

# Status report: Travis County HHS Business Process Assessment Project

As of March 1- 31<sup>st</sup>



## Summary and Key Accomplishments

- Developed and submitted the Project Management Plan and work plan
- Completed all 7 Community Center observations
- Created current-state snapshot placemat and presented to Sherri Fleming
- Converted all project activities and communication to virtual environments in response to COVID-19

## Open Decisions and Pending Items

## Actions and Next Steps

- Distribute current-state snapshot placemat to wider HHS audience
- Finalize and submit the Current-State Insight Report & Business Process Documentation
- Continue scheduling follow-up sessions with FSS, OCS, CSD, and system workgroups
- Discuss and plan Ambitions Lab

### Completed Milestones

| Work Thread                        | Status | Actions Completed  | Risks   |
|------------------------------------|--------|--|---|
| <b>Project Management</b>          |        | <ul style="list-style-type: none"> <li>• Developed and submitted PMP and work plan</li> <li>• Instituted status reporting process (including weekly calls and monthly report)</li> <li>• Updated project <a href="#">SharePoint</a> and created Risk &amp; Issue Log</li> <li>• Began development of Current-State Insight Report</li> </ul> | <a href="#">Possible Delays Due to COVID-19</a> |
| <b>Business Process Assessment</b> |        | <ul style="list-style-type: none"> <li>• Reviewed existing procedural and operational documentation</li> <li>• Conducted 11 discovery sessions with divisional work groups with more scheduled</li> <li>• Drafted business process flows and documentation to be reviewed/approved by HHS workgroups</li> </ul>                              | N/A   |
| <b>System Discovery</b>            |        | <ul style="list-style-type: none"> <li>• Analyzed existing CABA documentation and explored HHS systems</li> <li>• Began capturing technical details for HHS systems</li> <li>• Conducted 2 discovery sessions with system workgroups with more scheduled</li> </ul>  | N/A   |
| <b>Service Design</b>              |        | <ul style="list-style-type: none"> <li>• Completed all 7 Community Center observations</li> <li>• Completed dozens of interviews with center and divisional staff</li> <li>• Continued research synthesis from all three work threads and began developing HHS modes, mindsets, and journeys</li> </ul>                                      | N/A   |

### Upcoming Milestones

| Activity / Deliverable Name                      | Due Date | Status | Next Steps  | Risks |
|--|----------|--------|---|-------|
| Business Process Review & Documentation (Task 1) | 4/17/20  |        | Continue to draft and finalize process maps; issue to HHS stakeholders for approval | N/A   |
| Current-State Insight Report                     | 4/24/20  |        | Continue synthesis and development of report content                                | N/A   |

On-track  
 Off-track  
 At risk  
 Not started  
 Complete