Early Years Better Start – Implementation Package

Professional Services

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Introduction

This document outlines MRI Education's standard approach for the implementation of Better Start module within the Provider Portal for both the Local Authority and Service Provider.

The Better Start module allows providers to record, with permission, their Child Progress data in the Provider Portal. This is then transferred to your Local Authority v4 Database. The Provider can also make changes and submit them as scores change. Allowing the Local Authority to monitor younger children's progress much more easily.

Benefits

This functionality means there is no longer a requirement to gather this information from providers manually and the process of updating and changing the information is streamlined. Improving the speed and quality of data flow and keeping attainment data up to date in a central system.

Pre-requisites

Your MRI Education Project Manager will discuss the pre-requisites for this project in detail with you at the outset.

- Customers must be on release 3.61 or above to be able to implement this portal

- Use of the Pulse module is required for collection of Child Attainment Data

- If not already in use, the Provider Portal will be installed as part of this project

- A point of contact from the Local Authority to act as a Project Lead

- Access to participate in Microsoft Teams and or Webex sessions for support and configuration by the knowledge specialist

Service Overview

We will assist in the successful implementation of the Better Start Portal by undertaking the following staged process.

We believe in a strong emphasis on a proactive partnership with the customer. The MRI Education Project Coordinator will work closely with the customer's appointed Project Lead throughout the project to achieve this. The MRI Education Project Coordinator is the coordinating MRI staff member assigned to the project and is therefore able to respond authoritatively to the needs of the project and will actively and continually monitor progress on all risks, issues, actions, and decision in order to ensure successful delivery.

Service Details

This section provides detailed tasks that MRI Education will complete in order to successfully implement the v4 Better Start Portal.

Prerequisite: Pre-Implementation Scoping

Objectives	• You will work with a MRI Education Knowledge Specialist to discuss your Better Start Portal implementation needs; this will identify any extra sessions or further requirements necessary for providing an accurate sales brief
Audience	• MRI Education coordinators and key Better Start stakeholder • MRI Education Account Manager • MRI Education Knowledge Specialist
Standard Agenda	• Identify areas of variation from this standard Better Start Work Package • Discuss all functionality that a new customer requires as part of the Better Start module implementation • Please discuss any data migration needs with us in addition to the module implementation. E.g. Historic Children / Assessment Data
Outcomes	• Local Authority and MRI Education Knowledge Specialist / Account Manager have comprehensive knowledge of the Early Years Implementation requirements

Session 1: Demo, Requirements and Planning

Key Prerequisites (full list provided in RAID log)	• (Optional but recommended) - Access to a recently refreshed TEST instance of MRI Education
Objectives	• Plan for the implementation of the Better Start module • Plan and request the technical work required to configure the Provider Portal in Live and Test
Audience	• MRI Education Coordinator • Early Years / Better Start Team • Internal I.T. Support Team • MRI Education Knowledge Specialist • It is recommended that LA's have a representative from any 3rd party IT and network providers available if required to support the implementation
Standard Agenda	• Review the current use of Child Level Progress Data within the Local Authority and the objectives for the implementation • Demonstrate Better Start Template Creation functionality • Demonstrate Portal Back Office • Demonstrate Better Start child Progress Collection functionality
Outcomes	• Capture key business processes in order to make recommendations for implementation approach • Produce a project plan to take into account upgrades and key dates • Following the WebEx session, the Knowledge Specialist will compile a document to summarise the findings of the session and suggested implementation approach for the Better Start Provider Portal. • Provider documentation will also be made available that can be edited to suit your requirements and processes, supporting your training of the Service Providers.

Session 2: Better Start TEST Portal Preparation

Key Prerequisites (full list provided in RAID log)	• Pulse is licensed • Better Start Provider Portal installed and licenced • Email services working in TEST • System Administration access rights to Client, v4 Online and Portal Test URL • Projector may be required if multiple delegates are attending
Objectives	• Configure the Test environment • Capture the necessary portal setup required for the Live system • Refine the business process and system recommendations set out in the Recommended Implementation Approach document • Creation of Training accounts for all Delegates and Testers • User permissions requirements agreed and configured
Audience	• MRI Education Coordinator • Better Start Team Lead available by email/phone • Internal I.T. Support Team • MRI Education Knowledge Specialist • It is recommended that LA's have a representative from any 3rd party IT and network providers available if required to support the implementation
Standard Agenda	• Setting up Pilot users, map to people, User groups; agree and assign permissions for Better Start module Admin, Conflict Processing, and Portal Users • Configuration of Better Start module in Test • Title Headers, Images, Portal Content • Setup for Better Start Data Conflict • Approval

Outcomes	• Test System is ready for Training / User Acceptance Testing (UAT)
	• New Business Processes are defined
	• User permissions are assigned
	• Provide documentation to outline the configuration of the portal and the permissions applied

Session 3: Training: Creating Templates & Collecting Better Start Data

Key Prerequisites (full list provided in RAID log)	• System Administration access rights to v4 Client and Test Provider Portal URL • Delegates bring sample collection data for discussion
Objectives	• Better Start Team to understand the efficient use of maintaining Templates in Pulse and how this links with Better Start • Better Start Team to understand the Provider usage of Better Start module • Better Start Team to understand Results Organiser
Audience	• EY Better Start Team • MRI Education Knowledge Specialist

Standard Agenda	• Better Start module
	
	  • Features
	  • Customising Portal Text
	  • Home Page Help
	
	• Providers
	
	  • Updating and Adding Portal access
	  • Monitoring Progress
	  • Rejection and Acceptance
	  • Supporting Service Providers
	
	• Loading of Data
	
	  • Review status of submissions
	
	• Data Conflict Console for Accepting and Processing Data

Outcomes	• EY Better Start Team understand how to manage their data • Testers have enough knowledge to be able to carry out User Acceptance Testing

Session 4: User Acceptance Testing Support

Key Prerequisites (full list provided in RAID log)	• UAT has been carried out in the LA and any Testing feedback has been provided to the Project Manager prior to this session • System Administration access rights to MRI Education
Objectives	• Knowledge Specialist to provide advice and guidance on issues arising during testing
Audience	• MRI Education Coordinator • EY Better Start Testing Lead • MRI Education Knowledge Specialist
Outcomes	• All issues arising from testing known and prioritised • Majority of issues resolved by Knowledge Specialist • Service Desk calls logged where required • After the session Project Manager will provide feedback on any issues raised

Session 5: Better Start LIVE Portal Preparation

Key Prerequisites (full list provided in RAID log)	• Access to live environment of Client, v4 Online, Live and Test Provider Portal URLs • System Administration access rights to MRI Education
Objectives	• Configure the Live environment in line with the Implementation Approach document
Audience	• MRI Education Coordinator • EY Better Start Team Lead available by phone / email • Internal I.T. Support Team • MRI Education Knowledge Specialist
Standard Agenda	• Configuration of Better Start module in Live • Title Headers, Portal Content • Setup for EY Better Start Data Conflict • Setup Permissions for User Groups and Reporting
Outcomes	• Live System is ready for Go Live once the LA have created their BS Template

Session 7: Post Go-Live Review

Key Prerequisites (full list provided in RAID log)	• System Administration access rights to MRI Education • LA has implemented the Better Start Module (across all providers or as a pilot)
Objectives	• Review the Live implementation and provide advice / guidance where required
Audience	• MRI Education Coordinator • EY Better Start Team Lead • MRI Education Knowledge Specialist
Outcomes	• Live implementation is fully operational and signed-off

Additional Service Options

Additional Elements (as required)	Sessions required	Resource Required
Creation of Customised Better Start Templates If the Local Authority does not have the resources to create their own Better Start Templates for the collection of data from Providers, MRI Education can create these; via remote access or onsite, with direction from key Better Start Stakeholders. Benefits Templates can be constructed to your needs and requirements. Or the Knowledge Specialist can advise on previously created examples from other Local Authorities. This frees up resources in the LA and ensure consistency in data collection. If you have previously used (paper/spreadsheet) collection documentation, these examples can be used as a starting point for the Template creation. Cost: Subject to Scoping	TBA	Professional Services
Pulse Training for Data Reporting Teams Pulse is a module that is used by Better Start to store the BS Assessment Data; submitted against children by Providers. However, the Pulse module can also store School census and provide access to a comprehensive view of a student record, including a pupil's attainment, ensuring more effective target-setting to raise student achievement. Benefits Student assessment data can be analysed by individual, cohort, school, school cluster or authority-wide allowing for early trends to be identified and interventions to be targeted accordingly. Cost: Subject to Scoping	TBC	Professional Services

Additional Elements (as required)	Sessions required	Resource Required
Creation of Management Information Reports to support the Better Start Module Reporting requirements can be documented during the project. If support is required to produce these reports this work can be estimated, and costs provided based on the exact requirements of the LA. Please discuss your requirements with your Account Manager. Benefits Reports can be produced to display any information recorded in the MRI Education database, e.g. this information can be used to export payments to your finances solution, to provide transactions to providers, check data quality which in return can be used to inform training Cost: Subject to Scoping	TBC	Professional Services
Refresher Training / New User Training Training on any/all of the Early Years Suite of products: • Early Years Back-Office • Portal Back-Office • Two-Year-Old Funding Portal • Self-Update Portal • Headcount Portal • Better Start Portal Delivery of training will be based on your exact requirements, and can be hands on, chalk-and-talk as required. Please discuss your requirements with your Account Manager Benefits New starters can be trained to a high standard, existing users can gain better perspective on the existing Early Years functionality, often in areas that are overlooked or if used correctly make processes smoother. Cost: Subject to Scoping	TBC	Professional Services

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Additional Elements (as required)	Sessions required	Resource Required
Ask the Expert Sessions If you need adhoc support for the MRI Education Early Years suite of modules that you do not consider warrants a full training session, then one of our Ask the Expert sessions may be a better way of providing this support. A Knowledge Specialist will work with you remotely to answer questions / demonstrate requested functionality. Cost: Subject to Scoping	TBC	Professional Services