

INTEGRATING SYSTEMS

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# FACTS II

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SUPPORTING FAMILIES

## QUALITY MANAGEMENT PLAN

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## Table of Contents

<b>PRODUCT VERIFICATION AND SCOPE VERIFICATION.....</b>	<b>4</b>
<b>PRODUCT VERIFICATION AND SCOPE VERIFICATION SCHEDULE.....</b>	<b>4</b>
<b>PRODUCT TESTING.....</b>	<b>8</b>
<b>PROJECT REVIEW BY ACF / ITIC DTI MAJOR PROJECTS.....</b>	<b>9</b>
<b>PROCESS IMPROVEMENT / LESSONS LEARNED.....</b>	<b>11</b>
<b>QUALITY METRICS REPORTING.....</b>	<b>12</b>

## Quality Management Plan

### 1. Product Verification and Scope Verification

#### 1.1 Product Verification Overview

Scope verification will be through a series of requirements verification JAD sessions at the onset of the Project. The outcome of these will be cross walked to the original requirements document and the Requirements Database. The Requirements Database will then be used as a basis for tracking coverage and testing of functionality at the Business Requirements level

QA vendor will provide the approach to method for verifying each of the requirements; A, Analysis; D, Demonstration/Test; I, Inspection; or M, Measurement

The “High Level Work Breakdown Structure” will be used as a basis for Verification at the Integration Testing & System Test stages, Individual Requirements will mapped to specific WBS Items and recorded in the Requirements Database. The verification method will be noted (A, Analysis; D, demonstration/Test; I, Inspection; and M, Measurement) and the phase/level of testing required also be noted.

SACWIS requirements will be verified against the SACWIS Acceptance Review Guide (SARGe)

#### Product Verification and Scope Verification Schedule

The following table identifies the major Quality Assurance activities associated with product Verification of FACTS II and the corresponding person(s) responsible by title.

<i>Activity</i>	<i>Preliminary Scheduled Date</i>	<i>Responsible Person(s)</i>
Quality Control Procedures		QA Vendor DSCYF Testing Lead DSCYF Functional Manager
High Level Quality Assurance and Testing Strategy		QA Vendor DSCYF Testing Lead
Scope Verification		QA Vendor DSCYF Functional Manager
Overall FACTS II System, Integration, and User Acceptance Testing Plans with Detailed Expected Results		QA Vendor DSCYF Testing Lead DD & I Vendor
Accepted DD&I proposal Review		QA Vendor
Review of DD& I contract, to include Review of and recommendations regarding the DD&I contractor’s Project Plan, deliverables, and Milestones		QA Vendor FACTS II Project Management Subcommittee FACTS II Committee
Unit Testing Module		DD & I Vendor
Integration Testing,		QA / Vendor
System Testing		QA / Vendor
Test Report defect tracking		QA Vendor DSCYF Testing Lead
Customer Acceptance Testing		DSCYF Testing Lead DSCYF Testing Participants supported by QA/ Vendor

<i>Activity</i>	<i>Preliminary Scheduled Date</i>	<i>Responsible Person(s)</i>
Training Manual Scope Verification		QA Vendor
Post-Implementation Verification		QA Vendor DSCYF Testing Lead
Overall FACTS II Requirements and a draft SACWIS Acceptance Review Guide (SARGe) Compliance and Traceability Tracking Plans (with periodic submissions of the FACTS II Requirements and SARGe Compliance and Traceability documents)		QA Vendor FACTS II Functional Manager DSCYF Strategic Information Systems Manager DSCYF FACTS II Project Manager
System Design Evaluation		QA Vendor DSCYF Technical Manager DTI Technical Representative
Quality Assurance Acceptance Test Reports for each testable DD&I contractor deliverable		QA Vendor DD & I Vendor
Final Acceptance Testing and Quality Assurance Summary Report		QA Vendor DSCYF Testing Lead FACTS II Project Team
Submission of a draft FACTS II SARGe to DSCYF		QA Vendor DSCYF Strategic Information Systems Manager
A review and report on the FACTS II Documentation prepared by the FACTS II DD&I contractor as pertains to the functionality, use, and operation of FACTS II for sufficiency		QA Vendor DSCYF Operational Staff

FACTS II Verification will follow the outline laid out in the QA RFP. The quality assurance contractor shall prepare a Gantt chart, using Microsoft Project, of their milestones and deliverables. Immediately following award, the selected contractor shall email a copy of the Gantt chart to the Agency SISM. The quality assurance contractor shall deliver one paper copy and one electronic copy using Microsoft Word of each written deliverable to the DSCYF FACTS II Project Manager.

The following is a list of the quality assurance contractor's milestones and associated deliverables:

Quality Assurance contractor review of DD&I proposal

The quality assurance contractor will review the accepted proposal and provide written comments and recommendations to the State.

Quality Assurance contractor review of DD& I contract

The quality assurance contractor will review the contract with the DD&I contractor and provide written comments and recommendations regarding the contract.

High Level Quality Assurance and Testing Strategy

The quality assurance contractor will provide an overview of their quality assurance and testing strategy to include the process for issue and defect tracking. The quality assurance contractor will assist in integrating their project plan into the overall FACTS II Project Plan.

Review of and recommendations regarding the DD&I contractor's Project Plan, Deliverables, and Milestones

The quality assurance contractor will provide the FACTS II Project Committee and the DSCYF FACTS II Project Manager with a written review and recommendations regarding the DD&I contractors Project Plan, Deliverables, and Milestones.

Overall FACTS II Requirements and a draft SACWIS Acceptance Review Guide (SARGe) Compliance and Traceability Tracking Plans (Requirements Tracking Database)

The quality assurance contractor will provide the draft overall FACTS II Requirements and SACWIS Acceptance Review Guide (SARGe) Compliance and Traceability Tracking Plans within (20) calendar days of contract start date for the FACTS II DD&I vendor. The state will have a 10 -15 calendar day review period. The quality assurance contractor will provide a final version within (30) calendar days of contract start date for the FACTS II DD&I vendor. The plans will include in detail how each requirement will be verified, i.e., Measurement, Analysis, Demonstration Testing, and Inspection. The quality assurance contractor will provide training to the State as necessary for State staff to understand these plans. Deliverable will be deemed complete, when approved by the State.

#### System Design Evaluation

Quality assurance contractor will provide an overall evaluation of the system infrastructure proposed for FACTS II based on the General System Design, Detailed System Design, and System Build Plan of the DD&I contractor to ensure that the system will meet DSCYF' functional requirements and performance standards.

#### Overall FACTS II System, Integration and User Acceptance Testing Plans with Detailed Expected Results

The quality assurance contractor will develop system, integration, and user acceptance testing plans to insure that the plan identifies all aspects of an operational system including technical system environment and system functionality. Deliverable will be complete when approved by the State.

The quality assurance contractor will produce the System Testing Plan with test cases to validate all FACTS II requirements that are testable and that the system is fit for use. As an example, test cases would include test conditions and/or test scripts, data, and expected results. In addition, integration testing should test logical and physical interfaces and system interactions. User acceptance test cases should also test for meeting acceptance criteria and that the system adheres to functional requirements.

#### Quality Assurance Acceptance Test Reports for each DD&I contractor deliverable

The quality assurance contractor will use the Detailed Expected Results in Deliverable 7 to evaluate each testable FACTS II DD&I deliverable and will prepare an Acceptance Test Report for each DD&I deliverable containing recommendations for overcoming any deficiencies identified. The quality assurance contractor must complete acceptance test review and provide a written report within 7 business days of receipt of DD&I deliverables to the FACTS II Project Committee to allow the State to evaluate and incorporate those comments into the State's formal response to the DD&I contractor.

The quality assurance contractor will assist the State in determining readiness to move to pilot testing (if identified by the State as needed) and to statewide implementation.

#### Final Acceptance Testing and Quality Assurance Summary Report

comprehensive report on the readiness of both the system with respect to testing and the state of all the deliverables/documentation.

#### Submission of draft FACTS II SARGe to DSCYF

The quality assurance contractor will finalize the draft FACTS II SARGe and submit it to DSCYF for submission to ACF. The quality assurance contractor will agree to return and participate in the first ACR review of the FACTS II system in an advisory / consulting capacity. The QA/QC contractor's participation is not to exceed two (2) weeks.

#### A review and report on the FACTS II documentation prepared by the FACTS II DD&I contractor as pertains to the functionality, use, and operation of FACTS II for sufficiency

The quality assurance contractor will review all the FACTS II documentation prepared by the FACTS II DD&I contractor and will prepare a written report summarizing the completeness, usability, and sufficiency of such documentation for supporting the use, functionality and operations of FACTS II.

#### Bi-Weekly FACTS II Status, Issue Log, and Progress Reports to the FACTS II Project Committee and FACTS II Project Manager

The quality assurance contractor will submit bi-weekly status reports to the FACTS II Project Committee concerning the quality, timeliness, and cost of the DD&I Contractor's tasks and

deliverables. In addition, the FACTS II Status and Progress Report shall contain the following information:

- Agency Acronym, Purchase Order #, functional area acronym, reporting period and "Status and Progress Report" to be included in email subject line.
- Work accomplished during the reporting period
- Deliverable progress, as a percentage of completion
- Continuously tracking of issues and risks with bi-weekly updates of the issue status log that include:
  - Issue and date and person who identified issue
  - A rating of the consequence of the issue as critical to project success, important to project success, or important to project functionality
  - Recommendations for resolving issue/risk
  - Date recommendation communicated to FACTS II Project Manager and DD&I contractor
  - Date of response from DSCYF and DD&I contractor
  - Date issue was resolved, rejected, or closed
- Metrics tracked by quality assurance contractor: defects, issues, change orders
- Planned activities for the next reporting period
- An accounting report for the current reporting period and a cumulative summary of the totals for both the current and previous reporting periods. The accounting report shall include amounts invoiced-to-date and paid-to-date for the QA/QC contractor.
- Gantt chart, updated from original to show actual progress; as applicable, explanations for variances and plan for completion on schedule for the QA/QC contractor.

## 2 Product Testing

### 2.1 Project Testing Team Responsibilities

**General Responsibilities:**

The DSCYF Testing Lead will lead a test team consisting of the QA Vendor as well as Division and Project staff test resources. The Division resources will comprise Key End Users, report Writers FACTS Liaisons, Project functional technical leads, Reports / Outputs Lead. Given recommendations by the project team, The DSCYF Testing Lead may determine that the project be placed on “hold” until the product is brought to within control limits (meets certain critical specification within test limits).

<i>Team Member</i>	<i>Specific Role</i>
The DSCYF Testing Lead	DSCYF Scope Verification Integration Test Integration Test Plan Review and Evaluation System Test Systems Test Plan Review and Evaluation Acceptance Test Acceptance Test Plan Review and Evaluation Acceptance Test Report (In Conjunction with A Vendor)
QA Vendor Lead	Scope Verification System Design Evaluation from Requirements Perspective Integration Test Plan(s) Integration Test Report System Test Plan System Test Report Acceptance Test Plan Acceptance Test Report (in conjunction with DSCYF Testing Lead)
Key End Users	Testing Integration Test System Test Acceptance Test
Report Writers	Reporting Data Structures review Verification of final data outcomes and reporting structures?
Reports Output lead	Reporting Data Structures review Verification of final data outcomes and reporting structures?

### 2.2 Verification / Testing Resource Requirements.

<i>Activity</i>	<i>Scheduled Date</i>	<i>Resources Required</i>
Unit Testing Module		Access to Development and Test Servers (names)
Integration Testing		Access to Test Servers
System Testing		Access to Test Servers
Acceptance testing		Access to Test Servers
Post-Implementation Verification		Access to Production Server



### 3 Project Review By ACF / iTIC DTI Major Projects

Review of the FACTS II Project will occur at 2 Levels.

- 1) The federal U.S. Department of Health and Human Services, Administration for Children and Families will monitor the Projects progress through their annual Advanced Planning Document Update process. Through this, updated Schedule and Budget information will be presented to the ACF annually along with any variances incurred.
- 2) The TIC and iTIC, along with the Major Projects division of the Department of Information and Technology, provide oversight to the project for the State. The TIC iTIC business case process will serve as an annual check point for project schedule and budget at a Macro level.

Project management plans are also developed for FACTS II by the FACTS II Project Manager and Project Management Team. In addition status reports are sent to the DTI Major Projects division on a bi-weekly basis.

#### 3.1 Project Review Overview

<i>Projected Processes</i>	<i>Review?</i>	<i>Review Vehicle</i>
Post Proposal review and following the selection	Y	New APDU submitted to ACF with proposed Contract for DD & I Phase. New Business Case Submitted to iTic
Post Contract Review DD& I planning	Y	FACTS II Project Management Sub committee, Facts II Working group, ACF APDU
Following DD & I Project Initiation,	N	FACTS II Project Management Sub committee, Facts II Working group
Cost Management Planning,	Y	FACTS II Project Management Sub committee, Facts II Working group, DTI Major Projects
Cost Tracking	Y	On-Going reviews, BCS by DTI and APDU by ACF
Issue Tracking,	N	On-Going, FACTS II Working group
Project Closing,	Y	ACF review, FACTS II working group review, SACWIS SARGe, AFCARS review?

### 3.1 Project Team Responsibilities

**General Responsibilities:**

The QA Vendor and the DSCYF Testing Lead have the responsibility to verify the product complies with the stated requirements and ACF SACWIS requirements in a quality manner. The QA Vendor and the DSCYF Testing Lead will establish testing Metrics for the system as well as create the test plans necessary for the various stages.

It will be the responsibility of the Contracted Project Manager to monitor the day to day progress of the Project against the project Schedule and Scope and report any deviation to the DSCYF Project Manager and the FACTS II Committee. All changes to the Scope and Schedule made by the FACTS II Project Management Team, or the FACTS II Working group will be reviewed by the Contract Project Manager for impact analysis. Any impact statements from the DD & I Vendor will also be analyzed by the Contracted Project Manager and presented to the DSCYF FACTS II Project Manager and the FACTS II Project Committee. The Contracted Project Manager will maintain a log of Schedule / Scope deviations, reasons given, and actions taken by the project team.

<i>Team Member</i>	<i>Specific Task</i>
QA Vendor Lead	verify the product complies with the stated requirements and ACF SACWIS requirements
DSCYF Testing Lead	
Contract Project Manager	Issue and resolution tracking
FACTS II Committee	

#### **4 Process Improvement / Lessons Learned**

At the conclusion of each major deliverable the overall health and status of the project will be reviewed. A Lessons learned review will be conducted to determine if there are any changes to be made in:

- The overall system design and approach to the technical infrastructure
- The overall approach to development and the methodology being employed
- The application of resources and assigned responsibilities
- The scheduling and conduct of the JAD Sessions
- All Milestones Identified in the DD & I Contract

Any suggestions for changes will be presented to the FACTS II Project Management Team for decision / action, these proposed changes will follow the Scope Change Process. Any suggested changes pertaining to the System of Care procedures will be referred to the to SOC Change Management Sub-Committee.

## 5 Quality Metrics Reporting

- Verification Results - will be provided at Phase and Milestone breaks in the projects. These will map the system as produced against the requirements developed in the JAD sessions and Federal requirements identifying any deviation
- Audit Results - will be provided at Phase and Milestone breaks in the projects. These will map the actual progress of the project against the baseline schedule and project budget. In addition any deviations in scope will be noted and explained.

### Project Metrics

- Schedule Variance
- Budget Variance
- Scope deviation

### System Metrics

- Issue and Resolution Tracking
- Requirements Fulfilment
- Federal SACWIS AFCARS requirements Fulfillment
- Defect tracking  
Release cycles to completion