

# Case Study: ESCAPE Family Resource Center

## Client Profile

ESCAPE Family Resource Center delivers educational classes to prevent child abuse and neglect in vulnerable families in the Houston Area, Fort Bend, Montgomery and Brazoria Counties. ESCAPE has previously delivered 166 programs, which taught 5,200 parents and children how to live together safely and supportively. ESCAPE programs are unique for being family focused, convenient and collaborative.



- Founded in 1983
- 3,317 Parents and Children Served
- 60 Locations
- 236 Number of Classes

### CHALLENGE

ESCAPE engaged DYOPATH to improve and automate, where appropriate, the current Database Profile management process.

### SOLUTION

The application was designed to fully leverage current design technologies to foster their goals for growth.

### BENEFITS

ESCAPE's database profile became more automated to provide both vertical and horizontal scalability for future growth.

## Executive Summary

In order to improve the overall level of service it can provide its clients, ESCAPE engaged DYOPATH to improve and automate, where appropriate, the current Database Profile management process. The new profile management process needed to be available through a standard Web Browser interface that will facilitate all of the steps required to meet the business needs. This new interface also needed to be highly configurable supporting possible future changes of the workflows utilized in the client profile management process. The application was designed to fully leverage current design technologies that will provide both vertical and horizontal scalability for future growth. DYOPATH utilized our proven six-step project management methodology to ensure zero risk and superior quality on ESCAPE's migration to the new VB.NET architecture.

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## 1. ANALYSIS

- Interview stakeholders
- Define business & process rules
- Document & diagram work flow process
- Build use case studies
- Preliminary graphics user interface design
- Develop work plan
- Solidify project schedule
- Review analysis with client for approval

## 2. DESIGN

- Design application screen flow diagrams
- Design application architecture
- Document business logic assembly classes
- Design database schema
- Develop component and system test cases and test plans
- Prototype to validate design concepts
- Review design with client for approval

## 3. DEVELOPMENT

- Code user interface, and integrate graphics
- Stimulate use cases, component test business logic modules
- Integrate application into 3rd party system
- Migrate legacy system data
- Document application code throughout development process
- Review beta release with client for approval to test

## 4. TESTING

- Deploy application to production environment
- Execute component, system, & Factory acceptance test plans
- Document, manage, and resolve all application bugs reported by users
- Update design and user documentation

## 5. TRAINING

- Finalize training plan and user manual documentation with client
- Train system users on application functionality and capabilities
- Train technical team on system maintenance requirements
- Review and ensure data recovery and application restoration plans are in place
- Review analysis with client for approval

## 6. SUPPORT

- Turn over all system technical and user documentation to client
- Establish trouble ticket reporting system
- Performance routine system maintenance functions to ensure availability of system
- Apply software patches and system upgrades as required