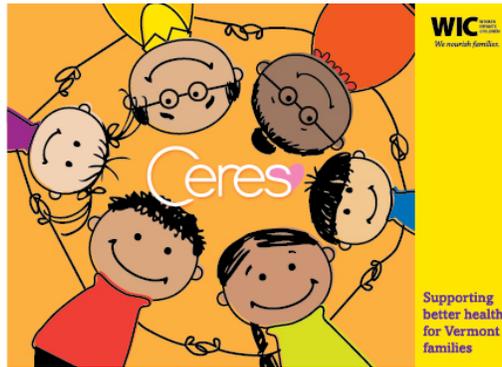


## *Ceres is Coming Your Way!*

- June 2014 – Sept 2014
  - ❖ DII installs server system to host Ceres and AHS builds Test database
  - ❖ Ciber (Ceres) and Xerox (EBT) test interface between the MIS and EBT
  - ❖ VDH works on configuring (“Vermontizing”) Ceres
- Sept 2014 – Dec 2014
  - ❖ Ciber and Xerox internal testing
  - ❖ VT IT completes testing of all software and systems
  - ❖ Xerox works with Retailers on EBT enablement
  - ❖ VT WIC introduces WIC families to upcoming changes
- Jan 2015 – April 2015
  - ❖ User Acceptance Testing (UAT) – Help Desk, state staff and selected DO staff will be trained and participate in testing the entire system.
  - ❖ End to End Testing – from family certification through grocery store
  - ❖ Pilot office preparations
- May 2015 – Sept 2015
  - ❖ PILOT and Pilot Evaluation
  - ❖ Roll Out preparation (set up eqpt, distribute cards, materials, clinic checklist completion; schedule for phase out of home delivery; begin training, etc)
- Oct 2015 – March 2016
  - ❖ ROLL OUT to each DO
  - ❖ 12 waves, two weeks each



# *Ceres is Coming Your Way!*

## Pilot and Roll Out Schedule

- Prior Week – DO caseload data converted from legacy system to Ceres
- Week One – prep and training
  - ❖ DII Desktop Services set up and test clinic workstations and peripherals
  - ❖ Clinic training – 4 days classroom, 1 day mock clinic
    - ✓ Staff free from all other work during this time - No clinics scheduled
    - ✓ Classroom is set up onsite in DO.
    - ✓ Each trainee has their own laptop/workstation
    - ✓ Training is functionally based: learn by doing actual tasks
- Week Two – roll out
  - ❖ “Light load” appointment scheduling
  - ❖ Longer time for appointments
  - ❖ Time in between to prepare for next appointment
  - ❖ Support staff on site to help all week
  - ❖ SuperUsers (trained during UAT, tested system) in each DO
- Week Three and Beyond
  - ❖ Continuing support from SuperUsers, state staff, Help Desk
  - ❖ Continue “light load” appointment scheduling for 1-3 months