

# NCCSD State Lessons Learned Webinar Series – Oct. 8, 2021

## Pre-Planning and Planning/Prioritized Questions

### Pre-Planning + Planning

#### **PRE-PLANNING - IV&V/QA Vendors:**

How did you:

Make sure everyone was clear on the difference between Independent Verification and Validation ("IV&V") and Quality Assurance ("QA")? Determine and differentiate their roles for your project needs and decide whether to procure both (since IV&V is mandatory for system replacement projects, but QA is not)?

Decide timing on the procurement(s) (e.g., do you need a QA vendor to come in early)?

#### **PLANNING - Executive/Key Stakeholder Support:**

With an official Streamlined Feasibility Study submission, OCSE also wants assurances that the state has funding commitments and executive support for the entire project. Furthermore, given the cost and length of these projects, ensuring broad support is critical from the outset.

What was your strategy for ensuring official support for the project from the Governor/Legislature/Fiscal/Other key agency executives?

What statistics/presentation materials were needed for these groups?

#### **PLANNING - Creating the IAPD:**

Who was charged with writing your Implementation Advance Planning Document ("IAPD")?

What were OCSE's expectations for both the IAPD and the Advance Planning Document ("APD") documents for your existing system?

How much time was needed to write this, vet it internally, and receive approval from OCSE?

Creating or updating all the plans (e.g., Resource, Project, Risk Management, etc.). When, how, and by whom?

#### **PLANNING - DDI Planning:**

When did you begin discussing Design, Development, and Implementation ("DDI") steps in more detail in preparation for your procurement documents (and what did you ultimately decide), including, but not limited to:

Implementation and rollout strategies - Big bang or incremental approach?

If incremental, pilot system modules, regional rollout, etc.?

Do you need to expand your office space for additional vendor or state project staff?

Who is providing equipment (laptops, monitors, etc.)?

What were your final decisions on tools, or will you ask your vendor to propose them?

Staff support and training approach during implementation?

How will you determine and document any data quality issues so that potential vendors are aware of them?

Data conversion – do you have a preference on how to conduct, (e.g., mock conversions, manual and automated conversion)?

Testing – requirements for test plans, managing bugs and change requests identified during testing, monitoring progress. What about a Backout strategy?