

CYBER CHAT

Division of Developmental Disabilities Services

Volume 2/Issue 1

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IMPORTANT DATES:

Final Code Deployment 8/3

Fiscal UAT Training 8/16

UAT Day 1 – 8/28

UAT Day 2 – 8/29

UAT Day 3 – 8/30 (Tentative)

Provider Super User Training 11/5 – 11/30



ECR PROJECT STATUS UPDATE: NEW THIS MONTH

The project team is busy completing validation of the new electronic case record in Cx360 and is excited to announce that the last install of NEW capabilities will be delivered this week. The team has been preparing for **TRAINING** and **USER ACCEPTANCE TESTING**. Here are some key accomplishments this month:

- DSD To-Do Approval (DDDS<>Provider action requests in CX360)
- Cx360 System Testing & Validation Completed
- Training Plan Completed
- DDDS Training Environment Established

PROVIDER POINTS OF CONTACT (SMES)

A critical requirement for testing and training is to have a designated point of contact (SME) from each Provider. The Provider SME is a designated person(s) who will receive training in order to have a clear understanding of how the new ECR will impact their team. **It is very important that we receive the Provider Point of Contact name(s) no later than AUG 10th** to begin planning for meetings, proper system access and training. THE SME will help to communicate information back to the rest of their teammates.

The Provider SME will receive information from the project team at monthly Provider meetings with the Project Sponsor and other team members. Additional adhoc meetings will be scheduled as needed. In these meetings we will discuss Provider impact for Testing (UAT), Training, Deployment, Production Certification (validation that occurs in production after Go Live), and Post Install Support.



Testing Prevents Problems!

Q: What is UAT

A: User Acceptance Testing (UAT) is the phase of the project where end users will work independently to test the customized Cx360 application in order to identify problems or issues prior to implementation.

Q: Why do we perform testing (UAT)

A: Testing helps to find problems and issues prior to implementation

Q: What skills are needed for members of the UAT Team

A: Training will be provided prior to the start of UAT to assist with preparation. The key skills needed for UAT Team members are as follows:

1. Ability to execute step by step test scripts to validate system enhancements
2. Ability to document/communicate errors found in testing to the team
3. Ability to communicate effectively with others and share knowledge of the systems enhancements to their designated group (teaching/training)
4. Knowledge of the documentation/recording of information within an electronic record system
5. Knowledge of the daily operations of the business unit, discipline and or agency they represent

Valuing persons with intellectual and developmental disabilities, honoring abilities, respecting choice, achieving possibilities . . . working together to support healthy, safe and fulfilling lives.

PROVIDER UAT CONTACTS NEEDED!

The following Providers have been identified as a cross section of potential Provider’s to participate in testing to ensure we validate for: Residential, Employment/Day, Clinical, Behavioral and Nursing when validating the new Cx360 system. The project team goal is to identify a contact(s) from these Providers will participate in User Acceptance Testing and provide input on the system capabilities during testing.

Provider UAT Participant	Contact Us:
CSI	<p>DDDS ECR Project Team Leads</p> <p>Jim Dickinson - Sponsor james.dickinson@state.de.us</p> <p>Steve Perales – Functional Lead Stephen.perales@state.de.us</p>
DE Autism	
Easter Seals	
Keystone	
KSI	
Salvation Army	
JMK	