

Moving Forward in WIC

Transitioning from Rapid
Development to Maintenance



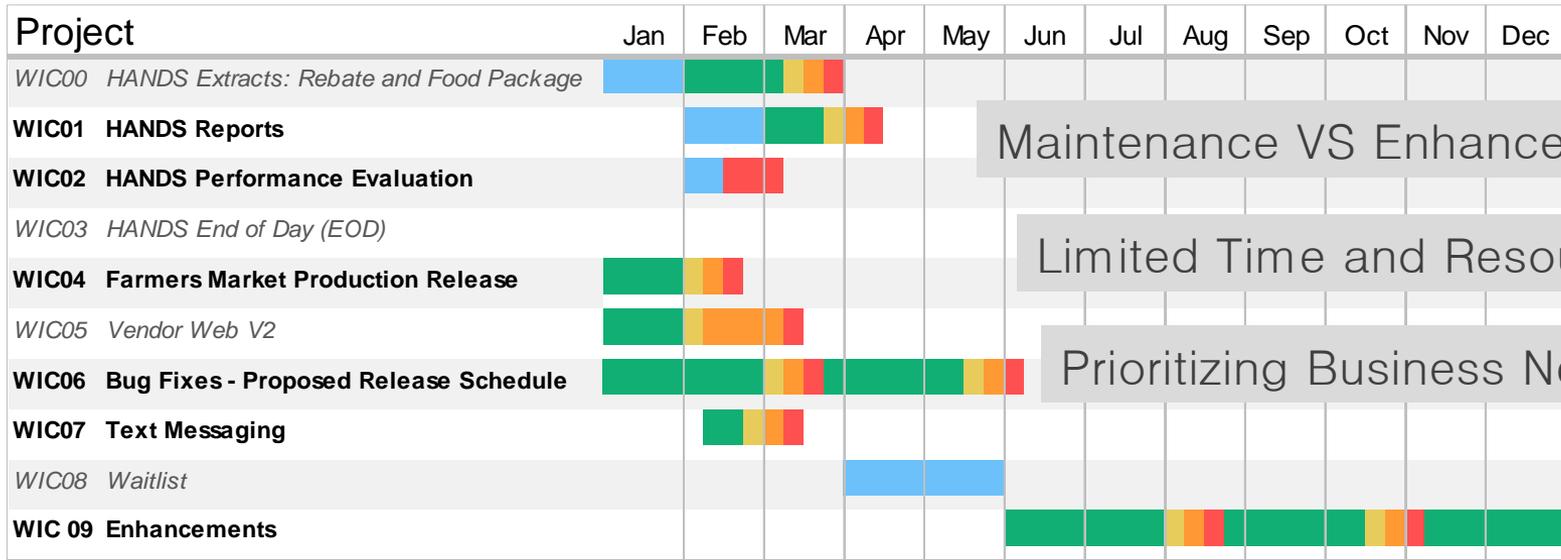
Health and Wellness for all Arizonans

Transition Planning

- Maintenance Policies and Procedures
- HANDS Closeout and Cleanup
- Evaluate Enhancements vs Project Load
- Eliminate Bottlenecks in Processes
- Return to Normal Cycles and Communication Pathways



WIC IT Active Projects List



Maintenance VS Enhancements

Limited Time and Resources

Prioritizing Business Needs

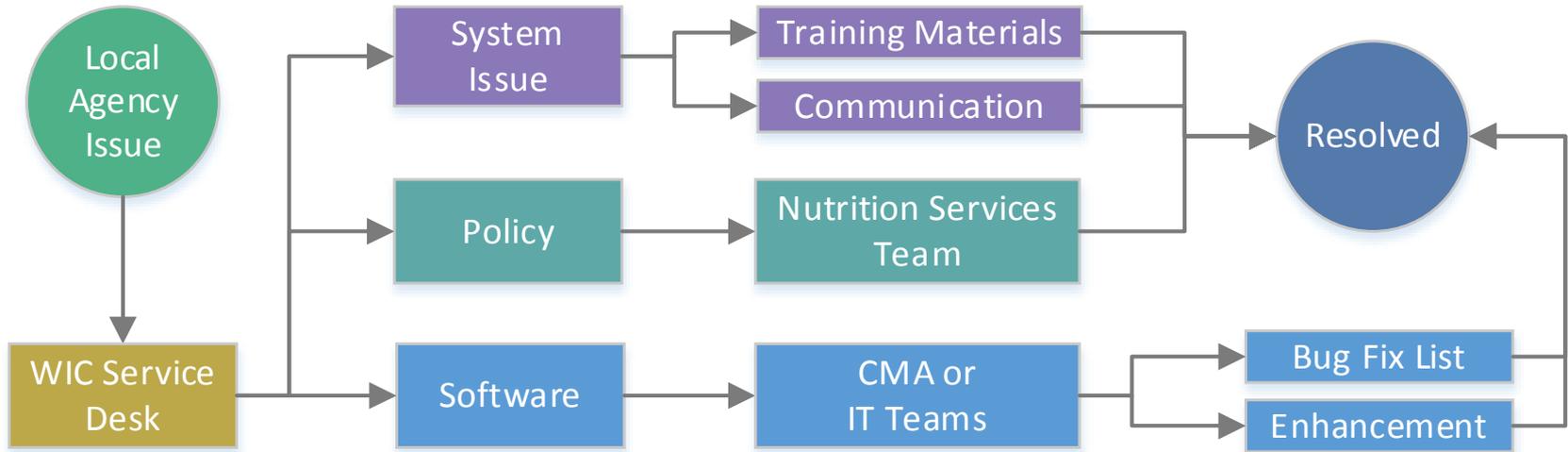


Multiple Competing
Priorities, Projects,
and Efforts



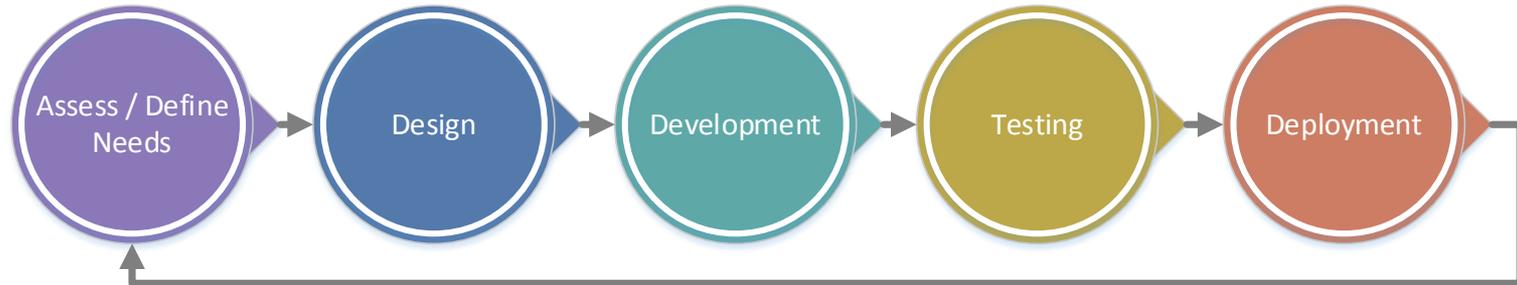
Performance Improvement

Help Desk Issue Reporting Process



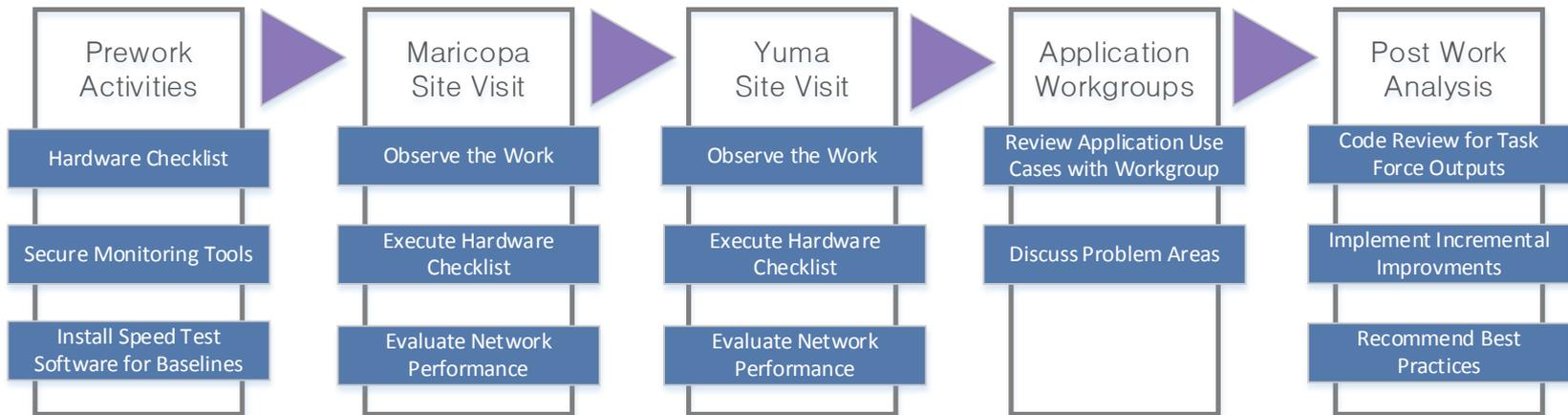
Software Development Lifecycle

- Continuous Quality Improvement
- Different Approaches through each stage in the lifecycle.



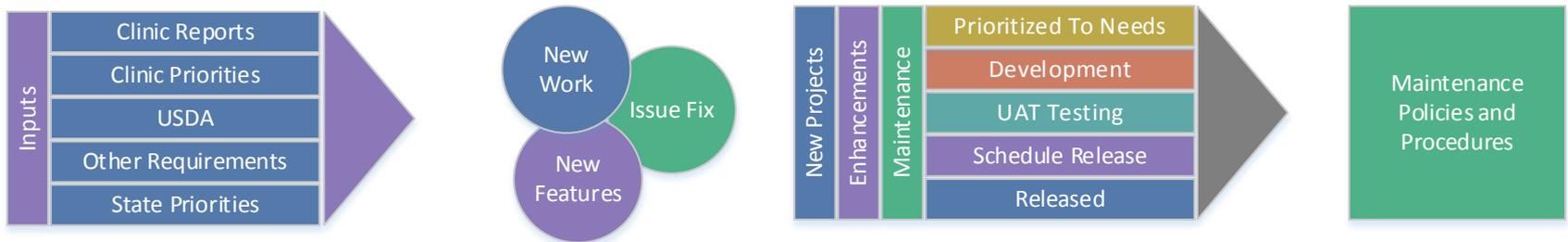
Performance Improvement

- Reports Working Plan
- HANDS Performance Task Force



Communication Pathways

Issues reported are only one of many inputs to planning



How do we want to communicate?

Self Service Tools

- Weekly Emails
- Known Issues List
- Enhancements List

Direct Communication

- Face to Face
- iLinc
- Conference calls

Future Planning

- Ongoing Enhancements
- Closeout Activities and New Projects

In Planning	
WIC10	HANDS Documentation
WIC11	AIM Decommissioning
WIC12	HANDS Contracts
WIC13	HANDS Maintenance Processes & Procedures
WIC14	HANDS CR 42 – Data Mining
WIC15	AIM PCLAPTOP Cleanup
WIC16	USDA Closeout Report
WIC17	HANDS Security Analysis
WIC18	Annual Statewide Inventory
WIC19	5-yr Strategic Plan
WIC20	EBT
WIC21	Clinic Search V2

Future Work	
FP01	Disaster Recovery
FP02	Data Archiving – Ad Hoc Reporting
FP03	Online Appointment Scheduling Feasibility Study
FP04	User Interface Standardization
FP04	Datacenter Assessment
FP04	Development Tool Upgrades
FP04	IT How-to Guides
FP04	HANDS Online Presence

Statewide Inventory



March 2nd through April 13th