

Project Closeout Report

Submitted to Large Project Oversight on 3/1/2021

GENERAL INFORMATION

Project Name: eWIC (Electronic Benefits Transfer for Special Supplemental Nutrition Program for Women, Infants and Children)

Agency Name: Department of Health

Project Sponsor: Kristi Miller

Project Manager: Kris Vollmer

SCHEDULE AND COST METRICS

	Baseline Start Date	Baseline End Date	Baseline Budget	Actual Finish Date	Schedule Variance	Actual Cost	Cost Variance
Original Baseline	08/01/2019	10/30/2020	\$2,221,857	12/31/2020	5%	\$1,988,826	-8.9%
Final Baseline		11/30/2020	\$2,407,435	12/31/2020	1.9%	\$1,988,826	-8.2%

Notes:

The project Kickoff was held on May 21-23, 2019. August 1, 2019 represents when the project went into "execution".

MAJOR SCOPE CHANGES

None

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OBJECTIVES

Business Objective	Measurement Description	Met/ Not Met	Measurement Outcome
1.1 North Dakota WIC will release an RFP to hire WIC EBT Implementation Contractor	1.1.1 The proposals will be evaluated to select an Upgrade and Implementation Contractor 1.1.2 North Dakota WIC will negotiate and sign a contract with the selected contractor to start the project	MET	Contracts were executed.
1.2 The selected Contractor will implement the WIC EBT System	1.2.1 UAT training and testing is completed and there are no remaining critical issues open 1.2.2 The pilot will be completed, and the system operates as expected. The EBT cards are processed successfully. 1.2.3 The EBT system is approved for statewide rollout and implemented in 100% of the agencies.	MET	
2.1 Meet the Governor's initiative for reinvention of state government	2.1.1 The WIC EBT system is functional in 100% of the contracted grocery stores at time of implementation.	MET	
3.1 Meet the Governor's initiative for reinvention of state government	3.1.1 The WIC EBT system is functional in 100% of the contracted grocery stores	MET	

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POST-IMPLEMENTATION REPORT

Lesson Learned, Success Story, Idea for Next Time, Etc.	
Risk Management	Project risks were reviewed each month during a status meeting. MAXIMUS did a great job of managing the risks.
COVID/Pandemic Impacts	<p>Avoid pandemics.</p> <p>For the most part, the Team was able to role with the COVID punches. The overall schedule was pushed out by a few months but still completed. Other processes, such as the complete use of NDVIEW and the State's SharePoint site for maintenance of Risks and Issues, and deliverable approval processes were negatively impacted as the State's PM was pulled for the State's COVID response efforts and a substitute wasn't available to fill in. The team however, didn't rely on the automated processes, and continued to move forward with alternate means.</p> <p>We learned how to move forward with our project and complete the implementation phase through a Pandemic.</p> <p>You can plan for the known but can't plan for the unknown such as the Pandemic.</p>
Team work	This was a great team all around. Everyone communicated and worked really, well together.
Roll out	<p>A large geographic state would have been better served by more rollout regions.</p> <p>Communicating with vendors early is important. Making sure the stores were set up and ready with their POS is important and if we could do over again we would have pushed this more.</p>