

# Myths and Truths of Modernization

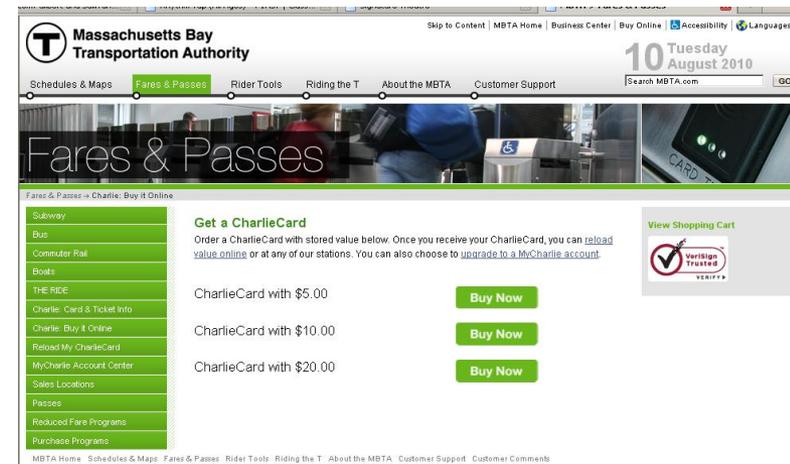
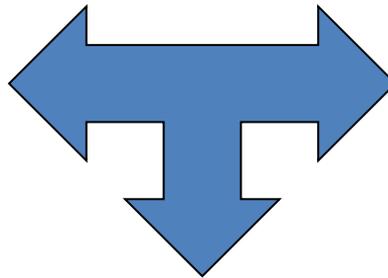
*43rd Annual ISM Conference*  
August 30, 2010



# What is Modernization?

# Myth or Truth?

*Modernization only refers to technological enhancements?*



# *Speaking of technical enhancements...*



# Myth or Truth?

*Modernization only refers to technological enhancements?*

**MYTH**

The **TRUTH** is that Modernization is...

the building blocks of program design  
and operation

- Policy Options
- Waivers
- Business Process Reengineering (BPR)
- Technology



# Myth or Truth?

***Modernization equates to the demolition of legacy (green screen) systems?***

```
S1 - EMS - BlueZone Mainframe Display
File Edit Session Options Transfer View Macro Script Help
Connections EMS
*****
** Welcome To The CONNECTICUT **
*** PRODUCTION ***
*** ELIGIBILITY ***
*** MANAGEMENT ***
** SYSTEM **
*****
Selection
Printer ID ???
System Date 08 02 10

1. TFE Client Assessment
A. Assistance Unit/Client
B. Supporting Units
C. Reserved
D. Alerts
E. Scheduling
F. Letters
G. Electronic Mail
H. Security
I. Parameters
J. Mass Mod
K. Financial Mgmt Iss
L. Financial Mgmt Mis
M. Benefit History
N. Quality Control
O. File Inquiry
P. Vendor Files
Q. Text
R. Benefit Error
S. AU/Client Misc
T. Special Admin 2
V. MCO Broker APPL
X. SVES

Message 0013
0013 REQUIRED FIELDS ARE IDENTIFIED BY "?"

24-lock

AltFn Clear E EOF E Input PF13 PF14 PF15 PF16 PF17
PF18 PF19 PF20 PF21 PF22 PF23 PF24 Reset SysRq
S1 | Ready (1) | 159.247.0.67 | TN3270 | 17:24:43 Mon Aug 02 | NUM | 00:00:31 | 09_043
```



# Myth or Truth?

*Modernization equates to the elimination of legacy systems?*

**MYTH**

# The **TRUTH** is that Modernization...

- does not equate to the elimination of the old work-horse legacy system
- however, it does require that the legacy system be in good working order – the system needs to be stable and reasonably adaptable

# Myth or Truth?

*Modernization is the  
“magic bullet” that will increase  
productivity, decrease staff  
and save \$\$?*

**MYTH**

# The **TRUTH** is that Modernization...

- If executed effectively, modernization can increase productivity and/or result in cost reductions
- **BUT**—overselling benefits can result in problems
- Managing expectations is critical

# In the end, how is Modernization really defined?

- It is an overall focus on enhancing customer service and program delivery
- It needs to have measurable results



# The Process

# Myth or Truth?

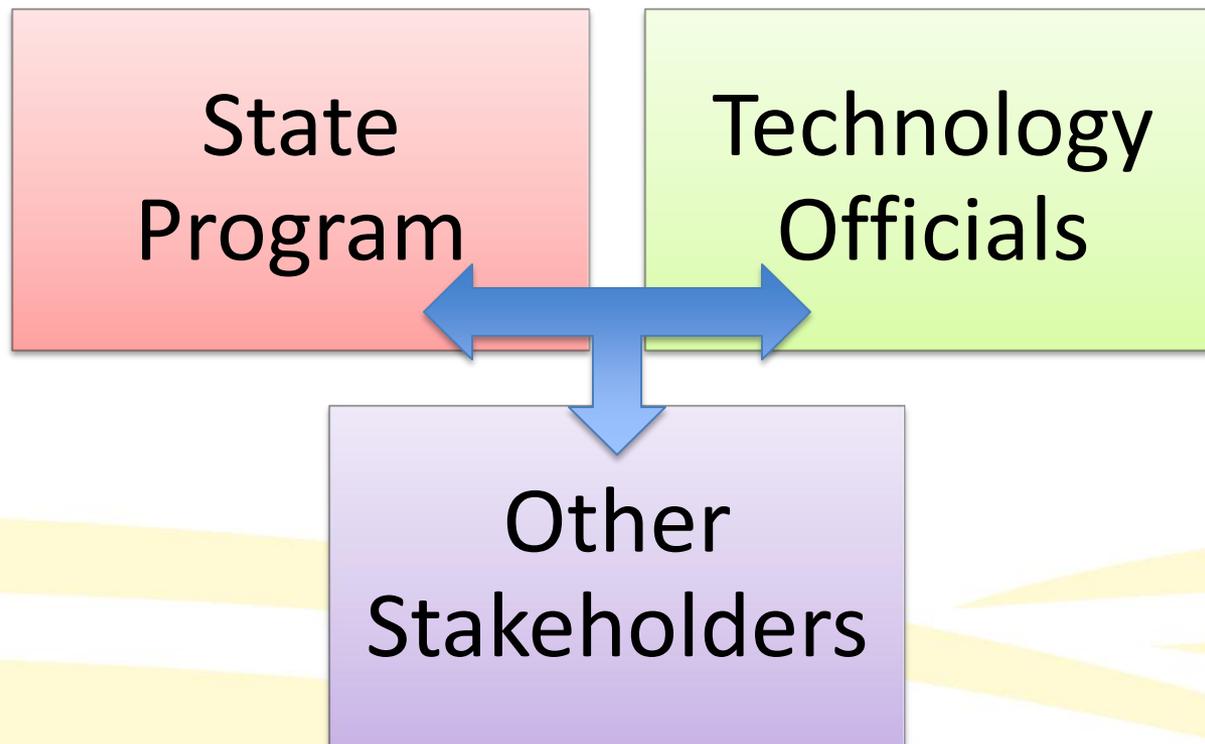
*IT has all the answers when it comes to modernization efforts?*



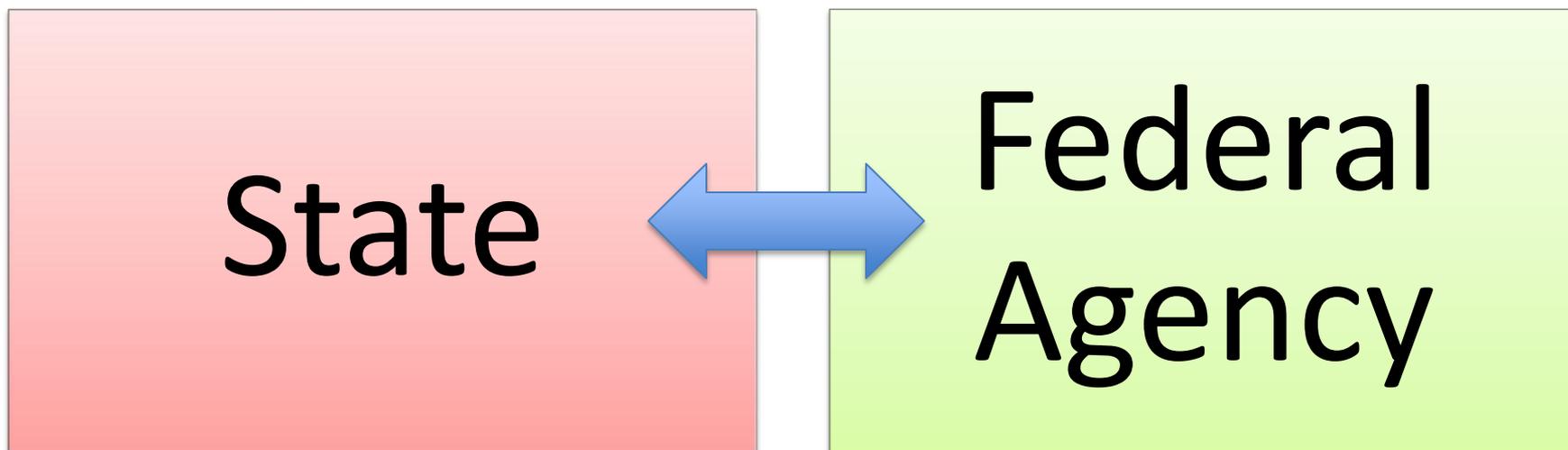
# MYTH

# The TRUTH is that ...

Modernization project should include strong partnerships



# Partnerships



# Myth or Truth?

*The APD process is required by the  
Feds to prolong the planning/  
implementation process for States?*



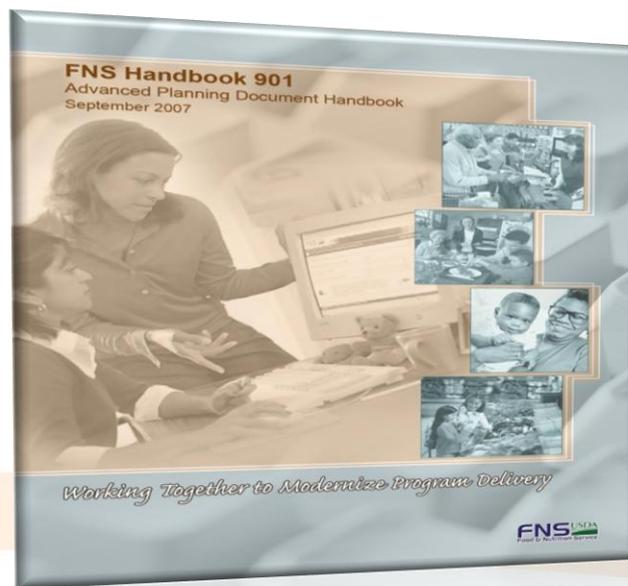
# MYTH

# The TRUTH is that the APD Process

- Is designed to ensure States are developing projects to meet program requirements
- Is designed to ensure Feds are meeting their fiduciary oversight responsibilities

# Knowing the Process...

...will facilitate approvals and make things easier



Knowing the Advanced Planning Document (APD) process is critical!

## **FNS Handbook 901** *Advance Planning Documents*



# FNS APD Website

**USDA** United States Department of Agriculture  
**Food and Nutrition Service**

40 Years: 1969-2009

Home About FNS Newsroom Help Contact Us En Español

You are here: Home > Advance Planning Documents

## Advance Planning Documents

The Advance Planning Document (APD) process is a series of successive steps through which State agencies obtain Federal prior approval of and Federal financial participation (FFP) in automation projects supporting Food and Nutrition Service (FNS) programs. This includes all Electronic Benefit Transfer (EBT) projects.

The purpose of this web site is to provide FNS and State agency staff involved with the review, approval, and coordination of Advance Planning Documents (APD) with tools, techniques, guidelines, and examples to assist in fulfilling their responsibilities in this area.

This guidance and tools is provided to enable FNS and State agency staff to work in partnership for successful automation of program requirements and delivery of benefits to clients.

### Authorities

- 7 CFR 277.18
- 7 CFR 333.18

**Search FNS**

- Search all USDA
- Search Tips
- Topics A-Z

**Email Updates**

Sign-up to receive free email updates

**Browse by Subject**

- Community Outreach
- Data & Statistics
- Disaster Assistance
- FNS Job Announcements
- Forms
- Food Safety

**See Also**

- FNS Handbook 901 - APD Handbook (2007)
- APD Process Overview
- APD State Systems Office and Regional Contact List
- CAM Toolkit
- Document Library
- Electronic Benefit Transfer
- SNAP (formerly FSP) APD Requirements
- WIC APD Requirements
- WIC EBT Resources
- WIC SAM Resources
- Links to WIC State Agencies
- Links to Other Stakeholders

[www.fns.usda.gov/apd](http://www.fns.usda.gov/apd)

# Myth or Truth?

*If we shortcut the planning process  
there won't be any problems?*

**MYTH**

# The TRUTH...

- Don't Shortcut the Planning Process



# The TRUTH...



# The TRUTH...



# Myth or Truth?



*Simply asking the Feds to “follow” the project on Twitter/Facebook facilitates smoother project planning and implementation?*

follow us on  
**twitter**



# MYTH

# The TRUTH is that communication is key.....

- Communication between State and Federal partners is essential
- Early, often and on-going communication



...AND THAT  
IS WHY WE  
LIFT ON  
THREE...



COMMUNICATION

# Myth or Truth?

*Feds must approve my documents within 60 days and must approve if I request an expedited review to meet my State's schedule?*



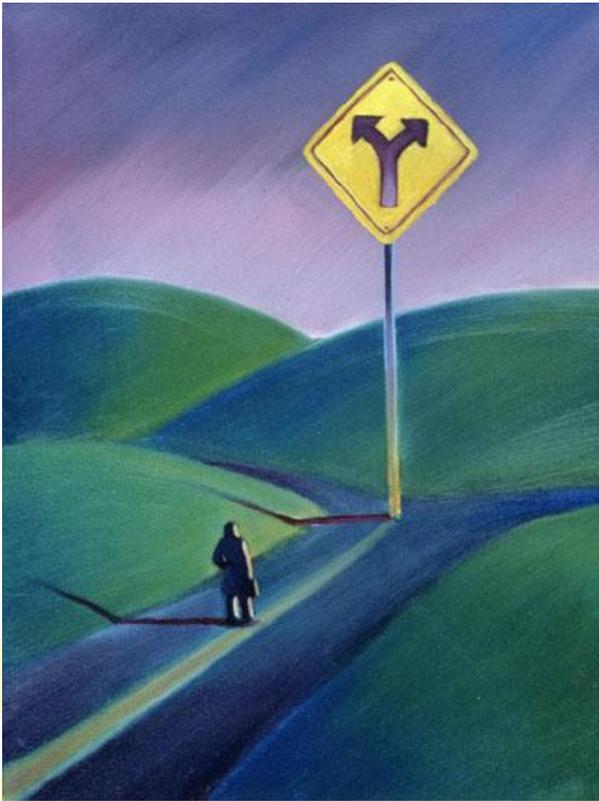
# MYTH

# The TRUTH...

- **Manage expectations and build Federal review into a realistic schedule**
- **Feds have up to 60 days to review documents**
- **Effective communication w/Feds typically facilitates a quicker turnaround and less revisions**

# Myth or Truth?

*Projects manage themselves?*



# MYTH

# The TRUTH is that...

Project management can make or break a project



# Myth or Truth?

*Skimping on testing, piloting and contingency plans is a way to shorten my schedule?*

**MYTH**

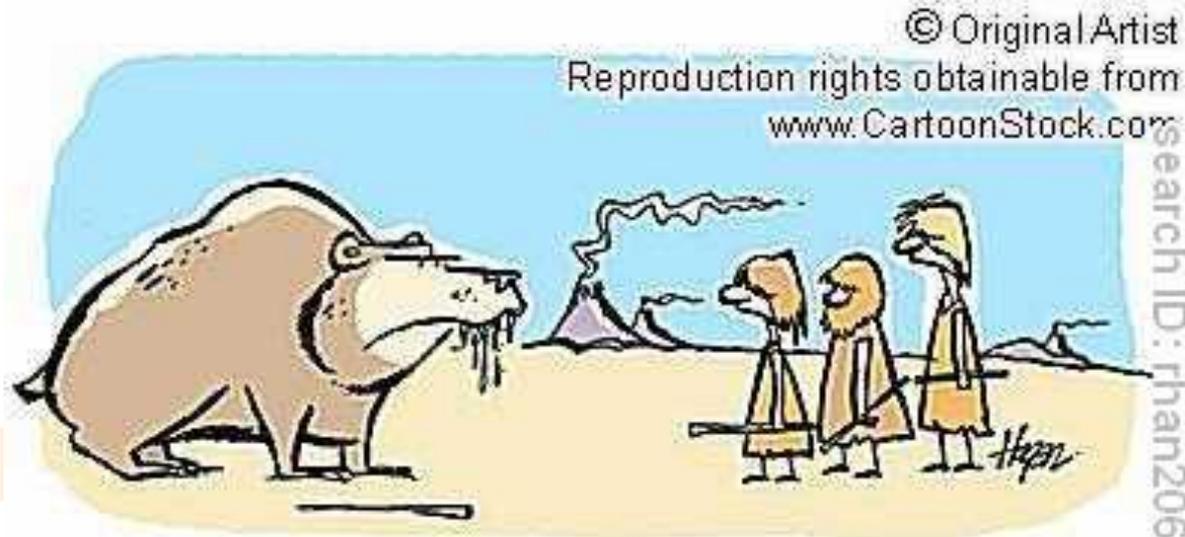
# The TRUTH is that...

- FNS is looking for extensive system testing plans as a key component



# Testing, Piloting & Contingency

Testing, piloting and contingency plans should be built into the modernization project



IF ANYONE'S GOT A PLAN B, NOW WOULD BE A GOOD TIME.

# Conclusion

# Modernization

- ✓ Not just about technology
- ✓ Communication is critical



# Questions & Answers

## Contact Information

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