

TITAN

April

NEWS

SME Roadshow:

The SME Roadshow kicked-off with the West Region on March 26 and 27. The project's Business Analyst Team was able to complete the review on three of the five Service Planning process groups with the West Region SMEs. The remaining two Service Planning process groups will be completed with the West Region in the weeks to come.

Up next, is the SME Roadshow traveling to the Middle Region on April 1-2, the East Region on April 8-9, and ending with the Central Office on April 14-15. The project team greatly appreciates the commitment from the business community in working through the validation of the business requirements and the continuing alignment of the project goals to the goals of DIDD's business.



Tori Lindsey, RN
State Director of Staff & Provider
Development

As the director of staff development, Tori Lindsey is the training lead for Titan. That gives her the unique task of translating the possibilities of Titan into everyday terms that end users can put into practice. Along the way, Tori says she and her team have learned valuable lessons about integration into the development process. The opportunity to learn the business processes and working with other entities involved in the development of Titan has allowed the training department to develop and implement the training phases of Titan more efficiently. "We found that we could do a better job of training if we were more intimately involved in the business development process," Tori said.

When it comes to interacting with Titan end users, Tori says they're genuinely excited. "They're excited because repetition is down, searching for items in Titan is a lot easier than the old process, and we're increasing consistency across the regions," Tori said.

Looking to the future, Tori says the people she meets are more empowered by the development process. During a recent visit to West Tennessee with the SME roadshow, Tori found that people were really engaged in the process and proud to be part of decisions that might lead to a more efficient process in the future.

