CARES Implementation Phase

Client Breakout

July 21, 2021 ~ 2 – 2:30 PM
Breakout Objectives & Logistics

• Objectives
  – Provide in-depth look at Rollout 1
  – Provide Stakeholder Engagement Dates
  – Discuss benefits of standardization

• Logistics for Client Breakout
  – Breakout will be recorded
  – Attendees should send questions to AGOCARES@OhioAGO.gov
    • Q&A Panel is available if needed
  – Recorded session, PowerPoint & Q&A will be provided on the CARES Program Website

• Additional Breakouts
  – AGO Collections Enforcement Staff along with Special Counsel and Third Party Vendors will have separate breakouts at a later date
# Client Breakout Agenda

<table>
<thead>
<tr>
<th>Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome</td>
</tr>
<tr>
<td>CARES Rollout 1, State Client Services (SCS)</td>
</tr>
<tr>
<td>Timeline &amp; Iteration Plan</td>
</tr>
<tr>
<td>Interface Standardization &amp; Data Quality</td>
</tr>
<tr>
<td>Communications Strategy</td>
</tr>
<tr>
<td>Partnering for Success</td>
</tr>
</tbody>
</table>
Section Chief,
Lucas Ward
Rollout 1 ~ State Client Services,
David Montgomery
Timeline & Iteration Plan,
Rudy Rodriguez
## Rollout #1 – Timeline

### Rollout #1 – State Client Services

|--------|----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiation</td>
<td>Kick-off</td>
<td>Initiation Planning</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Execution Complete</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Definition</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Execution Complete</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preparation/Design</td>
<td></td>
<td>Document Plans</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Execution Complete</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Execution</td>
<td></td>
<td>Team Training</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>UAT / User Training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Testing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Training Prep</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rollout</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>End User Training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Prep</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Milestone Details

- **Kick-off**: Initial meeting to start the project.
- **Installation & Training**: Preparation for the installation and training process.
- **Begin Execution**: Starting the execution phase.
- **ADA Testing**: Testing for accessibility and compliance with ADA standards.
- **Security & Compliance**: Security and compliance tests are performed.
- **E2E Testing / Performance Testing**: End-to-end testing and performance testing are conducted.
- **UAT / User Training**: User acceptance testing and training sessions.
- **Go-Live Prep**: Preparation for the go-live phase.
- **Go-Live/Support**: Support during the go-live phase.

### Iterations

- **Iteration 1**: Includes C & R SIT for Iteration 1.
- **Iteration 2**: Includes C & R SIT for Iteration 2.
- **Iteration 3**: Includes C & R SIT for Iteration 3.
- **Iteration 4**: Includes C & R SIT for Iteration 4.
- **Iteration 5**: Includes C & R SIT for Iteration 5.
- **Iteration 6**: Includes C & R SIT for Iteration 6.
- **Iteration 7**: Includes C & R SIT for Iteration 7.
- **Iteration 8**: Includes C & R SIT for Iteration 8.

### Responsibilities

- **AGO/C&R Responsibilities**: AGO is responsible for the deployment and support.
- **AGO Led, C&R Supported**: C&R leads the project with AGO support.
- **C&R Led, AGO Supported**: AGO leads the project with C&R support.
- **C&R Owned**: C&R solely owns the project.

### Additional Environment Installs

- **~PROD Environment Testing**: Testing in a simulated production environment.
- **AGO System Testing**: Testing specific to AGO systems.
- **C & R Regression / E2E Testing**: Comprehensive testing including regression and end-to-end testing.

### Training Phases

- **Train the Trainer**: Training of trainers.
- **End User Training**: Comprehensive training for end users.

### Miscellaneous

- **Press Rehearsals**: Rehearsals for press events.

---

*Note: The timeline includes key milestones and phases for the Rollout #1 project, focusing on the implementation and testing phases.*
# Rollout #1 – Timeline

**Iteration 1**

**What does an iteration involve?**

- 4-Week design windows
- Daily Design Sessions
- C&R & AGO System Integrated Testing following each iteration

**Topics for Iteration 1 include:**

- **Workflows**
  - Ex: Account Dealing
- **Integration**
  - Ex: SCS DFM Certifications (Design)
- **Other**
  - Ex: Letters/Reports

<table>
<thead>
<tr>
<th>Week</th>
<th>1</th>
<th>5</th>
<th>9</th>
<th>13</th>
<th>17</th>
<th>21</th>
<th>25</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-Jun-21</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>26-Jul-21</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23-Aug-21</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20-Sep-21</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-Oct-21</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15-Nov-21</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13-Dec-21</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Milestone

- **Kick-off**
- **Installation & Training**
- **Begin Execution**
- **ADA Testing**
- **Security & Compliance**
- **Execution Complete**
- **E2E Testing / Performance Testing**
- **UAT / User Training**
- **Go-Live Prep**
- **Go-Live/Support**

## Initiation

- **Kick-off**

## Definition

- **Iteration Planning**

## Preparation/Design

- **Document Plans**
- **Dev Install**

## Execution

- **Team Training**
- **Iteration 1**
  - **C & R SIT**
  - **AGO System Testing**
- **Additional Environment Installs**
- **ADA Testing**
- **C & R SIT**
  - **AGO System Testing**
  - **AGO System Testing**
- **Security and Compliance Validation**

## Testing

- **Security & Compliance**
  - **Validation**
- **UAT**
  - **Dress Rehearsals**
- **Train the Trainer**
- **End User Training**

## Rollout

- **AGO/C&R Responsibilities**
- **AGO Led, C&R Supported**
- **C&R Led, AGO Supported**
- **C&R Owned**

## Rollout Prep

- **AGO/C&R Responsibilities**
- **AGO Led, C&R Supported**
- **C&R Led, AGO Supported**
- **C&R Owned**

## Go-Live

- **AGO/C&R Responsibilities**
- **AGO Led, C&R Supported**
- **C&R Led, AGO Supported**
- **C&R Owned**

## End User Training

- **End User Training**
- **AGO/C&R Responsibilities**
- **AGO Led, C&R Supported**
- **C&R Led, AGO Supported**
- **C&R Owned**
Rollout #1 – Iteration Plan

Scope is sequenced and prioritized in the Iteration Plan based on risk, business value, and their dependency on other functionality and priorities.
When are you needed?

- Collaboration is the key to success
- Interested Agency POC’s in Rollout 1 are encouraged to voice their desire to participate
  - Consistent resources needed to ensure continuity of knowledge
Interface Standardization

Where are we Today?
Currently, CUBS processes over 70 unique file formats.
Each unique file format has its own processing stream for essentially the same information.

Where do we want to be?
CARES is moving to standardized file formats. This standardization allows for the:
- Streamlining and simplification of many processes
- Staff to focus on bringing other services to the application
Data Quality

**AGO relies on clients** to provide the information necessary for quality customer service/ coordinated collection efforts

- **Opportunity** – Improve identification/ quality of service to indebted parties with multiple accounts. Two key certification file fields necessary for this improvement:

<table>
<thead>
<tr>
<th>CRN – Client Reference Number</th>
<th>DRL – Data Reference Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>• What it does?</td>
<td>• What it does?</td>
</tr>
<tr>
<td>o Provides account-level detail to communication what is owed and why</td>
<td>o Attaches multiples accounts/ CRNs to a single indebted party</td>
</tr>
<tr>
<td>• Why is it important?</td>
<td>• Why is it important?</td>
</tr>
<tr>
<td>o Many indebted parties have multiple accounts certified to AGO and details are necessary for each account</td>
<td>o Allows indebted parties to understand the total obligation</td>
</tr>
<tr>
<td></td>
<td>o Allows AGO/ External Partners to coordinate communication/ efforts to resolve the debt</td>
</tr>
<tr>
<td></td>
<td>• Both fields are critical to customer service</td>
</tr>
<tr>
<td></td>
<td>• Both fields are critical to successful collection on your behalf</td>
</tr>
<tr>
<td></td>
<td>• Both fields are critical to Rollout #1 (CUBS vs DM)</td>
</tr>
</tbody>
</table>
Communications Strategy,
Herschel Elkins
Communications Strategy

**Go-Live Readiness Strategy**

This strategy is designed to prepare audiences who are approaching go-live within 12-18 months for the activities occurring as part of their rollout.

These groups will be engaged on **a regular, more frequent basis** than the long-term group through communications and activities that include:

- Readiness Workshops
- Low Level Design Sessions
- Readiness/Pulse Surveys
- Virtual Training Sessions & Materials

This strategy enables the Program team to be transparent, consistent and flexible in order to meet your needs over the next year.

**Go-Live Readiness Activities**

**Readiness Workshops** provide an opportunity for the Program team to meet with clients to discuss upcoming activities, share Program updates, gather feedback and provide support leading up to go-live.

**Low Level Design Sessions** are led by the C&R team and provide opportunity for clients to discuss design needs for the detailed design of CARES and the surrounding ecosystem of technology.

**Readiness/Pulse Surveys** are distributed leading up to each rollout in order to measure audience awareness, understanding and overall sentiment of the Program and upcoming go-live.

**Virtual Training Sessions & Materials** provide business and technical stakeholders with the knowledge and resources to implement CARES effectively within 1 month before go-live.
CARES Resources

The CARES leadership team is dedicated to transparency; In addition to the development of engagement strategies intended to keep stakeholders informed, the following resources and channels of communication are always available to those impacted by the CARES Program.

**CARES Mailbox**
The AGOCARES mailbox will be used by the program team to distribute CARES communications to stakeholders and respond to inquiries regarding the Program.

**CARES Website**
This website serves as your resource for the most up-to-date Program information and updates.

**Stakeholder Contacts**
Stakeholder POCs serve as a direct resource, providing a channel of communication between each audience and the Program team.

Have questions, feedback or concerns? Please email the AGO’s CARES Program team at AGOCARES@OhioAGO.gov
Partnering for Success,
Lucas Ward
Thank You!