



SPIRIT

WIC Automation Project

Post-Implementation Review

Document

January 17, 2008

FINAL

Summary:

Covansys has successfully transitioned the SPIRIT WIC system to the Chickasaw Nation Helpdesk and Information Technology operation teams. All thirteen tribes have been brought to a “live” status in the SPIRIT production environment. Covansys is working with the Chickasaw Nation Helpdesk to answer questions from the field and is continuing to provide software releases for defect corrections.

The following sections below will be discussed in detail and are the remaining project activities for the SPIRIT WIC project.

- *Current system status*
- *Remaining error remedy and schedule – Appendix A*
- *Desired enhancements (formal listing) – Appendix B*
- *System warranty requirements*
- *System transition/contract closure tasks remaining*
- *Final documentation submission – CD*

CURRENT SYSTEM STATUS

All thirteen tribes have been implemented into the production environment and are operating 100% in the SPIRIT system. With the exception of a few minor issues the system is working quite well and there has been very good feedback from each agency.

The types of errors and the scheduled release are in Appendix A. A brief summary of the modules and the reported errors is documented below.

DESIRED ENHANCEMENTS (FORMAL LISTING)

The following enhancements have been approved for development. Covansys will deliver approved enhancements during the normal release cycle.

ENHANCEMENT #	Change Order Title
SPIRIT 91	Spirit -Referral Organizations
SPIRIT 93	Auto Populate Notes when Pending Termination Notices are Printed
SPIRIT 95	Print Checks for On-site Group in the Order Participants were Toggled On-site
SPIRIT 96	Expand Schedule to View Full Day and Change Default View By
SPIRIT 98	Mark Appointment as Kept in the Appointments Today View of the Participant List
SPIRIT 99	Schedule Appointment Button on Participant List Dialog
SPIRIT 100	Change Wording on Postpartum Health Information
SPIRIT 103	Modify TIP File Format to Meet New Requirements
SPIRIT 104	Update the Last Date to Use in Details Panel on the Participant List Dialog

The remaining enhancements are awaiting signatures.

JIRA #	Change Order Title
SP-146	Modify report and relocate under Reports in Clinic and State Office applications
SPIRIT-933, SPIRIT-766	Research whether resources can be automatically overbooked and what calendar elements need to be in place to reschedule (ie, exact resources and hours). CN would prefer automatic overbooking
SPI-10	Create a new report displaying Total participation, total enrollment and % participation/enrolled for issue 30 day and closeout months
SPI-192	System will autoassign RF if breastfeeding/nonbreastfeeding participant was on WIC for related pregnancy and 332 was assigned for the pregnancy certification. Otherwise, 332 should be CPA assign for BF and NonBF participants.
SPI-324	Allow user passwords to be reset in Management Console by a user with appropriate permissions. The system should not require the Current Password be entered when resetting the password. The system will

	force the user to change password after they use the temporary password to login the first time.
SPI-257	Create user interface to allow the user to edit the information in the exception file and to mark for repost. The interface should have the same fields/data that appears in the Exceptions report.
SPI-334, SPI-13, SPI-366	System will mark appointment as kept when checks are issued on the same day as the appointment. Modify Check Pick Up Report to display household ID, not display data for participants not in valid certification. Create Missed Appointments Report to be printed from Missed Appointments Followup instead of the Initial Certification Processing Standards Report. Allow address labels to be printed. Modify search criteria on Missed Appts Followup to not display missed appointment when the Followup Completed check box is checked.
SPI-360, SPI-361	Change all references to Non-WIC Woman in Non-WIC Woman app to WIC Outreach Loaner Program. Add ability to add notes. Create report of all participants currently loaned a breastpump (similar to report in Clinic app).
SPI-373, SPI-389	Modify growth grid print out to show the same information as appears on the screen (i.e., date, age, ht, wt, position, percentile for measurements) and print Header information at the top.
SPI-358	Allow questions to be applied to more than one category when building questions. Allow response to be applied to other household members.
SPI-246	Add text box to Add/Replace Set of Checks dialog when Replace Set is selected. Auto populate notes with entered text, staff person, etc.
SPI-295	Add prepregnancy BMI on the Woman Health Information-Pregnant tab
SPI-395	System will autoselect category based on birthdate for infants and children and allow user to edit DOB.
SPI-394	Allow more than one VOC to be printed per certification period.
SPI-378	Allow user to select a reason for termination when VOC is produced rather than defaulting to "Moved out of Area".
SPI-359, SPI-381	Allow user to choose the type of appointment (individual appt vs. group class) when rescheduling any appointment type. Enable Member dropdown on

	the Reschedule for Household and Reschedule Group Education dialogs and to select another household member for whom to reschedule an appointment.
SPI-365	Default the name of the selected event type in the Event Description in the Events dialog for all events.
SPI-333	Add option 'Print All' to allow all class rosters for selected day to print at the same time.
SPI-329	Clinic System Outputs: Add option to print Upcoming Appointments report by clinic sorted by time with the earliest appointment listed first. Clinic View Appointments by Date dialog: Change sort order for Schedule when printed for 'All Resources' to be chronological order not by resource.
SPI-327	Change edit on infant/child Health Information dialog to not require birth and breastfeeding information for infants/children marked as in Foster Care.
SPI-363	Change all forms, letters and notices to Word documents similar to Vendor. Need to confirm to what all this applies.
EBT Func.	Add Entry/Update of the National Standard WIC Food Category and Sub-Category table
EBT Func.	Modify the Food Distribution Item Entry/Update dialog
EBT Func.	Add the Food Distribution Item Association to List/Select Food Category/Sub-Category dialog
EBT Func.	Add Entry/Update of the UPC database
EBT Func.	Add the Food Distribution Item Association to List/Select UPC dialog
SPI-368	Statewide search in CAS does not display participants in Agency 88
SPI-247	Add 1year through 23months age group for children.
SPI-299	Allow for direct distribution of formula and issue checks/EBT vouchers for other food items in the same clinic.
SPI-219	Add more details in the Rights and Responsibilities section of the Certification Notice.
SPI-364	Allow user to change prices on the screen without clicking edit and opening the Edit Vendor Price dialog.

A detailed list of Enhancement requests with cost and hours estimates is included in Appendix B.

File Name – “SPIRIT Enhancements Tracking January 2008 v1.xls”

SYSTEM WARRANTY REQUIREMENTS

As part of the system warranty coverage, Covansys will correct all system software problems. Covansys will work in conjunction with Chickasaw Nation to determine the need and arrange to be on-site as needed during the warranty period to provide resolution for open issues. We will work help desk issues as we are contacted, and provide feedback on issues that will be provided in a report as needed. All issues will continue to be tracked utilizing JIRA. Issues reported are prioritized and reviewed for immediate “patch” release software or for the next software release.

As part of the warranty period agreement Covansys will work closely with the Chickasaw Nation Help Desk. A monthly written report of all reported issues and resolutions or suggested resolutions will be provided. Any issue of a high priority nature will be responded to and communicated with the Chickasaw Nation Help Desk. No software modifications will be made without the written approval of the Chickasaw Nation project director as part of the change management process.

SYSTEM TRANSITION/CONTRACT CLOSURE TASKS REMAINING

Server Maintenance (Database, application and webservers)

- Covansys has documented their processes for monitoring the DB servers, web servers and application servers and included this information in the Operations Manual.

End of Month

- The procedures for successfully completing End of Month, from a helpdesk standpoint, have been delivered to the Chickasaw Nation Helpdesk Manager and Database Administrator for review.

Data Sync

- The processes of laptop preparation, checking in/out databases and configuration have been fully documented and delivered to the Chickasaw Nation Helpdesk manager.

External File Transmissions

- File Transmissions (i.e. Bank Files, CDC etc) and the protocol used in the submission of daily and monthly files has been documented in the Operations Manual.

Software Releases

- Covansys will be walking the Helpdesk through the process of installing the software and performing DB SQL script updates for releases through January 2008. The final turnover will be completed on January 31, 2008. The process has been fully documented to ensure a smooth transition.

Covansys will continue to provide support to the Chickasaw Nation staff as necessary through the one-year warranty period. The opportunity for an extended warranty period is still an available option for the Chickasaw Nation, provided by Covansys.

REMAINING ERROR REMEDY AND SCHEDULE

As of January 17, 2008, there are 100 total system defects. The break out is as follows.

Open issue severity level breakdown

- Severity 1 – 1 issues
- Severity 2 – 14 issues
- Severity 3 – 69 issues
- Severity 4 – 16 issues

Reported severity 1 & 2 issues have adequate workarounds in place until a fix can be delivered in an upcoming release. A comprehensive list of errors and the anticipated delivery dates is attached in Appendix A.

FINAL DOCUMENTATION SUBMISSION

The final system documentation is included in a CD that will be delivered to the Chickasaw Nation project manager and the QA contractor. Below is a list of the items included. These documents are considered Final Versions.

- Detailed Functional Design Document
- Final System Requirements Document
- Detailed Technical Design Document
- Training Plan

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- Implementation Plan
- Data Conversion Plan
- Security Plan
- Operations Manual
- Data Conversion Workbooks