



Texas Conference of Urban Counties

TechShare.Juvenile Implementation Agreement

1. Background and Purpose

- 1.1. Collin County is a participant in the TechShare.Juvenile Resource Sharing Addendum (hereinafter "the Addendum") to the Master Interlocal Agreement for Participation in the Texas Conference of Urban Counties TechShare Program.
- 1.2. This Agreement is entered into by and between the Texas Conference of Urban Counties ("Urban Counties") and Collin County for the purpose of implementation of TechShare.Juvenile in Collin County.

2. Term of Agreement

- 2.1. This Agreement shall be effective from December 1, 2014 through the completion of the scope of work as set forth in Attachment A.

3. Project Approach, Staffing, Deliverables and Budget

- 3.1. The Project Approach, Staffing, Deliverables and Budget is attached as Attachment A.
- 3.2. In addition to the responsibilities of Collin County staff set forth in Attachment A, Collin County is responsible for the acquisition and installation, as applicable, of hardware, software, and third-party services necessary for the successful implementation of TechShare.Juvenile. Those items may include the following:
 - 3.2.1. Systems Hardware and Software Costs:
 - Application servers for the local replicated database
 - Document scanners to upload documents into TechShare.Juvenile
 - Disaster recovery equipment
 - Software licenses for any applications used in connection with TechShare.Juvenile, or to interface with the replicated database
 - Development of the interface for any other applications that will interface with the replicated database

4. Compensation of Urban Counties

- 4.1. Urban Counties shall be compensated as set forth in Attachment A.
- 4.2. Urban Counties will invoice Collin County for the total amount indicated in Attachment A, Project Budget upon approval of this agreement by the Commissioners Court. Payment for costs for the Urban Counties Team as set forth in the Project Budget are due from Collin County no later than December 30, 2014.

- 4.3. Urban Counties will provide a monthly “expenditure” report showing staffing hours, staffing costs, and travel costs for the Urban Counties Team for the preceding period.
- 4.4. At completion of the scope of work set forth in Attachment A, if there is a positive balance of funds paid by Collin County to Urban Counties pursuant to this Agreement, such funds will be returned to Collin County once the balance has been certified by an external, independent review.

5. Miscellaneous

- 5.1. This Agreement may not be amended except in a written instrument specifically referring to this Agreement and signed by the Parties hereto.
- 5.2. Each Party represents that it has, as of the date of the execution of this Agreement, obtained all requisite approvals and authority to enter into and perform its obligations under this Agreement, including the funds necessary to satisfy its obligations herein.
- 5.3. In the event any term or provision of this Agreement conflicts with any provision of law, or is declared to be invalid or illegal for any reason, this Agreement will remain in full force and effect and will be interpreted as though such invalid or illegal provision were not a part of this Agreement. The remaining provisions will be construed to preserve the intent and purpose of this Agreement and the Parties will negotiate in good faith to modify any invalidated provisions to preserve each Party's anticipated benefits.

6. Attachments Incorporated

- 6.1. Attachment A: Project Approach, Staffing, Deliverables and Budget is incorporated in this Addendum as if fully set forth herein:

This Agreement may be executed in multiple counterparts each of which will be deemed an original, but all multiple counterparts together will constitute one and the same instrument.

[Signature Page to Follow]

COUNTY OF COLLIN

By: _____

Title: _____

Date: _____

ATTEST:

By: _____

Title: _____

Name and Address for Purposes of Notice:

TEXAS CONFERENCE OF URBAN COUNTIES, INC.

BY: _____

Title: Executive Director

Date: _____

Name and Address for Purposes of Notice:

ATTACHMENT A
PROJECT APPROACH, STAFFING, DELIVERABLES AND BUDGET
TECHSHARE.JUVENILE IMPLEMENTATION AGREEMENT

Implementation Project Approach

The implementation project for Collin County is structured to provide oversight and direct services necessary to transition Collin County Juvenile Department from JCMS.Basic system to the TechShare.Juvenile Resource, and to implement TechShare.Juvenile in Collin County during the first and second quarters of calendar year 2015. The project has been scoped to assume a target “go live” date in the second quarter of calendar year 2015.

As a part of this process, the implementation team will make data conversion decisions and identify current business practices that may need to be modified to utilize new functionality available in TechShare.Juvenile. Implementation services include “training for trainers” for identified Collin County resources to ensure they are prepared and are provided the necessary training, curriculum, and user guides to effectively train end users. The implementation effort will include the development of a “go live” plan, execution of this plan, and support during and post go live.

Implementation Steps

1. Planning and Kick Off

The planning phase will focus on establishing the key milestones and development of the project plan and schedule. The formats for communication, gathering, managing, and escalating issues, and regular project oversight and status reporting will be developed and published. An initial kick-off meeting will be held with the entire project team to ensure the project team is properly formed with roles and responsibilities clearly understood. In addition, Implementation Guidelines will also begin to be developed in order to document the specific goals of each major task within the Implementation Plan and the related staff allocated to the effort.

2. Establish Implementation Team

The Implementation Team is a joint team made up of Urban Counties and Collin County Juvenile Department and Information Technology participants. The following describes the Implementation Team Roles/Responsibilities for both the Urban Counties and Collin County.

Implementation Team Directory		
Organization	Role	Responsibility
Urban Counties	Project Director	<ol style="list-style-type: none"> 1. Manages the TechShare Program 2. Facilitates contracts and related agreements for the implementation effort 3. Participates in and provides input on major milestone tasks throughout the effort

Implementation Team Directory		
Organization	Role	Responsibility
	Resource Manager	<ol style="list-style-type: none"> 1. Manage the overall effort related to implementation of TechShare.Juvenile within Collin County. 2. Develop TechShare.Juvenile Implementation Plan 3. Assist in the mitigation of identified risks. 4. Escalate issues which cannot be resolved by the Implementation Manager to the appropriate Stakeholders. 5. Onboard Product Owner to Roles/Responsibilities for TechShare.Juvenile. 6. Assist Implementation Specialist in BPM Development (As-Is and To-Be), Referral Disposition Workflow Mapping Guidelines, and use of Confluence 7. Onboard Stakeholders to Roles/Responsibilities for JCMS Stakeholder Committee.
	JCMS Administrator	<ol style="list-style-type: none"> 1. Provide assistance to the Resource and Implementation Manager for all tasks related to the effort. 2. Schedule Meetings, working sessions and downstream team activities which facilitate the successful migration of Collin County to TechShare.Juvenile
	Implementation Manager	<ol style="list-style-type: none"> 1. Manage the daily tasks and status updates for the Implementation Plan 2. Ensure implementation team completes the project in conjunction with assigned County Project Manager. 3. Mitigate Identified Risks 4. Escalate issues which cannot be resolved within the team to the Resource Manager 5. Secure Acceptance, Approval, and Sign Off of all deliverables for the implementation project. 6. Assist Implementation Specialist in BPM Development (As-Is and To-Be)
	Development Lead/Sr Database Administrator	<ol style="list-style-type: none"> 1. Develop Mapping Guidelines, Crosswalk Tables, and Conversion Scripts. 2. Sr. DBA responsible for converting data into TechShare.Juvenile from JCMS.Basic format 3. Provide oversight and assistance for the installation of replicated database into Collin County Local Environment.
	Database Administrator	<ol style="list-style-type: none"> 1. Assist the Sr. DBA with mapping, crosswalk tables, and conversion scripts. 2. Assist in the development of Mapping Guidelines, Crosswalk Tables, and Conversion Scripts.

Implementation Team Directory		
Organization	Role	Responsibility
	Implementation Specialist	<ol style="list-style-type: none"> 1. Develop Implementation Guidelines for the effort. 2. Develop Referral Disposition Workflow Mapping Guide 3. Provide assistance in the development of As-Is and To-Be BPM's. 4. Onboard Collin County Team Members to the Confluence a toolset used to generate county specific business processes and research requirements
	Business Analyst	<ol style="list-style-type: none"> 1. Develop Template Questionnaires and content necessary to generate documents utilizing TechShare.Juvenile Data within the ActiveDocs forms generation tool.
	Quality Assurance Analyst	<ol style="list-style-type: none"> 1. Develop Train the Trainer Guides for Collin County 2. Provide User Guides for Collin County
	Quality Assurance Manager	<ol style="list-style-type: none"> 1. Assist the Implementation Specialist with As-Is and To-Be BPM's. 2. Identify and document the System Support Plan for TechShare.Juvenile in Collin County 3. Onboard Collin County identified System Administrators for Production Operations Responsibilities.
	Trainer	<ol style="list-style-type: none"> 1. Provides Training to County functional team or Super Users 2. Support Collin County in the development of training delivery for end users.
Collin County	Stakeholder (Juvenile Department)	<ol style="list-style-type: none"> 1. Act as the Stakeholder for monthly Stakeholder Committee meetings. 2. Approve Change Requests developed by the Urban Counties with Collin, Denton, Dallas and Tarrant counties and TJJD Product Owners. 3. Escalation point for any identified risks 4. Provide Sign Off on all Deliverables for the Implementation Project
	Stakeholder (Technical or Administrative)	<ol style="list-style-type: none"> 1. Act as a Stakeholder for monthly Stakeholder Committee meetings 2. Escalation point for any identified risks. 3. Provide Sign Off on all Deliverables for the Implementation Project
	Project Manager	<ol style="list-style-type: none"> 1. Schedule Internal Resources 2. Facilitate resolution of county specific issues. 3. Escalate Issues to Stakeholder and Implementation Manager 4. Provide assistance with detailed hands on knowledge of the business operations of the department. 5. Provide Oversight and Review of BPM's.
	Subject Matter Experts	<ol style="list-style-type: none"> 1. Work with Implementation Specialist to define the As-Is and To-Be BPM's.

Implementation Team Directory		
Organization	Role	Responsibility
		<ol style="list-style-type: none"> Define appropriate TechShare.Juvenile Roles for Collin County users. Assist Collin County Project Manager with identified implementation tasks.
	Conversion, Integration and Reporting Specialist	<ol style="list-style-type: none"> Provide technical assistance to Collin County in the migration of data from the JCMS.Basic to TechShare.Juvenile. Resource for modification of local reports. Assist in the resolution of data issues which require cleanup or modification in support of converting JCMS.Basic data to TechShare.Juvenile.
	Technical Architect/Information Technology Specialist	<ol style="list-style-type: none"> Assist and support establishing a connection to the TechShare.Juvenile Data Validation, Smoke Test, and Production Environments. Support the design, procurement and implementation of local Collin County architecture necessary for local reporting, replicated data and access to the system.
	Product Owner (Juvenile Department)	<ol style="list-style-type: none"> Act as the Product Owner for Collin County. Participate in the development of the definition for Change Request to the system and approve Change Requests for updated or additional functionality in advance of design and development of the feature. Review Change Request design documentation and provide feedback for Collin County Facilitate the development of As-Is and To-Be BPM and gain approval for To-Be BPM's. First line of support for local issues reported by Collin County users. Facilitate Training Needs for Collin County during Implementation and Daily Operations of the System.
	Trainers	<ol style="list-style-type: none"> Provide training for Collin County personnel in advance of Go Live. Provide routine training for Collin County personnel on an ongoing basis.

3. Establishing Connectivity to TechShare.Juvenile Hosted Environments

Urban Counties will provide system requirements specifications and recommendations to enable Collin County to determine infrastructure and desktop readiness for migration to TechShare.Juvenile. Urban Counties will schedule and coordinate efforts necessary to configure and establish VPN connectivity between Collin County and the TechShare.Juvenile environments. Urban Counties will establish and maintain dedicated data validation, testing, and smoke test environments that will be used by Collin County throughout the implementation process. TechShare.Juvenile testing and training environments will be maintained once Collin County is live on the production version of the system.



4. Business Analysis and Quality Assurance Services

Urban Counties staff will assist Collin County in the identification and review of current (As-Is) Business Practices and post-implementation (To-Be) Business Practices. This analysis will also offer insight to any Business Process which might require modification to maximize utilization of functionality included in TechShare.Juvenile.

5. Data Mapping and Conversion

Urban Counties will be responsible for the data conversion of Collin County data from JCMS.Basic into TechShare.Juvenile including creation of the necessary mapping/crosswalk tables and conversion scripts.

Urban Counties has planned for up to four (4) conversions of data, modifying or correcting conversion scripts as needed to address any identified data issues. Urban Counties will provide assistance to validate and correct converted data including providing sample data worksheets and will work with Collin County to evaluate a resolution to the issue.

Sign off from Collin County is required upon conclusion of the Data Conversion tasks identified within the Collin County TechShare.Juvenile Implementation Plan and a prerequisite to entering into a Smoke Test of the system.

6. Training and Testing

Urban Counties will provide the Train the Trainer Guides and User Guides available for TechShare.Juvenile. Urban Counties will also assist Collin County in modifying these guides to support the local training needs of Collin County.

The Urban Counties will also conduct Train the Trainer sessions with identified Collin County staff, and assist those staff in training Collin County staff in use of the TechShare.Juvenile system. Assistance will be provided to ensure users are assigned appropriate roles and to validate access to the TechShare.Juvenile system.

7. Go Live Support

Urban Counties will provide Help Desk and Version Release documentation related to operations in the TechShare.Juvenile production environment. Urban Counties will prepare for and support a “Smoke Test” to emulate full utilization of the TechShare.Juvenile system by all Collin County users immediately prior to the scheduled go live date.

Urban Counties will prepare a go live plan to include a list of activities, timelines, and responsible parties for all tasks associated with Collin County’s actual conversion, implementation, and go live on TechShare.Juvenile. Urban Counties will conduct the go live deployment and provide post go live support to Collin County.

Deliverables

The deliverables of the TechShare.Juvenile Implementation Project are as follows:

- 1. Project and Resource Plan** – the Urban Counties will produce and manage the day to day tasks within the Collin County TechShare.Juvenile Implementation Work Plan.
- 2. Modules Validation, Conversion Strategy and Data Mapping** – Documents describing the features and functions to be used upon Initial Go live for Collin County, as well as

Referral Disposition Workflow Mapping for Offense State, and conversion decisions will be documented and produced.

3. **Business Practice Modifications** – Documents showing the impacted process flows and planned business process changes will be produced.
4. **Training Documents** – A document will be produced detailing the proposed training strategy and timeline. Train the Trainer documents and TechShare.Juvenile User Guides will be produced ready for execution prior to schedule training.
5. **Go Live Plan** - Five (5) days before scheduled go live, a go-live plan will be produced that shows the steps planned for a successful go-live into the Production Environment.
6. **TechShare.Juvenile Go Live** – Approximately six (6) months after project start a go-live event into the production environment of the JCMS/TechShare.Juvenile system. This target date is subject to change based on the time required to successfully modify business practices, train users, convert data and a go decision from Collin County.

Project Budget

The project budget is \$49,500. This budget assumes project duration not to exceed six (6) months for the complete implementation of TechShare.Juvenile and includes \$46,500 in resource costs and \$3,000 in Travel costs. Resource allocation by Major Project Task is shown below in Table 1: Resource Allocation.

Table 1: Resource Allocation

Resource Name	Planning, Management & Oversight	Site Access, Configuration, Replication	BPM	Data Mapping and Conversion	Testing and Training	Go Live Support	Total Hours
Project Director	8					8	16
Resource Manager	24	2	40	20	20	20	126
JCMS Administrator	8	2	10		2	2	24
Implementation Manager	24		0		6	20	50
Development Lead/Sr. DBA	10	2		20	8	20	60
Database Administrator				20			20
Systems Administrator		5					5
Implementation Specialist	10		40		20	12	82
Business Analyst			40				40
Quality Assurance Analyst					40		40
Quality Assurance Manager	4	5	10		40	20	79
Trainer					40		40
	88	16	140	60	176	102	582