



**Welcome to**  
**GETTING READY FOR MCC 2.0**  
**WEBINAR**

**Call in number: 1.866.546.3377**

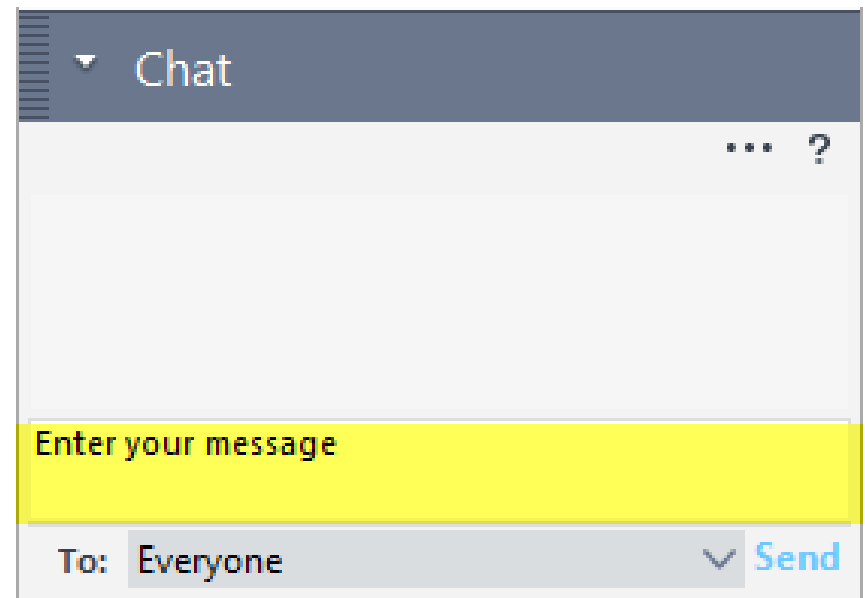
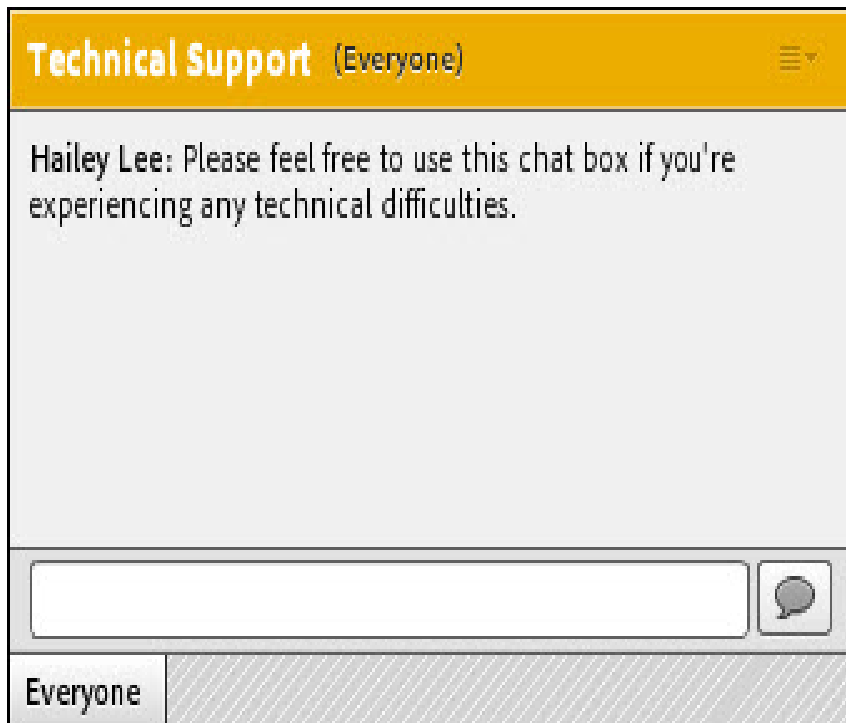
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3/19/2019

# Technical Support

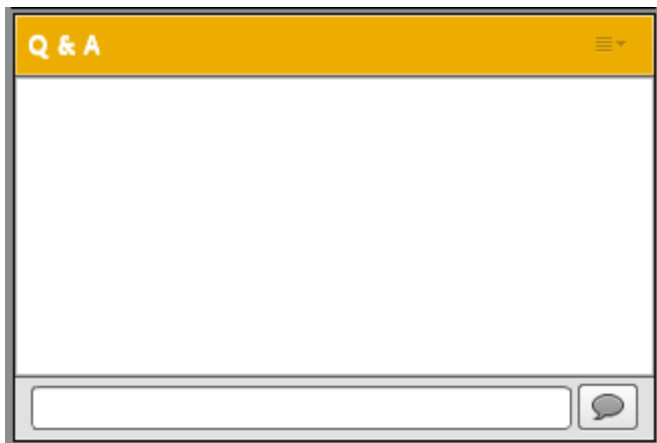
Adobe Technical Support Pod

GoToMeeting Chat Window

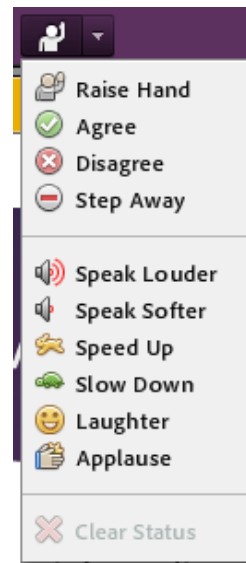


# Adobe Connect – Asking Questions

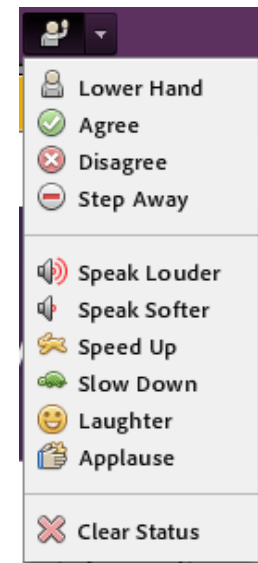
Q&A Pod



Raise Hand\*



Lower Hand



(\*6 to unmute)

# INTRODUCTION

# Objectives

- Introduce MCC 2.0 and highlight key changes
- Share information to help prepare for launch
  - Things programs can start doing now to prepare
  - Timeframe prior to launch when key actions will stop
- Share resources available to assist in transition, including the 2.0 webinar series

# INTRODUCTION TO MCC 2.0

# What is MCC 2.0?

- Expanded functionality with major system-wide changes for families and programs
- Transition to new hosting facility (Defense Information Systems Agency (DISA))
- Migration to a new database platform that is more robust and flexible for future enhancements
- Activities to ensure successful transition
  - Data Migration
  - Communication
  - Marketing
  - Training

# Overview of MCC 2.0 Video

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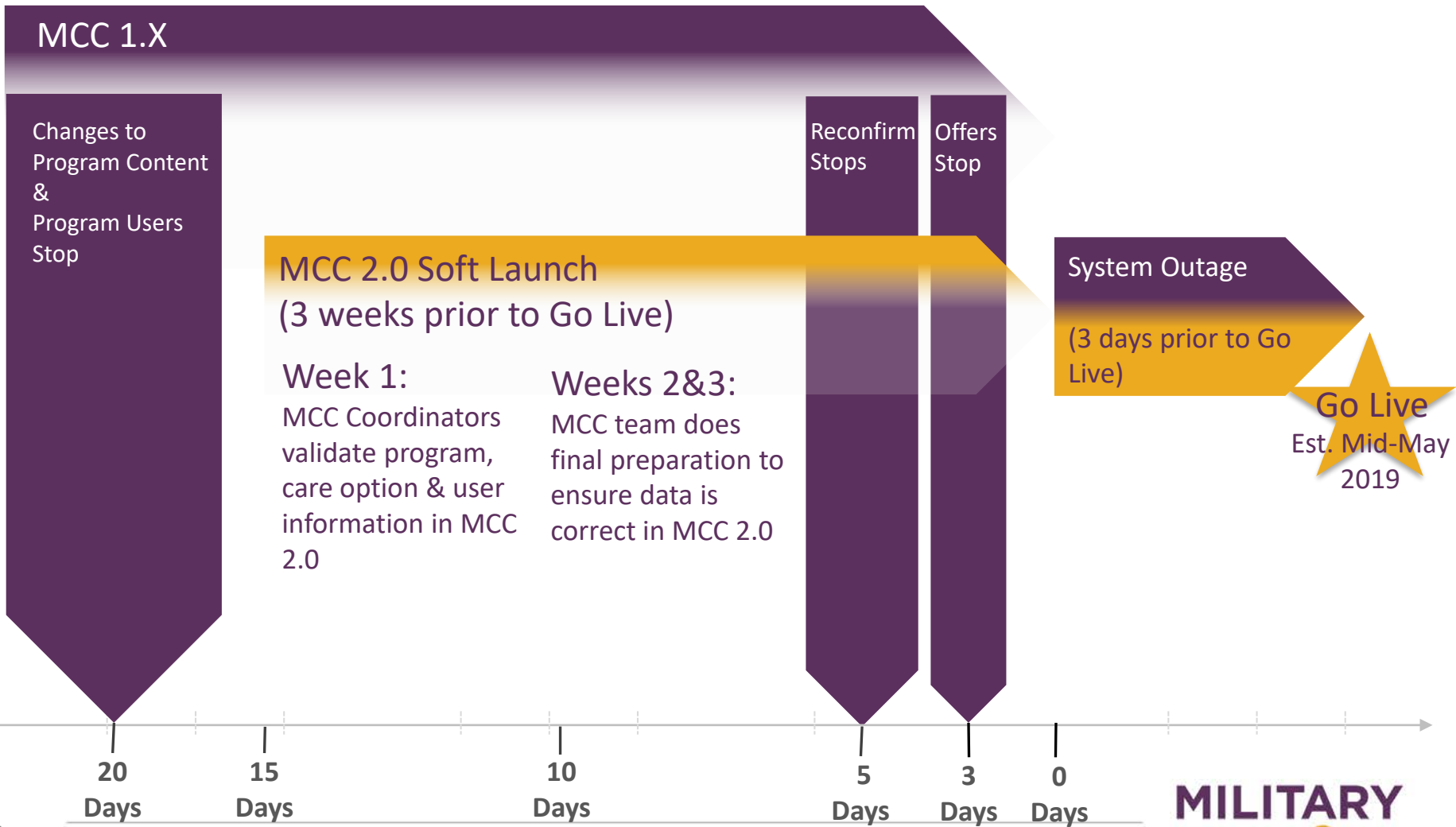
# Transition to DISA, 2.0 and SQL Server

- Migrating to a new database platform and new hosting facility is a huge undertaking
  - From SDP to DISA
  - From 1.X to 2.0
  - From MySQL to SQL Server
- Approximately 100 GB will be moved from SDP to DISA
  - Data will be moved from SDP to an intermediate staging area and then to DISA
  - Data will be encrypted and decrypted with each move

# Transition to DISA, 2.0, SQL Server Cont.

- Data will be migrated from 1.X to 2.0 structure and extensively tested by MCC Team
  - Ex: Care options by age group combined into single care option
- MCC Coordinators validate program, care option and program user data to ensure accuracy during soft launch
- Families provide new information (e.g., duty installation) at launch

# Transition to 2.0: Timeline



# Key Date: Go Live

- MCC 2.0 is live in DISA for all programs and families
  - Date is driven by accreditation date
  - All other dates/timelines are dependent on this date
  - Additional information to be shared as dates are finalized
- MCC 1.X will be taken offline 3 days prior to Go Live so MCC team can migrate all remaining data
- Current estimate for Go Live is Mid-May 2019

# Soft Launch Overview

- MCC 2.0 is available for select users (MCC Coordinators and delegates) to validate program, care option and user data
- Timeline: 3 weeks prior to Go Live
  - Week 1 MCC Coordinators validate program, care option and user information in 2.0
  - Weeks 2 & 3 MCC Team does final preparation to ensure data is correct in 2.0
- Current Version (1.X) will remain up during this time but certain activities will stop to safeguard data leading up to Go Live

# Soft Launch Activities

- The primary POC for each installation is expected to:
  - Review MCC 2.0 Key Timelines and Actions Cheat Sheet, gather information to complete validation and identify questions
  - Attend Data Validation Webinar to understand what is required and how to complete validation
  - Conduct validation during the designated timeframe using resources provided (plan for approximately 20 minutes per program/provider)
  - Confirm completion of validation activities, which will be tracked and reported to Service Reps

# MCC 2.0 URL:

<http://militarychildcare.csd.disa.mil>

- After Go Live:
  - MCC will have a new URL
  - Families and programs can still access MCC via MilitaryChildCare.com
  - Anyone who has bookmarked the old direct URL (<http://militarychildcare.cnmc.navy.mil>) should update their bookmark to <http://militarychildcare.csd.disa.mil>

# PREPARING FOR 2.0



# Associate CACs to MCC Accounts

- **Action:** Program users associate CACs to their MCC account
  - CACs will be required for program access in MCC 2.0
  - FCC providers and families can select username/password or CAC
- **Timeline:** Now Until 20 Days Before Outage
- **Goal:** Identify any problems with CAC association prior to when CAC required access in MCC 2.0
- If a program user has not associated their CAC prior to Soft Launch, they will be prompted to do so at first login to MCC 2.0

# Update Program Content

- **Action:** MCC Coordinators ask programs to review program content in MCC 1.X, including care options, for accuracy and make any necessary updates
- **Timeline:** Now until 20 days before outage, at which time users will no longer be able to make updates to program content in 1.X
- **Goals:**
  - Ensure that data going to MCC 2.0 is current so MCC Coordinators can focus on verifying, not cleaning up, during the data validation period
  - Ensure that no additional changes are made in 1.X during the Soft Launch period, once data has already been moved to MCC 2.0
- If a program has an emergent need for a program/care option update after this time, the Support Desk will handle on a case by case basis
- Refer to the MCC 2.0 Key Actions and Timelines Cheat Sheet for details on data to be reviewed/updated

# Request Program User Updates

- **Action:** MCC Coordinators, or delegates, submit any know program user updates/additions to the MCC Support Desk
- **Timeline:** Now until 20 days before outage, at which the Support Desk will no longer make updates to program users in 1.X
- **Goals:**
  - Ensure that data going to MCC 2.0 is current so MCC Coordinators can focus on verifying, not cleaning up, during the data validation period
  - Ensure that no additional changes are made in 1.X during the Soft Launch period, once data has already been moved to MCC 2.0
- If an installation has an emergent need for a program user update during the Soft Launch Period, the Support Desk will handle on a case by case basis

# Complete Offers

- **Action:** Programs complete offers for all children who have enrolled or started care
- **Timeline:** Now until 3 days before outage, at which time users will no longer be able to take offer related actions in 1.X
- **Goal:** Ensure that only offers that require action are shown in MCC 2.0

# Offers Will Stop

- **Timeline:** Ability to make offers in MCC will stop 3 days prior to outage; no offers can be made in MCC for 6 days
- **Action:** Programs should plan to make offers for upcoming vacancies prior to the outage
  - Allows families time to respond within the 48 hour window
  - Allows program users time to receive the response and plan for their next steps once the system is back up

# Reconfirm Will Stop

- **Timeline:** Reconfirm process will stop 5 days prior to outage and re-start in MCC 2.0
  - Ensures no requests are cancelled due to reconfirm immediately prior to, during or immediately after migration

# Action Timeline Summary

Action	Timeline
Associate CACs with MCC Accounts	Now – 20 Business Days Before Outage
Update Program Content	Now – 20 Business Days Before Outage
Request Program User Updates	Now – 20 Business Days Before Outage
Complete Offers	Now – 3 Business Days Before Outage
Offers Will Stop; Make all planned offers prior to this date	3 Business Days Before Outage
Reconfirm Will Stop; Be prepared to answer questions from families about this process	5 Business Days Before Outage

# RESOURCES TO PREPARE FOR LAUNCH OF 2.0



# Available Resources

- Communications
- Marketing Materials
- Training
  - Prepare for MCC 2.0 Page in MCC Central
  - Redesigned MCC Central Training Center
  - Additional webinars
- MCC Support Desk

# Communications

- Communication will ensure program and family users know what to expect
  - Email notifications
  - Announcements in MCC and MCC Central
- Information in family communications will also be shared with programs so program users can answer any questions
- Attention to the communications is critical so programs understand key messages and timelines about MCC 2.0, including availability of required training and expectations for completion

# Marketing Materials

- Programs:
  - New Overview of MCC 2.0 Video
  - Updated outreach materials: brochures, postcards, posters, door cling and movie theatre ad
  - Updated toolkit contents: Intro to MCC Video, Sample social media posts with/graphics, print ads and web banner ads
  - All materials will be available on MCC Central
- Families:
  - New Family Flyer highlighting changes to family experience
  - Available for families on MCC
  - Shared with programs via MCC Central to share with families

# Prepare for MCC 2.0 Page

- New page on MCC Central, with everything program users need to know to prepare for launch
- Content includes:
  - Webinar information: announcement, registration details, target audience, link to webinar content
  - Resources: family flyer, Introduction to MCC 2.0 video
  - Copies of important communications
- Timeline: Available now

# Prepare for MCC 2.0 !

The next version of MilitaryChildCare.com (MCC) or MCC 2.0 will launch in early 2019! Updates will include a streamlined way for families to request care and a new way program users can view and manage these requests. To help you prepare for the launch of MCC 2.0, this page will share the latest news on the launch as well as key resources to help support a successful transition.

## **MCC 2.0 Webinar Series:**

To support the transition to MCC 2.0, a three-part webinar series will be offered. The three webinars included in the series are:

1. Webinar 1: Getting Ready for MCC 2.0
2. Webinar 2: MCC 2.0 Data Validation (for MCC Coordinators)
3. Webinar 3: Using MCC 2.0: Day 1 Essentials

### **Register for Webinar 1: Getting Ready for MCC 2.0**

Please register for the Webinar 1: Getting Ready for MCC 2.0 session of your choice by selecting the corresponding registration link below. This webinar is designed for all program users who need to understand what to expect leading up to MCC 2.0.

#### **Getting Ready for MCC 2.0 – *Session 1***

Date: 18 March 2019

Webinar Time: 1900 - 2030 (ET)

<https://militarychildcare.adobeconnect.com/mcc2prep1/event/registration.html>

\*Recommended for Asia installation staff

#### **Getting Ready for MCC 2.0 – *Session 2***

Webinar Date: 19 March 2019

Webinar Time: 1430 – 1600 (ET)

<https://militarychildcare.adobeconnect.com/mcc2prep2/event/registration.html>

\*Recommended for CONUS and Hawaii installation staff

# MCC Central Training Center

- Redesigned MCC Central Training Center with everything program users need to know to use MCC
- Content includes
  - Training Courses
  - Webinars
  - Reference Guides (HTML)
  - Video Library
  - Tools
    - Glossary
    - Resources
- Timeline: Available starting Monday before the system outage

Training Center

Tools

## Training Center

Welcome to the MilitaryChildCare.com (MCC) Training Center! Here you will find training courses and other resources about MCC. Select the drop-down arrow to the right to access tools including resources and a glossary, or go to any of the sections below to access training content.

### Training Courses

Training courses are self-paced and may provide a certificate of completion. Select a course title or the Start Course button to begin.

#### Day 1 Essentials for Using MCC 2.0

Day One Essentials

Start Course

View All

### Webinars

Webinars include system demonstrations or general information about MCC. Select the webinar title or the Watch button to play the webinar and download any related materials. Select View All to view a list of all available webinars.

#### Summer Camp Webinar: 2018

This recorded webinar is designed for MCC program users who will manage the 2018 summer camp waitlist. Webinar topics include setting up summer camp care options, family search and request process, navigating to the new summer camp offer management screens, making batch offers, and processing and completing a request. Select the webinar title above or the play icon to view the recording. A consolidated list of questions and answers that were addressed during the live session are available for download.

Watch

View All

### Reference Guide

The reference guide is organized into sections and topics which provide detailed and step-by-step information. Select the Explore button to view all topics in a section, including program type specific information. Select View All to view a list of all topics in the reference guide.

#### MCC Basics

Learn about key concepts that will help you get started using MCC.

Explore

#### Placement Activities

Learn how to complete a variety of activities to fill vacancies in your program, including making and managing offers and maintaining your waitlist.

Explore

#### Program Profile

Learn how to set up and maintain a program profile (including care options) so families can learn about what your program has to offer.

Explore

#### Care Options

Learn about the MCC care structure and how to create care options to reflect the range of services available at your program.

Explore

#### Take Action on a Family's Behalf

In some situations, you may need to take actions in MCC for a family. Learn how to create and update a household profile, manage a family's requests, and view family notifications.

Explore

#### How Families Use MCC

Prepare to answer families' questions about how they use MCC by learning what families can see and do.

Explore

#### Reports

Learn how to run reports on MCC that can help inform planning and decision-making.

Explore

View All

### Video Library

The video library includes videos on specific topics. Select a video to watch it or select View All to view a list of all available videos.



#### Introducing MCC

This 2-minute introductory video highlights MilitaryChildCare.com and its benefits to families.

Watch



#### MCC Goals and Expectations

Watch

View All

# 2.0 Webinar Series: Overview

- 3 webinars
  - Webinar 1: Getting Ready for MCC 2.0
  - Webinar 2: Data Validation (for MCC Coordinators)
  - Webinar 3: Use of MCC 2.0: Day 1 Essentials
- Each webinar will be recorded, and the recording posted to MCC Central for reference
- Each webinar will be offered multiple dates and at different times to facilitate attendance
- FCC providers are not included in the target audience
  - FCC staff should identify and share relevant info from webinars 1 and 3



# Webinar 2: Data Validation

- **Target Audience:** MCC Coordinators (or delegates, such as FCC Coordinators, that will complete validation activities)
- **Goal:** Prepare responsible parties for the data validation period. Users will understand:
  - rationale for and importance of the data validation period
  - expectations for the data validation activity
  - resources available to complete validation, including the validation checklist and dedicated Support Desk email/extension
  - concepts related to the data to be validated
  - instructions on how to complete each validation task
  - validation timeline, and next steps once validation is complete
- **Timeline:** 3.5 weeks before Go Live

# Webinar 3: MCC 2.0 Day 1 Essentials

- **Goal:** Provide program users information to effectively use MCC 2.0 for core critical tasks and respond to questions from families
  - Understand the key areas that have changed in MCC
  - Receive demonstrations of certain functionality
  - Understand concepts behind core changes
  - Learn what families see/can do and can expect at first time login
  - Know where to go to ask questions or obtain support on use of MCC 2.0
- **Target audience:** all program users
- Sessions targeted by program type: CDC & 24/7, SAC, FCC, PCS/R&R
  - FCC staff should attend and then train their providers
  - MCC Coordinators should work with their programs to identify one session per program type to attend as a group
- **Timeline:** week before Go Live to the Friday after Go Live (2 weeks)

## 2.0 Webinar Series: FCC Training Plan

- FCC providers will not attend webinars directly
- FCC staff should identify and share relevant information from webinars 1 and 3
- The information shared will vary by Service depending on the actions taken by providers in MCC
- FCC staff should determine how to best share information with providers. Options include:
  - scheduling a group training with active providers and using the webinar recording as the foundation of the session
  - requiring providers to individually watch the webinar recordings

# MCC Support Desk

- MCC Support Desk
  - [ProgramSupport@MilitaryChildCare.com](mailto:ProgramSupport@MilitaryChildCare.com)
  - 855.696.2934

# NEXT STEPS

# Webinar Materials

- Webinar materials will be posted to the Prepare for MCC 2.0 Page in MCC Central
  - Getting Ready for MCC 2.0 Webinar Recording & PowerPoint
  - MCC 2.0 Key Actions and Timelines Cheat Sheet

# Next Steps

- Associate CACs with MCC accounts
- Ensure program, care option, program user and offer data is clean and up to date prior to key stoppage periods
- MCC Coordinators plan for Data Validation:
  - Gather/understand data about your programs/providers
  - Budget time to conduct validation activities and identify delegate(s) to assist if needed
- FCC Staff review and distill information relevant to providers (by Service) and determine how to share the information with them
- Look for communication and share with relevant staff:
  - Stoppage reminders
  - Launch related communication
  - Webinar 1 resources
  - Information about Webinar 2 and 3

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**THANK YOU!**