

DEQ Drinking Water IT Modernization Project Updates

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Organizational Change Management

What is it?

- A framework for managing the effect of new business processes on staff

Why do we need it?

- Change is hard
- The 'New IT Systems will solve all of our problems!' myth

What do we do with it?

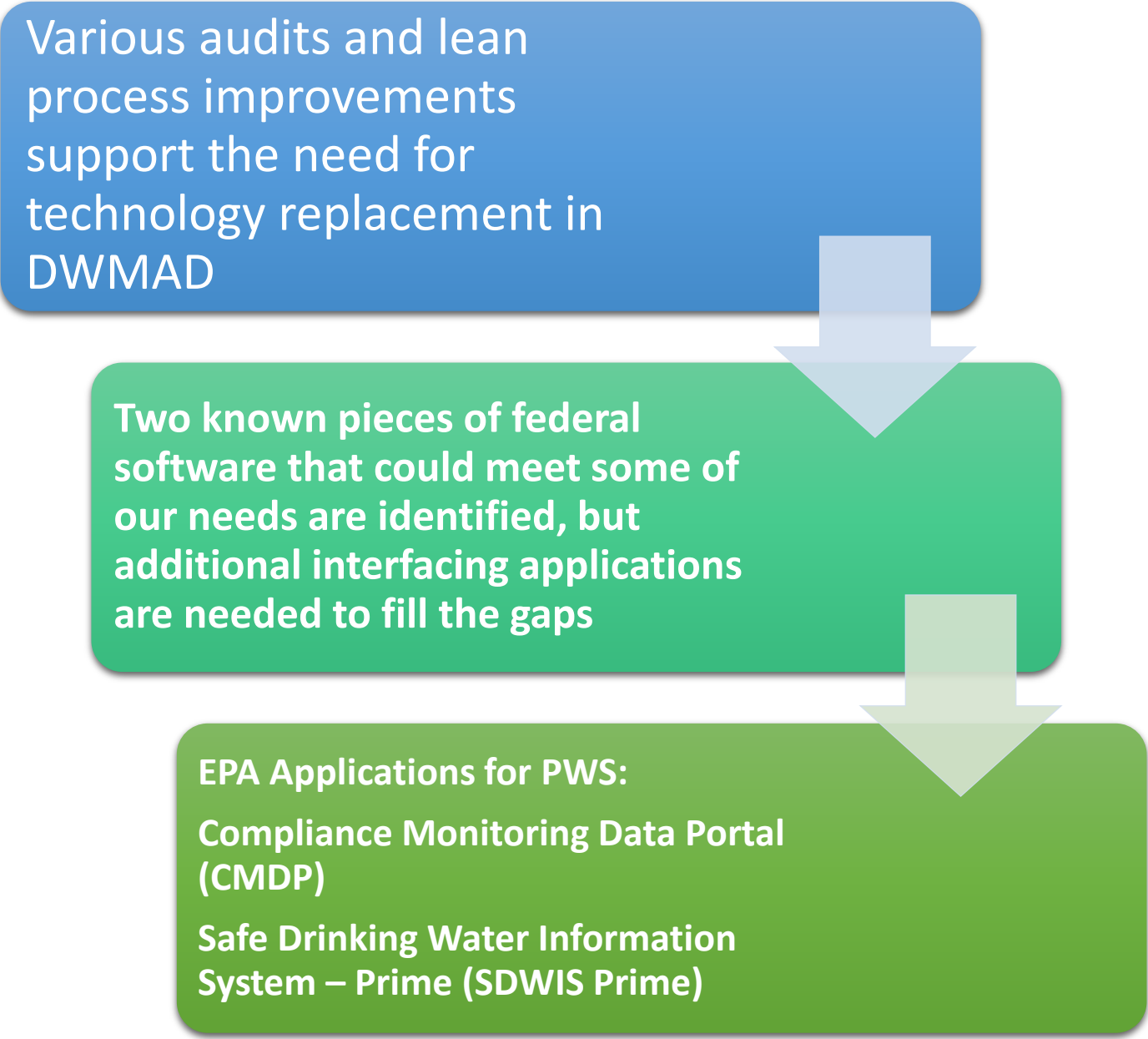
- Manage expectations
- Get people involved
- Implement User Experience testing

What's the plan?

- We met with the State Office of Performance Management

Background

Various audits and lean process improvements support the need for technology replacement in DWMAD



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graph TD; A[Various audits and lean process improvements support the need for technology replacement in DWMAD] --> B[Two known pieces of federal software that could meet some of our needs are identified, but additional interfacing applications are needed to fill the gaps]; B --> C[EPA Applications for PWS: Compliance Monitoring Data Portal (CMDP) Safe Drinking Water Information System – Prime (SDWIS Prime)];
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Two known pieces of federal software that could meet some of our needs are identified, but additional interfacing applications are needed to fill the gaps

EPA Applications for PWS:
Compliance Monitoring Data Portal (CMDP)
Safe Drinking Water Information System – Prime (SDWIS Prime)

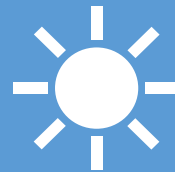
But How Do
We Pay For
It?



**INFORMATION TECHNOLOGY
INVESTMENT FUND
APPLIED: FALL 2017**



**BLANKET PURCHASE AGREEMENT
APPLIED: SUMMER 2017-JANUARY
2018**



**EXCHANGE NETWORK
GRANT
APPLIED: JANUARY 2018**

Request for Information

In anticipation of the
ITIF Funding:

A Request for
Information was posted

Vendor Demos



Request for Proposal

1

**Review
business
processes**

2

**Review IT
systems**

3

**Identify
modernization
opportunities**

4

**Gather Software
Requirements
with help from
Subject Matter
Experts**

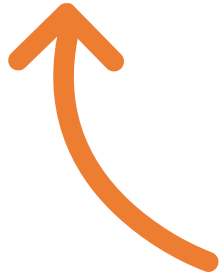
5

**Migrate from
SDWIS State to
SDWIS Prime
(CWS and
NCWS)**

6

**Secure IT solution(s)
and services to
support
modernization for
PWS and EH
programs**

Request for Proposal Timeline



December 2018

Target Posting Date



**December 2018 –
April 2019**

Vendor Review and
Selection



May 2019

State Administrative
Board Approval



June 2019

DWMAD IT
Modernization Project
Kickoff

Steering Committee, Core Team, and Subject Matter Experts

Roles and Expectations:

Steering Committee

- Will make management decisions on budget and priorities. Help to overcome any barriers/roadblocks to progress.

Core Team

- Daily direction and oversight, liaison to management

Subject Matter Experts (SME)

- Program expertise, liaison to the business areas and system users



Where We Are

- Translate LPI findings into requirements
- Review and finalize requirements
 - Subject Matter Expert involvement is key
 - Begin to assemble RFP documentation
- Survey LHD staff (open until November 26, 2018, c.o.b.)

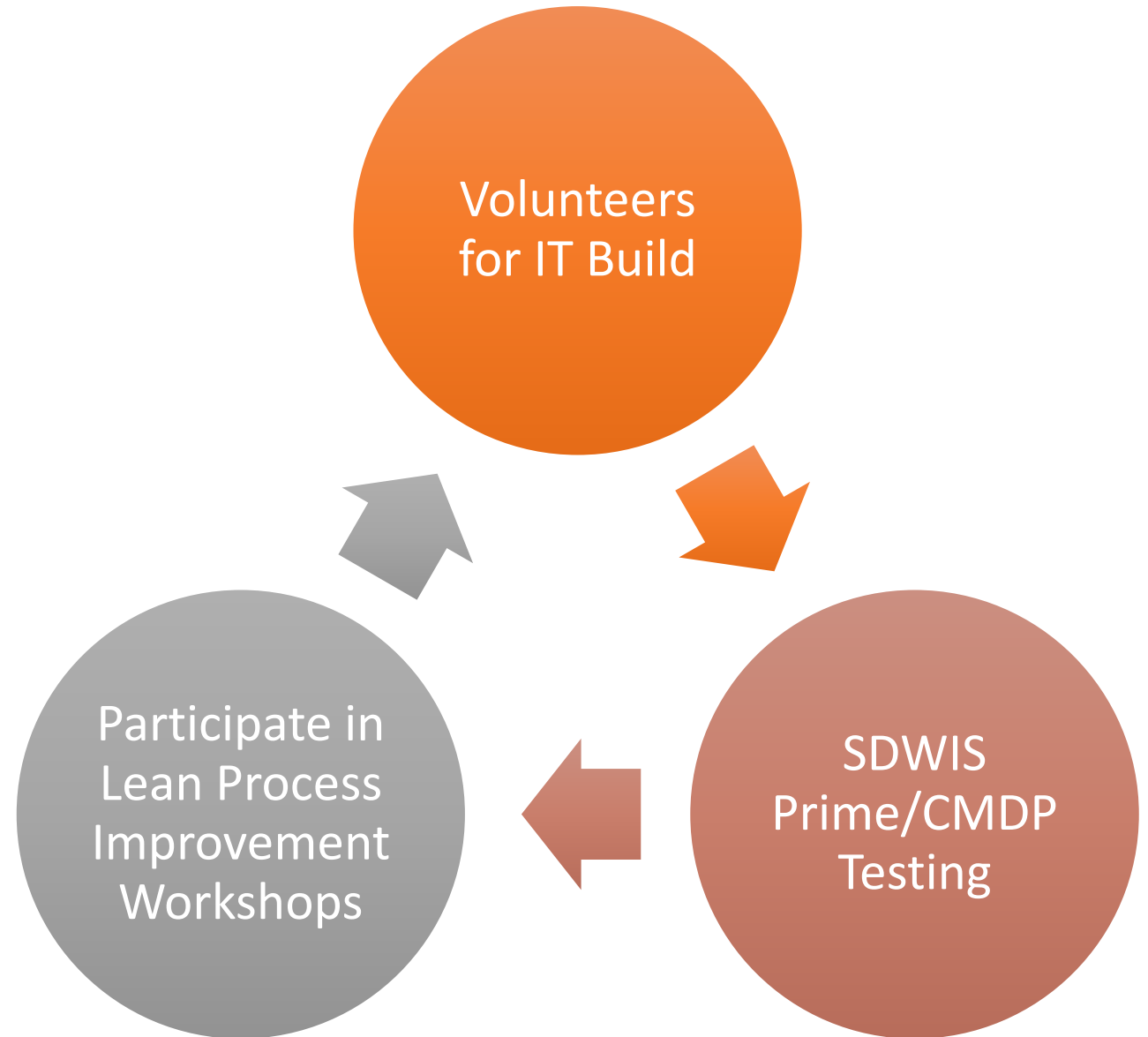
Survey Address:

https://www.surveymonkey.com/r/MDEQ_LHD_IT_Survey

Current Immediate Timeline

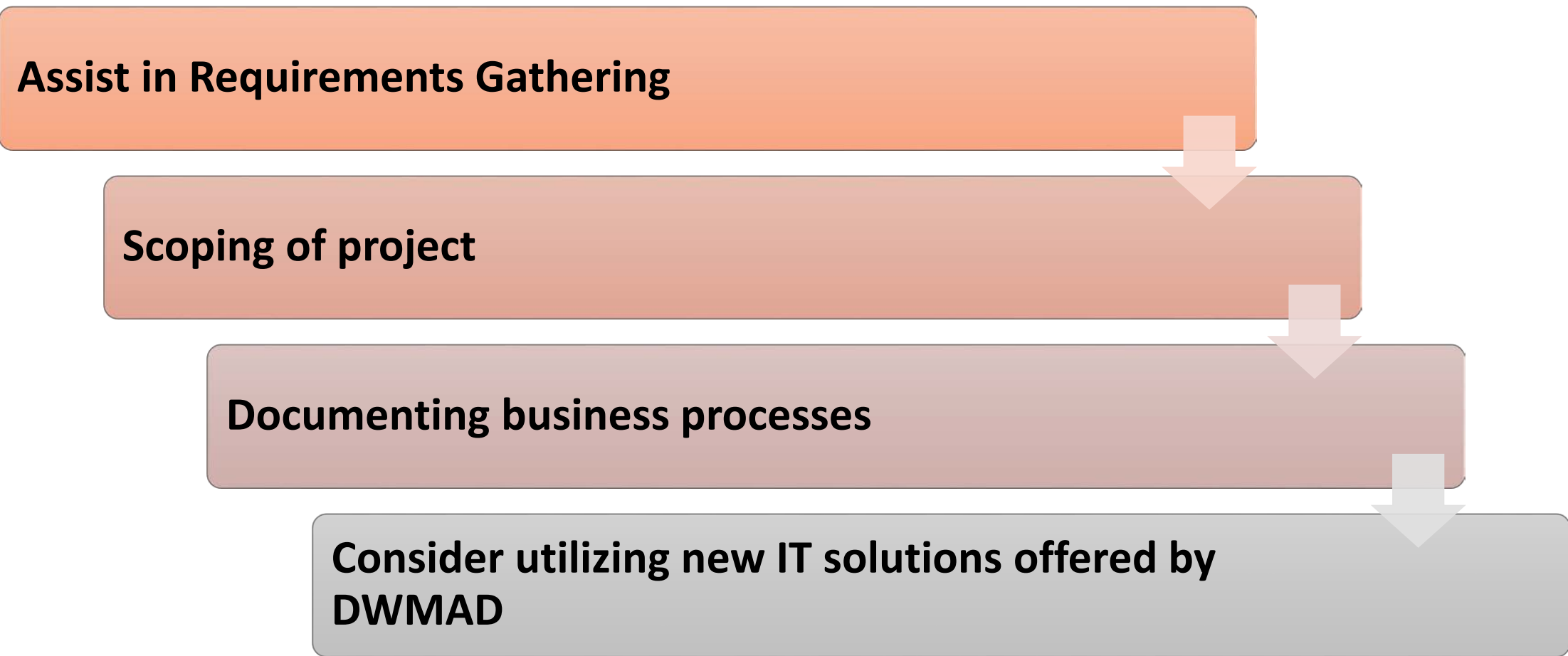


How Local Health Departments Can Help



Volunteer for IT Build

Assist in Requirements Gathering



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graph TD; A[Assist in Requirements Gathering] --> B[Scoping of project]; B --> C[Documenting business processes]; C --> D[Consider utilizing new IT solutions offered by DWMAD];
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Scoping of project

Documenting business processes

**Consider utilizing new IT solutions offered by
DWMAD**

SDWIS Prime/CMDP Testing

Consider being a
tester for SDWIS
Prime adoption

Coordinate with
local laboratories
to transition to
CMDP

SDWIS Prime Update: September 2018

SEPTEMBER 14, 2018 BY [ANTHONY R. DEROSA](#)



As we head into September – anxiously awaiting news on the September Release, piloting process, API developments, and CMDP – much of the Prime project talk has circled around communications. In addition to making greater use of the news blog and revamping the SDWIS User Community, ASDWA is working with a design firm to overhaul our discussion forums, which we expect will become a critical resource the community can leverage for peer-to-peer support and coordination as the project moves forward. In the meantime, here's some information on the different ways you and your staff can keep up on the project:

Looking for more information on SDWIS Prime? ASDWA maintains a [SDWIS User Community](#) with helpful information about both Legacy and Prime, access to SDWIS Legacy software and documentation, and quick links to ASDWA's Prime resources [SharePoint and Zendesk]. Submit a [Login Request Form](#) to obtain credentials. Please note, ASDWA credentials will not work to access EPA-owned resources, like SharePoint or Zendesk.

ASDWA is also revamping the [SDWIS User Community Discussion Forums](#). The forums are designed to provide users with quick access to peer-based support for Legacy and Prime. When a user posts a question to the discussion forum, subscribers within the community receive a notification. If someone can help with the question, they will post an answer. ASDWA is working on a redesign of the forums, along with improved documentation, to ensure this useful resource is ready to meet the needs of the community as we move towards Prime Transition and official support channels for Legacy are retired. When you request access to the SDWIS User Community, you will gain access to the forums [and subscribed to receive notifications of newly posted items]. Right now, the Forums are fully functional – we are simply working to improve the design and user experience. If you have any questions, reach out to [Anthony Derosa](#).

Staying in the loop on SDWIS Prime – with all of the various distribution lists and moving parts, it can be challenging to know how best to stay in the loop with what's happening with SDWIS Prime. ASDWA is currently working with EPA to ways to centralize all SDWIS communications to reduce confusion, but for now, here are some options to get you updated:

Email Distribution Lists – a good first step would be to contact [ASDWA](#) and [EPA](#) to ask to be added to their email distribution lists. These are separate lists, each maintained by their respective organization.

SDWIS Prime News Blog – ASDWA and EPA maintain a news blog dedicated to the SDWIS Prime project.

You are in complete control of your subscription and have some control over the frequency of the notifications you receive.

To subscribe, visit [sdwisprime.asdwa.org](#) and enter your email address.

Click on "Follow Prime News via Email."

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Enter your email address to follow this news blog and receive notifications of new posts by email.

Recent Posts

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SDWIS PRIME Update Blog

<https://sdwisprime.asdwa.org/>



Participate in Lean Process Improvement

- DEQ LPI workshops focus on streamlining processes and performing tasks effectively
- Participate if you can
- Encourage your staff to participate



We want to hear your ideas and thoughts, the pain points in your day-to-day work that we can help improve with new IT systems.



Questions?

Survey Address:

https://www.surveymonkey.com/r/MDEQ_LHD_IT_Survey