# BCS Project News

APRIL 2016

Contents:



## What We've Accomplished!

The project team has been busy prepping for the beginning of the project development phase and identifying key program area stakeholders. The following items are specific team accomplishments from March:

**Stakeholder Engagement:** Face to Face meetings are scheduled for all DSHS program areas in mid April and early May. The purpose of these meetings is to clarify roles, determine existing communication channels, and answer any questions around functionality or impacts of the new system.

**Project Communications:** Regular communication methods have been established for sending information out each month. A monthly newsletter, monthly updates to the project website, monthly communication to the Background Check Advisory Group, and regular project status updates sent to stakeholders, sponsors, and executive management.

**Review Sessions:** On March 14, the team started assessing current business processes to create a detailed understanding that will support software development. The business analysts are repackaging the requirements at a business level, making them ready for the project's development phase. The analysis provides the necessary context the team needs before moving to the more detailed system-level requirements. The analysis work generates a variety of detailed documents that will be used to design and develop the Background

Check System. Illustration of the process and links to learn more are available on Page 3.

**Project Schedule:** Details for the Design and Analysis Phases were added to the project workplan and Schedule. This phase continues through June. The project plan is outlined at a high-level on page 4, and more details can be found on our website.

## What We're Working On!

**Review Sessions:** The Team continues to work on repackaging business requirements to provide necessary context for moving on to more detailed system level requirement analysis.

**Stakeholder Engagement:** The project Implementation Lead will continue to have initial meetings with each program area to ensure everyone understands their role in project communication, existing program communication channels have been identified, and questions about the project have been answered. Recurring meetings and conference calls are being scheduled for May going forward.

**User Experience Outreach:** The project Business Lead from Treinen will be working with BCCU Staff to understand user needs and preferences for the new system design such as system controls and workflow. These sessions will include Stakeholders at a future date as well.

**System Design Analysis:** Project technical leads are analyzing the current system to identify components which may be reused in the new design for BCS.

## System User Roles

The Background Check System (BCS) will have defined user roles. These roles will determine who has access to the system, what they can see in the system, and the functions they can perform in the system. The user roles help enforce federal, state, and DSHS Program rules. There will be multiple user roles built into the system, but the few that we are talking about are:

- Oversight
- Supervisor
- User

So what do these titles actually mean? What will I be able to accomplish in the new system when I'm assigned one of these roles? Lets look at the roles in a little more detail.

**Oversight**: Individuals assigned this role will be someone at the program level who will be responsible for granting system access to a division level staff, or to a specific entity. For example with Home and Community Services, this person would be the program contact who would grant access to the program area contacts for HCRRs, AAA's, IPs, etc. This role also gives this individual access to reports for monitoring system use.

**Supervisor**: Individuals assigned this role will be responsible for granting access to system users at the entity level. They will also be responsible to remove access for a user when they no longer require it. An example of someone in this role is the point of contact for a residential care assisted living facility. These individuals will also be able to submit, and view background check requests for their program area or entity.

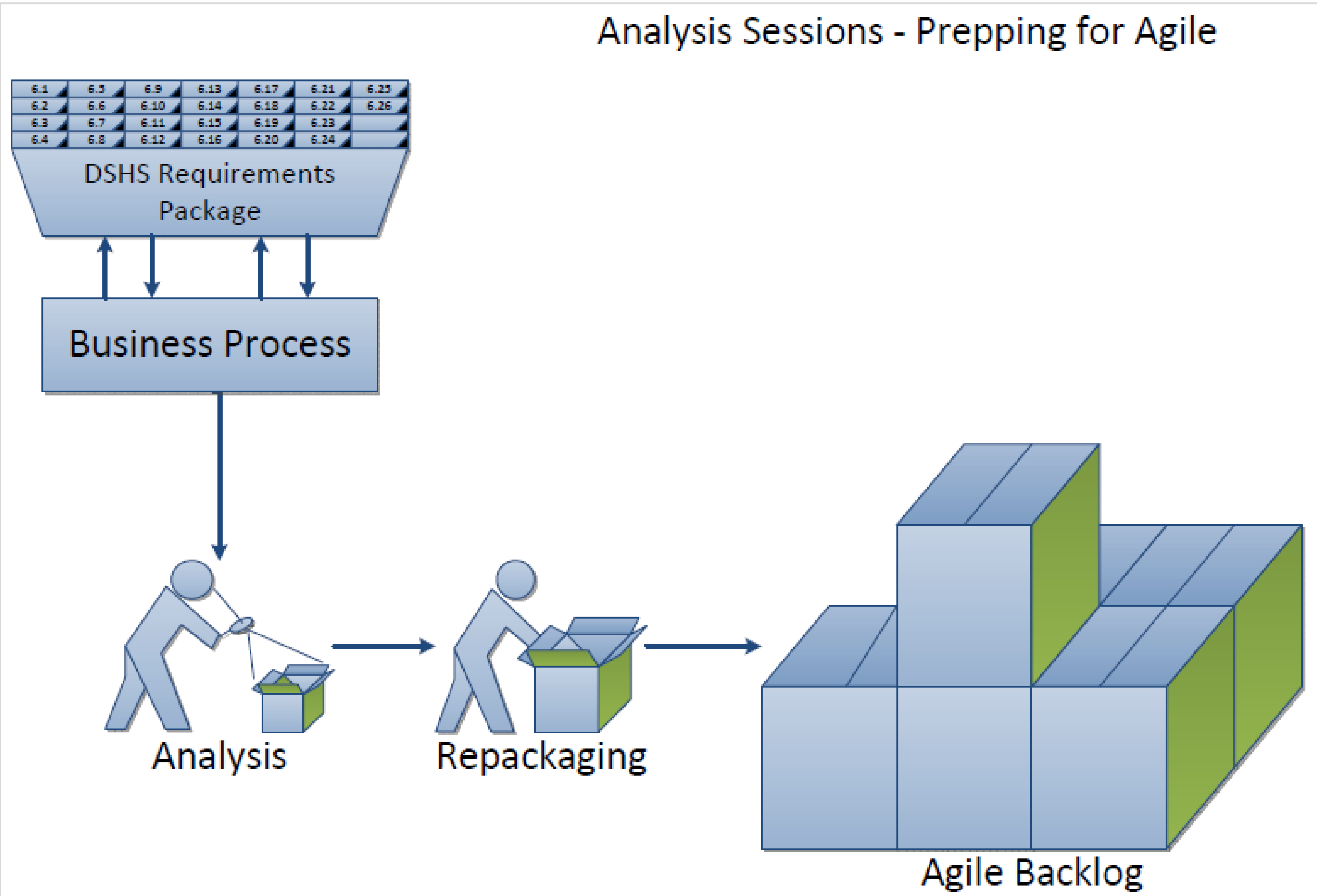
**System User**: These individuals usually have a direct relationship with the applicant and will be submitting background check requests to BCCU using BCS. They will receive the results back along with any supporting documentation. An example of this role is the owner of an Adult Family Home, or the social worker responsible for determining a child placement.

The table below details a few more functionalities that each role will be able to perform. However, the definitions of each roles is still very much under development and there may be changes to how each will interact with the system. Additionally the role titles might change as the project progresses forward. This high-level look into the system provides you with a glimpse at what's to come! There will be more detailed conversations around system roles and identification of individuals who will fulfill each role as stakeholder engagement meetings take place. So watch for these communications from your program contacts!

| Functionality | Oversight | BCS Supervisor | BCS User |
|---|---|---|---|
| Manage Users | X | X | |
| Start New Background Check | | X | X |
| Continue a Background Check | | X | X |
| Search and View Applicant | | X | X |
| Check Applicant Status | | X | X |
| Make Hiring Decisions | | X | X |
| View and Add Notes | | X | X |
| View Results & Supporting docs for Applicant | | X | X |
| Authorize Entities to Access BCS | X | | |
| Oversee Internal/External Activities in BCS | X | | |
| View/Print Results & Supporting docs for Individuals | X | | |
| View/Print Summaries of Activities for an Entity | X | | |
| Manage Locations | X | | |

## Agile Requirements Repackaging

The requirements and design analysis sessions are a repackaging of the existing business requirements in a way that provides necessary context for the team to move onto a more detailed system level requirement analysis. During the review sessions, the team is creating context diagrams, identifying key players in the process, and developing use case documents. The documents in each of these packages will provide the project team with the necessary detail to quickly transition into the development phase of the project.




## Self Learning: Agile Project Management Approach

- ***Agile** methodology, an alternative to traditional project management, typically used in software development, helps teams respond to unpredictability through incremental, iterative work cadences, known as **sprints**.*

- ***Scrum**, the most popular **agile** framework in software development, is an iterative approach that has at its core the **sprint** - the scrum term for iteration.*

*www.Agilemethodology.org*.

- ***Scrum** is a team-based approach to delivering value to the business. It provides a framework designed to promote and facilitate collaboration. Team members collaborate with each other to find the best way to build and deliver the software, or other deliverables, to the business.*

*www.scrumalliance.org*

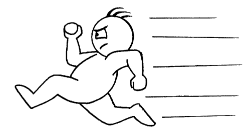
## Sneak Peek!

Next month we will dive a little deeper into the idea of quick return!

In a nutshell, quick return is the process by which a background check moves through the process with minimal to no human intervention. Once a requesting entity clicks submit, the system will check all external data sources, determine there are no data hits, or no criminal history, for the individual and the check is clear. Then the results are sent back to the requesting entity.

This is very high-level, but next month we'll talk about how often this happens, what prevents It from happening, and the benefits of the new system in generating quick return results.

Stay tuned!



## Project Communication Channels

Don't forget!! Communication is the key to success! Our goal is to communicate early and often and reach as many internal and external stakeholders as possible. Please share the following information with anyone who has shown an interest in the progress of this project.

A dedicated website where information related to the project is posted and updated monthly.
https://www.dshs.wa.gov/fsa/background-check-central-unit/background-check-system-project

A dedicated email address where you can send all your project related questions, comments, or concerns.
BCSProjectInformation@dshs.wa.gov

## High Level Project Schedule

| Phase/Milestone | Estimated Dates |
|---|---|
| Requirements Analysis (System & Design) | March 2016 – June 2016 |
| User Experience Sessions | April 2016—June 2016 |
| System Development | June 2016 – September 2017 |
| User Acceptance Testing | September 2017—November 2017 |
| System Training | November 2017—December 2017 |
| Full System Deployment | November 2017—December 2017 |
| Project Closure | December 2017 |

## We Want to Hear From You!

We want to know what you need from us!

- How can we help your program area get ready for the new system?
- What type of information to you want to see in the Project Newsletter or on the project website?
- What kinds of information would be helpful for communicating with your customers?

Send us an email with your feedback: BCSProjectInformation@dshs.wa.gov

Beth Elder, Implementation Lead : Email: BCSProjectInformation@dshs.wa.gov : Phone: 360-902-0776
Website: https://www.dshs.wa.gov/fsa/background-check-central-unit/background-check-system-project