Project Startup Report
Presented to the IT Committee June 2010

Project Name: Food and Nutrition Program (NDFoods)

Agency: Department of Public Instruction (DPI)

Business Unit/Program Area: Child Nutrition and Food Distribution

Project Sponsor: Linda Schloer

Project Manager: Brenda Bulawa

Project Description

The project replaces the existing Child Nutrition and Food Distribution programs (CNFD) within the Department of Public Instruction (DPI) and all CFND program sponsors. The new enhanced application will be more user friendly and easier to maintain by program administrators.

The NDFoods rewrite will streamline business processes, provide accurate and timely information, improve communications, speed claims for reimbursement, allow for data collection and analysis, and reduce paperwork.

Business Needs and Problems

In order to provide accurate and timely information the systems needs to be adaptable to change. The current system is difficult to use and costly to maintain. The new system will:

- Provide the ability to search on all information that is in the database for analysis. The current system is unable to do searches on all the information currently reported in the data base. By having limited search function it impedes doing ad-hoc analysis of the data.

- Create reports that are useable.
    - In the current system reports are static and the data that is reported is limited, making the reports incomplete.
    - The system has many reports that provide repetitive information; several reports are often required to be run and then program administrator(s) need to transpose this information into one single report for federal reporting.

- Increase the accuracy of data collected. Federal audits have found inaccurate data in the USDA reports. This is often caused by data that has been delayed in reporting and not being updated in a timely manner.

- Allow users to update data. There are several deficiencies in the system which requires several manual fixes that makes the system less efficient. (i.e. the warehouse and transportation end-users are unable to make changes and/or updates to the existing application.)

- Provide secure access to the system and the data contained in the database. The current system is not in compliance with the State of North Dakota (SOND) Security Standards.

- Increase staff efficiency and focus staff effort on more complex issues:
    - By reducing errors in processing. Due to the amount of manual work and data entry, there is an increase in the chance for errors to be introduced into the system.
    - By improving, updating, and automating the processes used to process work.

- Enhance inventory allocations and accessibility for low income programs. Some programs do not have access to the application. Program Administrators often make ballpark estimates on product selection that do not meet the needs of the low income programs. Causing items that may be over ordered to be spoiled before they can be used or those items that were under order are not available when they need to be.

- Allow for electronic claims for reimbursement. Paper claims, used today, delay payment to low income program sponsors.

- Track sanitation and food safety training requirements. The training requirement for sanitation and food safety employees is not published on the system.

Key Metrics		
Project Start Date	Project End Date	Original Baseline Budget
04/20/10	09/28/12	$1,173,035

Objectives	
Project Objectives	Measurement Description
To enhance search capabilities.	Searches will be built in such a way to provide robust and dynamic searching of the key elements in the system as defined by the agency which will allow the user to locate the information being sought. The end-users and Admin staff will be surveyed 3 months after implementation. 75% surveyed will be satisfied with the new search.
Create reports that are usable by the FNP administrators and end-users.	New technologies will be utilized to provide the information to all users in the format that best satisfies the reporting requirements set forth by the agency. The Admin staff will be surveyed 3 months after implementation. 75% surveyed will be satisfied with the new search.
Improve reporting processes.	It takes 25% more time to create the USDA reports today. With the implementation of the new system this time will be saved in creating these reports.
Allow users to update data without ITD implementing backdoor data fixes.	Currently 15 hrs per month of manual intervention is required to update existing data by ITD. By implementing the new system ITD's intervention should be 75% less.
Update the system to be in compliance with the SOND Security Standards.	100% of the security measure that will be implemented will meet the SOND Security Standards.
Increase staff efficiency and focus staff effort on more complex issues.	Reduce manual work and data entry by 50% with new processes that will be logically organized and function in a manner in line with the agencies business practices.
Allow low income programs access to the system.	100% of all sponsors and sites participating in DPI programs will be given access to the areas of the system dealing with those programs. These areas will provide storage and analysis for their program information.
Allow for electronic claims for reimbursement.	100% of claims for all programs will be required to be entered into the system, either by the sponsor, DPI on the sponsor's behalf, or electronic transfer from Minute Menu.
Track sanitation and food safety training requirements.	Training requirements and lead food service worker information will be extracted from a separate system, analyzed, and provided to users.

Cost/Benefit Analysis

- Currently the maintenance and support of the system is costing DPI approximately $30,000 per year. Once the system is rewritten these funds can be re-appropriated for other program needs.

- With the increase in workload in DPI and the CNFD programs it is necessary that the new NDFoods be implemented to replace the many manual processes. It is currently causing DPI Food Distribution personnel approximately 25% of their time to run the many manual processes.

- Federal money can be denied based on inaccurate data. The new system will provide checks and balances to insure continued USDA funding.

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Key Constraints or Risks

- The funds available for this effort are $1.2M. The funds will be made available by the Food and Nutrition Programs.

- Cost, Schedule, Scope and Quality are often in conflict during projects. The Sponsor elected to prioritize as follows:
  1. Quality
  2. Scope
  3. Cost
  4. Schedule

- Delays in completing User Acceptance Testing due to federal reporting and school year conflicts may delay GO LIVE