State of Nevada

Division of Children and Family Services (DCFS)

Deliverable 3.5.3.11
Post Implementation Evaluation
Deliverable Expectations Document (DED)

Version: 1.0

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Author: KPMG

Submitted To: DCFS – State of Nevada

Transmittal

KPMG

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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 3.5.3.11 Post Implementation Evaluation.

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

Venkat Krishnan

Managing Director, State and Local Solutions

Revision History

DATE	VERSION	DESCRIPTION	AUTHOR
11/05/2024	0.1	Deliverable drafted	KPMG
11/22/2024	0.2	Internal reviews and edits	KPMG
12/06/2024	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.

Table of Contents

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).

Purpose of this document

The Deliverable Expectations Document (DED) describes details around the Deliverable 3.5.3.11 Post Implementation Evaluation 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 3.5.3.11 Post Implementation Evaluation. This document provides the required components of the Deliverable 3.5.3.11 Post Implementation Evaluation as deemed necessary to accomplish the scope of services defined in the contract.

Deliverable Format and Table of Contents (TOC)

Deliverable 3.5.3.11 Post Implementation Evaluation will provide the following key sections and their subsequent content.

The proposed format for this deliverable is a Microsoft Excel document with dedicated sections for each key section below.

No.	SECTION TITLE	SECTION DESCRIPTION
1.	**Introduction**	This section will provide an overview of the deliverable, its purpose, and its goals.
2.	**Post-Implementation Checklist**	This section will provide a checklist of key items for consideration after the system implementation is complete. This list of considerations, which include topics like project success criteria, project management, and stakeholder satisfaction, can be used to perform assessments on critical components of the project. By leveraging, descriptions of each topic and a set of guiding questions, one can use this Post-Implementation Checklist to glean insights on areas of success and improvement throughout the project.
3.	**Stakeholder Evaluation**	This section will provide a resource for the project manager to leverage to understand stakeholder satisfaction with project management and project results. The evaluation may be distributed to key stakeholders to gain insights into their opinions on project objectives, scheduling, and management through a simple rating system. With this evaluation, a project manager can understand areas of success and improvement within the project, as well as detect common themes among each response, with the ultimate goal of improving management of projects in the future.

No.	Section Title	Section Description
4.	**Lessons Learned Template**	This section will provide a template that may be leveraged by the project manager to perform a self-evaluation and/or to distribute to stakeholders to understand where the project may have fallen short and the causes of each shortcoming. This Lessons Learned Template complements the Stakeholder Evaluation, as it provides a more narrative section where stakeholders can provide feedback on individual events within the project. The Lessons Learned Template is a valuable resource which can be used to map themes, pinpoint critical junctures of the project, and most importantly, help stakeholders to feel heard with their feedback once the project is completed.

Document Delivery

KPMG will deliver the Deliverable 3.5.3.11 Post Implementation Evaluation on the mutually agreed upon date by posting the document on the DCFS Teams side at this link: Deliverable 3.5.3.11 Post Implementation Evaluation. 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.

Oct-Dec Scope: DELIVERABLE SUBMISSION AND REVIEW TIMELINE						(as of 11/15/2024)
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, *if Applicable,* by EOD on (3 days step):	KPMG Submits Final Deliverable by EOD on (5 days step):
D3.5.3.11	Post Implementation Evaluation	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 3.5.3.11 Post Implementation Evaluation 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 3.5.3.11 Post Implementation Evaluation – Approved

Email Body: The Deliverable 3.5.3.11 Post Implementation Evaluation Document is approved by DCFS.

Deliverable Expectation Document Approval

The State accepts the DED for the Deliverable 3.5.3.11 Post Implementation Evaluation 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 3.5.3.11 Post Implementation Evaluation DED – Approved

Email Body: The Deliverable 3.5.3.11 Post Implementation Evaluation 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 3.5.3.11. Post Implementation Evaluation

Deliverable Review Process
Comments Tracker

	DCFS Entry Columns				DCFS: Complete by 12/5/2024	KPMG Entry Columns			KPMG: Complete by 12/20/2024
	DCFS Comment Identifiers & Details					*KPMG Review and Response to DCFS Comment*			
#	Deliverable Tab	Line #	Line description	Description of edit requested/Updated requirement text	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 by 12/30/2024	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 12/12 comments by KPMG	*Reserved for DCFS Response on 12/12 comments by KPMG*	*Reserved for DCFS Response on 12/12 comments by KPMG*	*Reserved for DCFS Response on 12/12 comments by KPMG*	*Reserved for KPMG response to 12/17 DCFS Comments*	*Reserved for KPMG response to 12/17 DCFS Comments*	*Reserved for KPMG response to 12/17 DCFS Comments*	*Reserved for KPMG response to 12/17 DCFS Comments*
Reserved for DCFS Response on 12/12 comments by KPMG	*Reserved for DCFS Response on 12/12 comments by KPMG*	*Reserved for DCFS Response on 12/12*	*Reserved for DCFS Response on 12/12*	*Reserved for KPMG response to 12/17 DCFS Comments*	*Reserved for KPMG response to 12/17 DCFS Comments*	*Reserved for KPMG response to 12/17 DCFS Comments*	*Reserved for KPMG response to 12/17*