Cuyahoga County Department of Children and Family Services (CCDCFS)	
POLICY STATEMENT	

POLICY NO. 12.05.03	**SUBJECT: Role of Information Services (IS) Analysis**
CHAPTER:	**IS**
APPROVED BY:	**Deborah Forkas**
EFFECTIVE DATE:	**October 5, 2009**
REVIEW:	
OBSOLETES:	
REVISION DATE:	
IMPACT ANALYSIS:	√

PURPOSE: The purpose of this policy is to provide guidance in understanding how requests for management information services are analyzed for requirements definition and to provide understanding of the role the IS analysts plays in delivering the finished product as well as in data corrections and in resolution of issues reported via Service Center.

SCOPE: This policy pertains to all approved management information requests. This does not preclude preliminary discussion between staff about a matter of concern.

POLICY

 A. Analysis would be performed for all approved management information requests to clarify requirements and to define the project scope (i.e. what is included and what is not included in the scope of the project).

 B. The IS analyst assigned an approved management information request for analysis will complete a Requirements Definition Document (RDD).

 C. Requirements Definition Document (RDD) will be completed for only those requests that require development work.

PROCEDURES

A. Analysis is performed for approved management information requests for development, system modification, reports, application enhancements, data

requests (including one time reports) etc. for requirements definition.

1. The IS analyst assigned the approved request for information services, reviews the request and conducts the preliminary business analysis to determine the business objectives and requirements.

2. The IS analyst contacts the requestor and other users to clarify the requirements and to refine and articulate the assumptions and requirements unspecified in the original request. (i.e. a request for report may be presented as a one time report; however, through discussions it becomes clear that the need may be for an ongoing report that is generated and distributed on a periodic basis or on demand report that users can request themselves at any time. Also through discussions, the requirements are clarified regarding what fields should be included in the body of the report, sort order, groupings, summary totals etc.)

   As much as possible, all pertinent information should be included in the request to minimize inquiries for clarification.

   Example:

   Enhance Weekly Flash report to include placement data as follows:
   Provide a count of total number of children in placement
   Provide a breakdown for following categories:
       Total number of children in Relative (Kinship) Home
       Total number of children in Agency Foster Home
       Total number of children in Network/Shared Home
       Total number of children in Adoptive Home
       Total number of children in Group Home
       Total number of children in CRC Home
       Total number of children in Other (e.g., Detention Facility, IL, Hospital)

3. The IS analyst collects sample copies of reports, forms, and other pertinent documents to aid in clarification of requirements.

4. The IS analyst prepares a Requirements Definition Document (RDD). Any samples collected during investigation are attached with the requirements document.

5. The IS analyst reviews the RDD with the requestor and other users to ensure that the requirements are accurately captured and documented.

6. The IS analyst looks for opportunities to leverage existing solutions or merge efforts.

7. The IS analyst finalizes the requirements document which is then forwarded to the Development group for design and development.

8. The IS analyst facilitates meeting with users and the appropriate IS staff and/or gets answers to any additional questions from the Development group. If any requirements are added /changed as a result of in-depth discussions, Requirements Definition Document and/or Technical Design Document (prepared by developer) are updated.

9. The IS analyst performs system testing after the development and unit testing is completed, and the application is deployed in the Test environment for system testing to ensure the accurate functioning of the new/modified application and to make sure that the application meets the user specified requirements.

10. The IS analyst works with the developer to resolve any identified issues (functionality or data) encountered during and until testing is completed successfully.

11. The IS analyst coordinates the user acceptance testing and provides instructions to users to conduct the testing. Assistance is also provided to users as needed during testing and follow-up to obtain sign off from users.

12. The IS analyst completes the user documentation for the new/modified application.

13. The IS analyst coordinates all implementation activities with various IS staff.

B. Analysis is performed for all issues submitted via Service Center work orders to determine appropriate course of action to resolve the issues. Analysis is also performed for all requests concerning data reconciliation (i.e. analysis of exceptions in comparing SACWIS vs. Fiscal payments to determine the cause and corrective action).