



Administration for Children & Families
Office of Child Support Enforcement

Cambria
Solutions 

National Council of Child Support Directors (NCSSD) Workgroup Presentation

10/18/2019



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About Us

Presenters



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Jackson, MS



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Migration &
Modernization
Practice Lead
Jackson, MS



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Technical Lead
Tallahassee, FL

About Cambria



FOUNDED IN 2003



PROFESSIONALS

300 Full Time and Contract Employees

OFFICES

Sacramento, CA (HQ); Los Angeles, CA; Jackson, MS; Baton Rouge, LA; Tallahassee, FL; Olympia, WA; Washington, DC; Atlanta, GA; Tallahassee, FL; Jackson, MS

INDUSTRIES

Health and Human Services
Government Services (financial & administrative systems)





Our Representative Experience in Social Services



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Modernization Solutions

Introduction



Ten years ago, many of the largest and most innovative global technology companies did not exist. Uber is now the largest car company in the world, but until recently did not own any cars. Airbnb is now the largest hotel company in the world but does not own any properties. Facebook is the largest news curator in the world but does not own any news publications. In the last 15 years, 52% of Fortune 500 Companies have disappeared.

What is the common denominator? What is driving the rapid change in our global economy? *Innovation.*



The Opportunity for Child Support



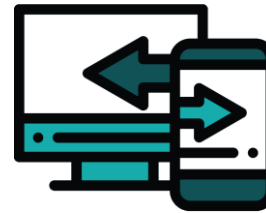
FLEXIBILITY

not just
reliability



ANALYTICS

not just
enforcement



USER EXPERIENCE

not just
transactions



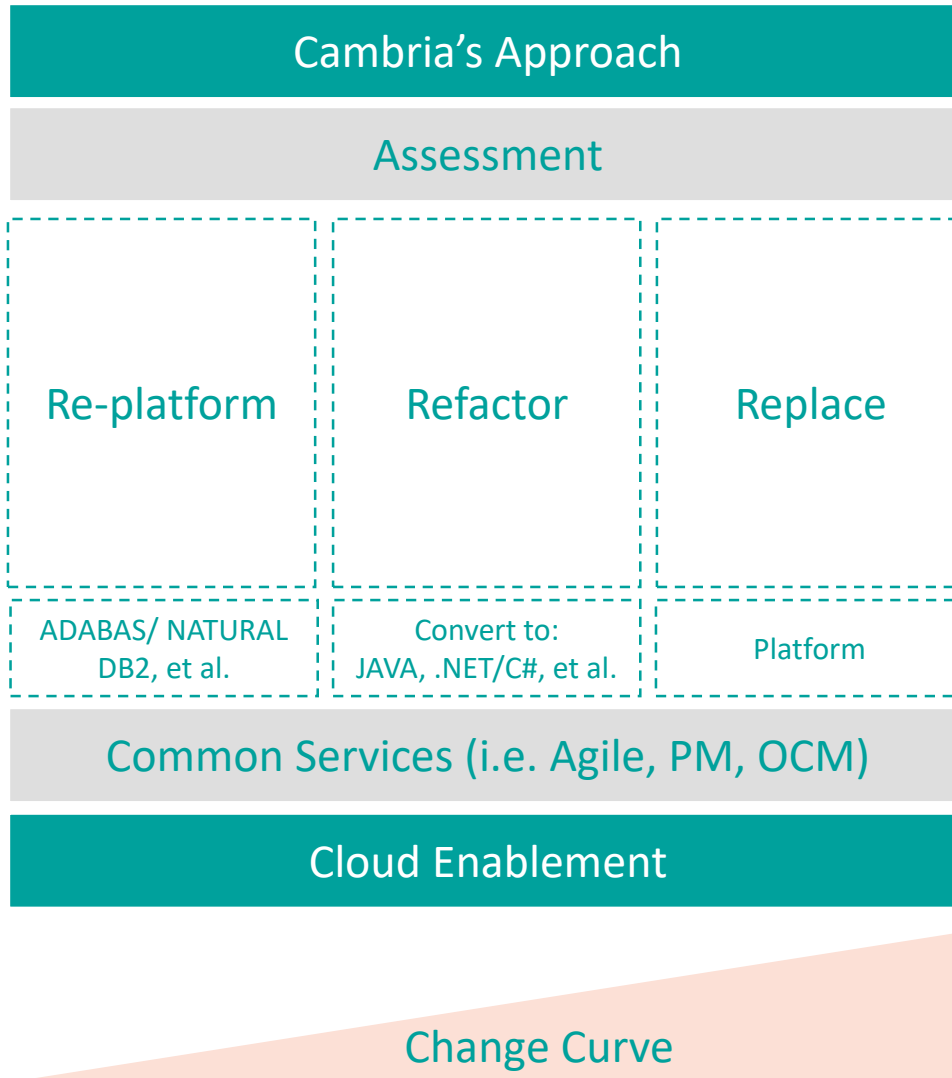
COLLABORATION

not just
interactions

Definitions

- ▶ **Replatforming** – moving the application code and data persistence layer of the programs over to a platform that supports it without modifying code and only changing the operating system layer and underlying infrastructure
- ▶ **Refactoring** – converting the code from one code base to another while changing the functionality
- ▶ **Replace** – complete replacement of an old legacy system with a new system (see later)

Cambria's Approach to Modernization



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Re-platforming & Refactoring

Re-platforming Approach

Assessment

INITIATION

Project kick-off & the development of PM standards

ANALYSIS

Inventory of the application, lines of code, jobs, etc.

BUSINESS CASE

Cost benefit analysis of replatform and years ROI

Re-platform

DESIGN

Platform design, RTM, and documentation for all systems

MIGRATE & DEPLOY

Migrate/convert codebase, testing, resolution, and deployment

OCM

Training, stakeholder engagement, and change mgmt.

Circumstances for Re-platform and Lessons Learned

Circumstances



HIGH COSTS



TECHNICAL DEBT



WORKFORCE



LACK OF ARCHITECTURE FLEXIBILITY

Lessons Learned



STRONG PLANNING



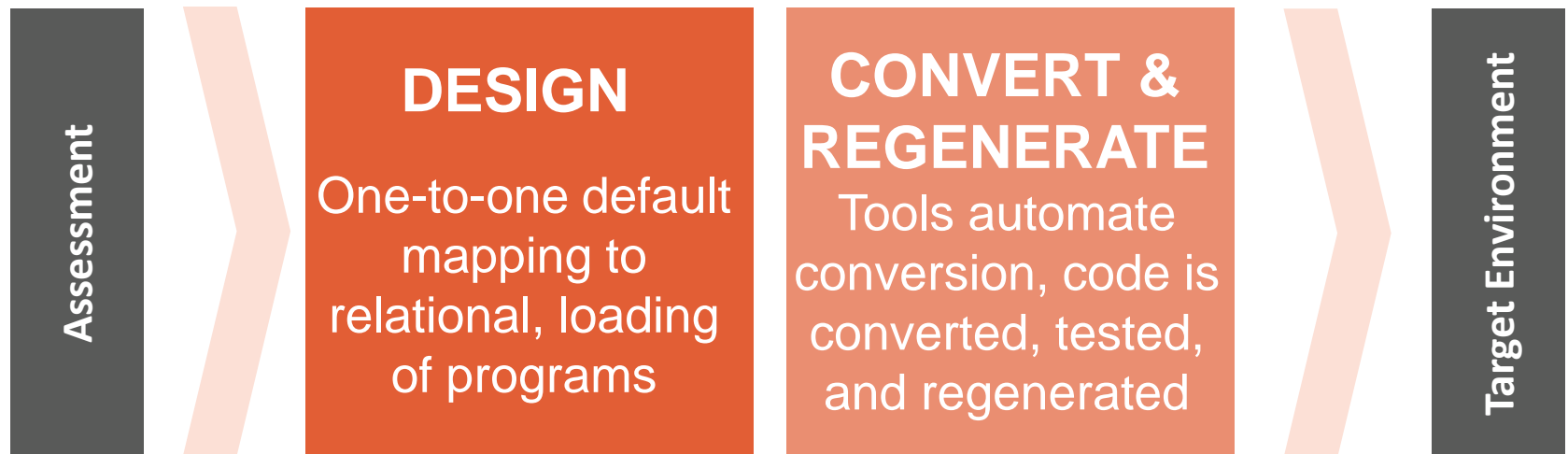
AUTOMATED TOOLS



NEW ORGANIZATION ENABLEMENT

How Does Refactor Differ from Replatform?

- ▶ The same six major steps from assessment to deployment, but with major changes in the design, deploy, and organizational change management areas
- ▶ Instead of “like to like” migration, it is a “like to new” conversion



Comparison between Re-platform and Refactor

Re-platform

PROS

- ▶ Low-Risk, Low-Cost
- ▶ No IAPD-U
- ▶ Interaction with non-mainframe systems
- ▶ Expose the Agency to change

CONS

- ▶ New infrastructure tasks now with the Agency
- ▶ Codebase remains virtually the same

Refactor

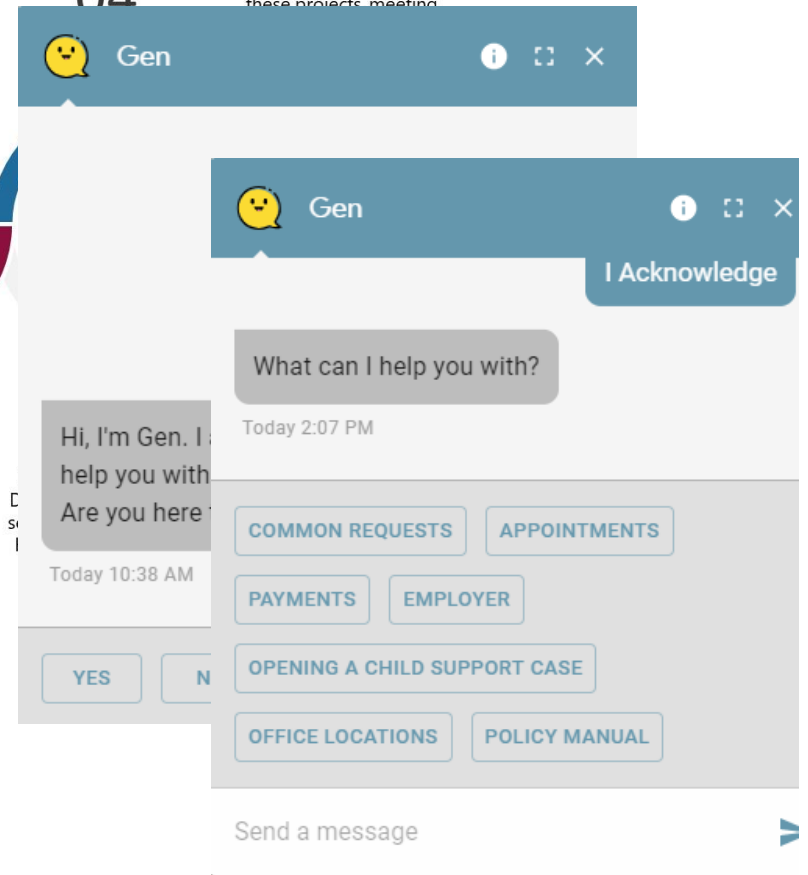
- ▶ Medium-Risk, Cost
- ▶ New, updated codebase to Java or .NET/C#
- ▶ Easier on-boarding of new staff/maintenance

- ▶ The regenerated code is not EXACTLY Java and .NET/C# and will take more refinement
- ▶ Longer than replatform and must have an IAPD

Modernization with Re-platforming & Refactoring – Case Study



Adding SOA, Lean-Agile, and Bots to the Platform



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Replacement Approach

Differences in Replacement Approaches



Flexibility



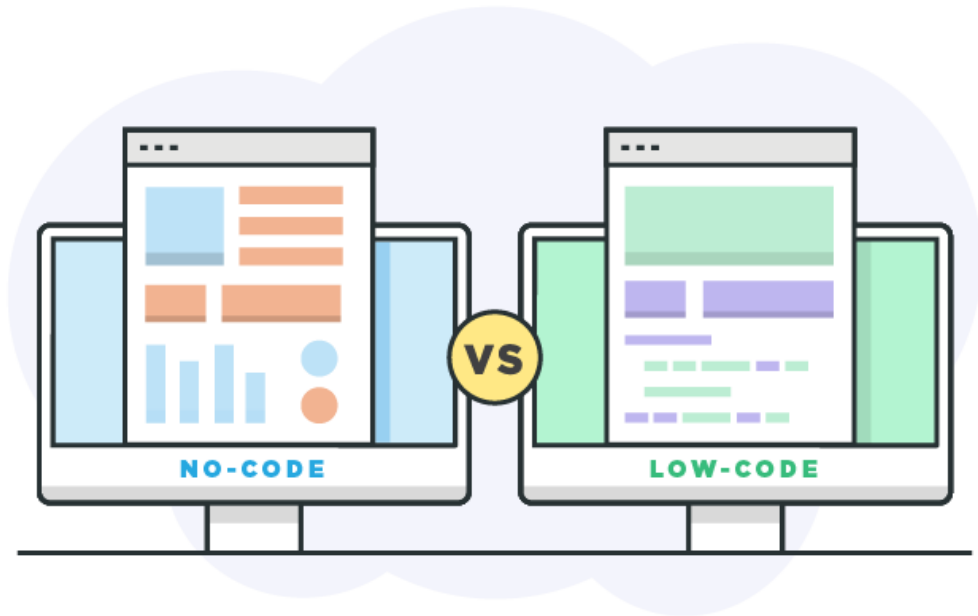
Time Required to Make System Changes











































Ability to Rapidly Change to Business Needs

Benefits of a Platform-Based Approach

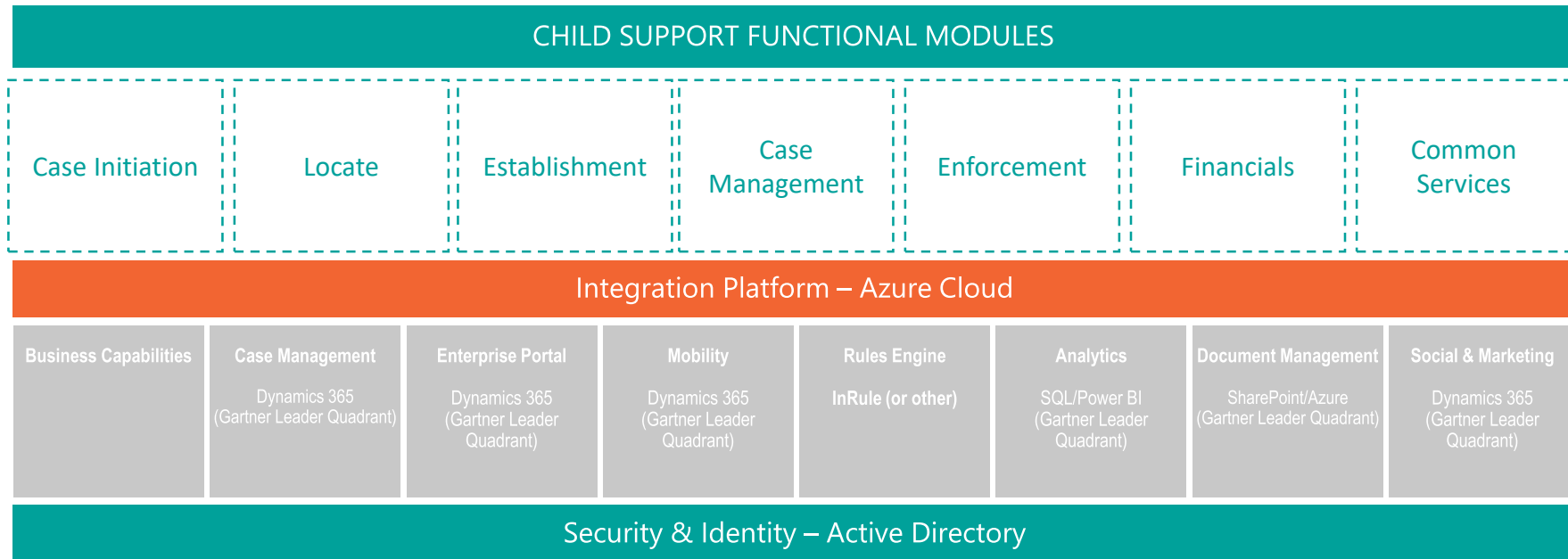
- ▶ Productivity
- ▶ Responsiveness
- ▶ Reliability
- ▶ Time and Cost Savings
- ▶ Innovation in the hands of people, not systems



Configured Platform

 <p>Multi-Channel Engagement</p>	 <p>Point & Click Configuration</p>	 <p>SharePoint Integration</p>	 <p>Real-Time Dashboards</p>	 <p>Relevance Search</p>	 <p>User Reporting</p>	 <p>Business Connections</p>	 <p>Agnostic Web Interface</p>	 <p>Role-Based Forms</p>	 <p>Social Media and Networks</p>
 <p>Field-Level Security</p>	 <p>Common Data Model</p>	 <p>Alerting</p>	 <p>Organizational Themes</p>	 <p>Mobile Access</p>	 <p>Native Office Integration</p>	 <p>Business Process Automation</p>	 <p>Document Generation</p>	 <p>Scalability</p>	 <p>Offline Access</p>
 <p>Data Security</p>	 <p>Tasks, Notes & Reminders</p>	 <p>Personalized Views</p>	 <p>Embedded Visual Toolset</p>	 <p>Configurable Learning Path</p>	 <p>Activity Routing</p>	 <p>Data Import and Export</p>	 <p>Application Privilege</p>	 <p>Data Cleansing Tools</p>	 <p>Portal Integration</p>
 <p>Queue-Based Workflow</p>	 <p>Auditing</p>	 <p>Editable Grids</p>	 <p>Skype Integration</p>	 <p>Website/Portal Integration</p>	 <p>Solution Deployment</p>	 <p>Portable Business Rules</p>	 <p>Cloud Based</p>	 <p>Guided Processes</p>	 <p>Relationship Insights</p>

Platform-Based Architecture and Modules Example



Important Aspects to Consider in Preparation



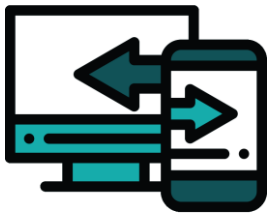
**VISION &
ROADMAP**



AS-IS ANALYSIS



TO-BE INVENTORY



USER EXPERIENCE



**PROJECT
RESOURCES**



**CHANGE
MANAGEMENT**

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Closing Thoughts

Types of Solutions - Summary

Approach	Circumstance Summary	Budget	Time
Re-platform	<ul style="list-style-type: none"> • Out of support or costly support of infrastructure • Does not want to affect the current business processes or staff training 	Lowest	Shortest (<12 months)
Refactor	<ul style="list-style-type: none"> • Clean and consistent code • Ability to support a new code base • Retooling current business processes • Interested in modernizing staff skills 	Medium	Shorter (18-24 months)
Replace	<ul style="list-style-type: none"> • Business area reengineering effort with new business processes and retrained staff • IT Organization is skilled in the latest technologies • Has a desire for product management of the system 	Medium-High	Long (24 months +)

Questions

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