

Systems Development in a Complex Stakeholder Environment: NTCP Chronicle 2.0

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Abstract

The CDC's National Tobacco Control Program (NTCP) is developing its Chronicle 2.0 online grant application and progress reporting system. 51 CDC-funded state tobacco control programs currently use Chronicle in its 1.0 version to facilitate the collection of state data supporting progress on key performance measures. This poster highlights the application development process for Chronicle 2.0 and presents lessons learned.

Background

NTCP Chronicle 1.0 currently provides electronic submission of required grantee bi-annual reports. The system allows grantees to describe their program infrastructure and implementation activities within a categorical framework including, Goal Areas, Strategies, Program Components and Program Infrastructure. State level grantees have the ability to generate standard reports on their program and submit official signoff for these reports. CDC staff has the ability to access all grantee reports and ad hoc query capability to address special reporting needs. Recently, changes in the request for funding announcement provided the impetus to redesign the Chronicle system to incorporate new content and targeted enhancements.

Specific Purposes of Chronicle 2.0

- Reduce the burden of program planning, reporting, and contract administration by streamlining processes into two online reports: a 6-month Interim/Continuation

Application Report and an Annual Financial Status and Progress Report.

- Facilitate description of state program activities and the expected use of CDC funds, all within the context of their comprehensive tobacco plan.
- Enable states to link activities and progress to their strategic plan information (e.g. objectives, target populations, timelines, indicators and data sources) to more effectively monitor progress and accountability, and better track progress toward national health goals (HP 2010).
- Provide pre-formatted reports designed to meet specific information needs of state and CDC users.

Procedures

The Chronicle 2.0 system development process involves the following steps: stakeholder management, prioritization of key system requirements, the process of obtaining user input, building consensus on content requirements, prototype design and testing, construction and testing of system builds, and the development of training materials. These steps provide a useful structure that may be modeled by others who are developing systems between state and federal agencies. Lessons learned from the final deployment of the Chronicle 2.0 system in November of 2003 are also valuable for the understanding and development of large electronic reporting systems with a wide variety of stakeholders and agency requirements.