Appendix 1

Selected Portions of Aware Implementation Work Plan

Deliverable 1.2 *Aware* Installation

Alliance installs **Aware** and verifies the availability of the initial hosted environment(s) for use during the project.

Completion Criteria

- **Aware** is installed on the Alliance hosted environment(s).
- Hosted **Aware** environment(s) are verified by NYSED.
- The standard <u>Environments Plan</u>, which describes the required environments and outlines when each environment is needed, is delivered and approved by NYSED.

Alliance Shall:

- Establish hosted environment(s) for initial project activity.
- Install **Aware** in the Alliance hosted environment(s).
- Conduct **Aware** Info knowledge transfer.
- Provide written notice to NYSED, in the form of a Deliverable Acceptance Notice, that **Aware** is installed per the **Aware** Software License Agreement.
- Provide standard <u>Environments Plan</u>.

Expectations of NYSED Staff

- Verify access to hosted **Aware** environment(s).

Deliverable 1.3 Infrastructure Assessment and Recommendations

Alliance conducts an Infrastructure Assessment and works with NYSED to review network connectivity and make sizing decisions for the production environment. Alliance documents the findings and recommendations in an <u>Infrastructure Assessment Report</u>.

Completion Criteria

- <u>Infrastructure Assessment Report</u> is delivered and approved by NYSED
- <u>Project Schedule</u> is updated to reflect NYSED procurement timeline, if required.

Alliance Shall:

- Conduct an Infrastructure Assessment.
- Provide an <u>Infrastructure Assessment Report</u> and review with NYSED.
- Update the <u>Project Schedule</u> to reflect NYSED procurement timeline, if needed.

Expectations of NYSED Staff

- NYSED Project Manager identifies staff to participate in the Infrastructure Assessment.
- Answer Alliance questions about current IT infrastructure.
- Review the Infrastructure Assessment Report.
- Develop a Procurement Plan and Timeline, if needed, to meet minimum requirements of the Infrastructure Assessment Report.

Work Stream 3: Data Migration

Data migration is a critical component of the project and the end-user acceptance of *Aware*. Alliance uses a rigorous process of data mapping and iterative data migration builds to move data from the NYSED legacy system into *Aware*. Combined with NYSED data extract, cleansing, and validation activities, this approach ensures that NYSED data complies with Federal reporting requirements and *Aware* business rules.

During the Data Migration Planning deliverable, Alliance and NYSED agree to the methodology for counting records in the legacy system and identify which record types are included in migration scope and excluded from migration scope. These decisions and detailed scope agreements are documented in the Data Migration Plan, which becomes the working governing document to manage and track data migration success. The methodology and scope are updated in the Scope Summary Document through Change Request. If the data migration scope documented in the Data Migration Plan significantly differs from the initial high-level scope, a Change Request will be processed to reflect the data migration impact to the project.

Alliance and NYSED regularly review the data migration progress using the Data Migration Progress Report, which sets the percentage of records passing *Aware* rules and successfully migrated by deliverable due date. The acceptance criteria for each data migration deliverable are based on the progress tracked in the Data Migration Progress Report (percentage of in-scope records successfully migrated).

Other Considerations

- The effort required for data migration has diminishing returns on effort. The final 20% of data migration is often equal to the effort of the first 80% due to the need for more complicated corrections and more complex decisions.
- Data migration may require NYSED to work with different resource groups before and during data migration. For example, if NYSED requires assistance from their state IT department to extract legacy data, communicating with the IT department before migration begins can prevent delays later in the project.
- Meeting the success criteria for each deliverable requires NYSED investment in data cleansing efforts. Although some data can be migrated using default values,

a successful data migration can require some or all manual data entry and data cleanup in the legacy system.

The following Deliverables are part of the data migration Work Stream:

3.1 Data Migration Planning

3.2 Data Mapping

3.3 **Aware** Data Migration

3.4 Data Migration End-User Validation

3.5 Data Migration Finalization

Deliverable 3.1 Data Migration Planning

The Data Migration Plan documents the methodology for counting records in the legacy system which need to be migrated, identifies the in-scope records, documents the migration process, the timing of extract and build cycles, and the roles and responsibilities of Alliance and NYSED.

Completion Criteria

- Data Migration Plan, including the Data Migration Build Matrix, is approved.

Alliance Shall:

- Collaborate with NYSED to develop and document methodology to measure number of records in legacy system.
- Document migration scope.
- Draft Data Migration Plan which includes the following elements:
  - The iterative build approach and segmentation (e.g., Organizational, Case, and Financial).
  - Data extract files and delivery protocol.
  - The build cycle with build reports and data cleansing (e.g., Data Migration Build Matrix).
  - Data Migration process roles and responsibilities.
- Finalize the Data Migration Plan with NYSED feedback.
- Update the Project Schedule to reflect the updated Data Migration timeline and Build Schedule.

Expectations of NYSED Staff

- Collaborate with Alliance to develop and document methodology to measure number of records in legacy system.

- Discuss with Alliance the scope and options for converting data, including resolving historical discrepancies and Go-Live strategy.

- Provide input to Alliance for the <u>Data Migration Plan</u> to define the approach to migration of legacy data, test plan, and schedules. Assist in identifying resolution to issues.
- Review and provide feedback on the draft <u>Data Migration Plan</u>.
- Approve the final <u>Data Migration Plan</u>.

Other Considerations

- Meeting success criteria (percentage of records successfully migrated to *Aware*) depends on NYSED investment in data cleansing efforts. Although some data can be migrated using default values, a successful Data Migration can require some or all manual data entry and data cleanup in the legacy system.
- The <u>Data Migration Plan</u> and the Build Matrix are integrated with the overall <u>Project Schedule</u>. If NYSED or Alliance misses an interim milestone, or if additional legacy data sources are identified, the project managers will assess the impact on the overall <u>Project Schedule</u>. The project managers will use the Change Control process to analyze and agree on impacts.

Deliverable 3.2 Data Mapping

Alliance and NYSED prepare baseline database table and data element mappings for converting legacy data to *Aware*. The data mapping is then elaborated and updated during subsequent Data Migration deliverables.

Data Mapping is organized into the following sub-deliverables. Each sub-deliverable focuses on a different functional area within *Aware*.

3.2a Organizational and Case Data

Mapping 3.2b Financial Data

Mapping

NOTE: If additional fields in *Aware* will be necessary to complete Data Migration, a Change Request may be necessary to add additional scope to complete the project.

Completion Criteria

- *Aware* Database Table Inventory delivered, and tables marked for migration are noted.
- For each table planned for migration, legacy data elements are mapped to *Aware* data elements, as measured by:
- 80% of legacy fields to be migrated have an initial mapping decision documented.
- Initial default values are defined for mapped data elements.

- Where needed for the mapped data elements, simple transformations are described; and medium and complex transformations are identified and noted for future action.
- NYSED identifies legacy fields not included in *Aware*.

Alliance Shall:

- Conduct Data Migration Process Overview work session, including an introduction to data mapping tools.
- Conduct a series of on-site and webinar data mapping work sessions with NYSED.
- Create baseline *Aware* Database Table Inventory.
- Create baseline *Aware* Data Element Mapping.

Expectations of NYSED Staff

- Attend Data Migration and Data Mapping Process Overview work session.
- Participate in on-site and remote data mapping work sessions.
- Collaborate with Alliance on the creation, expansion, and baselining of the *Aware* Database Table Inventory and the *Aware* Data Element Mapping. Optionally, inventory and make timely decisions on the fields in the legacy NYSED system that are not in *Aware*.

Deliverable 3.3 *Aware* Data Migration

Alliance converts and delivers incremental migration builds to NYSED for review and confirmation. Alliance and NYSED regularly review progress in the Data Migration Progress Report.

Data Migration is organized into the following sub-deliverables each of which focuses on a different functional area within *Aware*.

3.3a Organizational Data

Includes reporting structure, business location, staff, staff location, staff reporting structure assignment, caseload groups, staff caseload assignment, employer, and employer location.

3.3b Case Data

Includes referral, participant, application eligibility, plan, job ready and employment, closure, and Post-Employment Services (PES), Case Notes, activity due reminders, and State Verification Exchange System (SVES), if included in the data mapping.

3.3c Financial Data

Includes budget, vendor and related tables, authorization and payment, warrant and refund, and group authorization and payment.

NOTE: During Financial Data Migration, budget records require a two-part process:
1) NYSED enters the current Fiscal Year (FY) budget records; then, 2) Alliance Data Migration programs create budget records based on actual authorizations converted.

Completion Criteria

- Data Migration Plan has been reviewed and updated, if needed, to document total number of records to be migrated.
- NYSED data is ready for End-User Validation, as measured by 80% of records in scope pass **Aware** rules and are migrated into **Aware**.
- Temporary defaults applied to date are resolved.

Alliance Shall:

- Review Data Migration Plan and update, if needed.
- Assist NYSED in revising data mapping to reflect new Data Migration decisions.
- Review results of the NYSED field-level review of data.
- Resolve parking lot issues from the Action Item Log with decisions from NYSED ACCES- VR.
- Adjust the **Aware** Data Migration routines, if needed, to reflect corrections and mapping decisions for data.
- Migrate data using the data extracts provided by NYSED.
- Process the extract (i.e., run Data Migration builds). Tasks include:
    - Produce a database.
    - Deliver the draft Build Report with build statistics, errors, and data clean-up issues.
        - Install converted data in an **Aware** test environment.
- Analyze and review the Build Report with NYSED. Review options for improving results, including:
    - Corrections to the extract program.
    - Data cleansing in legacy database.
    - Adaptation and mapping changes.
    - Changes to **Aware** Data Migration Engine.
    - Changes to migration defaults.
- Repeat the processes defined above until 80% of the records extracted migrate into **Aware**.

Expectations of NYSED Staff

- Review <u>Data Migration Plan</u> and update, if needed.
- Work with Alliance to conduct iterative builds of the data according to the <u>Data Migration Plan</u>.
- Revise data mapping to reflect new Data Migration decisions.
- Review and provide feedback on the Build Reports.
- Correct extract programs, cleansing legacy NYSED data and making adaptation changes to improve migration success, based on analysis of the Build Report.
- Provide standard *Aware* data extracts as defined, and upload to Alliance's Secure File
  Transfer Protocol (SFTP) site for processing.
- Resend extracts to Alliance until the migration meets Acceptance Criteria.
- Validate the migrated data.
- Conduct manual data correction as needed to improve Data Migration success.
- Make adaptation changes to improve Data Migration success based on analysis of Build Reports.
- Collaborate with Alliance throughout the process and respond in a timely fashion.
- Conduct field-level review of related *Aware* datapages compared to the legacy system to meet <u>Project Schedule</u> deadlines. Confirm and accept related data mappings, default values, and transformations.
- Report issues and errors and provide input on criticality of errors.

Other Considerations

- Meeting success criteria depends on NYSED investment in data cleansing efforts. Although some data can be migrated using default values, a successful Data Migration can require some or all manual data entry and data cleanup in the legacy system.

Deliverable 3.4 Data Migration End-User Validation

NYSED now validates the migrated data. Alliance installs the migrated data in an *Aware* test environment. The Test Team reviews the data using *Aware* datapages and reports to validate the migration.

Data validation approaches include the following:

- End-to-end Case flow review.
- End-to-end Financial flow review.
- Comparison of all federal reports used by NYSED to identify significant inconsistencies (such as RSA-113, RSA-911, or RSA-2 reports).

After End-User Validation, migrated data is ready for Data Migration Finalization.

Completion Criteria

- Data Migration Plan has been reviewed and updated, if needed, to document total number of records to be migrated.
- NYSED data is ready for User Acceptance Testing (UAT), as measured by 90% of records in scope pass *Aware* rules and are migrated into *Aware*.
- All temporary defaults are resolved.
- Critical errors are resolved; High errors have a workaround or are documented for Testers[1].

Alliance Shall:

- Review Data Migration Plan and update, if needed.
- Assist in reviewing and adjusting relevant data mapping, if needed.
- Adjust the *Aware* Data Migration routines to reflect corrections and mapping decisions, if needed.
- Migrate data using the data extracts provided by NYSED.
- Process the extract (i.e., run Data Migration builds). Tasks include:
    - Produce a database.
    - Deliver draft Build Report with build statistics, errors, and data clean-up issues.
    - Install converted data in an *Aware* test environment.

- Analyze and review the Build Report with NYSED. Review options for improving results, including:
    - Corrections to the extract program. o   Data cleansing in legacy database. o Adaptation and mapping changes.
    - Changes to *Aware* Data Migration Engine.
    - Changes to migration defaults.
- Resolve Critical and High errors, if needed.

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[1] The criticality of data migration-related errors identified during End-User Validation, Finalization, Pilot, and Go-   Live is measured based on the impact on the operation of *Aware*.

Expectations of NYSED Staff

- Review <u>Data Migration Plan</u> and update, if needed.
- Correct extract program, cleanse legacy NYSED data, and make adaptation changes to improve migration success, based on analysis of the Build Report.
- Provide standard **Aware** data extracts as defined, and upload to Alliance's SFTP site for processing.
- Resend extracts to Alliance until the migration meets defined Acceptance Criteria.
- Validate the converted data.
- Report issues and errors to Alliance Support. Provide input on criticality of errors.
- Collaborate with Alliance throughout the process and respond in a timely fashion.
- Revise Data Mapping, including confirmation of default values and transformations.

Other Considerations

- Success criteria depend on NYSED investment in data cleansing efforts. Although some data can be migrated using default values, a successful Data Migration can require some or all manual data entry and data cleanup in the legacy system.

Deliverable 3.5 Data Migration Finalization

At the conclusion of Data Migration Finalization, the migrated data is ready for Pilot Test.

Completion Criteria

- <u>Data Migration Plan</u> has been reviewed and updated, if needed, to document total number of records to be migrated.
- 95% of the records in scope pass **Aware** rules and are imported from the NYSED legacy system to Data Migration Preview and Pilot instances of **Aware**.
- Critical migration errors are resolved; High migration errors have a workaround or are documented for Pilot Testers.

Alliance Shall:

- Review <u>Data Migration Plan</u> and update, if needed.
- Assist NYSED in revising relevant data mapping, if needed.
- Adjust the **Aware** Data Migration routines, if needed, to reflect corrections and mapping decisions.

- Migrate data using the data extracts provided by NYSED.
  - Migrated data will reflect corrections and cleansing that resulted from End-User Validation.
- Process the extract (i.e., run Data Migration builds). Tasks include:
  - Produce a database.
  - Deliver the draft Build Report with build statistics, errors, and data clean-up issues.
  - Install converted data into the Data Migration Preview instance of ***Aware***.
  - Install converted data in Pilot instance of ***Aware***.
- Analyze and review the Build Report with NYSED. Review options for improving results, including:
  - Corrections to the extract program.
  - Data cleansing in legacy database.
  - Adaptation and mapping changes.
  - Changes to ***Aware*** Data Migration Engine. Custom scripts to adjust data in Aware.
  - Changes to migration defaults.
- Resolve Critical errors, if needed.
- Document High errors and available workarounds, as needed.

Expectations of NYSED Staff

- Review Data Migration Plan and update, if needed.
- Correct extract program, cleanse legacy NYSED data, and make adaptation changes to improve migration success, based on analysis of the Build Report.
- Provide standard ***Aware*** data extracts as defined, and upload to Alliance's SFTP site for processing.
- Resend extracts to Alliance until the migration meets defined Acceptance Criteria.
- Validate the migrated data.
- Report issues and errors to Alliance Support. Provide input on criticality of errors.
- Collaborate with Alliance throughout the process and respond in a timely fashion.
- Revise and approve Final Data Mapping, including confirmation of default values and transformations.

Other Considerations

- As part of Alliance best practices, we recommend agencies utilize the RSA-911 Edit Checker to determine potential errors prior to Pilot and Go-Live.
- Records that do not exist in the legacy system but are required by **Aware**, and records with data errors and inconsistencies, may have to be entered manually by field staff.

Deliverable 4.3 User Acceptance Testing

A project is ready to move into User Acceptance Testing (UAT) when the following items are complete:

- The data migration effort is greater than or equal to 90% converted.
- Prior to testing, data migration-related temporary defaults have been resolved and permanent defaults have been approved.
- NYSED has reviewed Adaptation Worksheet for adaptation items assigned to UAT and completed the adaptation necessary.
- NYSED staff have completed **Aware** Test Team Scenarios and TR07 **Aware** Test Team Training and have prepared scenarios for testing.
- Alliance and NYSED have reviewed and updated, if needed, the Test Management Plan in preparation for UAT.

After NYSED completes system adaptation and Alliance releases customizations and converted data, NYSED Test team completes UAT to confirm that the system works as designed.

A dedicated data migration Test team validates the converted data. NYSED experts on accessibility and federal reports test to confirm that **Aware** complies with federal regulations and accessibility standards.

It is important for NYSED to test the fully adapted **Aware** system based on agency-developed business scenarios.

Alliance assists NYSED to diagnose and troubleshoot errors.

An Error Correction Plan documents the resolution strategy for errors discovered during UAT.

Acceptance Criteria

- UAT is complete.
- Error Correction Plan is approved; critical errors and high errors with software and customizations, not data migration errors, are corrected, or agency approves future correction per the Error Correction Plan.

Alliance Shall:

- Collaborate with NYSED to review and update the Test Management Plan to add a detailed Testing Schedule, with testing timelines, error reporting due dates, and correction schedules.
- Provide technical assistance for testing, verification, and classification of errors.
- Deliver the draft Error Correction Plan and review with NYSED.
- Finalize the Error Correction Plan with NYSED feedback.

Expectations of NYSED Staff

- Work with Alliance to verify the release is ready for testing. If needed, NYSED adapts the release, with Alliance support and mentoring.
- Collaborate with Alliance to update the Test Management Plan to add a detailed Testing Schedule, with testing timelines, error reporting due dates, and correction schedules.
- Test Team Lead develops testing assignments, assigns test scenarios to staff, and determines due dates, locations, and focus of testing.
- Rigorously test adaptations, customizations and converted data.
- Verify the system provides the ability to process and perform NYSED rehabilitation case processes.
- Collaboratively analyze and diagnose issues with Alliance.
- Immediately document and report validated errors to Alliance Support using standard reporting processes.
- Review and provide feedback on the draft Error Correction Plan.
- Approve the final Error Correction Plan.

Other Considerations

Testers and Issue Coordinators who participate in this task must be familiar with legacy NYSED systems, current business practices, NYSED Reports, *Aware*, and new NYSED business practices. Ideally, these individuals were involved in adapting *Aware*.

Work Stream 5: System Interfaces

Alliance works collaboratively with NYSED to design, develop, and test the system interfaces as agreed to in the Final Interface List. Alliance has primary responsibility for programming, ensuring the product meets the agreed specification and coding standards, and documenting interfaces and interface-related extensions. The interface-related extensions are changes to the *Aware* application to accommodate and support interfaces that require delivery in an *Aware* release. NYSED has primary responsibility to collaborate with third-party system staff and schedule testing with

third-party systems.

Work Stream 5: System Interfaces culminates in the release, installation, and verification of interfaces and interface-related extensions.

The following Deliverables are part of the System Interfaces Work Stream.

> 5.1 Interface and Interface-Related Extension Conceptual Design
>
> 5.2 Interface Development and Release
>
> 5.3 Interface-Related Extension Development and Release
>
> 5.4 Interface and Interface-Related Extension Test and Optimization

Deliverable 5.1 Interface and Interface-Related Extension Conceptual Design

Alliance facilitates work sessions and documents interface and necessary interface-related   extension conceptual design. The <u>Final Interface List </u>documents the list of interfaces and   identifies interfaces that require interface-related extensions.

Completion Criteria

- Interface conceptual designs are approved.
- Interface-related extension conceptual designs are approved, if needed.

Alliance Shall:

- Conduct interface analysis work sessions.
- Review current workflows, file layouts, and system requirements to document current processes and existing interfaces as needed to understand the interfaces.
- Design the interfaces and interface-related extensions, if needed.
- Deliver draft conceptual designs and review with NYSED.
- Finalize interface and necessary interface-related extension conceptual designs with   NYSED feedback.

Expectations of NYSED Staff

- Identify SMEs for interface and necessary interface-related extension design   collaboration.
- Deliver, review, and validate workflows, file layouts, and system requirements as   requested by Alliance.
- Communicate with external system staff to obtain information file formats and other documents as needed.
- Discuss and confirm the high-level approach to each interface.
- Research questions from Alliance. Make recommendations and decisions regarding pending issues.

- Review and approve interface conceptual designs and necessary interface-related extension conceptual designs.
- Notify and prepare third parties for interface development and testing as needed.

Other Considerations

- To prepare for Test and Optimization, NYSED will coordinate with outside entities to ensure the availability of a test environment.
- After Interface and Interface-Related Extension Conceptual Design is complete, design changes resulting in additional scope will follow the standard Change Control process.

Deliverable 5.2 Interface Development and Release

Alliance develops and releases the interfaces based on the previously approved interface conceptual designs.

Completion Criteria

- Interfaces are delivered and are ready for NYSED testing.

Alliance Shall:

- Develop the interfaces.
- Facilitate work sessions with NYSED staff to resolve issues incrementally throughout the deliverable.
- Validate and deliver the interfaces for testing.

Expectations of NYSED Staff

- Communicate with external system staff to obtain information file formats and other documents as needed.
- Be available by email and teleconference to answer Alliance's questions. NYSED ACCES- VR staff and third-party staff must be available.
- Coordinate with outside entities to have a test environment ready for the Test and Optimization.
- Research and resolve data anomalies and issues uncovered during development.

Other Considerations

- To prepare for Test and Optimization, NYSED will coordinate with outside entities to ensure the availability of a test environment.
- After Interface and Interface-Related Extension Conceptual Design is complete, design changes resulting in additional scope will follow the standard Change Control process.

Deliverable 5.3 Interface-Related Extension Development and Release

Alliance develops the required interface-related extensions as documented in the Interface- Related Extension Conceptual Design document(s) and releases the interface-related extensions in a standard ***Aware*** release to NYSED for testing.

Completion Criteria

- Interface-related extensions are delivered and ready for NYSED testing.

Alliance Shall:

- Develop the associated interface-related extensions as designed.
- Provide NYSED with development updates, which may include demonstrations.
- Release interface-related extensions.

Expectations of NYSED Staff

- Collaborate with Alliance as needed during the development process.

Other Considerations

- To prepare for Test and Optimization, NYSED will coordinate with outside entities to ensure the availability of a test environment.
- After Interface and Interface-Related Extension Conceptual Design is complete, design changes resulting in additional scope will follow the standard Change Control process.

Deliverable 5.4 Interface and Interface-Related Extension Test and Optimization

Alliance works closely with NYSED to test the interfaces and the necessary interface-related extensions with each designated third-party system. NYSED collaborates and schedules testing with outside entities to verify data exchange with third-party systems.

Prior to testing, all data migration-related temporary defaults have been resolved and all permanent defaults have been approved. Alliance makes required changes to optimize the interface programs for alignment with the external system.

Completion Criteria

- Interfaces and necessary interface-related extensions complete and installed for Pilot.
- NYSED end user successfully interacts with and exchanges data as intended with third-party system(s).

Alliance Shall:

- Provide technical assistance to designated NYSED SMEs to test the interfaces and necessary interface-related extensions in a test environment for the external system.
- Provide technical assistance for testing, verification, and classification of issues.
- Correct interface errors and deliver corrected interfaces, as needed.
- Deliver a plan for correcting necessary interface-related extensions, if needed based on pre-defined priorities and resolution timelines.

Expectations of NYSED Staff

- Work with Alliance to validate the interfaces and necessary interface-related extensions are installed correctly.
- NYSED coordinates with outside entities to ensure the availability of a test environment.
- Execute the interface test scenarios and document results using standard test result reporting processes.
- Be available by email and teleconference to answer Alliance's questions. NYSED ACCES- VR staff and third-party staff must be available.
- Research and resolve data anomalies and issues uncovered during development.
- Report verified system errors to Alliance. Test results identified as NYSED's responsibility are documented and communicated to NYSED teams for resolution.
- Resolve NYSED issues with adaptation and errors in the legacy data.
- Agency tests interfaces interaction with third-party systems and staff.
- Agency secures third-party resource to schedule testing.
- Agency coordinates with third-party to correct issues that appear in third-party system.
- Ensure testing of each scenario, following the schedule outlined in the Test Management Plan.

Other Considerations

- To prepare for Test and Optimization, NYSED will coordinate with outside entities to ensure the availability of a test environment.
- After Interface and Interface-Related Extension Conceptual Design is complete, design changes resulting in additional scope will follow the standard Change Control process.

Work Stream 7: Go-Live

Go-Live concludes the project. Prior to Go-Live, training is completed, and the Pilot Test is conducted.

After the Pilot Test, NYSED reviews overall readiness and moves ***Aware*** into production. The latest version of the system is migrated to the production environment, data is converted, interfaces verified (if applicable), and final checks are completed to ensure that the system is ready for Go-Live.

At the end of this process, the NYSED Project Manager confirms that Alliance deliverables are complete and accepts the ***Aware*** Application. ***Aware*** becomes the system of record, and Alliance begins supporting NYSED under the terms of the Upgrade, Maintenance and Support (UMS) program.

The following Deliverables are part of the Go-Live Work Stream:

> 7.1 End-User Training Plan
>
> 7.2 Go-Live Plan
>
> 7.3 Pilot Test
>
> 7.4 Statewide Training and Go-Live
>
> 7.5 Application Warranty
>
> 7.6 Application Acceptance and Project Closeout

Deliverable 7.1 End-User Training Plan

Alliance works with NYSED to develop the <u>End-User Training Plan</u>. The <u>End-User Training Plan </u>describes how NYSED trains end users on the ***Aware*** Application before Go-Live. NYSED utilizes a train-the-trainer approach to deliver end-user training, which provides real training experience, instructor plans, and training tips and tricks for NYSED Training Team. More importantly, this approach builds a team of NYSED staff with in-depth knowledge of ***Aware***. NYSED trainers provide formal training or in-office resources for new users.

The <u>End-User Training Plan </u>provides strategy and high-level structure for training. Alliance   addresses topics such as scheduling, trainer recruitment and training, materials development,   and business process training development and delivery.

Completion Criteria

- End-User Training Plan is delivered.

Alliance Shall:

- Facilitate work sessions with NYSED to gather feedback.
- Draft End-User Training Plan.

- Deliver the End-User Training Plan and review with NYSED.

Expectations of NYSED Staff

- Work collaboratively with Alliance to develop the End-User Training Plan.
- Identify training facilities and resources and a plan to procure.
- Review and provide feedback on the End-User Training Plan document.

Deliverable 7.2 Go-Live Plan

Alliance uses an all-at-once cutover to production at Go-Live. Following the cutover, NYSED and NYSED Help Desk begins to provide end-user support for **Aware**.

The Go-Live Plan establishes the strategy, dependencies, and high-level tasks required for a seamless cutover. This includes a plan for how NYSED operates during down time and identifies a contingency plan.

The Go-Live Plan describes the preparation of NYSED staff for their roles in System Administration and Help Desk tasks. Alliance collaborates with NYSED to develop the plan and provides templates, tools, and best practice information to prepare for the move to production.

Completion Criteria

- Go-Live Plan is delivered.

Alliance Shall:

- Facilitate work sessions with NYSED to gather feedback.
- Draft Go-Live Plan.
- Deliver the Go-Live Plan and review with NYSED.

Expectations of NYSED Staff

- Work collaboratively with Alliance to develop the Go-Live Plan.
- Review and provide feedback on the Go-Live Plan.

Assumptions

- Depending upon project Go-Live date, NYSED may need to file their federal reports from the legacy system.

Deliverable 7.3 Pilot Test

NYSED and Alliance use a standard **Aware** pilot test readiness checklist to assess readiness for the focused, time-limited Pilot Test at up to two agency locations. The

project uses a pseudo-production environment to test **Aware** in parallel with the legacy system during business operation.

The Pilot Test provides a dress rehearsal of the end-user training curriculum, new business practices, system administration procedures, converted data, **Aware** adaptation, and new customizations and interfaces (if applicable). Pilot Test allows NYSED to compare reports and processes directly.

The experience of Pilot Test is important to the agency-wide acceptance of new systems and practices; therefore, NYSED needs to ensure that offices selected have supportive leadership and enthusiastic staff. Active involvement of Team Leads is vital to quickly resolve issues that arise, from business questions to technical issues. Pilot Test users, who are prepared for the tasks, provide NYSED with testimonials to increase the speed of user acceptance across NYSED.

Critical errors identified during Pilot are corrected and released before the move to Production. The Project Schedule allows time for a potential software release.

Completion Criteria

- Pilot Test is complete.
- Reported critical issues are scheduled for resolution.
- Error Correction Plan is revised and approved, if needed.

Alliance Shall:

- Co-facilitate discussions confirming Pilot Test readiness.
- Stand up production servers for Pilot.
- Work with NYSED to convert data for Pilot Test.
- Support NYSED to conduct the training and support for Pilot Test.
- Provide **Aware** release with critical corrections, if required.
- Co-facilitate discussions of Pilot Test Lessons Learned.
- Deliver revised Error Correction Plan, if needed, and review with NYSED.

Expectations of NYSED Staff

- Co-facilitate discussions confirming Pilot Test readiness.

- Complete final adaptation for Pilot Test users in preparation for data migration and Pilot Test.

- Prepare for training of Pilot Testers; schedule training facilities and equipment, develop training curriculum, prepare business process training curriculum, and set up the training environment for the Pilot Test Training.

- Conduct a kickoff meeting with Pilot Test users to discuss expectations, schedule, error reporting and tracking procedures, and dual entry into the

existing system. Provide technical and system support to Pilot test sites. Maintain close contact with users to collect their feedback regularly.

- Verify that desktops and networks are ready for Pilot Test and that Pilot Testers have active user logons and access to **Aware**.
- Initiate final plans for **Aware** system administration and end-user support. Publish contact information to users.
- Confirm the system is ready for the Pilot Test.
- Complete Pilot Test using the system and reengineered business practices to conduct NYSED business. Include sufficient staff and business activity to ensure thorough testing of each system and process in a real-life setting.
- Review the progress of the Pilot Test in frequently held meetings.
- Participate in Pilot Test lessons learned work sessions.
- Review and approve the revised Error Correction Plan, if needed.

Other Considerations

- **Aware** environment is prepared for **Aware** Pilot Test.
- Pilot Test users should have realistic expectations of the Pilot Test. Pilot Test is a beta test, which means the environment may not be as stable as end users expect.
- Pilot Test users work in **Aware** to the full extent possible to ensure errors are caught during the Pilot Test rather than in production. Parallel testing requires dual entry of data; staff members who participate should be provided the resources and time they need.
- NYSED Help Desk and **Aware** Support staff must be readily available to allow Pilot Test users to focus on providing services to clients with minimal interruption. Alliance provides support for the start-up of the Pilot Test to ensure it is running smoothly.

Deliverable 7.4 Statewide Training and Go-Live

After the successful completion of Pilot Test, NYSED and Alliance review the recommendations from the Project Team and a standard **Aware** Go-Live readiness checklist. NYSED authorizes the move of **Aware** into production.

A copy of the **Aware** master environment is moved to the production environment, data is converted and interfaces (if applicable) are activated. End users are trained, and trained staff members begin using the system in production.

Completion Criteria

- NYSED end users are using **Aware** in Production.

Alliance Shall:

- Co-facilitate discussions confirming production readiness.
- Provide feedback and recommendations regarding changes to Go-Live, including the schedule for cutover to production.
- Ensure that Alliance is fully staffed for the cutover to production.
- Provide technical and system support during end-user training and the cutover to production.
- Convert data for production.
- Prepare interfaces for production.

Expectations of NYSED Staff

- Co-facilitate discussions confirming production readiness.
- Make Go-Live Decision, using the recommendation of the project managers and the NYSED Project Team. Based on this information, the Steering Committee and Project Sponsors give their approval to move to production.
- Review detailed Go-Live Plan and verify that activities, sequence, responsibilities, and due dates are updated after the Pilot Test lessons learned session.
- Update training materials and the training environment in preparation for training.
- Conduct a basic functionality test to verify **Aware** is working correctly.
- Provide final data extract and activate interfaces (if applicable) in collaboration with Alliance.
- Confirm data has migrated properly and the system is ready for production use.
- Publish contact information for **Aware** system administration and end-user support.
- Conduct training for end users.
- Implement the cutover to production, including final adaptation, data migration, activating the interfaces, and notifying staff.

Other Considerations

The move to production depends on teams completing their tasks, including scheduling,   training, preparing sample cases, and setting up user workstations.

Deliverable 7.5 Application Warranty

After successful **Aware** Implementation, Alliance provides a three-month warranty. During this Warranty Period, NYSED operates the system in Production. To ensure stabilization, **Aware** releases are installed during this Warranty Period for critical corrections only. At the end of the Warranty Period, the project makes the transition

to maintenance and support. Alliance formally transfers responsibility for NYSED implementation support from Project Management to **Aware** Enterprise Support.

Completion Criteria

- Warranty Period is complete.

Alliance Shall:

- Complete and release Critical corrections, if required.
- Transition the project from Project Management to Alliance Support.
- Confirm Warranty Period end date.

Expectations of NYSED Staff

- Assume responsibility for direct **Aware** end-user support.

Deliverable 7.6 Application Acceptance and Project Closeout

At the conclusion of the Warranty Period, NYSED uses the Application Acceptance Criteria developed earlier in the project to review and accept the **Aware** system. Project managers complete Project Closeout activities.

Acceptance Criteria

- System is accepted based on Application Acceptance Criteria.
- Project is closed out.

Alliance Shall:

- Review Application Acceptance Criteria.
- Update project documentation and stored on Project SharePoint site.

Expectations of NYSED Staff

- Review Application Acceptance Criteria.
- Accept the system.