



ERICSA

2022

**Jazzin' It Up
for Children
and Families**

New Orleans

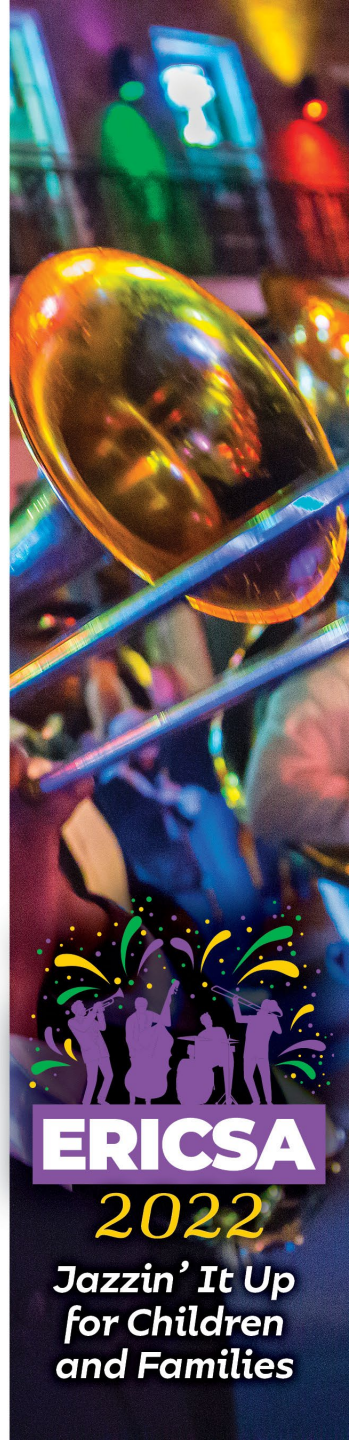
May 22 – 26, 2022

**59TH ANNUAL
TRAINING CONFERENCE
& EXPOSITION**

Building on a Solid Platform

Monday, May 23rd

3:30 – 5:00 pm



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2022

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HISTORY

- Feasibility Study
- Discovery
- Benefits of Approach



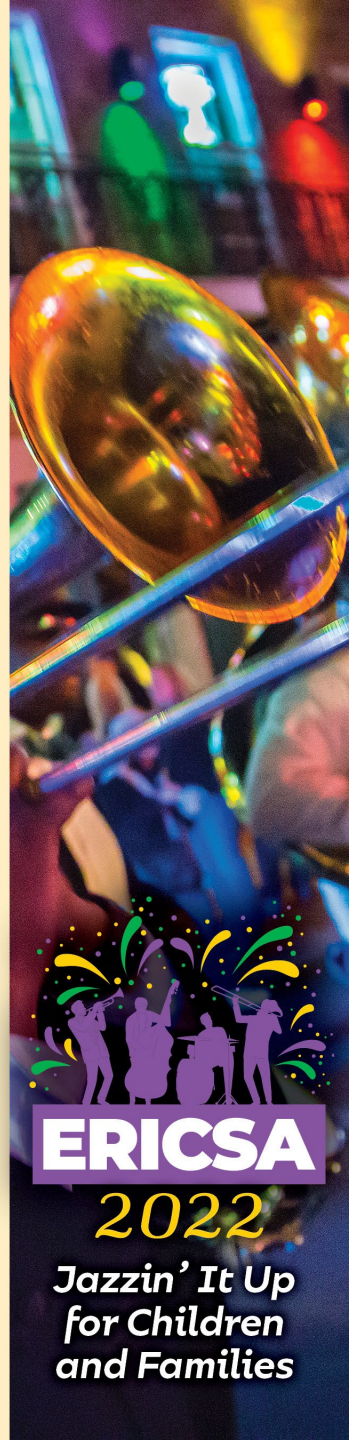
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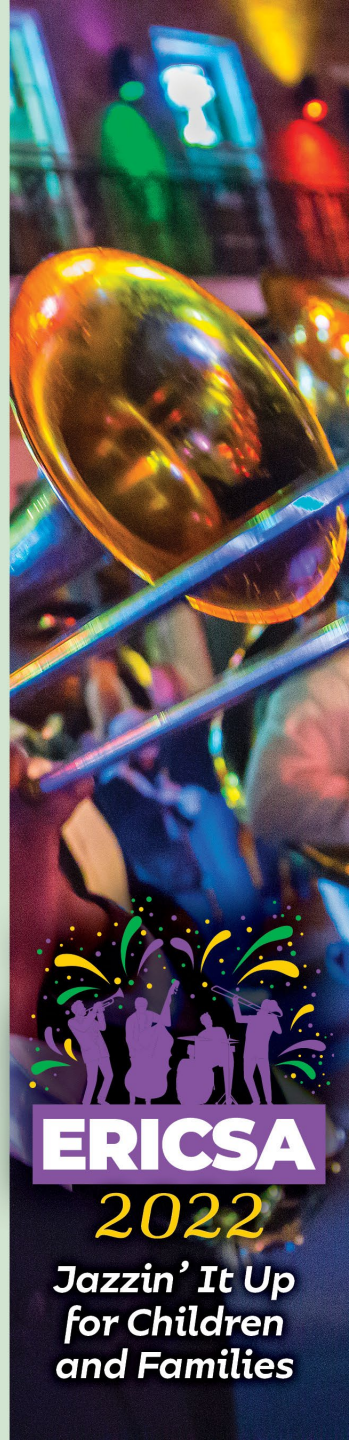
OVERVIEW OF THE PROJECT

- Approach
 - Replatforming/Refactoring of code
 - Transfer System
 - COTS/Cloud
- Timeline
- Change Management Preparation
 - Business Readiness
 - End User Acceptance



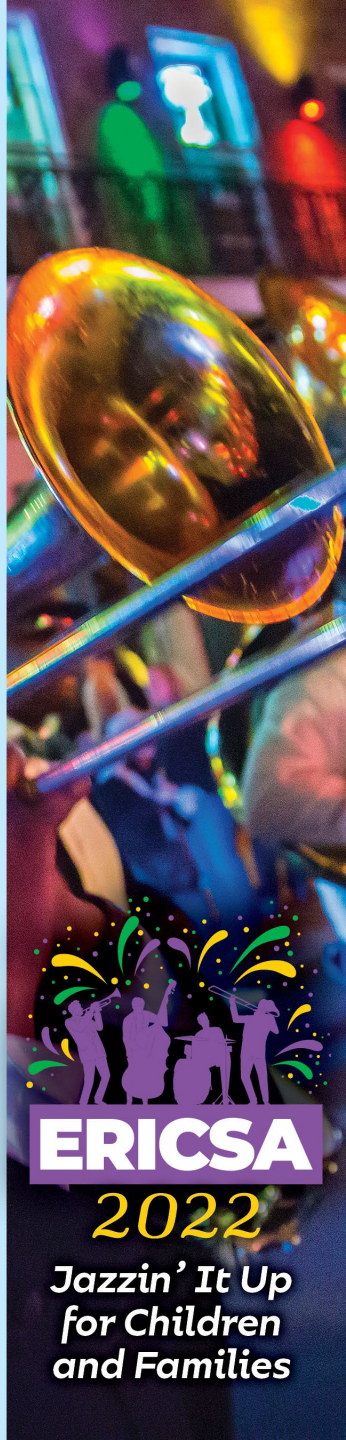
OVERALL MODERNIZATION STRATEGY

- Organizational Change Management (OCM)
 - Design Approach
 - Modernizing the User Experience
 - Training
- Maintenance and Operation (M&O)
- Interagency Collaboration
- Stakeholder Engagement



LESSONS LEARNED AND BEST PRACTICES

- Executive Engagement
- Realistic Timeframes
- System and User Acceptance Testing
- End User Training
- Pilots
- Quick Wins



CONTACT INFORMATION

- Patti Wood
 - Patricia.Wood@tn.gov
- Debbie Packard
 - Deborah.Packard@illinois.gov
- Chris Tonjes
 - Chris.Tonjes@dc.gov
- Carla Smith
 - CarlaSmith@paces.com

