ACS) and identify the images to a document template.
  - IDR template scanning and index verification began in San Antonio office 203 on 3/14. ACS staff are working with CSD personnel to "train" the templates by scanning samples from active case files.
  - Reviewed the CFC Project Management Plan and Implementation Plan deliverables and provided requested revisions to ACS.
  - QC Tracking Tool Training module complete as of 3/14.
  - ACS identified a candidate for the project manager position; CSD PMs will have the opportunity to meet the candidate prior to final selection.
- "Capture" implementation
  - This is the system the Case File Conversion vendor (ACS) will use to store all existing case file images. Once complete, the office staff will begin scanning all new case file documents in their office.
  - The milestone dates for this project shifted by approximately two weeks due to an issue identified during system testing. The 3/18 implementation date was moved to 4/1. This delay was approved by the BSC and the Steering Committee.
  - Testing & Deployment
    - User Acceptance Testing (UAT) began a day late due to deployment issues with Tft; UAT completed on 3/25.
    - Accenture is fixing defects prioritized by the Defect Review Board and will deploy one more time to the Test environment for validating the fixes.
    - Production deployment is scheduled for 4/1; "go/no-go meeting" scheduled for 3/31.
    - Accenture completed the process of "refactoring" the design and development artifacts into ClearQuest and ClearCase.

## TXCSES 2.0 Initiative Summary

- Help Desk/Command Center preparation
  - Finalizing Help Desk procedures. The CSD Help Desk will answer calls regarding the Capture implementation and either resolve or transfer to the Command Center, according to the agreed-upon procedures.
  - Finalizing Command Center procedures. The Command Center will be used for both the Capture implementation and the case file conversion. Help desk tickets and other issues will be funneled through the Command Center for resolution and/or escalation.
- Working with IT management on production support responsibilities (how we will monitor the application/logs/error reports)
- Training and Procedures
  - The Training Plan is complete and was updated based on the new schedule.
  - Procedures are complete.
  - Training materials are complete and undergoing final reviews. Training is scheduled to begin 4/4 in Lubbock.
  - Two communication emails have been sent by Accenture's Trainer. 1) To inform all regions about the training schedule 2) To inform all ISSS and Regional Trainers about the upcoming coordination and installation of software at the RTC sites during the month of March.
- Scanner & scan station rollout & software installation:
  - Scanner/scan station rollout to the Regional Training Centers is complete. Scanner/scan station rollout to the Field Offices is complete.
  - Installation of the software on the scan stations and RTC PCs is not complete. The team has encountered multiple issues with installation and is working with the stakeholders, including IT, Accenture, Deloitte, and Field Operations, to determine resolutions to the issues encountered in order to install the software on the scan stations prior to the need-by dates.
- Production environment readiness
  - The team has encountered multiple obstacles in ensuring the production environments (Prod and Training) are ready for deployment. These include finalizing disaster recovery levels and communicating details to Tft, finalizing backup and restore procedures and providing details to Tft, ensuring monitoring is in place and understood, with clear roles and responsibilities once the application is deployed. The team is working through these items, and to identify and articulate the risks of not having one or more of these items resolved prior to production deployment.
- RODEO:
  - This project is on schedule.
  - Knowledge transfer to the DDI vendor is scheduled for 3/21.
  - Continuing to input the legal forms into the requirements tools. Currently focusing on letters and pleadings & orders.

### T2 Infrastructure Status

- Environment Build Out
  - Tools in various stages of research, selection, and procurement include:
    - ETL – awaiting input from Accenture
    - Application monitoring - moving to procurement
    - Test data management – consensus agreement on products; moving to procure
    - Message Queue – awaiting input from Accenture
    - Batch Execution, Monitoring, and Scheduling products – consensus agreement on products; moving to procure
    - ECM Database Clustering – discussing requirements
    - Data Archival – will not procure at this time

**TXCSES 2.0 Initiative Summary**

- Rules Engine Add-on– tool will not be pursued
- Static Content Management – demos scheduled
- Online Help Tool – demos scheduled
- Portal Development Tool – tool will not be pursued
- Data Quality – tool will not be pursued
- On-Demand Reporting – tool will not be pursued
  
- Centralized Error Logging and Reporting – reviewing requirements
- Static Code Analysis – demos scheduled
- Code Test Coverage – demos scheduled
- Various ECM Add-Ons – requested items being reviewed
- Working with Accenture to prioritize tool procurement based on impact to design activities; the goal is to submit procurement tickets to Tft by the end of March.
- Working to ensure the environments are in place for the ECM Capture implementation.
  - The Development environment was turned over to Accenture on 12/20.
  - The Test Environment was turned over to Accenture on 2/3.
  - The Training environment turned over to Accenture on 2/18.
  - The Production environment was turned over to Accenture on 3/9.
- Supported the SEPG in implementing change requests to the T2 Playbook

**Schedule Variance (Time) \*Coming Soon\***

Difference in # Days	Planned	Actual	Explanation
<Identify the degree to which the Initiative is on schedule; identify +/- number of days ; include SPI>	<Original scheduled progress activity date>	<Actual progress activity date>	<Reason that date was revised>

**Milestone Variance**

Milestones	Planned	Revised	Explanation	Actual
<b>Initiative Level Milestones &amp; Deliverables</b>				
3893: Milestone: IJDs Posted for External Hiring (CSD)	11/19/10		A sub-set of the positions were posted	3/15/11
3894: Milestone: T2 Website Staged for Review (CAV)	11/24/10	3/4/11	Additional time needed to gather, develop, and load complete content	
2904: Complete QMP Mentoring Sessions (CAV)	1/13/11		Some sessions were rescheduled to accommodate team schedules.	1/21/11
T2 Playbook Training to CSD Begins (CAV)	1/19/11		Complete	1/19/11
3847: Send draft UT IV&V IAC to OCSE for Review (CSD)	2/16/11		Complete	2/28/11

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3878: BPA Mentoring – Mid-Point Assessment Survey Distributed (CAV)	2/16/11		Assessment complete; compiling results	2/18/11
5083: Perform Quarterly Initiative Communication Planning (CAV/CSD/DDI)	2/24/11		Complete	2/24/11
T2 Playbook Training to DDI Complete (CAV)	2/22/11		Complete	2/22/11
950: T2 Deliverable: Submit Existing Contracts Assessment (CAV)	3/17/11	4/22/11	BSC approved proposed date change on 2/16	
1194: T2 Deliverable: Submit Architecture Acceptance (DDI/CSD)	3/28/11			
1481: T2 Deliverable: SRS Acceptance (DDI/CSD)	3/28/11			
1252: T2 Deliverable: Submit Mentoring & Transition Plan (DDI)	4/27/11	3/25/11	Date change agreed to with Accenture	
3848: Execute IAC with UT (CSD)	5/3/11			
1557: T2 Deliverable: Submit T1 Application Migration Assessment (DDI)	7/11/11			
<b>ECM Capture Milestones &amp; Deliverables</b>				
2388: Work Product: Submit v01 Capture Solution Specification (Design) (DDI)	12/10/10		Complete	12/10/10
3925: Milestone: Submit v1_01 Capture Design Revision	2/22/11		Complete; this is the update to the approved design based on the login issue identified during system test	2/22/11
2370: Milestone: Capture Procedures Approved (DDI)	12/15/10	1/31/10	Complete	2/10/10
2407: Milestone: Submit v01 Capture Training Plan (DDI)	1/14/11		Complete	1/14/11
2394: Milestone: Capture Development Complete (DDI)	2/4/11		Complete	2/4/11
3940: Milestone: Capture Development Complete for Revised Design	3/4/11		Complete; this is the update to the programming based on the login issue identified during system test	3/4/11
3742: Milestone: Submit v01 Capture Training Materials (DDI)	2/14/11	3/25/11	Delay approved by BSC and Steering Committee.	



<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3833: Milestone: Capture Environment Set-Up Complete (scanners/scan stations) (CSD)	3/1/11	3/25/11	Delay approved by BSC and Steering Committee.	
2124: Milestone: Capture Testing Complete (DDI)	3/4/11	3/25/11	Delay approved by BSC and Steering Committee.	
2128: Milestone: Capture Deployed (DDI)	3/18/11	4/1/11	Delay approved by BSC and Steering Committee.	
<b>ECM—VCF Milestones &amp; Deliverables</b>				
673: Milestone: CFC Vendor Contract Awarded (CSD)	1/21/11		Complete	2/11/11
2140: Submit v01 Solution Specification (Design)	4/1/11	4/22/11	Delay approved by BSC and Steering Committee.	
2186: Deliverable: Submit v01 VCF Training Plan (DDI)	4/22/11	5/13/11	Delay approved by BSC and Steering Committee.	
2155: Deliverable: Submit v01 VCF Test Plan (DDI)	5/6/11	5/27/11	Delay approved by BSC and Steering Committee.	
2150: Milestone: VCF Development Complete (DDI)	6/3/11	6/24/11	Delay approved by BSC and Steering Committee.	
2196: VCF: Submit v01 VCF Training Materials (DDI)	6/24/11	7/15/11	Delay approved by BSC and Steering Committee.	
2169: Milestone: VCF System Testing Complete (DDI)	7/15/11	8/4/11	Delay approved by BSC and Steering Committee.	
3548: Milestone: VCF Acceptance Testing Complete (DDI)	8/19/11	9/9/11	Delay approved by BSC and Steering Committee.	
2208: Milestone: VCF Solution Deployed for Pilot (DDI)	8/26/11	9/16/11	Delay approved by BSC and Steering Committee.	
<b>CIL Milestones &amp; Deliverables</b>				
1490: Deliverable: Submit v01 Solution Specification Package 1 (DDI)	6/23/11			
<i>SDLC Milestones to be added after Knowledge Transfer</i>				
<b>DQA Milestones &amp; Deliverables</b>				
769: T1 Priority 1 Automated Cleanup Implemented (CSD)	6/17/11	3/24/11	The 3/24 date will not be met; identifying a new date.	
2337: Milestone: Manual Data Cleanup Training Completed (CSD)	3/22/11	5/2011	Due to a conflict with ECM Capture Training, Data Cleanup training will not begin until May.	

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
			CR will go to the BSC for approval.	
<b>ERS Milestones &amp; Deliverables</b>				
<i>SDLC Milestones to be added after Knowledge Transfer</i>				

<b>T2I Milestones &amp; Deliverables</b>				
1006: Milestone: Capture System Test EBO Complete (CAV/CSD/TfT)	1/24/11	2/2/11	Complete	2/3/11
3353: Milestone: Capture Training EBO Complete (CAV/CSD/TfT)	2/25/11		Complete	2/11/11
3472: Milestone: Submit 1 <sup>st</sup> v01 EBO Deliverable (CAV)	3/22/11		Complete	2/4/11
981: Milestone: Pre-Dev EBO Complete (CAV/CSD/TfT)	3/3/11	3/31/11	BSC approved change request	
3382: Milestone: Capture EBO Complete (CAV/CSD/TfT)	3/4/11		Complete	3/9/11
3534: Milestone: VCF Staging EBO Complete (CAV/CSD/TfT)	TBD			
3530: Milestone: VCF System Test EBO Complete (CAV/CSD/TfT)	5/23/11			
3679: Milestone: VCF UAT EBO Complete (CAV/CSD/TfT)	7/5/11			
3532: Milestone: VCF Performance EBO	TBD			

Milestone Variance				
Milestones	Planned	Revised	Explanation	Actual
Complete (CAV/CSD/TfT)				
3533 VCF Training EBO Complete (CAV/CSD/TfT)	6/17/11			
3387: VCF Pilot EBO Complete (CAV/CSD/TfT)	8/12/11			
3480: Milestone: Submit 2 <sup>nd</sup> v01 EBO Deliverable (CAV)	8/17/11			
<i>Milestones for the remainder of the Phase 1 environments to be added after Knowledge Transfer</i>				
EER Milestones & Deliverables				
3593: Submit v01 EER SRS (CAV)	6/24/11			
939: Submit v01 EER Acceptance Criteria (CAV)	7/1/11			

Quality Management			
Defect Metrics for Capture UAT	Total Defects: 61	Resolved/Completed: 58	Unresolved: 3

Next Steps
Complete Knowledge Transfer for Phase 1 Projects Conduct CFC implementation activities Implement the Capture system





**Acronyms**




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- EBO: Environment Build Out
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- VCF: Virtual Case File

# TXCSES 2.0 Initiative Status Report

See back page for Acronym List

<b>Report Period:</b>	2/14/11-2/28/11		<b>Completed By:</b> Stephanie Knuth	
<b>Projects included</b>	Release .01: ECM Capture	Release .02: VCF Pilot	Release 1: CIL	Release 1: ECM
	Release 1:	Release 1: ERS	Release 1: RODEO	Release 1: EER

TXCSES 2.0 Initiative Summary Dashboard	
Schedule	
Quality	
Risks	
Issues	

Legend	
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	Some oversight required. Project may be at risk in this area. A negative variance greater than 5% and less than or equal to 10%; risk rating of Moderate or Controllable, and/or an issue rating of High or Medium.
	Intervention required. Project is at risk in this area. A negative variance greater than 10%; risk rating of Severe or Significant, and/or an issue rating of Critical.

TXCSES 2.0 Initiative Summary
<p><b>Initiative Status</b></p> <ul style="list-style-type: none"> <li>• Creating an Interagency Contract (IAC) with the University of Texas (UT) Advanced Research in Software Engineering (ARiSE) for Independent Verification and Validation (IV&amp;V) services for T2. The IAC draft was finalized with UT in February and was sent to OCSE for approval on 2/28.</li> <li>• Knowledge Transfer of the requirements to the Design, Development, and Implementation (DDI) Vendor, Accenture, is complete for the first two ECM implementations (Capture and the Virtual Case File Pilot),</li> </ul>

## TXCSES 2.0 Initiative Summary

and began on 1/19 for the remaining Phase 1 projects. Knowledge Transfer activities are scheduled to be completed on 3/28.

### Initiative Governance (Change Requests)

- The Business Services Council approved the following change requests on 2/16/11.
  - Contract Assessment Schedule Change CR.
    - This CR requests a modification to the end date for the Contract Assessment, from 3/17 to 4/22. There is no critical path impact to other project activities.
  - RODEO CR for BPM 1.
    - This CR consolidates two similar use cases in BPM1. It is not a content change.
  - Standards and Guidelines CR.
    - This CR includes updates to the Phase 1 SRSs based on the finalized standards and guidelines included in the T2 Playbook. The SRSs were finalized prior to the approval of these standards and guidelines.
    - Updates will be made across SRSs, and will be peer reviewed by Deloitte staff, and validated by CSD staff.
- The Software Engineering Process Group (SEPG) approved several changes on 2/23/11:
  - REP CQ Tailoring Request – Approved Request to follow the Requirements Development process outside of CQ for specified CRs. The The Requirements Development process will be followed outside of ClearQuest and utilize the generic “Artifact Change” activity to allow changes to ClearCase. As a result of this request, we will place a Process Improvement item on a future SEPG agenda for further discussion.
  - T2PRD00001788, SEP, Release Design Approach template, S&G updates – This CR is to Implement the Release Design Approach. This will be occur at the Release level instead of BPM level.
  - T2PRD00001769, AMP, Update Folder Structure/Update Controlled Documentation – This CR updates the ClearCase folder structure for approved Initiative and Project documentation.
  - T2PRD00001783, AMP, ClearCase Stream Structure Change – This CR is a result of a POC Issues meeting, held in January to discuss a new stream structure that will be used going forward. The decision was made to implement the proposed stream structure, and therefore documentation must be updated along with implementing the updates to the structure in the tools.
  - T2PRD00001703, REP, Enforce Name Field Population in ReqPro S&G updates, (originally submitted as, CR26, 1/12 SEPG mtg) – This CR corrects minor spelling changes and editing changes within the Artifact Management Plan.
  - Change Request 33 – This CR corrects minor spelling changes and editing changes within the Requirements Engineering Plan.
  - Change Request 34 – This CR corrects minor spelling changes and editing changes within the Solutions Engineering Plan.
- The Architecture Review Board (ARB) reviewed three change requests on 2/23/11.
  - The ARB reviewed the Impact Analysis for CR12 Software Products Version Upgrade and approved the CR.
    - Recommend go forward with BPMN v 2.0
    - Recommend remain at UML v 2.0
    - Recommend go forward with WS-BPEL v2.0
    - Analysis of the workstation tools integration using RSA v8 is still underway. Tony Villarreal is working with Balaji to load the tools and test.
    - ARB agreed to approve the change request for the product upgrade based on the analysis completed thus far. The Upgrades will be started and Deloitte will report back to the ARB when the workstation test is complete.
  - Discussed new CR16 – Select Archive Tool – request to begin asset selection for an Archive tool. ARB decision: not approve the change request at this time. It will remain in a reviewed state.

## TXCSES 2.0 Initiative Summary

### TXCSES Renewal Status

- Phase 1: Case Initiation/Locate (CIL)
  - This project is on schedule.
  - Knowledge transfer to the DDI vendor began on 1/19.
    - The purpose of knowledge transfer is to transition the requirements to Accenture, the vendor responsible for designing and building T2.
    - The team is continuing to work through the questions raised by Accenture. There are a number of changes that will need to be made to the SRS; the team is assessing magnitude and time frames needed to make the changes.
    - Through Knowledge Transfer, we will agree to any changes that need to be made, priority, assignments, and time frames.
  - Conducting analysis on data communication and integration needs between the T1 and T2 systems. This "cross platform analysis" will inform data synchronization design activities as well as be used to validate CIL requirements. The analysis is currently behind schedule due to competing priorities.
- Phase 1: Enterprise Reporting System (ERS)
  - This project is on schedule.
  - Knowledge transfer session was held on 2/24. Additional sessions are scheduled for 3/3 and 3/8.
  - Reviewing SAS coding standards and guidelines proposed by Deloitte.
- Phase 1: Data Quality Analysis and Cleanup
  - This project is behind schedule due to competing priorities with other T2 Phase 1 projects.
  - Two types of cleanup are planned: automated and manual.
  - Coding is in progress for the initial phase of T1 automated cleanup (three phases are scheduled); Phase 1 was scheduled to implement 2/2011; the new estimated date is 3/24/11. The manual cleanup cannot begin until the Phase 1 of the automated work is complete. Due to ECM Capture training, Data Cleanup training for the Field will not begin until May.
  - Finalizing procedures and training for the manual cleanup effort.
- Phase 2: Establishment and Enforcement Renewal (EER)
  - This project is currently on schedule.
  - Held the Administrative Enforcement JAD review 2/15-2/17.
  - Continuing to hold sessions with Legal Counsel/Policy team to map requirements to federal regulations, with a target completion of 6/2011.

### Enterprise Content Management Status

- This project is currently two weeks behind schedule; change request will be presented to the BSC on 3/2.
- Implementation activities for ECM are ongoing and include:
  - Conducting analysis to determine impact to the Central Mail Operations (CMO) facilities. The team is creating requirements to outsource the Digital Mail Function. Target completion for procurement of services by Strategic Sourcing is 9/2011.
  - Scanner/scan station rollout to the Regional Training Centers is complete. Scanner/scan station rollout to the Field Offices is underway, with a target completion of 3/25.
- Case File Conversion
  - Awarded the contract for the Case File Conversion (CFC) procurement to ACS on 2/10 (this date was previously reported in error as 2/11).
  - Held kickoff with the CFC vendor (ACS) 2/15-2/16.
  - Working with ACS on start-up tasks, confirming conversion start date and schedule as well as process by which IDR Templates will be created.
  - Implementation Leads and Field Office QC Staff (who will also be the VCF Scan Operators) have been identified by the Field Regional Administrators. Training for the Implementation Leads is

## TXCSES 2.0 Initiative Summary

- being scheduled for March.
- “Capture” implementation
  - This is the system the Case File Conversion vendor will use to store all existing case file images. Once complete, the office staff will begin scanning all new case file documents in their office.
  - The milestone dates for this project are shifting by two weeks due to an issue identified during system testing. The 3/18 implementation date is moving to 4/1, pending BSC approval on 3/2.
  - The Training Plan is complete and will be updated based on the new schedule.
  - Conducted a review of the Release Definition Document (RDD), which is the implementation plan for the Capture release. The Release Manager and Project Manager are revising the plan and subsequent reviews will be held with the team over the next month.
  - Finalizing Command Center procedures. The Command Center will be used for both the Capture implementation and the case file conversion. Help desk tickets and other issues will be funneled through the Command Center for resolution and/or escalation.
  - Finalizing Help Desk procedures. The CSD Help Desk will answer calls regarding the Capture implementation and either resolve or transfer to the Command Center, according to the agreed-upon procedures.
  - Procedures are complete and are under review.
- RODEO:
  - This project is on schedule.
  - Knowledge transfer to the DDI vendor was rescheduled from 3/4 to 3/21 due to a schedule conflict.
  - Executing approved change requests to modify the RODEO SRS based on the approved date changes for the RODEO project.
  - Continuing to input the legal forms into the requirements tools. Currently focusing on letters and pleadings & orders.

## T2 Infrastructure Status

- Environment Build Out
  - Tools in various stages of research, selection, and procurement include:
    - ETL
    - Application monitoring
    - Test data management
    - Message Queue
    - Batch Execution, Monitoring, and Scheduling products
    - Database Clustering
    - Data Archival
    - Security Audit & Compliance
    - Rules Engine Add-on
    - Static Content Management
    - Online Help Tool
    - Portal Development Tool
    - Data Quality
    - On-Demand Reporting
    - Security/Vulnerability Testing
    - Centralized Error Logging and Reporting
    - Static Code Analysis
    - Code Test Coverage
    - Various ECM Add-Ons
    - Asynchronous Messaging
  - Working with Accenture to prioritize tool procurement based on impact to design activities; the goal is to submit procurement tickets to Tft by the end of March.
  - Working to ensure the environments are in place for the ECM Capture implementation.

**TXCSES 2.0 Initiative Summary**

- The Development environment was turned over to Accenture on 12/20.
  - The Test Environment was turned over to Accenture on 2/3.
  - The Training environment turned over to Accenture on 2/18.
  - The Production environment is scheduled to be turned over to Accenture by 3/4.
- Supported the SEPG in implementing change requests to the T2 Playbook

**Schedule Variance (Time) \*Coming Soon\***

Difference in # Days	Planned	Actual	Explanation
<Identify the degree to which the Initiative is on schedule; identify +/- number of days ; include SPI>	<Original scheduled progress activity date>	<Actual progress activity date>	<Reason that date was revised>

**Milestone Variance**

Milestones	Planned	Revised	Explanation	Actual
<b>Initiative Level Milestones &amp; Deliverables</b>				
3893: Milestone: IJDs Posted for External Hiring (CSD)	11/19/10	TBD	Extended CSD IT leadership review cycle for approval to post externally	
3894: Milestone: T2 Website Staged for Review (CAV)	11/24/10	3/4/11	Additional time needed to gather, develop, and load complete content	
XXXX: Milestone: Round 1 Preliminary IT Role Mappings Performed (for Mentoring) (CSD)	11/30/10	TBD	Additional time needed to work through Round 1 assignments with IT Management	
2904: Complete QMP Mentoring Sessions (CAV)	1/13/11		Some sessions were rescheduled to accommodate team schedules.	1/21/11
T2 Playbook Training to CSD Begins (CAV)	1/19/11		Complete	1/19/11
3847: Send draft UT IV&V IAC to OCSE for Review (CSD)	2/16/11		Complete	2/28/11
3878: BPA Mentoring – Mid-Point Assessment Survey Distributed (CAV)	2/16/11		Assessment complete; compiling results	2/18/11
5083: Perform Quarterly Initiative Communication Planning (CAV/CSD/DDI)	2/24/11		Complete	2/24/11
T2 Playbook Training to DDI Complete (CAV)	2/22/11		Complete	2/22/11
950: T2 Deliverable: Submit Existing Contracts Assessment (CAV)	3/17/11	4/22/11	BSC approved proposed date change on 2/16	



<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
1194: T2 Deliverable: Submit Architecture Acceptance (DDI/CSD)	3/28/11			
1481: T2 Deliverable: SRS Acceptance (DDI/CSD)	3/28/11			
1252: T2 Deliverable: Submit Mentoring & Transition Plan (DDI)	4/27/11	3/25/11	Date change agreed to with Accenture	
3848: Execute IAC with UT (CSD)	5/3/11			
1557: T2 Deliverable: Submit T1 Application Migration Assessment (DDI)	7/11/11			
<b>ECM Capture Milestones &amp; Deliverables</b>				
2388: Work Product: Submit v01 Capture Solution Specification (Design) (DDI)	12/10/10		Complete	12/10/10
3925: Milestone: Submit v1_01 Capture Design Revision	2/22/11		Complete; this is the update to the approved design based on the login issue identified during system test	2/22/11
2370: Milestone: Capture Procedures Approved (DDI)	12/15/10	1/31/10	Complete	2/10/10
2407: Milestone: Submit v01 Capture Training Plan (DDI)	1/14/11		Complete	1/14/11
2394: Milestone: Capture Development Complete (DDI)	2/4/11		Complete	2/4/11
3940: Milestone: Capture Development Complete for Revised Design	3/4/11		This is the update to the programming based on the login issue identified during system test	
3742: Milestone: Submit v01 Capture Training Materials (DDI)	2/14/11	3/25/11	Date revision going to BSC for approval on 3/2. No critical path impact.	
3833: Milestone: Capture Environment Set-Up Complete (scanners/scan stations) (CSD)	3/1/11	3/25/11	Date revision going to BSC for approval on 3/2. No critical path impact.	
2124: Milestone: Capture Testing Complete (DDI)	3/4/11	3/25/11	Date revision going to BSC for approval on 3/2. No critical path impact.	
2128: Milestone: Capture Deployed (DDI)	3/18/11	4/1/11	Date revision going to BSC for approval on 3/2. No critical path impact.	
<b>ECM—VCF Milestones &amp; Deliverables</b>				

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
673: Milestone: CFC Vendor Contract Awarded (CSD)	1/21/11		Complete	2/11/11
2877: Milestone: Security Guard Contract Awarded (CSD)	2/7/11		This milestone will be deleted in the next status report; security guards are not required based on ACS' proposal	
2140: Submit v01 Solution Specification (Design)	4/1/11	4/22/11	Approximately two week delay going to the BSC for approval on 3/2	
2186: Deliverable: Submit v01 VCF Training Plan (DDI)	4/22/11	5/13/11	Approximately two week delay going to the BSC for approval on 3/2	
2155: Deliverable: Submit v01 VCF Test Plan (DDI)	5/6/11	5/27/11	Approximately two week delay going to the BSC for approval on 3/2	
2150: Milestone: VCF Development Complete (DDI)	6/3/11	6/24/11	Approximately two week delay going to the BSC for approval on 3/2	
2196: VCF: Submit v01 VCF Training Materials (DDI)	6/24/11	7/15/11	Approximately two week delay going to the BSC for approval on 3/2	
2169: Milestone: VCF System Testing Complete (DDI)	7/15/11	8/4/11	Approximately two week delay going to the BSC for approval on 3/2	
3548: Milestone: VCF Acceptance Testing Complete (DDI)	8/19/11	9/9/11	Approximately two week delay going to the BSC for approval on 3/2	
2208: Milestone: VCF Solution Deployed for Pilot (DDI)	8/26/11	9/16/11	Approximately two week delay going to the BSC for approval on 3/2	
<b>CIL Milestones &amp; Deliverables</b>				
1490: Deliverable: Submit v01 Solution Specification Package 1 (DDI)	6/23/11			
<i>SDLC Milestones to be added after Knowledge Transfer</i>				
<b>DQA Milestones &amp; Deliverables</b>				
769: T1 Priority 1 Automated Cleanup Implemented (CSD)	6/17/11	3/24/11		
2337: Milestone: Manual Data Cleanup Training Completed (CSD)	3/22/11	5/20/11	Due to a conflict with ECM Capture Training, Data Cleanup training will not begin until May. CR will go to the BSC for approval.	
<b>ERS Milestones &amp; Deliverables</b>				
<i>SDLC Milestones to be added after Knowledge Transfer</i>				

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>

<b>T2I Milestones &amp; Deliverables</b>				
1006: Milestone: Capture System Test EBO Complete (CAV/CSD/TfT)	1/24/11	2/2/11	Complete	2/3/11
3353: Milestone: Capture Training EBO Complete (CAV/CSD/TfT)	2/25/11		Complete	2/11/11
3472: Milestone: Submit 1 <sup>st</sup> v01 EBO Deliverable (CAV)	3/22/11		Complete	2/4/11
981: Milestone: Pre-Dev EBO Complete (CAV/CSD/TfT)	3/3/11	5/1/11	Date change will go to BSC for approval in upcoming meeting	
3382: Milestone: Capture EBO Complete (CAV/CSD/TfT)	3/4/11			
3534: Milestone: VCF Staging EBO Complete (CAV/CSD/TfT)	TBD			
3530: Milestone: VCF System Test EBO Complete (CAV/CSD/TfT)	5/23/11			
3679: Milestone: VCF UAT EBO Complete (CAV/CSD/TfT)	7/5/11			
3532: Milestone: VCF Performance EBO Complete (CAV/CSD/TfT)	TBD			
3533 VCF Training EBO Complete (CAV/CSD/TfT)	6/17/11			
3387: VCF Pilot EBO Complete (CAV/CSD/TfT)	8/12/11			

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3480: Milestone: Submit 2 <sup>nd</sup> v01 EBO Deliverable (CAV)	8/17/11			
<i>Milestones for the remainder of the Phase 1 environments to be added after Knowledge Transfer</i>				
<b>EER Milestones &amp; Deliverables</b>				
3593: Submit v01 EER SRS (CAV)	6/24/11			
939: Submit v01 EER Acceptance Criteria (CAV)	7/1/11			

<b>Quality Management (Testing Progress/Defect Containment)</b>			
<b>Testing Progress</b>	<b>Planned</b>	<b>Actual</b>	<b>Explanation</b>
<% of Test Scripts passed>			<Reason for variance>
Defect Containment <Predicted Problems Found / Total Problems Found>  <% of Defects that should have been found in earlier Phase>			<Reason for variance>

<b>Next Steps</b>
Complete initial delivery of T2 Playbook Training to DDI and CSD staff Continue Knowledge Transfer for Phase 1 Projects Conduct CFC implementation activities Implement the Capture system

**Acronyms**





- ARB: Architecture Review Board
- BSC: Business Services Council
- CAV: Continuity Assurance Vendor (Deloitte)
- CFC: Case File Conversion
- CIL: Case Initiation and Locate Renewal
- CR: Change Request
- DDI: Design, Development, and Implementation Vendor (Accenture)
- EBO: Environment Build Out




ECM: Enterprise Content Management  
EER: Establishment and Enforcement Renewal  
ERS: Enterprise Reporting System  
IAM: Identity & Access Management  
SEPG: Software Engineering Process Group  
VCF: Virtual Case File

# TXCSES 2.0 Initiative Status Report

See back page for Acronym List

<b>Report Period:</b>	2/1/11-2/11/11		<b>Completed By:</b> Stephanie Knuth	
<b>Projects included</b>	Release .01: ECM Capture	Release .02: VCF Pilot	Release 1: CIL	Release 1: ECM
	Release 1:	Release 1: ERS	Release 1: RODEO	Release 1: EER

TXCSES 2.0 Initiative Summary Dashboard	
Schedule	
Quality	
Risks	
Issues	

Legend	
	No intervention required. Project going as planned in this area. A positive variance or a negative variance less than or equal to 5%; risk and/or issue rating of Low.
	Some oversight required. Project may be at risk in this area. A negative variance greater than 5% and less than or equal to 10%; risk rating of Moderate or Controllable, and/or an issue rating of High or Medium.
	Intervention required. Project is at risk in this area. A negative variance greater than 10%; risk rating of Severe or Significant, and/or an issue rating of Critical.

TXCSES 2.0 Initiative Summary
<p><b>Initiative Status</b></p> <ul style="list-style-type: none"> <li>Creating an Interagency Contract (IAC) with the University of Texas (UT) Advanced Research in Software Engineering (ARiSE) for Independent Verification and Validation (IV&amp;V) services for T2. We are scheduled to finalize the draft IAC with UT in February; the IAC must be approved by the Office of Child Support Enforcement (OCSE) prior to signing.</li> </ul>

## TXCSES 2.0 Initiative Summary

- Knowledge Transfer of the requirements to the Design, Development, and Implementation (DDI) Vendor, Accenture, is complete for the first two ECM implementations (Capture and the Virtual Case File Pilot), and began on January 19 for the remaining Phase 1 projects.
- The next T2 Project Plug-In is scheduled for 2/28; the topic is the Enterprise Content Management project.
- The next IT Update is scheduled for 2/25; the topic is Data Synchronization.

### Initiative Governance (Change Requests)

- The Business Services Council approved the following change request on 2/2/11.
  - ECM Metadata & Case File Document Inventory
    - Case File Document Inventory-129 documents were added to the case file inventory list. The majority were administrative license suspension and interstate documents.
    - Added following metadata value(s): Case Status, County, Court Number, Court Date, Document From (Walk-in, Court, Mail), Assign To
- The Software Engineering Process Group (SEPG) approved several changes on 2/2/11 and 2/9/11:
  - Change Request 24 – Conditionally Approved 12/1 SEPG meeting; officially approved 2/2. This CR is to implement "requirements versioning", which will enable concurrent development at the requirements (define) phase. This is a high impact change; the CR included implementation activities over the next month to communicate the impact of the change to the affected stakeholders. Mid-March is the planned implementation date.
  - EER Tailoring Request – This tailoring request was reviewed and approved; the variance is regarding using the "JAD Review" as the Requirements Validation process. This review as it's currently documented, requires that process to be governed by ClearQuest (CQ), meaning that each comment identified during the Requirements Validation would be captured in CQ individually, then remediated. The EER team is doing a detailed review of the SRS during the "JAD Review." The process is for the team to pull up the SRS and make changes "live." Requiring the project team to capture each comment in CQ would create a burden on the project team. This request is to separate "JAD Review" from the "Requirements Validation" process. Requirements Validation will be a more detailed, formal review, after the JAD review, once the entire SRS is completed. A change request is being created to update the REP for future clarification of this process.
  - Change Request 29 –This CR is to add a new Build & Deploy template to the Technical Management Plan. This will include Product related information for build and deploys. There were many questions regarding the purpose of this template and the difference between what is contained in this template versus the Deployment Checklist in the TMP, and the Deployment Plan within the Release Management Plan. Marlin clarified that this template would contain 'product related' information, versus the manual configuration information in the Deployment Checklist.
  - Change Request 30 –This CR consolidates all of the changes from the QMP mentoring sessions that Deloitte tracked during these meetings. This change updates the checklists along with the associated standards and guidelines.
  - Change Request 31 – This CR corrects minor spelling changes and editing changes within the Quality Management Plan.
  - Change Request 32 –This CR corrects minor spelling changes and editing changes within the Artifact Management Plan.
  - Change Request 33 –This CR corrects minor spelling changes and editing changes within the Requirements Engineering Plan
  - Change Request 34 –This CR corrects minor spelling changes and editing changes within the Solutions Engineering Plan.
- The Architecture Review Board (ARB) reviewed three change requests on 2/9/11.
  - Change Request 1 – Modify Supported Browser Versions for T2.
    - Drew McGrath presented the recommendation to update the T2 Reference Architecture to update the standard supported IE 8 and Firefox 3. The team does not recommend extending to include other browsers at this time. Recommend revisit next year depending

## TXCSES 2.0 Initiative Summary

- on trends such as increasing iPhone hits.
- Change Request 14 – Additional Product for ECM – ICR
  - There is currently no requirement in the pilot phase that warrants the use of ICR. ICR will be required for CIL. Change Request to submit for product selection was approved.
- Change Request 13 – Additional Product for ECM – CTS/DTS
  - ARB consensus to approve the change request to go directly to procurement for this software product, pending confirmation from Accenture that prototyping to demonstrate variations between products is not required.

### TXCSES Renewal Status

- Phase 1: Case Initiation/Locate (CIL)
  - This project is on schedule.
  - Knowledge transfer to the DDI vendor began on 1/19.
    - The purpose of knowledge transfer is to transition the requirements to Accenture, the vendor responsible for designing and building T2
    - Accenture identified 18 areas where they had questions around scope & philosophy
      - No contract scope issues
      - 8 required no changes to the SRS
        - E.g., Where would we implement the IV-E outbound interface out of T2?  
Answer: Financial
      - 2 require “large” changes to the SRS (will take more than a week)
        - TIERS interface
        - Reconciliation of files (e.g., interstate case reconciliation, CSENet error files, FCR reconciliation).
      - 7 require “medium” changes to the SRS (will take about a week)
        - E.g., need to be more specific on which application events we want to capture for a log.
        - E.g., more comprehensive list of how we want to assign tasks
      - 1 is a small change (a day)
      - Accenture also submitted 173 detailed questions on the SRS; the team is working through those questions and there will likely be additional changes identified.
      - Through Knowledge Transfer, we will agree to any changes that need to be made, priority, assignments, and time frames.
  - Conducting analysis on data communication and integration needs between the T1 and T2 systems. This “cross platform analysis” will inform data synchronization design activities as well as be used to validate CIL requirements. The analysis is currently behind schedule due to competing priorities.
- Phase 1: Enterprise Reporting System (ERS)
  - This project is on schedule.
  - Knowledge transfer to the DDI vendor will begin on 2/24.
  - Reviewing SAS coding standards and guidelines proposed by Deloitte.
- Phase 1: Data Quality Analysis and Cleanup
  - This project is behind schedule due to competing priorities with other T2 Phase 1 projects.
  - Two types of cleanup are planned: automated and manual.
  - Coding is in progress for the initial phase of T1 automated cleanup (three phases are scheduled); Phase 1 was scheduled to implement 2/2011; the new estimated date is 3/17/11. The manual cleanup cannot begin until the Phase 1 of the automated work is complete.
  - Finalizing procedures and training for the manual cleanup effort, which is scheduled to begin in late March, 2011.



## TXCSES 2.0 Initiative Summary

- Phase 2: Establishment and Enforcement Renewal (EER)
  - This project is currently on schedule.
  - Held the Administrative Enforcement JAD on 2/8-2/10.
  - Continuing to hold sessions with Legal Counsel/Policy team to map requirements to federal regulations.

### Enterprise Content Management Status

- This project is on schedule.
- Implementation activities for ECM are ongoing and include:
  - Conducting analysis to determine impact to the Central Mail Operations (CMO) facilities. The team is considering potential outsourcing options for the scanning function.
  - Submitted the CSR/working with Information Technology on scanner/scan station rollout. The scanners and scan stations will be rolled out in February and March.
- Case File Conversion
  - Awarded the contract for the Case File Conversion (CFC) procurement to ACS on 2/11.
  - Kickoff with the CFC vendor (ACS) scheduled for 2/15-2/16.
  - Completed development of the training for the CFC vendor (e.g., how to identify genetic test results) that will be delivered at the CFC Kickoff.
  - Conducted a demo of BMI's QC tool for Field Operations; the tool will use the Novell login & password.
  - BSC approved updates to the CSD Document Inventory/Taxonomy and IDR Template Notebook on 2/2.
  - Implementation Leads and Field Office QC Staff (who will also be the VCF Scan Operators) have been identified by the Field Regional Administrators. Training for the Implementation Leads is being scheduled for end of February/March.
- "Capture" implementation
  - This is the system the Case File Conversion vendor will use to store all existing case file images. Once complete, the office staff will begin scanning all new case file documents in their office.
  - Conducted a presentation for the Regional Administrators on 2/11.
  - Design is complete.
  - Development completed on 2/4; testing began on 2/7.
  - The Training Plan is complete.
  - Conducted a review of the Release Definition Document (RDD), which is the implementation plan for the Capture release. The Release Manager and Project Manager are revising the plan and subsequent reviews will be held with the team over the next month.
  - Finalizing Command Center procedures. The Command Center will be used for both the Capture implementation and the case file conversion. Help desk tickets and other issues will be funneled through the Command Center for resolution and/or escalation.
  - Finalizing Help Desk procedures. The CSD Help Desk will answer calls regarding the Capture implementation and either resolve or transfer to the Command Center, according to the agreed-upon procedures.
  - Implementation scheduled for mid-March.
  - Procedures are complete and are under review.
- RODEO:
  - This project is on schedule.
  - Knowledge transfer to the DDI vendor was rescheduled from 2/24 to 3/4 due to a schedule conflict.
  - Executing approved change requests to modify the RODEO SRS based on the approved date changes for the RODEO project.
  - Continuing to input the legal forms into the requirements tools. Currently focusing on letters and pleadings & orders.

**TXCSES 2.0 Initiative Summary**

- T2 Infrastructure Status**
- Environment Build Out
    - Tools in various stages of research, selection, and procurement include:
      - ETL
      - Application monitoring
      - Test data management
      - Message Queue
      - Batch Execution, Monitoring, and Scheduling products
      - Database Clustering
      - Data Archival
      - Security Audit & Compliance
      - Rules Engine Add-on
      - Static Content Management
      - Online Help Tool
      - Portal Development Tool
      - Data Quality
      - On-Demand Reporting
      - Security/Vulnerability Testing
      - Centralized Error Logging and Reporting
      - Static Code Analysis
      - Code Test Coverage
      - Various ECM Add-Ons
      - Asynchronous Messaging
    - Working with Accenture to prioritize tool procurement based on impact to design activities; the goal is to submit procurement tickets to Tft by the end of March.
    - Working to ensure the environments are in place for the ECM Capture implementation.
      - The Development environment was turned over to Accenture on 12/20.
      - The Test Environment was turned over to Accenture on 2/3.
      - The Training environment is scheduled to be turned over to Accenture by 2/25.
  - Supported the SEPG in implementing change requests to the T2 Playbook

**Schedule Variance (Time) \*Coming Soon\***

Difference in # Days	Planned	Actual	Explanation
<Identify the degree to which the Initiative is on schedule; identify +/- number of days ; include SPI>	<Original scheduled progress activity date>	<Actual progress activity date>	<Reason that date was revised>

**Milestone Variance**

Milestones	Planned	Revised	Explanation	Actual
<b>Initiative Level Milestones &amp; Deliverables</b>				
3893: Milestone: IJDs Posted for External Hiring (CSD)	11/19/10	TBD	Extended CSD IT leadership review cycle for approval to post externally	

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3894: Milestone: T2 Website Staged for Review (CAV)	11/24/10	3/4/11	Additional time needed to gather, develop, and load complete content	
XXXX: Milestone: Round 1 Preliminary IT Role Mappings Performed (for Mentoring) (CSD)	11/30/10	TBD	Additional time needed to work through Round 1 assignments with IT Management	
2904: Complete QMP Mentoring Sessions (CAV)	1/13/11		Some sessions were rescheduled to accommodate team schedules.	1/21/11
T2 Playbook Training to CSD Begins (CAV)	1/19/11		Complete	1/19/11
3847: Send draft UT IV&V IAC to OCSE for Review (CSD)	2/16/11	2/25/11	Finalizing review of UT's proposal	
3878: BPA Mentoring – Mid-Point Assessment Survey Distributed (CAV)	2/16/11		Assessment complete; compiling results	2/18/11
5083: Perform Quarterly Initiative Communication Planning (CAV/CSD/DDI)	2/24/11			
T2 Playbook Training to DDI Complete (CAV)	2/22/11			
950: T2 Deliverable: Submit Existing Contracts Assessment (CAV)	3/17/11	4/22/11	BSC to review proposed date change on 2/16	
1194: T2 Deliverable: Submit Architecture Acceptance (DDI/CSD)	3/28/11			
1481: T2 Deliverable: SRS Acceptance (DDI/CSD)	3/28/11			
1252: T2 Deliverable: Submit Mentoring & Transition Plan (DDI)	4/27/11			
3848: Execute IAC with UT (CSD)	5/3/11			
1997: T2 Milestone: Data Governance Operational (CAV)	6/2/11			
1557: T2 Deliverable: Submit T1 Application Migration Assessment (DDI)	7/11/11			
<b>ECM Capture Milestones &amp; Deliverables</b>				
2388: Work Product: Submit v01 Capture Solution Specification (Design) (DDI)	12/10/10		Complete	12/10/10
2370: Milestone: Capture Procedures Approved (DDI)	12/15/10	1/31/10	Procedure development complete; procedures are under review	

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
2407: Milestone: Submit v01 Capture Training Plan (DDI)	1/14/11		Complete	1/14/11
2394: Milestone: Capture Development Complete (DDI)	2/4/11		Complete; although potential issue identified during system test may require additional development; update in next status report	2/4/11
3742: Milestone: Submit v01 Capture Training Materials (DDI)	2/14/11			
3833: Milestone: Capture Environment Set-Up Complete (scanners/scan stations) (CSD)	3/1/11			
2124: Milestone: Capture Testing Complete (DDI)	3/4/11			
2128: Milestone: Capture Deployed (DDI)	3/18/11		Potential issue identified during system test may delay Capture deployment; update in next status report	
<b>ECM—VCF Milestones &amp; Deliverables</b>				
673: Milestone: CFC Vendor Contract Awarded (CSD)	1/21/11		Complete	2/11/11
2877: Milestone: Security Guard Contract Awarded (CSD)	2/7/11	TBD	This contract is dependent on finalizing the CFC schedule	
2140: Submit v01 Solution Specification (Design)	4/1/11			
2186: Deliverable: Submit v01 VCF Training Plan (DDI)	4/22/11			
2155: Deliverable: Submit v01 VCF Test Plan (DDI)	5/6/11			
2150: Milestone: VCF Development Complete (DDI)	6/3/11			
2196: VCF: Submit v01 VCF Training Materials (DDI)	6/24/11			
2169: Milestone: VCF System Testing Complete (DDI)	7/15/11			
3548: Milestone: VCF Acceptance Testing Complete (DDI)	8/19/11			
2208: Milestone: VCF Solution Deployed for Pilot (DDI)	8/26/11			

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
<b>CIL Milestones &amp; Deliverables</b>				
1490: Deliverable: Submit v01 Solution Specification Package 1 (DDI)	6/23/11			
<i>SDLC Milestones to be added after Knowledge Transfer</i>				
<b>DQA Milestones &amp; Deliverables</b>				
769: T1 Priority 1 Automated Cleanup Implemented (CSD)	2/28/11	3/17/11	The date is slipping; once a new date is confirmed, will present a CR to the BSC. 3/17/11 is not yet a confirmed date.	
2337: Milestone: Manual Data Cleanup Training Completed (CSD)	3/22/11			
<b>ERS Milestones &amp; Deliverables</b>				
<i>SDLC Milestones to be added after Knowledge Transfer</i>				

<b>T21 Milestones &amp; Deliverables</b>				
1006: Milestone: Capture System Test EBO Complete (CAV/CSD/TfT)	1/24/11	2/2/11	Complete	2/3/11
3353: Milestone: Capture Training EBO Complete (CAV/CSD/TfT)	2/25/11			
3472: Milestone: Submit 1 <sup>st</sup> v01 EBO Deliverable (CAV)	3/22/11		Complete; deliverable under review	2/4/11
981: Milestone: Pre-Dev EBO Complete (CAV/CSD/TfT)	3/3/11	5/1/11	Date change will go to BSC for approval in upcoming meeting	

<b>Milestone Variance</b>				
<b>Milestones</b>	<b>Planned</b>	<b>Revised</b>	<b>Explanation</b>	<b>Actual</b>
3382: Milestone: Capture EBO Complete (CAV/CSD/TfT)	3/4/11			
3534: Milestone: VCF Staging EBO Complete (CAV/CSD/TfT)	TBD			
3530: Milestone: VCF System Test EBO Complete (CAV/CSD/TfT)	5/23/11			
3679: Milestone: VCF UAT EBO Complete (CAV/CSD/TfT)	7/5/11			
3532: Milestone: VCF Performance EBO Complete (CAV/CSD/TfT)	TBD			
3533 VCF Training EBO Complete (CAV/CSD/TfT)	6/17/11			
3387: VCF Pilot EBO Complete (CAV/CSD/TfT)	8/12/11			
3480: Milestone: Submit 2 <sup>nd</sup> v01 EBO Deliverable (CAV)	8/17/11			
<i>Milestones for the remainder of the Phase 1 environments to be added after Knowledge Transfer</i>				
<b>EER Milestones &amp; Deliverables</b>				
3593: Submit v01 EER SRS (CAV)	6/24/11			
939: Submit v01 EER Acceptance Criteria (CAV)	7/1/11		Initial baseline date of 9/1 modified to 7/1. No CR required for moving in.	

<b>Quality Management (Testing Progress/Defect Containment)</b>			
<b>Testing Progress</b>	<b>Planned</b>	<b>Actual</b>	<b>Explanation</b>
<% of Test Scripts passed>			<Reason for variance>
Defect Containment <Predicted Problems Found / Total Problems Found>			<Reason for variance>
<% of Defects that should have been found in earlier Phase>			

## Next Steps

Complete initial delivery of T2 Playbook Training to DDI and CSD staff  
Continue Knowledge Transfer for Phase 1 Projects  
Distribute IV&V IAC to OCSE for approval  
Conduct CFC implementation activities  
Implement the Capture system

### Acronyms

ARB: Architecture Review Board  
BSC: Business Services Council  
CAV: Continuity Assurance Vendor (Deloitte)  
CFC: Case File Conversion  
CIL: Case Initiation and Locate Renewal  
CR: Change Request  
DDI: Design, Development, and Implementation Vendor (Accenture)  
EBO: Environment Build Out  
ECM: Enterprise Content Management  
EER: Establishment and Enforcement Renewal  
ERS: Enterprise Reporting System  
IAM: Identity & Access Management  
SEPG: Software Engineering Process Group  
VCF: Virtual Case File