**NCCSD Systems Modernization and Data Sharing Committee**

**September 17, 2021 – Monthly Meeting, with Presenters from SLLW**

**1pm – 3pm Eastern Time**

# Distribution and Attendee List:

(**P** indicates that the member was present; **A** indicates absent)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Members | | | | | |
| P | Shannon Abernathy (SD) | P | Konitra Jack (LA) | A | Josh Soffe (WY) |
| P | Robin Arnell (VT) | P | Cynthia Longest (OCSE) | P | Troy Sterr (WI) |
| A | Kristie Arneson (WY) | P | Dawn McNeal (IN)\* | A | Patrick Stricker (OH) |
| P | Michele Cristello (MA)\* | A | Shaneen Moore (MN) | P | Pratin Trivedi (MI) |
| P | John Diets (WI) | P | Heather Noble (AZ)\* | P | Alexia Venafra (VT) |
| A | Erin Frisch (MI) | P | Lily Patteson (KY) | P | Carla West (NC) |
| P | Kevin Guistwite (MD)\* | A | Sean Rosenthal (IL) | P | Astra Wilson-Kirksey (NC) |
| A | Holli Hagen-Rice (OK) | A | Chad Shook (MS) |  |  |
| State Lessons Learned Webinar Presenters (who are not members) | | | | | |
| P | Karen Coleman (OR) | P | Julie Green (NV) | P | Richard Maxwell (SC) |
| P | Joan Fahey (MA) | P | Gene Gustin (OR) | P | Amber Njau (IN) |
| P | Tammy Fogle (AZ) | A | Cathy Kaplan (IN) | P | Bob Patrick (PA) |
| Guests from NC Who Will Help with GoToWebinar Platform | | | | | |
| P | Anita Gales (NC) | P | Jay Pontier (NC) |  |  |

\*Member is also a SLLW presenter

1. **Welcome and Introductions**
2. **State Sponsored Lessons Learned Webinars**

**Overview + Action Items**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Pre-Planning and Planning** | **Procurement** | **Certification** | **DDI I**  **OCM, Readiness, Approach** | **DDI II**  **Testing, Conversion, Training, Go-Live** |
| Webinar Date/time | Fri, 10/8 1-3:30 ET | Fri, 10/15 1-3:30 ET | Fri, 10/22 1-3 ET | Fri, 11/5 1-4 ET | Fri, 11/19 1-4 ET |
| States | AZ, IN, OR, PA | AZ, IN, NV, OR | MA, OR, SC | IN, MA, MD, NV | MA, MD, OR, SC |
| Presenters (GTW roles: Presenter) | AZ: Heather Noble, Tammy Fogle  IN: Dawn McNeal  OR: Karen Coleman  PA: Bob Patrick | AZ: Heather Noble, Tammy Fogle  IN: Dawn McNeal, Amber Njau  NV: Julie Green  OR: Karen Coleman | MA: Michele Cristello, Joan Fahey  OR: Gene Gustin  SC: Richard Maxwell | IN: Dawn McNeal, Amber Njau  MA: Michele Cristello, Joan Fahey  MD: Kevin Guistwite  NV: Julie Green | MA: Michele Cristello, Joan Fahey  MD: Kevin Guistwite  OR: Gene Gustin  SC: Richard Maxwell |
| PowerPoint and Written LLs due | **Friday 10/1** | **Friday 10/8** | **Friday 10/15** | **Friday 10/29** | **Friday 11/12** |
| MC | Robin Arnell | Carla West | Carla West | Carla West | Carla West |
| Chat Monitors\* | Konitra, Lily | Konitra, Lily (backup) | Konitra, Lily | Konitra, Lily | Konitra, Lily |
| Q&A box monitors\* | Robin, Alexia | Carla, Robin, Alexia | Carla, Robin, Alexia | Carla, Robin, Alexia | Carla, Robin, Alexia |
| Note Takers | Cynthia, Astra, Shannon, Troy | Cynthia, Astra, Shannon, Troy | Cynthia, Troy, Astra, Pratin?? | Cynthia, Astra, Shannon, Pratin?? | Cynthia, Astra, Shannon, Pratin?? |

\*Jay will handle tech issues questions

**Action Items:**

* **ALL:** Make sure your folks have these on their calendars and have received the GoToWebinar invite!
* **PRESENTERS: DUE TO CYNTHIA AND ALEXIA ONE WEEK BEFORE THE WEBINAR:**
  + PowerPoint (Ready for Public Viewing)
  + Whether you will run the PowerPoint or you want us to do so
  + Written Lessons Learned (Ready for Public Viewing)
* **JAY:**
  + Please work with Michele and Joan from Massachusetts to work out their tech issues.
  + Please assign GoToWebinar roles as follows:
* Presenters: all Presenters indicated in chart above
* Organizers: Carla, Robin, Cynthia, Alexia, Astra, Anita
* Panelists: Shannon, Troy, Pratin
  + **PRATIN:** Let Cynthia and Alexia know for which of the last 3 webinars you can be a note taker. Thanks!
  + **ALL PRESENTERS PLUS CARLA, ROBIN, CYNTHIA, ALEXIA, ASTRA, ANITA, SHANNON, TROY, AND PRATIN: *Sign on 30 minutes in advance to work out any tech issues.***
  + **NOTE TAKERS:** Submit your typed notes to Cynthia a week after the webinar, then Cynthia will collate them and have the presenters approve the summaries before distribution/posting on the NCCSD website.

**Reminders & Logistics**

* + **POWERPOINTS:**
    1. On 8/30, all presenters received their outlines (the results of the Which Topic Survey) for each webinar and a PowerPoint template,
    2. Presenters should:
       1. Use the template
       2. Introduce themselves either verbally and/or on the PowerPoint.
       3. Use first 1-2 slides to briefly orient the audience to your state and your specific systems project constraints/assumptions.
          1. For your state, include your organizational structure (state admin/state operated or state admin/locally operated) and your IV-D caseload.
          2. For your project, include assumptions/constraints that will make your lessons learned more meaningful for your audience (examples - your state IT or umbrella agency mandated a particular technology or approach; the control for your systems project resided somewhere other than the IV-D agency -- umbrella agency, completely separate state IT agency, etc.; other prior system projects in your state had not been successful, so you had a separate “watchdog” agency or other additional oversight; your project was mandated to take an agile – or waterfall – SDLC approach, etc.)
       4. Put details in the PowerPoints **since we are not recording**. Break the “less is more” rule of PowerPoint presentations. *Use the “Presenter Notes” section to add more detail if you wish.*
       5. Include your contact information within the PowerPoint.
       6. Send it to Cynthia and Alexia one week before the webinar that the PowerPoint is for (see chart above for due dates) and tell us if you want to screenshare and run the PowerPoint, or want us to do so.
  + **WRITTEN LLs:** Presenters:
    1. If you are not slated to present on a particular topic, but have really good lessons learned to share, please submit these at the same time the PowerPoints are due for the webinar to which the PowerPoints will pertain.
    2. These should be final, polished, and ready for distribution to attendees.
    3. They can be written from scratch, or a pre-existing document that you think will be useful to other states.
    4. Send these to Cynthia and Alexia one week before the webinar that the Lesson-Learned documents pertain to.
  + **RECORDING DECISION AND NOTES FOR MEETING SUMMARIES**: We are not recording these sessions. The decision not to record was made with committee presenter input so that presenters would not feel constrained in their remarks. Also, from a practical standpoint there is no good place to post the recordings since the NCCSD website does not support this type of file and the OCSE Collaboration Tool has too broad of access.
    1. We will have 2-3 committee members take notes for each webinar. Volunteers are listed above in overview chart.
    2. Note takers will submit their notes to Cynthia a week after the webinar, then Cynthia will collate them and have the presenters approve the summaries before distribution/posting on the NCCSD website.
  + **MC:** MCs are listed above in overview chart. The MC for the webinar will:
    1. Introduce the NCCSD Committee, the webinar series, and which webinar this is as well as to state which states are presenting (Presenters can introduce themselves)
    2. Remind everyone that this is for state-employees only.
    3. Tell folks this is not being recorded (and double check that Jay has turned off the recording option).
    4. Give instruction re how to submit questions (i.e., “use the Q&A feature, not the chat feature to pose questions re the content”) and explain that we’ll take questions once all states have presented.
    5. Be timekeeper
       1. Give each state a 5-minute warning for the total 30-minute time allotted each state by turning on camera and holding up 5 fingers
    6. Facilitate Q&A period (with the assistance of the Q&A and chat monitors)
    7. At the end:
       1. Thank presenters
       2. Explain a summary document of this training will be created and it and PowerPoints will be posted on the NCCSD website under our Committee page
       3. Remind about upcoming webinars
  + **CAMERAS**: We are doing a hybrid approach:
    1. **Cameras ON**: Introductions and for the Q&A period
       1. Turn on your camera when you are introducing yourself and your state. And **everyone** turns on for Q&A period. (If this becomes too much, Jay will instruct us to turn off cameras except for when we are talking).
    2. **Cameras OFF**: PowerPoint presentations (less bandwidth and less clutter).
  + **PRESENTERS:**
    1. Reminder that per webinar, each state has 30 minutes max to do its entire presentation and that remaining time is for Q&A.
    2. 5-minute warning? Yes – MC to turn camera on and hold up a hand to indicate to presenter that the 30 minutes allotted to the state has 5 minutes left.
    3. Confirm that we have the correct presenters listed up on the chart for each webinar. Yes, updated the overview chart above.
  + **QUESTIONS**: We will take questions at the end after all presenters have finished their presentations.
    1. *We will have committee members* be chat monitors and Q&A box for each webinar. Volunteers are listed above in overview chart.
    2. Clarification of Chat vs. Q&A boxes in GoToWebinar, and role the chat monitors v. Q&A box monitors v. the MC play during the Q&A period:
       1. Goal is to have content questions for the presenters in the Q&A box, and use chat box for more general back and forth between attendees.
       2. Technical issues should also go in the Q&A box.
       3. Chat monitors watch and remind folks to put content and technical issues questions in the Q&A box.
       4. MC decides which questions to ask but Q&A box monitors can help with anything MC misses in the box or brings up interesting stuff from the chat or box.
  + **GoToWEBINAR PLATFORM:**
    1. Astra and Carla were able to get us the NCFAST platform which hosts 500. Thank you!
       1. 20-23 registrations per webinar as of today!!
    2. Roles in GTW: Presenters will be Presenters (this role has the ability to show their screens), chat monitors will be Panelists (who have the ability to talk). Robin, Carla, Cynthia, Astra, Anita, and Alexia will be Organizers, everyone else is an Attendee.
    3. Need to determine:
       1. Who is muting and unmuting everyone: Attendees are muted and no audio interactions with audience. **Presenters,** **Organizers and Panelists: we should all self-mute!!** But Jay can also do it.
       2. Who will give presenters access to screen share and drive their own PowerPoint (for those who choose this option): Jay
       3. Who will run the PowerPoint (for presenters who want us to do this for them): Jay
       4. Chat vs. Q&A features:
          1. Chat has the potential for everyone to see whereas Q&A box questions are only seen by organizers
          2. If you are using Chat, make sure to choose whether you want the entire audience to see your comments, or just certain people.
          3. Jay can field the tech issues questions pretty easily

1. **Upcoming Committee Meeting**
   * Next committee meeting will be December 10, 2-3:30 Eastern. We are cancelling our October and November meetings because:
     1. Our 10/8 meeting conflicts with one of the webinars, and
     2. Our 11/12 meeting will be a long weekend for many given the Veteran’s Day holiday on 11/11
2. **Joining Our Committee!**
   * Robin invited webinar presenters who are not already members to become members.
3. **Update on Upcoming OCSE-Sponsored Webinars**
   * Robin updated us that Raghavan said IV&V webinar will be Oct 14th 1-3 Eastern, and to look out for an email with more details.

#### Next Meeting: Friday, December 10, 2-3:30 Eastern.