



Integrated Youth Support Service (IYSS) - Implementation Package

Professional Services



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Introduction

MRI Education Integrated Youth Support Services (IYSS) is an intuitive case management system providing real-time access to a single, shared view of a young person. Helping teams from different youth-related services work together more efficiently.

Benefits

By supporting teams to meet recording, reporting and monitoring responsibilities more easily, MRI Education IYSS helps free Practitioners' time to spend with the young people who need them most. Helping them to protect young people from falling through gaps in the system. Youth Service teams can draw on the core information held already within MRI Education, removing the need to re-enter data. All tasks and interactions with the young person can be logged. Referrals to other support agencies can be tracked. Thus eliminating duplication of effort, and ensuring all interactions are known and planned.

To help you meet statutory obligations, it is quick and simple to analyse and measure any contact, participation rates and young people not in education and employment or training. Also making it easy to generate the monthly return for the National Client Caseload Information System (CCIS).

Features:

- A customised view
- Easily identify those young people in most need
- Access key information from anywhere
- More effective multi-agency working
- Increase efficiency and reduce costs
- A dynamic reporting system

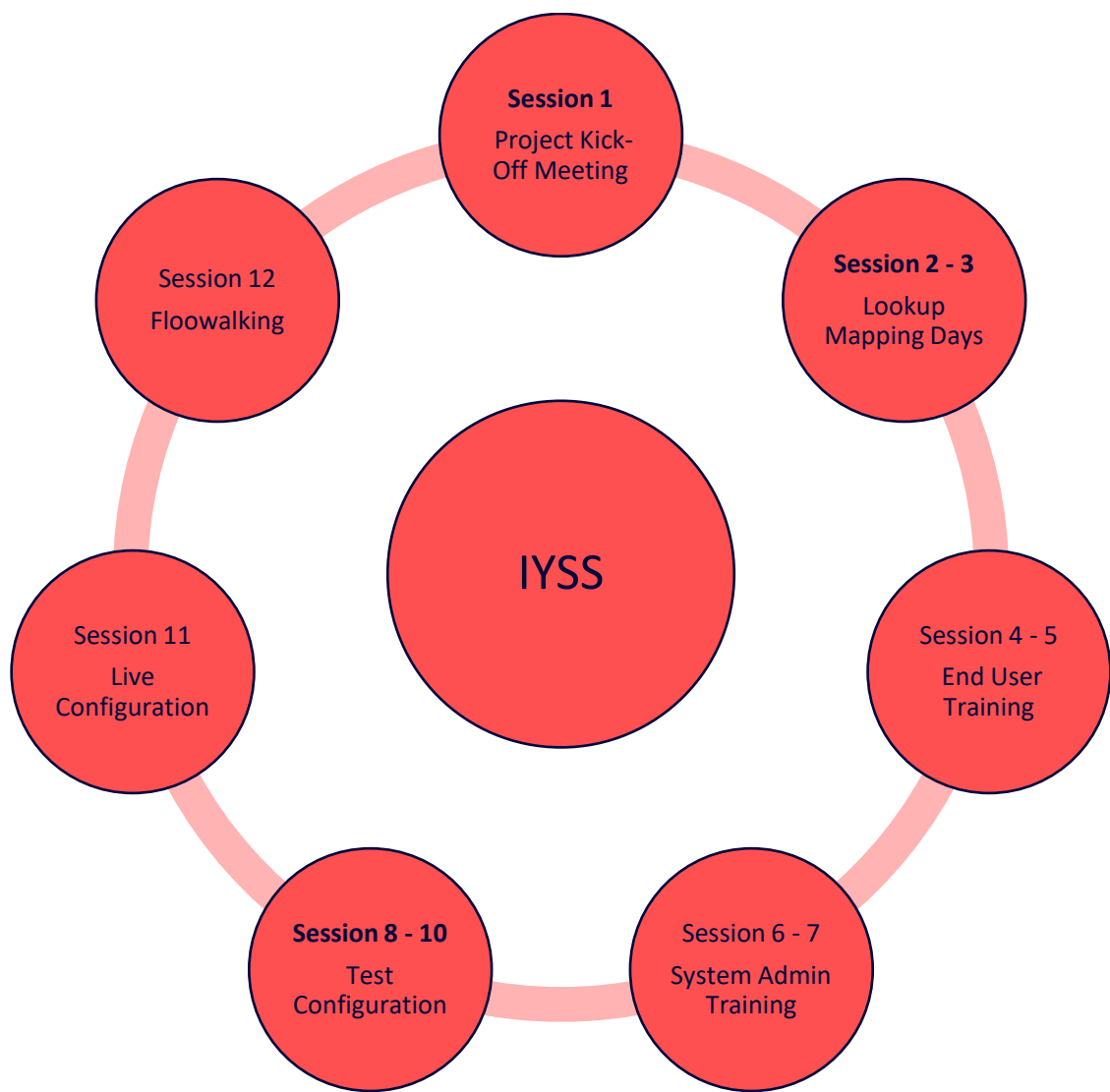
Pre-requisites

To enable us to provide a quality service, the following engagement is required from the Local Authority:

- MRI Education database at the current or previous version
- Remote access to install and configure IYSS module
- Access to participate in Microsoft Teams sessions for support and configuration by the Knowledge Specialist

Service Overview

We will assist in the successful implementation of the Integrated Youth Support Service (IYSS) module by providing the following:



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

Session 1: PROJECT KICK-OFF MEETING

Objectives	<ul style="list-style-type: none">• Agree project leads• Ascertain customer expectations• Discuss implementation process, migration, system considerations and impact• Review proposed project plan
Audience	<ul style="list-style-type: none">• Service Leads (Managers and/or Senior Practitioners)• Performance/Reporting Team (responsible for Statutory Reporting)• Local Project Manager• MRI Education Support• IT Support
Standard Agenda	<ul style="list-style-type: none">• Welcome, Introductions & Customer Expectations• Roles & Responsibilities• Communication Plan• System Considerations / Migration Rules• Remote Access Requirements• Training• User Acceptance Testing• Project Plan• Q&A• Next Phase/Actions
Outcomes	<ul style="list-style-type: none">• All parties have a mutual understanding of the scope of the project, the service requirements, and resources needed

Session 2 and 3: LOOK-UP MAPPING DAYS

Key Prerequisites (full list provided in RAID log)	<ul style="list-style-type: none"> • Access to current CMS for lookup comparisons
Objectives	<ul style="list-style-type: none"> • Compare, review and agree standard lookups between current provider and IYSS
Audience	<ul style="list-style-type: none"> • Service Leads (Managers and/or Senior Practitioners) • Performance/Reporting Team (responsible for Statutory Reporting) • Local Project Manager • MRI Education Support
Standard Agenda	<ul style="list-style-type: none"> • Welcome & Introductions • Summary • Situations • Baselines • Interactions • Submissions • Additional Needs • Qualifications and Attainment • Aspirations • Professional Contacts • Administration • Consent • Individual Circumstances • Benefits and Allowances • Provider • Opportunity • General Config

	<ul style="list-style-type: none"> • Q&A • Review test documentation in readiness for UAT
Outcomes	<ul style="list-style-type: none"> • Comprehensive understanding of requirements • Lookup Mapping document written by MRI Education, approved by Customer

Session 4 and 5: END USER TRAINING

Objectives	<ul style="list-style-type: none"> • Participants to understand IYSS frontend functionality
Audience	<ul style="list-style-type: none"> • Service Leads (Managers and/or Senior Practitioners) • Local Trainers
Standard Agenda	<ul style="list-style-type: none"> • Introduction • Login & Homepage • Client Search • New Client • Client summary • Situations • Interactions, Activities & Appointments • Additional Needs • Individual Circumstances • Sexual Health • Parent/Carer • Documents & Notes • Professional Contacts & Involvements • Consent • Qualifications & Attainment • Aspirations & Intended Destinations • Administration • Providers & Opportunities • Caseloads • Baselines • Reporting • Youth Service

	<ul style="list-style-type: none">• Useful System Features
Outcomes	<ul style="list-style-type: none">• Participants obtain comprehensive knowledge of IYSS frontend functionality

Session 6 and 7: SYSTEM ADMIN TRAINING

Objectives	<ul style="list-style-type: none">• Participants to understand IYSS system administration functionality
Audience	<ul style="list-style-type: none">• Local System Administrators• Local Trainers
Standard Agenda	<ul style="list-style-type: none">• Introduction• Important Notes / Login• System Values• Scheduled Jobs• User Accounts• Resetting Security Details• Roles & Workgroups• Security Groups• Service and Service Centres• Locked Records• Configuring Lookups• Managing deceased/inactive clients• Roll-up process• Messaging facility• Crystal reports• Functions & Function Groups• Statutory Returns• Statistical Reporting Period• Baselines• Exporting Reports• Importing data• Support

	<ul style="list-style-type: none"> • Q&A
Outcomes	<ul style="list-style-type: none"> • Participants obtain comprehensive knowledge of IYSS system admin functionality

Session 8, 9 and 10: TEST CONFIGURATION

Key Prerequisites (full list provided in RAID log)	<ul style="list-style-type: none">• Access to the IYSS Test environment including System Admin module
Objectives	<ul style="list-style-type: none">• Successful User Acceptance Testing
Audience	<ul style="list-style-type: none">• Local Testers
Outcomes	<ul style="list-style-type: none">• Sign-off of data migration in Test

Session 11: LIVE CONFIGURATION

Key Prerequisites (full list provided in RAID log)	<ul style="list-style-type: none">• Access to the IYSS Live environment including System Admin module
Objectives	<ul style="list-style-type: none">• Successful User Acceptance Testing
Audience	<ul style="list-style-type: none">• Local Testers
Outcomes	<ul style="list-style-type: none">• Sign-off of data migration in Live

Session 12: FLOORWALKING (GO-LIVE SUPPORT)

Key Prerequisites (full list provided in RAID log)	<ul style="list-style-type: none">• Successful sign-off of Live
Objectives	<ul style="list-style-type: none">• MRI Education Knowledge Specialist to provide onsite 'floorwalking' support to frontend users
Audience	<ul style="list-style-type: none">• All system users
Outcomes	<ul style="list-style-type: none">• Floorwalking support complete