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STUDENT INFORMATION SYSTEM IMPLEMENTATION

Contingency Plan

June 17th, 2019

BACKGROUND

Several years ago Orange County Public Schools embarked on a project to upgrade the Student Information System (SIS). The new system is designed to consolidate and replace several key systems. A vendor was selected and the work began, but it was cancelled well into the project. A second vendor was chosen and a new project team assembled. At present, the project is underway with a target go live date in July of this year.

The Internal Audit Department has undertaken to perform a series of strategic assessments designed to focus on specific areas of risk or concern where we could bring value to the district on this project by highlighting risks or suggesting improvements that would help achieve a successful project. By focusing on smaller areas, we can perform and complete our work and submit our findings in a timely manner while the project is still underway.

The fourth and final area of our focus addresses the contingency plan (Plan) to mitigate the risk if the implementation of the new SIS is ineffective. As stated on PMBOK Guide – 5th Edition, "A fallback plan can be developed for implementation if the selected strategy turns out not to be fully effective or if an accepted risk occurs."

OBJECTIVE

Our objective was to determine if the OCPS SISP[1] Team has a fallback plan place in case the implementation of the new SIS system don't go as planned.

SCOPE AND METHODOLOGY

To meet our objective, we performed the following:

1) determined whether a plan is in place in case the project fails;

2) examined the details of the plan;

3) verified that the plan was written;

4) verified if the plan was communicated to stakeholders, team members and the Executive Steering Team (EST);

5) determined whether the project had phased gates where the Go/No Go decision can be made;

6) conducted interviews/walk-throughs/meetings with SISP Project Team members;

7) calculated and verified costs of all relevant contracts to the contingency plan; and,

8) determined whether the plan is adequate.

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[1] Student Information Systems and Projects

ASSESSMENT RESULTS

Although there was a plan, as of June 25th, 2019, it wasn't complete because there was not a purchase order[2] in place for Software Answers, who is the vendor for the ProgressBook software[3] to cover the one-year period as a contingency in case the new SIS implementation is ineffective, per the SISP Executive Director.

RECOMMENDATION

We recommend that the OCPS SISP Team make sure that the ITS Department has a purchase order in place before the July 22nd Go-Live date to cover the contingency plan period.

We wish to thank the staff of the OCPS Student Information System and Projects Department for their cooperation and assistance during the assessment.

Luis E. Aponte Santiago – IT Internal Auditor
Jan N. Skjersaa, CPA – Internal Auditor

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[2] For Campus Management, they have a "perpetual, non-exclusive, non-transferable license to install and use the Licensed Program(s), for its own internal business operations and subject to the terms and conditions herein." It is an on-going contract until one of the parties wants to end the agreement.

[3] There's a bid only for ProgressBook (ITX1906145-SFL) for $394,000 (NTE). This to provide "continued support, maintenance, and ongoing licensing of ProgressBook."

MEMORANDUM

ITS
Chief Information Office

Date: July 1, 2019

To: Linda Lindsey, Sr. Director, District Internal Auditor

From: Robert Curran, Chief Information Officer

Subject: Management Response to Recommendations for the SIS Contingency Plan Draft Assessment Report

Recommendation 1 : We recommend that the OCPS SISP Team make sure that the ITS Department has a purchase order in place before the July 22nd Go-Live date to cover the contingency plan period.

Management Response: A purchase order will be issued to ProgressBook when SAP is available again on July 8, 2019.