

State of Nevada

Division of Children and Family Services (DCFS)

**Deliverable 3.5.3.10 Knowledge Transfer Plan
Deliverable Expectations Document (DED)**

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Author: KPMG

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Transmittal



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Dear Mr. Bokka and Mr. Milicevic,

On behalf of KPMG LLP (KPMG or Firm), I am pleased to submit the enclosed Deliverable Expectation Document for Deliverable 3.5.3.10 Knowledge Transfer Plan.

Please do not hesitate to contact me at 404-556-8198 or vrkrishnan@kpmg.com if I can provide any additional information or answer any questions.

Very truly yours,

KPMG LLP

A handwritten signature in blue ink that reads 'Venkat. R. Krishnan'. The signature is written in a cursive style with a horizontal line underneath.

Venkat Krishnan

Managing Director, State and Local Solutions

Revision History

DATE	VERSION	DESCRIPTION	AUTHOR
9/23/2024	0.1	Deliverable drafted	KPMG
12/1/2024	0.2	Internal reviews and edits	KPMG
12/6/2024	1.0	Deliverable draft submitted to DCFS	KPMG

Modifications to the approved baseline version of this artifact must be made in accordance with the DCFS Artifact Management Standards.

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Introduction

The following sections describe the deliverable expectations agreed upon between KPMG and the State of Nevada's Division of Children and Family Services (DCFS or Agency) for the Nevada Child Welfare System Needs Assessment Project.

DCFS Program Background

The Nevada Agency for Child Welfare (DCFS or Agency) is adapting to the changing landscape of child welfare to improve the administration and operation of their information system, Unified Nevada Information Technology for Youth (UNITY). UNITY supports analytics and reporting of required data to federal child welfare agencies and must continue to meet federal guidelines to continue to be designated as a Comprehensive Child Welfare Information System (CCWIS).

DCFS is one of several State agencies hosted on the mainframe and the other agencies currently have plans to migrate from the mainframe within the next 3-5 years. DCFS currently shares the same mainframe processor as the Division of Welfare and Supportive Services (DWSS). DCFS has been using the UNITY application for more than 20 years providing direct services to children and families as well as oversight for programs administered at the county and local level.

Purpose of this Document

The Deliverable Expectations Document (DED) describes details around the Deliverable 3.5.3.10 Knowledge Transfer and establishes clear expectations and acceptance criteria for the scope and content of a deliverable.

This DED will assist stakeholders in developing a shared understanding of the approach the project team will take to develop the deliverable as well as set forward the expectations around the deliverable document, reviews and acceptance process. In particular, the deliverable review and acceptance process described within this DED identifies the steps, processes, and resources necessary to efficiently develop and effectively review and accept the project deliverable.

Goals and Objectives of this document

The goal is to help minimize DCFS' review and revision timelines and provide an efficient and effective method for the development, review, and acceptance of DCFS Project deliverables. This will be accomplished by:

1. Establishing agreement as to the content and layout of the Deliverable.
2. Streamlining and developing an efficient review process to help minimize impact on staff workload.
3. Establishing clear roles and responsibilities throughout the process.
4. Establishing guidelines for the appropriate assignment of roles and for providing timely, accurate and complete comments.

5. Establishing a standard format for review comments.
6. Providing a clear timeline for the deliverable acceptance (i.e., within pre-determined timeframes communicated in the Procurement documentation).
7. Establishing a collaborative working relationship between project teams during development to facilitate deliverable quality and accuracy with the first submission.
8. Identifying all steps necessary to support the efficient and effective review and acceptance of the Deliverable.

Number and Title for This Deliverable Expectations Document

The deliverable defined by this expectations document is Deliverable 3.5.3.10 Knowledge Transfer Plan. This document provides the required components of the Deliverable 3.5.3.10 Knowledge Transfer Plan as deemed necessary to accomplish the scope of services defined in the contract.

Deliverable Format and Table of Contents (TOC)

Deliverable 3.5.3.10 Knowledge Transfer Plan will provide the following key sections and their subsequent content.

The proposed format for this deliverable is a Microsoft Word document with dedicated sections for each key section below and knowledge transfer detailed documentation organized in Power Point slides which are part of the document appendices. These appendices are presented as to be ready for inclusion in potential knowledge transfer sessions or “train the trainer” sessions that DCFS might want to deploy later in the project.

No.	SECTION TITLE	SECTION DESCRIPTION
1.	Introduction	This section will provide an overview of the deliverable, its purpose, and its goals.
2.	Executive Summary	This section will provide an executive summary of the findings from the alternatives analysis.
3.	Methodology and Approach	This section will provide an outline of our approach to the overall analysis and per each of the major sections.
4.	Knowledge Transfer Content	This section will summarize the major topics subject to the Knowledge Transfer effort and the resources for each
5.	<ul style="list-style-type: none"> Appendix 1: KT Enterprise Architecture and Business Process Redesign (ppt) 	This Appendix contains a PPT document with the main knowledge transfer elements that are related to the enterprise architecture (e.g., current state documentation, future state process design)
6.	<ul style="list-style-type: none"> Appendix 2: KT Enterprise Architecture Sparx (ppt) 	This Appendix contains a PPT document with the main knowledge transfer elements that are related to the tool used by KPMG during the modeling effort associated with this project
7.	<ul style="list-style-type: none"> Appendix 3: KT Cost Estimation (ppt) 	This Appendix contains a PPT document with the main knowledge transfer elements that are related to the cost estimation (e.g., function points)

No.	SECTION TITLE	SECTION DESCRIPTION
8.	<ul style="list-style-type: none"> Appendix 4: List of Key Resources (ppt) 	This Appendix contains a PPT document with resources and reference that KPMG considered relevant for the knowledge transfer effort around market and solution analysis.

Document Delivery

KPMG will deliver the Deliverable 3.5.3.10 Knowledge Transfer Plan on the mutually agreed upon date by posting the document on the DCFS Teams side at this link: [Deliverable 3.5.3.10 Knowledge Transfer Plan](#). KPMG will notify the DCFS Project Manager via email of the document delivery in the location. This process will trigger the start of the formal review process that will be completed according to the process and timelines described in the respective sections of this document.

Deliverable Review Process and Timeline

This deliverable will be reviewed according to the deliverable review process and timelines set forward by the state in the RFP Process for this effort summarized in the table below. If the State does not have any comments, the deliverable could be approved after Step 02.

ID	Deliverable Title	State Review Begins on	DCFS Determines if Deliverable Complete and Ready for Review by EOD on (5 days step):	KPMG Review, Rejection, or Acceptance of State's Comments by EOD on (5 days step):	Meeting to Resolve Issues, <i>if Applicable</i> , by EOD on (3 days step):	KPMG Submits Final Deliverable by EOD on (5 days step):
D3.5.3.10	KT	12/9/2024	12/13/2024	12/20/2024	12/30/2024	1/7/2025

This deliverable will be closed upon formal acceptance from DCFS responsible parties.

Deliverable Approval

This deliverable will be closed upon formal acceptance from DCFS responsible parties.

The State accepts Deliverable 3.5.3.10 Knowledge Transfer Plan with their dated email sent to KPMG. An approval email will be provided for the deliverable, and the email sent date is the date of the approval.

The approval email will contain the following details:

Subject: Deliverable 3.5.3.10 Knowledge Transfer Plan – Approved

Email Body: The Deliverable 3.5.3.10 Knowledge Transfer Plan Document is approved by DCFS.

Deliverable Expectation Document Approval

The State accepts the DED for the 3.5.3.10 Knowledge Transfer Plan deliverable with their dated email sent to KPMG. An approval email will be provided for the DED, and the email sent date is the date of the approval.

The approval email will contain the following details:

Subject: Deliverable 3.5.3.10 Knowledge Transfer Plan DED – Approved

Email Body: The Deliverable 3.5.3.10 Knowledge Transfer Plan DED is approved by
DCFS

Appendix 1: Comments Matrix

The Comments Matrix is a structured document in Excel that will be used to capture and manage comments received during the Deliverable Review process. The structure of the Comments Matrix to be used as part of the deliverable acceptance process is as follows:

State of Nevada Division of Children and Family Services (DCFS)

Deliverable 3.5.3.10. Knowledge Transfer

Deliverable Review Process

Comments Tracker

DCFS Entry Columns						DCFS: Complete section by 12/13	KPMG Entry Columns			KPMG: Complete by 12/20/2024
DCFS Comment Identifiers & Details					KPMG Review and Response to DCFS Comment					
#	Deliverable Section	Page/Slide number	Section description	Description of edit requested/Updated requirement text	Edit Request Author (name/county)	Comment Entry Date	KPMG Status for Comment	Response to comment/justification	Date of Status Update	KPMG POC
Instructions	Section # and title	Page # from document	Subsection or paragraph identification	Free text entry with the updated language requested or free text describing the change that is being requested	Name/County	Date	* Received * Pending * Questions * Addressed * No change	Free text	Date	Name
1							Reserved for KPMG	Reserved for KPMG	Reserved for KPMG	Reserved for KPMG
2							Reserved for KPMG	Reserved for KPMG	Reserved for KPMG	Reserved for KPMG

(continued)

DCFS Response Entry Columns				DCFS: Complete section by 12/30	KPMG Response Entry Columns				KPMG: Complete by 1/7/2025
DCFS 2nd Review / Meeting details					KPMG Status at Final Submission				
Comment Status at meeting	Response to comment / justification	Owner	Date of status update		Comment Status at Final Submission	Response to comment / justification	POC	Date of status update	
* Closed Clarification Needed * Clarified, update pending * Clarified, no update needed * Clarified, out of scope * Requires Further Research	Free text	Name	Date		* Addressed * No change * Open - clarification requested not received * Out of scope	Free Text	Name	Date	
Reserved for DCFS Response on 11/26 comments by KPMG	Reserved for DCFS Response on 11/26	Reserved for DCFS	Reserved for DCFS Response		Reserved for KPMG response to 10/3 DCFS	Reserved for KPMG response to 10/3 DCFS	Reserved for KPMG response to 10/3 DCFS	Reserved for KPMG response	
Reserved for DCFS Response on 11/26 comments by KPMG	Reserved for DCFS Response on 11/26	Reserved for DCFS	Reserved for DCFS Response		Reserved for KPMG response to 10/3 DCFS	Reserved for KPMG response to 10/3 DCFS	Reserved for KPMG response to 10/3 DCFS	Reserved for KPMG response	