



**CWDS**  
Child Welfare Digital Services

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# **Child Welfare Services – New System (CWS-NS)**

## **System Roadmap – Business Architecture**

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*February 2016*

# Presentation Goals

- Describes and supports the formulation of a product and service strategy through Business Process Modeling
- Goals:
  - Initiate discussion about Business Process modeling and development
  - Improve vision and engagement of project, program and agency stakeholders
  - Help align the team and establish an understanding of the organization's strategic intent
  - Align execution with strategy

## Definition

### Business Architecture

*A blueprint of the enterprise that provides a common understanding of the organization and is used to align strategic objectives and tactical demands*

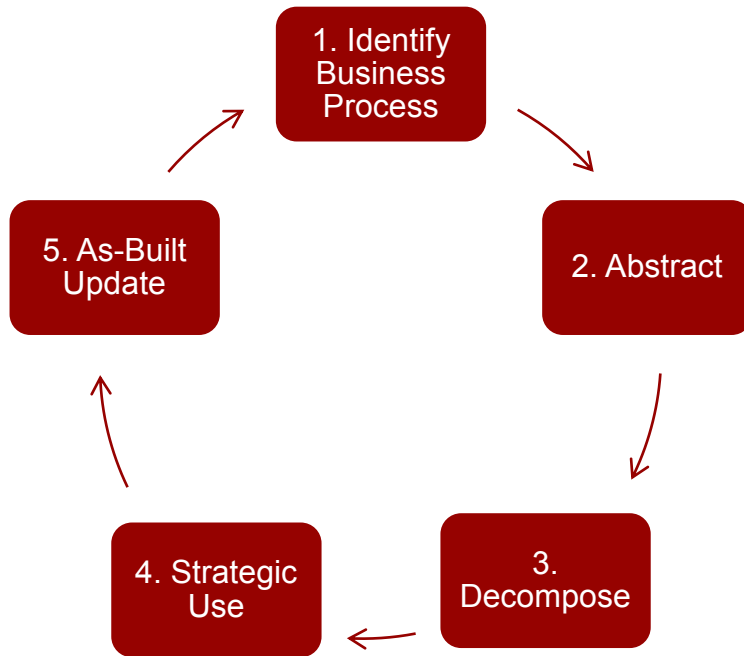
	DATA <i>What (Things)</i>	FUNCTION <i>How (Process)</i>	NE
SCOPE (Contextual) <i>Planner</i>	List of things important to the business  <i>Entity = Class of business thing</i>	List of processes the business performs  <i>Function = Class of business process</i>	List of which  <i>Note =</i>
BUSINESS MODEL (Conceptual) <i>Owner</i>	Semantic Model  <i>Ent = Business entity Rein = Business relationship</i>	Business Process Model  <i>Proc = Business process I/O = Business resources</i>	Busin  <i>Node (Lin)</i>
SYSTEM MODEL (Logical) <i>Designer</i>	Logical Data Model  <i>Ent = Data entity Rein = Data relationship</i>	Application Architecture  <i>Proc = Application function I/O = User views</i>	Distri Ar  <i>Node (Process) L chu</i>

Result:

**Functional model of the enterprise from which information and technical architectures can be derived**

- This presentation is limited to the **Business Processes** and the **Business Process Models**
- The Business Context of Enterprise (e.g., CHHS Agency) Architecture includes:
  - **A vision of the future state.** A conceptual level documentation connecting business strategies and requirements of business processes
  - **A root, anchor model.** Visualization of the enterprise in the form of a model of business processes and End-to-End Service Focus
  - **A set of guiding principles & agency standards.** These guide those who seek to select, create, and implement anything within the Enterprise

# Business Process Modeling Steps



1. Identify Business Process

2. Abstract

- Identify Generic Process Action

3. Decompose

- Decompose to Fine-Grained (e.g., small piece) Activities

4. Strategic Use – **Not used for Intake**

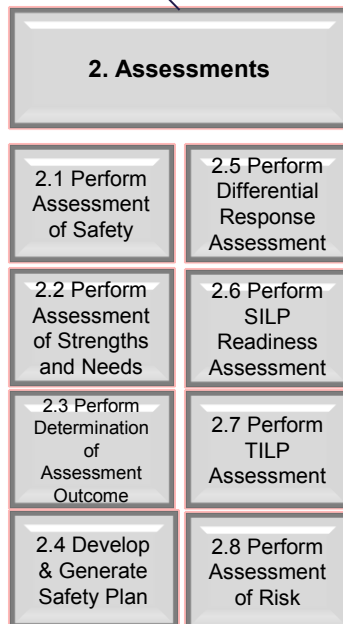
- Leverage if Already Exists
- Assess Common Functionality
- Discuss Development Options based upon Estimated Usage (e.g., Candidate for Shared Service, Centralized Service - single code base), etc.

5. As-Built Update

- Update Models using Module User Stories and Deployed Module Code

## Step 1 - Identify Business Process

### Establish Business Architecture Model “Foundation”



CWS Business Practice Packages (BPP) Extract - Assessments

- Business Process Models
  - People: Data Management Team with handoff to Solution Architect
  - Products:
    - CWS Model via BPPs (shown at left) - **Done**
    - Product: CWS-NS Business Process Model – **In Progress**
    - “Future State” Vision: An ROI Assessment & Benefits Analysis
  - Includes all CWS Program Sources, including:
    - Child Welfare Services
    - Children’s Residential Licensing
    - External Systems
  
- When: Available for Module Quality Assurance and Planning Each RFP

## Step 2 – Abstract

### Definition & Example

#### Business Practice Abstraction

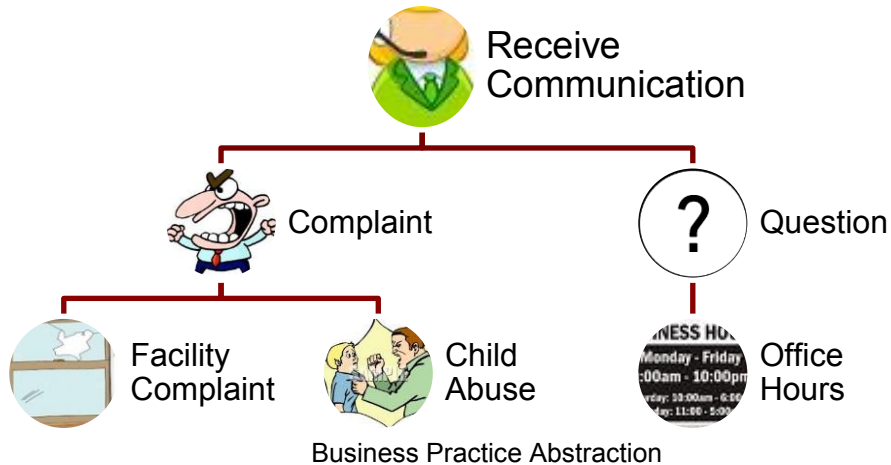
*Abstraction is a process or result of generalization, removal of properties, or distancing of ideas from objects*

#### ■ Example: *Record Complaint Process*

- Generalized to: *Receive Communication*
- Develop code functionality that handles any *communication*
- Add fine-grained processes that address specific User Story details

#### ■ Supports

- Improvement of operational processes
- Leveraging Functionality across Multiple Business Lines (e.g., CW and Children's Residential)
- Centralized Functionality and Common Code



## Step 3 - Decompose

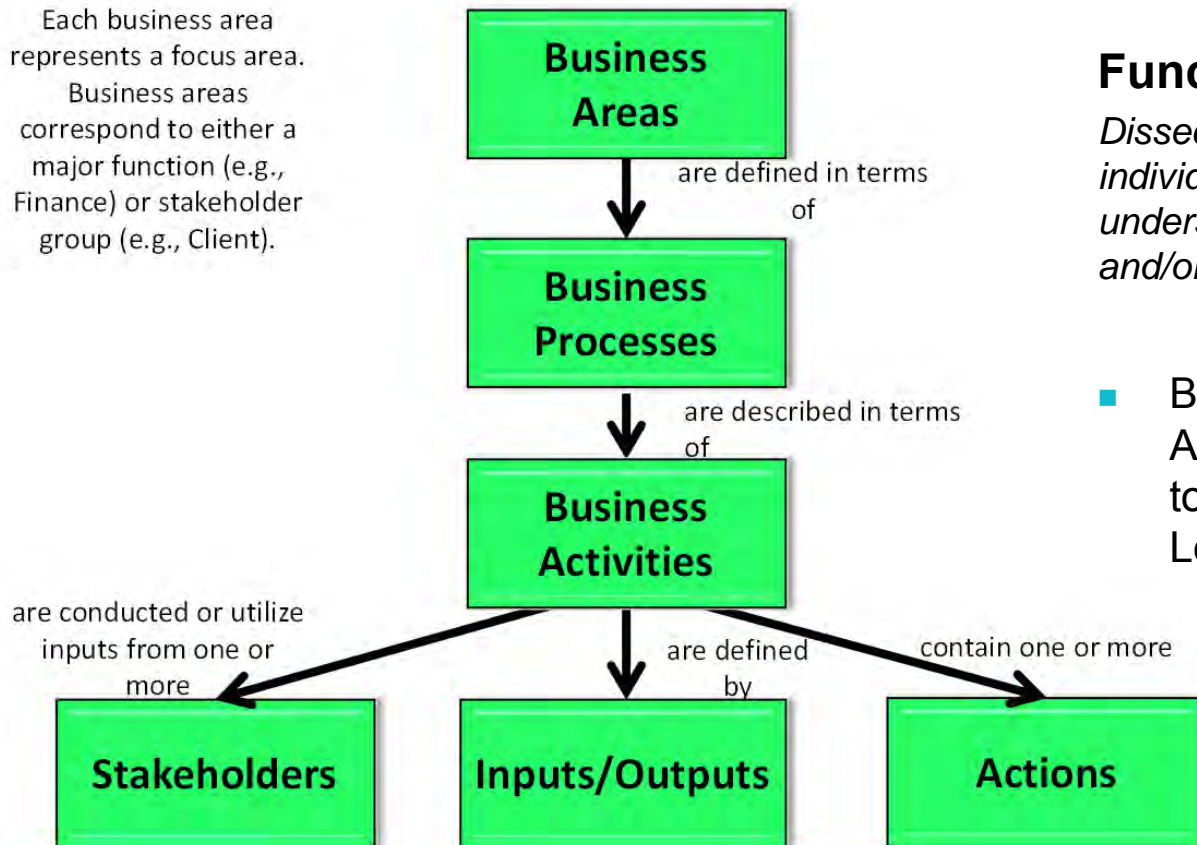
### Definition

### Functional Decomposition

*Dissects a complex business process into its individual elements. Used to facilitate the understanding and management of large and/or complex processes*

- Break Up Each High-Level Business Area into smaller pieces (Activities) to reach the User Story / Use Case Level

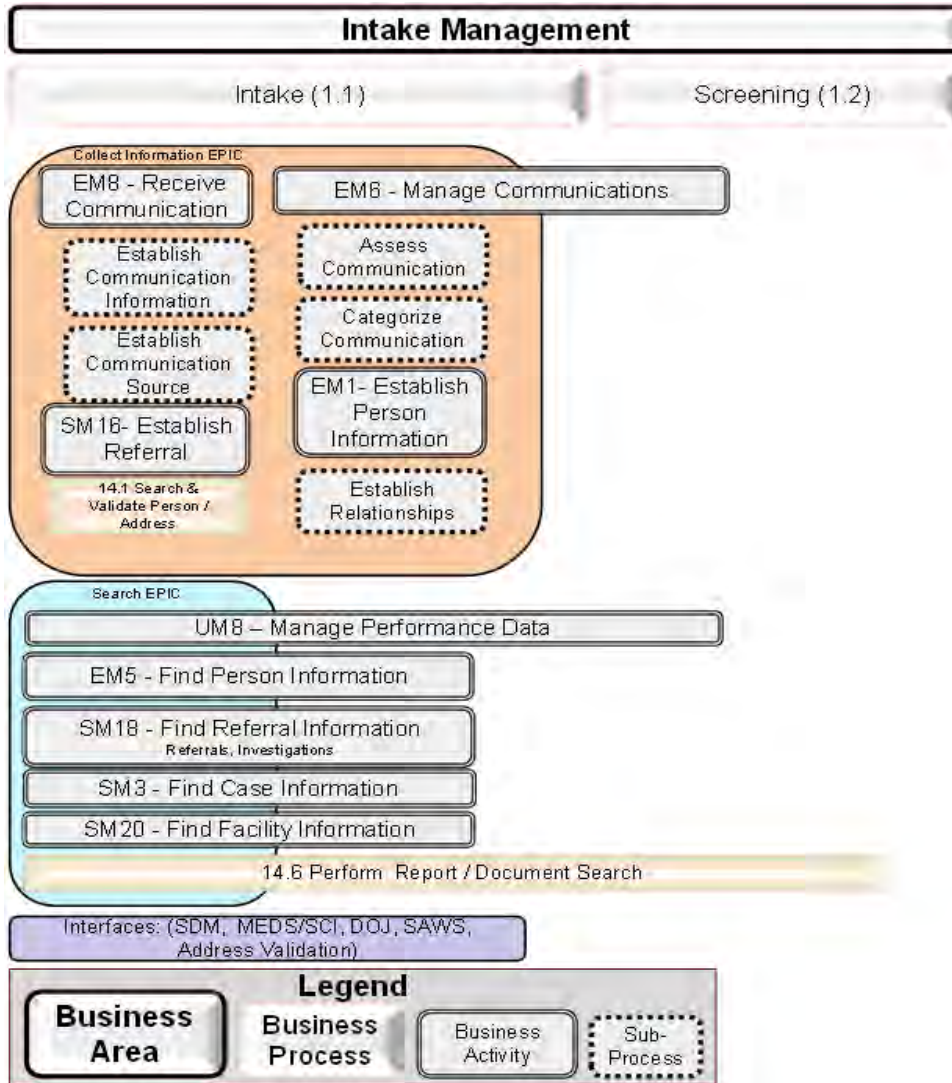
Each business area represents a focus area. Business areas correspond to either a major function (e.g., Finance) or stakeholder group (e.g., Client).



## Step 3 - Decompose (cont.)

### Example

### Intake Module Business Process Abstraction and Decomposition



Intake Business Processes - Decomposed

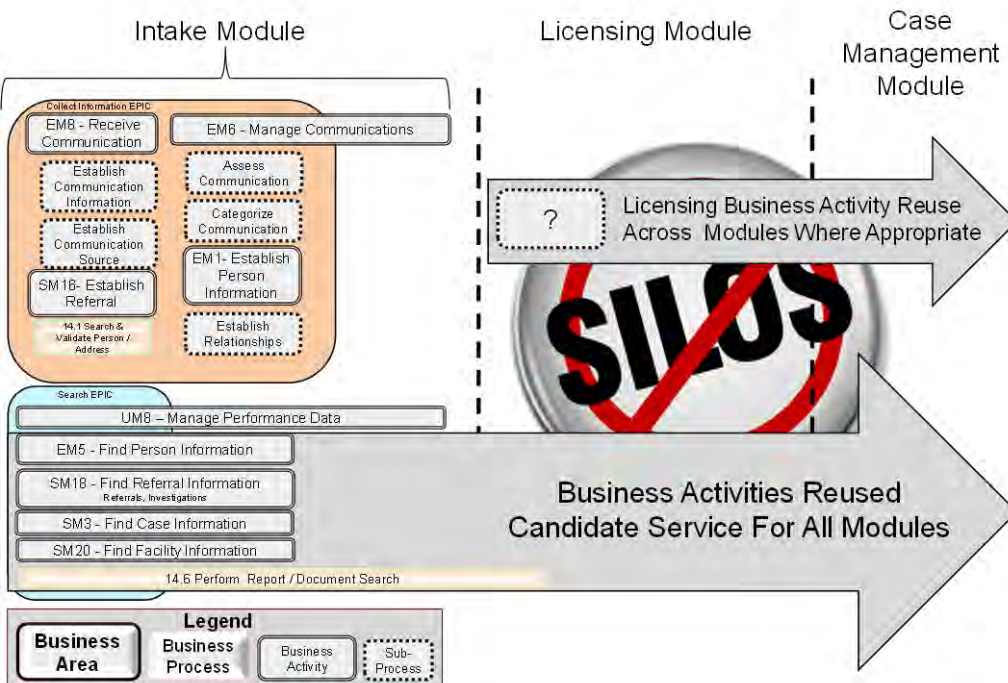
- People
  - Data Management Team
  - Technology Platform - Solution Architect
- Product
  - Module-Specific **Business Processes & Business Activities**
  - Updated **Business Process Models**
- Usage
  - Module Planning
  - RFP Scope
  - How to Best Leverage the Business Process
- When
  - Model Available for Each RFP Planning Event
  - Updated As User Stories Identified



## Step 4 - Strategic Use

### Example

### Intake Module Business Process and Activity Analysis



Strategic Reuse - Intake Business Processes and Activities

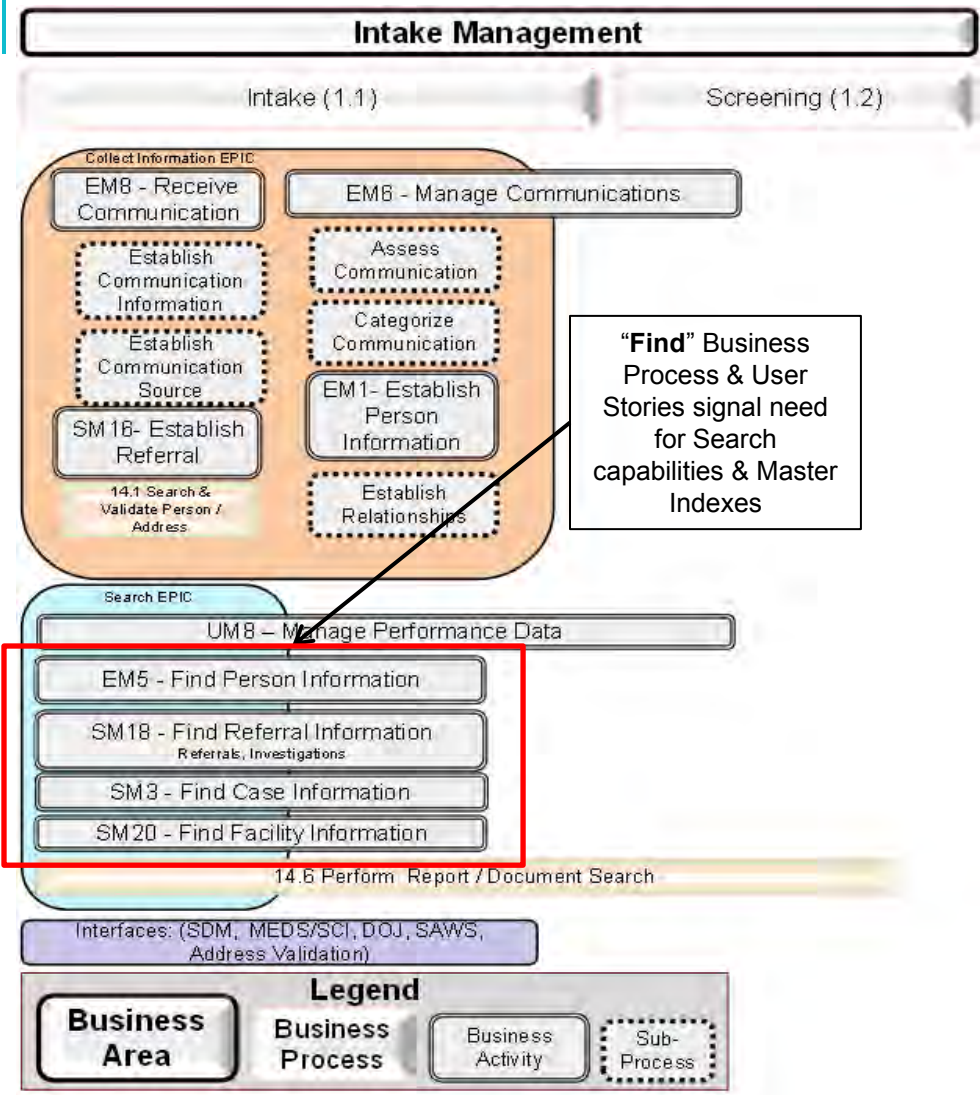
- **People**
  - Data Management Team
  - Technology Platform - Solution Architect
  - Business-Area "Champions"
- **Product**
  - **Business Architecture Roadmap**
  - Updated **Business Process Models**
  - Integrated Modular Approach Framework
  - Assessment of End-to-End Processes
- **Usage**
  - Module Planning
  - RFP Scope and Technical Skills Required
  - How to Best Leverage the Business Process
  - Population Focus
- **When**
  - Available for Each RFP Planning Event
  - Updated As User Stories Identified

# Step 4 - Strategic Use (cont.)

## Example - Application Component Identification

**Definition** - A software package that serves a specific purpose

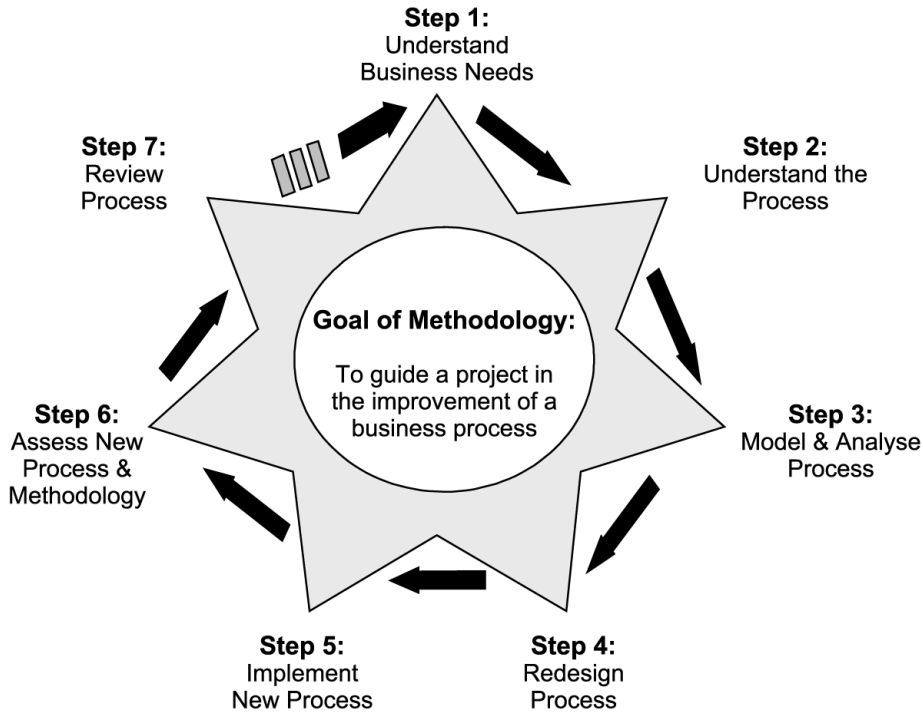
- **People**
  - Technology Platform Team and Solution Architect
- **Products**
  - **Rollout Sequence** for each package (e.g., Document Management System, Business Intelligence Package)
  - Sequencing within **Platform RFP**
  - **Module Capabilities**
- **Usage**
  - Platform RFP Planning
  - Just-in-Time Provisioning
- **When**
  - Following Each Functionality Decomposition
  - Update As User Stories Developed



Intake Business Processes – Component Identification

# Step 5 – As-Built Update

## Update all Models. Refine Methodology



### People

- Data Management Team
- Technology Platform - Solution Architect

### Products

- Business Process Models
- Business Context

### Usage

- Module Support
- Continuing Design

### When

- As Products are Approved and Implemented

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# Questions?