Project Closeout Report

Project Name: Food and Nutrition Program (NDFoods)

Agency: Department of Public Instruction (DPI)

Business Unit/Program Area: Food and Nutrition

Project Sponsor: Linda Schloer

Project Manager: Brenda Bulawa

Objectives		
	Measurements	
Project Objectives	Met/ Not Met	Description
To enhance search capabilities	Met	**DESCRIPTION:** Searches will be built in such a way to provide robust and dynamic searching of the key elements in the system as defined by the agency which will allow the user to locate the information being sought. The end-users and Admin staff will be surveyed 3 months after implementation. 75% surveyed will be satisfied with the new search. **RESULT: 75% of end-users and administrators are satisfied with the search. We continue to resolve some outstanding defects post implementation.**
Create reports that are usable by the FNP administrators and end users	Not Met	**DESCRIPTION:** New technologies will be utilized to provide the information to all users in the format that best satisfies the reporting requirements set forth by the agency. The Admin staff will be surveyed 3 months after implementation. 75% surveyed will be satisfied with the new search. **RESULT: Post implementation issues and new updates have been encountered with some of the reports, currently being resolved with DPI and ITD.**
Improve reporting processes	Met	**DESCRIPTION:** It takes 25% more time to create the USDA reports today. With the implementation of the new system this time will be saved in creating these reports. **RESULT: With the implementation of the updated USDA reports the administration staffs are able to refocus 25% of their time on other departmental tasks.**

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Allow users to update data without ITD implementing backdoor data fixes.	Not Met	**DESCRIPTION:** Currently 15 hrs per month of manual intervention is required to update existing data by ITD. By implementing the new system ITD's intervention should be 75% less. **RESULT: DPI is not requesting any data to be added to the system manually however a process was not put in place to accommodate entry errors by end-user. DPI has submitted a service request to resolve this post-implementation.**
Update the system to be in compliance with the SOND Security Standards.	Met	**DESCRIPTION:** 100% of the security measure that will be implemented will meet the SOND Security Standards. **RESULT: The system meets all State of North Dakota Security Standards**
Increase staff efficiency and focus staff effort on more complex issues.	Met	**DESCRIPTION:** Reduce manual work and data entry by 50% with new processes that will be logically organized and function in a manner in line with the agencies business practices. **RESULT: Manual work and data entry has been decreased by at least 50% allowing them to focus on more complex issues.**
Allow low income programs access to the system.	Met	**DESCRIPTION:** 100% of all sponsors and sites participating in DPI programs will be given access to the areas of the system dealing with those programs. These areas will provide storage and analysis for their program information. **RESULTS: 100% of all sponsors and sites participating in DPI programs have been given access.**
Allow for electronic claims for reimbursement.	Met	**DESCRIPTION:** 100% of claims for all programs will be required to be entered into the system, either by the sponsor, DPI on the sponsor's behalf, or electronic transfer from Minute Menu. **RESULT: 100% of claims are entered directly into the system.**
Track sanitation and food safety training requirements.	Not Met	**DESCRIPTION:** Training requirements and lead food service worker information will be extracted from a separate system, analyzed, and provided to users. **RESULT: The training requirements and lead food service worker information is entered into the Pathways database however the report is not pulling the required data from the Pathways database as expected. This is currently being resolved post-implementation.**

Schedule Objectives					
Met/ Not Met	Original Baseline Schedule (in Months)	Final Baseline Schedule (in Months)	Actual Schedule (in Months)	Variance to Original Baseline	Variance to Final Baseline
Met	29 months	31 months	31 months	6% Behind	0%

Budget Objectives

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Met/ Not Met	Original Baseline Budget	Final Baseline Budget	Actual Costs	Variance to Original Baseline	Variance to Final Baseline
Met	$1,173,035	$1,090,780	$810,284	31% Under	26% Under

Major Scope Changes
- During the design phase 10 items were identified as new scope; some new processes had to be put in places that were new to meet local and federal needs.   - Due to financial constraints from the sponsor segue testing and usability testing was removed from the scope of the project.

Lessons Learned
- Analysis took a significant amount of time; by the time design started several processes had changed consequently requiring a scope change.   - Due to the large development phase of this project development was broken into iterations. Changes found in some of the later phases required code changes to previous phases; if the development work was not broken into phases there could have been significant changes during user acceptance testing.   - Post production quality issues could have been averted if all test cases and test scenarios were identified during user acceptance testing.   - The large number of defects/quality issues after implementation may be due to budget constraints that occurred during the system testing and user acceptance testing phase of the project. Resources were not available to pay for ITD Quality Assurance services, which could have identified and resolved some of the defects/quality issues at that time.   - Having the developers in the same room with the end user during user acceptance testers made getting issues resolved in a timelier basis.   - Test scenarios for errors by end users needed to be accounted for in user acceptance testing; several defects after implementation could have been avoided.   - All processes, especially business process, need to be accounted for in test cases/test scenarios.   - Ensure that all the business processes are provided to the individual tasked to doing design and the agency needs to keep these updated as they change.   - The user acceptance testing schedule was too short for a project of this magnitude. The schedule was streamlined to accommodate the financial constraints.   - Post implementation maintenance should be tracked by service request not by pool of hours; this will allow for better monitor and control.   - When using a iterative approach that includes system testing in each iteration, do not just test the development of the iteration rerun your test cases from previous iterations to ensure nothing in earlier iterations were effected.   - Though well documented, DPI staff felt that many end users still did not know how to login correctly to the system. The number of phone calls to the support team to assist end users to login to the system was greater than expected during implementation. Though well documented end user computer experience may have played a role in this.   - Ensure that all project team members using problem logs in WMS are trained on how to submit a problem.   - In the internal user's manual remember to include documentation with regards to all current business processes this will improve transition to others.

Success Stories
- End Users have made several verbal comments about how they enjoy the Claims for Reimbursement component of NDFoods.   - The administrators responsible for the renewal process for CACFP felt it ran smoothly and efficiently.