**Capita**



# Integrated Youth Support Service (IYSS) – Implementation Package

Professional Services

# Copyright

# Contact Capita

Contact your account manager or simon.pixley@capita.com for further details relating to this.

# Contents

# Introduction

One 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, One 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 One, 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:

- One 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

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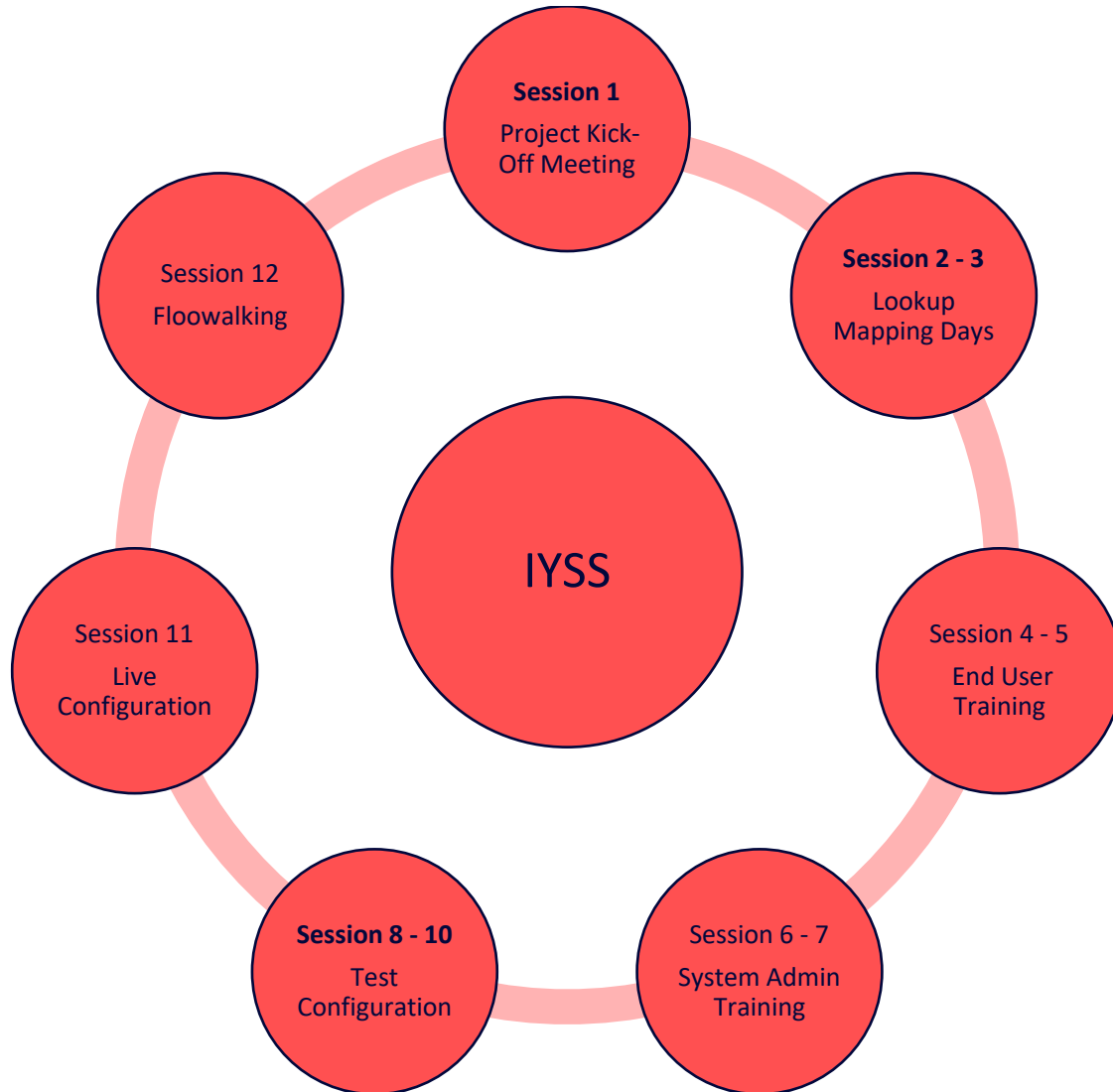


Capita believe in a strong emphasis on a proactive partnership with the customer. The Capita Project Coordinator will work closely with the customer's appointed Project Lead throughout the project to achieve this. The Capita Project Coordinator is the coordinating Capita staff member assigned to the 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><li>Agree project leads</li><li>Ascertain customer expectations</li><li>Discuss implementation process, migration, system considerations and impact</li><li>Review proposed project plan</li></ul> |
|---|---|
| Audience | <ul><li>Service Leads (Managers and/or Senior Practitioners)</li><li>Performance/Reporting Team (responsible for Statutory Reporting)</li><li>Local Project Manager</li><li>One Support</li><li>IT Support</li></ul> |
| Standard Agenda | <ul><li>Welcome, Introductions & Customer Expectations</li><li>Roles & Responsibilities</li><li>Communication Plan</li><li>System Considerations / Migration Rules</li><li>Remote Access Requirements</li><li>Training</li><li>User Acceptance Testing</li><li>Project Plan</li><li>Q&A</li><li>Next Phase/Actions</li></ul> |
| Outcomes | <ul><li>All parties have a mutual understanding of the scope of the project, the service requirements, and resources needed</li></ul> |

# Session 2 and 3: LOOK-UP MAPPING DAYS

| Key Prerequisites (full list provided in RAID log) | • Access to current CMS for lookup comparisons |
|---|---|
| **Objectives** | • Compare, review and agree standard lookups between current provider and IYSS |
| **Audience** | • Service Leads (Managers and/or Senior Practitioners) <br><br> • Performance/Reporting Team (responsible for Statutory Reporting) <br><br> • Local Project Manager <br><br> • One Support |
| **Standard Agenda** | • Welcome & Introductions <br><br> • Summary <br><br> • Situations <br><br> • Baselines <br><br> • Interactions <br><br> • Submissions <br><br> • Additional Needs <br><br> • Qualifications and Attainment <br><br> • Aspirations <br><br> • Professional Contacts <br><br> • Administration <br><br> • Consent <br><br> • Individual Circumstances <br><br> • Benefits and Allowances <br><br> • Provider <br><br> • Opportunity |

| | |
|---|---|
| | • General Config |
| | • Q&A |
| | • Review test documentation in readiness for UAT |
| **Outcomes** | • Comprehensive understanding of requirements |
| | • Lookup Mapping document written by Capita, approved by Customer |

# Session 4 and 5: END USER TRAINING

| Objectives | • Participants to understand IYSS frontend functionality |
|---|---|
| Audience | • Service Leads (Managers and/or Senior Practitioners)<br><br>• Local Trainers |
| Standard Agenda | • Introduction<br><br>• Login & Homepage<br><br>• Client Search<br><br>• New Client<br><br>• Client summary<br><br>• Situations<br><br>• Interactions, Activities & Appointments<br><br>• Additional Needs<br><br>• Individual Circumstances<br><br>• Sexual Health<br><br>• Parent/Carer<br><br>• Documents & Notes<br><br>• Professional Contacts & Involvements<br><br>• Consent<br><br>• Qualifications & Attainment<br><br>• Aspirations & Intended Destinations<br><br>• Administration<br><br>• Providers & Opportunities<br><br>• Caseloads<br><br>• Baselines<br><br>• Reporting |

| | |
|---|---|
| | • Youth Service |
| | • Useful System Features |
| **Outcomes** | • Participants obtain comprehensive knowledge of IYSS frontend functionality |

# Session 6 and 7: SYSTEM ADMIN TRAINING

| Objectives | • Participants to understand IYSS system administration functionality |
|---|---|
| Audience | • Local System Administrators<br>• Local Trainers |
| Standard Agenda | • Introduction<br>• Important Notes / Login<br>• System Values<br>• Scheduled Jobs<br>• User Accounts<br>• Resetting Security Details<br>• Roles & Workgroups<br>• Security Groups<br>• Service and Service Centres<br>• Locked Records<br>• Configuring Lookups<br>• Managing deceased/inactive clients<br>• Roll-up process<br>• Messaging facility<br>• Crystal reports<br>• Functions & Function Groups<br>• Statutory Returns<br>• Statistical Reporting Period<br>• Baselines<br>• Exporting Reports |

| | • Importing data |
| | • Support |
| | • Q&A |
| **Outcomes** | • Participants obtain comprehensive knowledge of IYSS system admin functionality |

# Session 8, 9 and 10: TEST CONFIGURATION

| | |
|---|---|
| **Key Prerequisites (full list provided in RAID log)** | • Access to the IYSS Test environment including System Admin module |
| **Objectives** | • Successful User Acceptance Testing |
| **Audience** | • Local Testers |
| **Outcomes** | • Sign-off of data migration in Test |

# Session 11: LIVE CONFIGURATION

| Key Prerequisites (full list provided in RAID log) | • Access to the IYSS Live environment including System Admin module |
|---|---|
| **Objectives** | • Successful User Acceptance Testing |
| **Audience** | • Local Testers |
| **Outcomes** | • Sign-off of data migration in Live |

# Session 12: FLOORWALKING (GO-LIVE SUPPORT)

| Key Prerequisites (full list provided in RAID log) | • Successful sign-off of Live |
|---|---|
| **Objectives** | • Capita Knowledge Specialist to provide onsite 'floorwalking' support to frontend users |
| **Audience** | • All system users |
| **Outcomes** | • Floorwalking support complete |