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|  | **Proposal to the**  **Office of Systems Integration (OSI)**  **Request for Information (RFI) #75001**  **For**  **Agile Development Pre-Qualified (ADPQ) Venfor Pool**  **Project Charter**  **June 4th , 2016** |

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*Strategy! Innovation! Transformstion!*

Revision History

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| --- | --- | --- | --- |
| Version | Date | Description of Updates | Author |
| 1 | 06/04/2016 | Created the Initial Verson | xFusion |
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# Project Information

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| Project Name | SafeKids |
| Customer | Office of System Integration  California Health and Human Services Agency |
| Charge Activity | Bid and Proposal (B&P) |
| Sponsor | xFusion |
| Government Program Manager | N/A |
| Government Project Manager | N/A |
| xFusion Product Owner | Sanjib Nayak |
| xFusion Scrum Master | Ashok Rout |

# Background

This project is related to a Request for Information (RFI) released by The Office of System Integration (OSI) where the California Health and Human Services (CHHS) seeks to establish a pre-qualified vendor pool of up to 15 vendors that will provide the Agency with user-centered design and agile software development services. To facilitate that process, the Agency will establish the pre-qualified vendor pool using a process similar to the federal General Services Agency (GSA) Blanket Purchasing Agreement (BPA) model.

# Requirements

The requiements for this RFI entails submittubg a working prototype that demonstrates its agile software development capabilities and to include a publicly-available URL to your prototype at the top of a README.md file located in the root directory of your repository.

The working prototype will be an application that will allow parents of foster kids to establish and manage their profile, and view children's residential facilities in their zip code, and communicate with the case worker via a private inbox. The working prototype will access open data through the HHS API to retrieve data about [foster family agency locations](https://chhs.data.ca.gov/Facilities-and-Services/Community-Care-Licensing-Foster-Family-Agency-Loca/v9bn-m9p9) that are nearby. The working prototype does not need to implement any authentication or authorization against an external directory or authentication mechanism.

# Scope

The scope of this project includes:

* Setting up a web site for the prototype
* Hosting the web site in a IaaS provider hosting site
* Building a prototype that demonstrates:
  + Registering and signing up for a parent
  + Establish parent and children profiles
  + Search for Foster Care facilities in a specifc zipcode
  + Communicate with the case worker and the forster paret through a secured Inbox
* Providing docuenattions to support the SDLC process for the project

# Vision Statement

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| For: | Parents of foster children. |
| Who | Are looking to establish their and their child(ren) profiles online, lookup facilities in a specific area and communicate with the cased worker and the foster parent |
| The: | Child(ren) information |
| Is an: | Initiative to allow the parents of the foster children to manage their information and track their child(ren) efficiently |
| That: | Provides users with a prototype to achieve ther goals |
| Our Product: | * Provides an online portal for the parents to register and manage their and their child(ren) profiles * Provides a facility lookup feature that allows the user to search facilities in a zipcode * Pulls data from the API provided by HHS * Displays the results in both tabular format and Google map * Allows the user to communicate with the case worker and forster parent through a secured Inbox |

# Project Team

XFusion has assembled a project team that collaborated to deliver a working prototype called SafeKids. Our team includes the labor categories from the Development Pool labor categories to design and develop the prototype. Sumarized below are the project team members and their responsibilities:

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| **Name** | **Role / Labor Category** | **Responsibilities** |
| Sanjib Nayak | Product Owner | Assigned as the leader and has authority, responsibility and is accountable for the quality of the product submitted.   * Lead one or more multi-disciplinary agile delivery teams to deliver excellent new products and/or iterations to existing products to meet user needs * Gather user requirements based on an understanding of diverse audience groups * Define and obtain stakeholder buy-in for product definition and delivery approach * Create effective, prioritized product descriptions, and delivery plans to meet user needs in a costeffective way |
| Ashok Rout | Delivery Manager | Deliver projects and products using the appropriate agile project management methodology, learning & iterating frequently   * Work with the Product Manager to define the roadmap for any given product and translate this into user stories * Lead the collaborative, dynamic planning process -- prioritizing the work that needs to be done against the capacity and capability of the team * Matrix-managing a multi-disciplinary team * Ensure all products are built to an appropriate level of quality for the stage   (alpha/beta/production)   * Actively and openly share knowledge of best practices |

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| **Name** | **Role / Labor Category** | **Responsibilities** |
|  |  | * Interpret user research in order to make the correct product decisions, noting that users do not always know what they want * Continually keep abreast of changes to user habits, preferences, and behaviors across various digital platforms and their implications for successful delivery of government digital services * Underpin the delivery and iteration of digital services through effective analysis of qualitative and quantitative user data * Communicate credibly with a wide range of digital   delivery disciplines and talent |
| Vinit Ahcarekar | Technical Architect | Architecting the overall system, by using prototyping and proof of concepts, which includes:   * Modern programming languages (e.g., AngularJS) and web frameworks (e.g., NET) * Modern front-end web programming techniques (e.g., HTML5, CSS3, RESTful APIs, Microservices) and frameworks (e.g., Bootstrap, jQuery) * Relational databases such as MS SQL Server * Automated configuration management * Continuous integration/deployment, and continuous monitoring solutions * Use of version control systems * Ensuring strategic alignment of technical design and architecture to meet business growth and direction, and stay on top of emerging technologies * Decomposing business and system architecture to support clean-interface multi-team development * Developing product roadmaps, backlogs, and measurable success criteria, and writing user stories (i.e., can establish a path to delivery for breaking down stories) * Clearly communicates and works with stakeholders at every category level |
| Allison Garcia | Interaction Designer/  User  Researcher/  Usability Tester | Conduct stakeholder interviews, user requirements analysis, task analysis, conceptual modeling, information architecture, interaction design, and usability testing   Design and specify user interfaces and information architecture |

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| **Name** | **Role / Labor Category** |  | **Responsibilities** |
|  |  |  | Lead participatory and iterative design activities, including observational studies, customer interviews, usability testing, and other forms of requirements discovery |
|  |  |  | Produce user requirements specifications & experience goals, personas, storyboards, scenarios, flowcharts, design prototypes, and design specifications |
|  |  |  | Effectively communicate research findings, conceptual ideas, detailed design, and design rationale and goals both verbally and visually |
|  |  |  | Plan and facilitate collaborative critiques and analysis & synthesis working sessions |
|  |  |  | Work closely with visual designers and development teams to ensure that customer goals are met and design specifications are delivered upon |
|  |  |  | Designs and develops primarily internet/web pages and applications |
|  |  |  | Develops proof-of-concepts and prototypes of easy-to-navigate user interfaces (UIs) that consists of web pages with graphics, icons, and color schemes that are visually appealing |
|  |  |  | Researches user needs as well as potential system enhancements |
|  |  |  | Has familiarity to, or may actually: code, test, debug documents, and implement web applications using a variety of platforms |
|  |  |  | Planning, recruiting, and facilitating the usability testing of a system |
|  |  |  | Analyzing and synthesizing the results of usability testing in order to provide recommendations for change to a system |
|  |  |  | May create such such artifacts as Usability Testing Plan, Testing Scripts, and Usability Testing |
| Daniel Shiah | Visual Designer |      | Oversees all visual design efforts  Guides, mentors, and coaches team members while leading projects to successful completion Develops and maintains relationships with key peers in Marketing, Branding, UX leaders, IT leaders, and others to identify and plan creative solutions |
|  |  |  | Manages external service resources and budgets for visual design |

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| **Name** | **Role / Labor Category** | **Responsibilities** |
|  |  | * Develops, maintains, and ensures compliance of application release management, outage management and change control processes and standards * Defines, creates, communicates, and manages resource plans and other required project documentation such as style guides and provides updates as necessary |
| Allison Garcia | Writer/ Content  Designer/ Content  Strategist | * Improves content creation efforts by helping to lead the research & development of interactive and experiential storytelling for projects * Advise how to improve the ongoing iteration of content models * Collaborate with designers and other content strategists to improve how the effectiveness of digital, print, and other content is measured * Develop and maintain appropriate voice for produced content * Advise how to streamline content production and management solutions and processes, based on user research * Assign, edit, and produce content for products, services, and various projects * Plan and facilitate content strategy workshops and brainstorming sessions on developing content and content services (including API development) * Collaborate closely with developers and designers to create, test, and deploy effective content marketing experiences using the Agile method of software development * Offer educated recommendations on how to deliver a consistent, sustainable and standardsdriven execution of content strategy across products, services, and projects * Collaborate with content managers, writers, information architects, interaction designers, developers, and content creators of all types * Participate, as needed, on an Agile software development scrum teams |
| Shyam Bhaskaran | Front End Web Developer | Frontend web development using modern techniques and frameworks (e.g., HTML5, CSS3, CSS frameworks like  Responsive Design, Bootstrap) |

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| **Name** | **Role / Labor Category** | **Responsibilities** |
|  |  | * JavaScript development using modern standards, including strict mode compliance, modularization techniques and tools, and frameworks and libraries   (e.g., jQuery, MV\* frameworks such as AngularJS)   * Consuming RESTful APIs * Consuming Microservices * Using and working in team environments that use agile methodologies (e.g., Scrum, Lean) * Use of version control systems * Ensuring Section 508 Compliance * Quickly researching and learning new programming tools and techniques * Using and working with open source solutions and community * Creating web layouts from static images |
| Naved Shaikh | Backend Web Developer | Web development using open-source web programming languages (e.g., .NET, AngularJS) and frameworks (e.g.,  SPA)   * Developing and consuming web-based, RESTful APIs * Developing Microservices * Using and working in team environments that use agile methodologies (e.g., Scrum, Lean) * Authoring developer-friendly documentation (e.g., API documentation, deployment operations) * Use of Test-Driven Development Approach * Use of version control systems * Quickly researching and learning new programming tools and techniques * Relational and non-relational database systems * Handling large data sets and scaling their handling and storage * Using and working with open source solutions and community * Communicating technical concepts to a nontechnical audience |
| Vinit Acharekar | DevOps Engineer | * Deploying and configuring services using infrastructure as a service providers in an Amazon Web Services environment, |

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| **Name** | **Role / Labor Category** | **Responsibilities** |
|  |  | * Configuring and managing Windows-based servers to serve a dynamic website * Debugging cluster-based computing architectures * Using scripting or basic programming skills to solve problems * Installation and management of open source monitoring and configuration management tools * Architecture for continuous integration and deployment, and continuous monitoring |
| Naved Shaikh | Security Engineer | * Performing security audits, risk analysis, application-level vulnerability testing, and security code reviews * Develop and implement technical solutions to help mitigate security vulnerabilities * Conduct research to identify new attack vectors |
| Sanjib Nayak | Agile Coach | * Embed an agile culture using techniques from a wide range or agile and lean methodologies and frameworks, but be methodology agnostic * Help to create an open and trust-based environment, which enables a focus on delivery and facilitates continuous improvement * Assess the culture of a team or organization and delivery processes in place to identify |

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| **Name** | **Role / Labor Category** | **Responsibilities** | |
|  |  | improvements and facilitate these improvements with the right type of support   * Showcase relevant tools and techniques such as coaching, advising, workshops, and mentoring * Engage with stakeholders at all levels of the organization * Develop clear lines of escalation, in agreement with senior managers * Ensure any stakeholder can easily find an accurate and current project or program status, without disruption to delivery * Work effectively with other suppliers and agencies * Apply best tools and techniques to: team roles, behaviors, structure and culture, agile ceremonies and practices, knowledge transfer and sharing, program management, cross team coordination, and overall governance of digital service delivery * Ensure key metrics and requirements that support the team and delivery are well defined and maintained * Equip staff with the ability to coach others | |
| Ananya Nandi | Business Analyst | Support agencies by analyzing propositions and assessing decision-making factors such as strategic alignment, cost/benefit, and risk   * Work closely with the Product Manager to define a product approach to meet the specified user need * Define skill requirements and map internal, agency, and external (partners/specialist contractors) resources * Work with the owning agency to ensure they have the budget to cover the proposed approach and resource requirements during delivery and analyze what provision they have for on-going costs * Analyze and map the risks of this product approach and propose mitigation solutions * Define how the predicted user and financial benefit can be realized, and how channel shift will be measured * Make a recommendation for action | |
| **Name** | **Role / Labor Category** |  | **Responsibilities** |
| Vinit Acharekar | Digital Performance Analyst |  | * Support the Product Manager to make sure their service meets performance requirements Communicate service performance against key indicators to internal and external stakeholders Ensure high-quality analysis of agency transaction data * Support the procurement of the necessary digital platforms to support automated and real-time collection and presentation of data |
|  |  |  | * Share examples of best practice in digital performance management across government |
|  |  |  | * Identify delivery obstacles to improving transactional performance in agencies and |
|  |  |  | * Working with teams to overcome those obstacles |
| Sanjib Nayak | Project Sponsor /  Product Owner  GSA Stakeholder |  | * Attend Release Planning * Attend User Story Reviews * Approve Non-Functional User Stories * Attend Sprint Reviews |
|  |  |  | * Attend Sprint Retrospectives |

# Sprint Length

This project will execute 3 sprints. The sprints will be 5 days each for a total of 15 working days. We conducted one release to production at the end of the third sprint.

# Project Assumptions and Constraints

## Assumptions

* The term “Parent” used in this document refers to biological or adopted parents.
* The Children’s Residential Facilities have gone through the licensing process and have received their licenses.
* The child(ren) live with the parent who is creating the profile.
* The other parent of the child(ren) also lives in the same household.
* No child(ren) is/are enrolled in FPACT program.
* The parent already has an email
* The parents do not have joint custody.
* The HHS API will return the name and contact information of the case workers who are assigned to the Children’s Residential Facilities in the results set.

## Constraints

* The data returned by the HHS API on the facilities depends upon the availability of the AP