Roles and Responsibilities

WDTIP Implementation Team	*Timeframe*
Communication Plan	
Produce and update monthly bulletin, quarterly information letter and website	Ongoing
Provide training to designated counties	May 2000
Establish relationships with County Help Desk Staff and the ~~California Health and Human Services Agency Data Center (~~HHSDC~~)~~ Help Desk	April – June 2000
Maintain ongoing communications with the County c~~C~~ontacts, ~~t~~~~T~~~~he California Department of Health Services (~~CDHS,~~)~~ and ~~the California Department of Social Services (~~CDSS~~)~~	Ongoing

Data Conversion Plan	
Provide assistance with scheduling of initial conversion activities with counties/consortia	January 2000

System Rollout Plan	
Train county trainers prior to system rollout	May 2000
Test and monitor the rollout process and provide post-rollout support	June ~~1,~~ 2000- December 2000

Training Plan	
Procure training facilities and provide necessary training equipment	Completed
Develop the **WDTIP Training Curriculum and Materials**	November 1999 – February 2000
Establish Training Region	February 2000 – April 2000
Schedule County Trainers	March 2000 – April 2000
Distribute the **WDTIP Training Curriculum and Materials**	April 2000 – December 2000
Deliver WDTIP training	May 2000
Evaluate and update training sessions and materials	May 2000 – December 2000
Provide ongoing support	May 2000 – December 2000
Provide refresher training	June 2000 – December 2000

Change Leadership Plan	
Gather data on county welfare business processes that may be impacted	Completed
Identify which county business processes may change – and how they may change	Completed
Develop the change leadership training *Module* and *Guide*	February 2000
Deliver the change leadership training	May 2000
Provide support to counties as they identify and modify county-specific business processes	May 2000 – December 2000

Help Desk Plan

Design, develop and implement the Help Desk structure	November 1999 - January 2000
Evaluate the automated incident tracking pool	First Quarter of 2000
Develop and distribute WDTIP Help Desk reference materials	May 2000
Establish three levels of Help Desk support	November 1999-January 2000
Make WDTIP Help Desk staff recommendations, assess and document equipment needs and establish and communicate reporting responsibilities	April – June 2000
Transition Help Desk roles and responsibilities to the State	December 2000
Assess and evaluate the performance of the WDTIP Help Desk	Ongoing

Change Request Plan	
Define the WDTIP Help Desk Role	Completed
Train WDTIP Help Desk Staff on Access	April 2000 – May 2000
Notify Counties of the Change Request Process	April 2000 - Ongoing

WDTIP Application Team	***Timeframe***
Data Conversion Plan	
Identify mandatory data elements, potential data sources and create standard extraction file layout	Completed
Review source system data	Completed
Create database loading programs	January 2000 – March 2000
Coordinate conversion schedule and processes with county/consortia staff	Completed
Gather county and system specific conversion information	January 2000 – March 2000
Assist county/consortia technical staff in the development of standard extraction files	January 2000 – November 2000
Test trial loads received from county/consortia systems	March – December 2000
Conduct Data Clean Up	March – December 2000
Monitor initial conversion load processes	June – December 2000
Monitor ongoing data load processes	June 2000 - Ongoing

System Rollout Plan	
Perform initial load data conversion from SIS and MEDS into the WDTIP database	May 31, 2000 - June 1, 2000
Activate the WDTIP system	June 5, ~~1,~~ 2000
Monitor and test the WDTIP system and assist the WDTIP Help Desk	June 2000 - December 2000

Training Plan	
Assist the WDTIP Implementation Team with the development and maintenance of the training region	February 2000 – April 2000

Help Desk Plan	
Assist the WDTIP Help Desk with troubleshooting	June 2000 - Ongoing

Change Request Plan

Responsible for implementing change requests when directed by the CCB	Ongoing

WDTIP Help Desk Resources	
System Rollout Plan	
Provide system support to county Help Desks	June ~~1,~~ 2000-December 2000
Track and monitor system performance through the entry of incidents into the Remedy incident and issue tracking software	June ~~1,~~ 2000-December 2000

Training Plan	
Provide continued support to county trainers as they train system users on the WDTIP system	June ~~1,~~ 2000 – December 2000

Change Leadership Plan	
Provide continued support to counties as they integrate the WDTIP system into existing county-specific business processes	May 2000 – December 2000

Help Desk Plan	
Attend state and local meetings concerning system usage, reviews of training needs and future system developments	Ongoing

Change Request Plan	
Responsible for learning Microsoft Access and entering change requests into the Access Database	April 2000 - Ongoing

WDTIP Project Management	***Timeframe***
Help Desk Plan	
Approach County Welfare Directors and HHSDC Project Management to establish local WDTIP Help Desk Resources	March 2000 – June 2000

WDTIP Project Team Lead	
Change Request Plan	
Must review change requests and perform an impact analysis	Ongoing
Must forward change requests to the CMT for inclusion on the agenda for the next CCB meeting	Ongoing
Must present the results of the impact analysis on the change request in the next CCB meeting	Ongoing

WDTIP Configuration Management Team (CMT)	
Change Request Plan	
Must track and manage steps of the system change request process	Ongoing
Must communicate the status of change requests to county staff at regular intervals	Ongoing

WDTIP Configuration Control Board (CCB)	
Change Request Plan	
Evaluate and approve or reject proposed changes to the configuration items	Ongoing
Ensure proposed changes are implemented	Ongoing
Communicate the results of their decisions to the requestor	Ongoing

WDTIP Subject Matter Experts		
System Rollout Plan		
Test post-rollout system functionality	June 5, ~~1,~~ 2000	

County Leadership	***Timeframe***
Training Plan	
Must designate at least one county trainer to attend WDTIP training	April 2000
Provide counties with information necessary to train county system users, the designated County Help Desk Resource(s) and System Administrator on WDTIP system functionality.	Ongoing
Designate County Help Desk Resource(s) and a System Administrator	March 2000

County Contact	
Training Plan	
Assist the WDTIP Implementation Team with the identification of the high-level business processes potentially affected by the implementation of the WDTIP system	February 2000
Assist the WDTIP Implementation Team with the procurement of training facilities	November 1999-February 2000

Change Leadership Plan	
Assist with the development of the *Change Leadership Guide*	February 2000
Provide input regarding the identification and evaluation of county welfare business processes that may be impacted by the implementation of the WDTIP system	February 2000

Consortia Representatives	
Training Plan	
Assist the WDTIP Implementation Team with the identification of the high-level business processes potentially affected by the implementation of the WDTIP system	February 2000

Change Leadership Plan	
Assist in the development of the *Change Leadership Guide*	February 2000

Assist in gathering data regarding current business processes that will be used to evaluate potential impacts of the implementation of the WDTIP system	February 2000

County Trainers	
Training Plan	
Attend WDTIP training and provide counties with the information necessary to train county WDTIP system users, County Help Desk resource(s) and the SA	May 2000

Change Leadership Plan	
Assist with the development of the *Change Leadership Guide*	February 2000
Attend the *Change Leadership Module* of the WDTIP training	May 2000
Incorporate information on potentially impacted business processes into their subsequent training of system users	June 2000 – December 2000
County Help Desk Resources	
Data Conversion Plan	
Act as a primary point of contact between county staff and the WDTIP Help Desk Staff for conversion-related questions	June 2000 – December 2000

System Rollout Plan	
Provide system support to county staff who use the WDTIP system	June ~~1,~~ 2000-December 2000
Track and monitor the system performance by recording WDTIP-related incidents and relaying them to the WDTIP Help Desk	June ~~1,~~ 2000-December 2000

Training Plan	
Provide the first level of system support to county system users	June 2000 – December 2000
Act as the primary liaison between county system users and the WDTIP Help Desk	June 2000 - Ongoing
County SA will manage the WDTIP system Ids and profiles for county system users	June 2000 - Ongoing
Encouraged to attend either the WDTIP train-the-trainer session or county-delivered training	February 2000

Help Desk Plan	
Provide county users Level I Support	June 2000 - Ongoing

Change Requests Plan	
Analyze the county's change requests for completeness, attach any supporting documentation and forward documents to the WDTIP Help Desk Analyst via e-mail or fax	June 2000 - Ongoing

County/Consortia Technical Staff

Data Conversion Plan	
Staff or their vendor representative will be responsible for submitting an initial sample of source data for WDTIP Application Team review	Completed October 1999
Create and test county extraction programs	January 2000 – March 2000
Send a trial load of county data for testing purposes	March 2000 – April 2000
Clean up data as necessary based on the results of the file load process	March 2000 – December 2000
Create and transmit the initial extraction file and the ongoing update files	June 2000 - Ongoing

County System Users	
Training Plan	
Encouraged to attend the WDTIP system training provided by the county	May 2000 – December 2000

Change Leadership Plan	
Will be trained on any county-specific business process changes by county trainers	June 2000 – December 2000
County System Staff	
Change Request Plan	
Should communicate change requests to their local county Help Desk	June 2000 - Ongoing

California Health and Human Services Agency Data Center (HHSDS)	***Timeframe***
System Rollout Plan	
Provide ongoing network and hardware support to the Project	June 1, 2000-December 2000

Help Desk Plan	
HHSDC Leadership will be asked by SAWS Leadership to support the WDTIP Help Desk and provide extended-hour support	February 1, 2000 - June 2000

The California Department of Health Services (CDHS)	
Data Conversion Plan	
WDTIP Application Team will work with CDHS to create necessary interfaces with SCI and MEDS	September 1999 – June 2000

The California Department of Social Services (CDSS)	
Communication Plan	
Ongoing resolution of policy issues with WDTIP	Ongoing

SAWS Leadership	
Help Desk Plan	
Assist in working with county directors to establish a county Help Desk contact	February 2000 – June 2000

Assist in the development of the working relationship with Level III support, the HHSDC Help Desk	February 2000 – June 2000
Assist in the determination of the WDTIP Help Desk staff levels	January 2000 – April 2000