

Status report: Travis County HHS BPA Project

As of July 1 – 31st



Summary and Key Accomplishments

- Developed Ambitions Lab Report
- Conducted Ambition Lab follow-up discussions with FSS, CSD, R&P, and OCS division heads
- Developed service blueprints to identify and prioritize future-state recommendations, as well as and ECMS design

Open Decisions and Pending Items

Actions and Next Steps

- Complete facilitation of Future State Sessions
- Incorporate best practices, industry metrics, performance/efficiency metrics, etc. into recommendations
- Finalize and submit Efficiency Assessment & Future-State Recommendations deliverable

Completed Activities

Work Thread	Status	Actions Completed	Risks
Project Management	●	<ul style="list-style-type: none"> • Continued planning Aspire schedule, activities, and meetings according to work plan • Updated and added documentation to project SharePoint as needed • Continued developing the Efficiency Assessment & Recommendations deliverable 	Possible Delays Due to COVID-19
Business Process Assessment	●	<ul style="list-style-type: none"> • Performed research to gather best practices, standards, benchmarks to directly inform the Efficiency Assessment & Future-State Recommendations deliverable • Continued to assess current-state findings against future-state recommendations to align with HHS goals and priorities 	N/A
System Discovery	●	<ul style="list-style-type: none"> • Continued to capture existing data elements and reporting requirements for HHS systems • Continued to organize high-level ECMS requirements and details captured from Sense phase • Engaged with Deloitte SMEs to identify best practices for system requirements and performance evaluation 	N/A
Service Design	●	<ul style="list-style-type: none"> • Met with project stakeholders to review HHS goals and priorities in light of Ambition Lab findings • Developed content, organized logistics, and facilitated 2 future-state sessions (9 additional sessions scheduled through Aug. 18) • Performed activities to assess service efficiency and design for future-state, including Service Blueprint 	N/A

Upcoming Milestones

Activity / Deliverable Name	Date	Status	Next Steps	Risks
Efficiency Assessment & Future-State Recommendations (Task 3)	Tentative 9/4/20	●	Continue to develop template and populate deliverable document with content and recommendations based on output from Aspire activities	N/A

● On-track
 ● Off-track
 ● At risk
 Not started
 Complete