

A black and white photograph of children playing hula hoops in a park. The image is overlaid with a semi-transparent dark grey rectangle containing text. The text is in a light blue color. There are white decorative lines and squares on the left and right sides of the text box. A horizontal white line is positioned below the text box, and another horizontal white line is at the bottom of the slide.

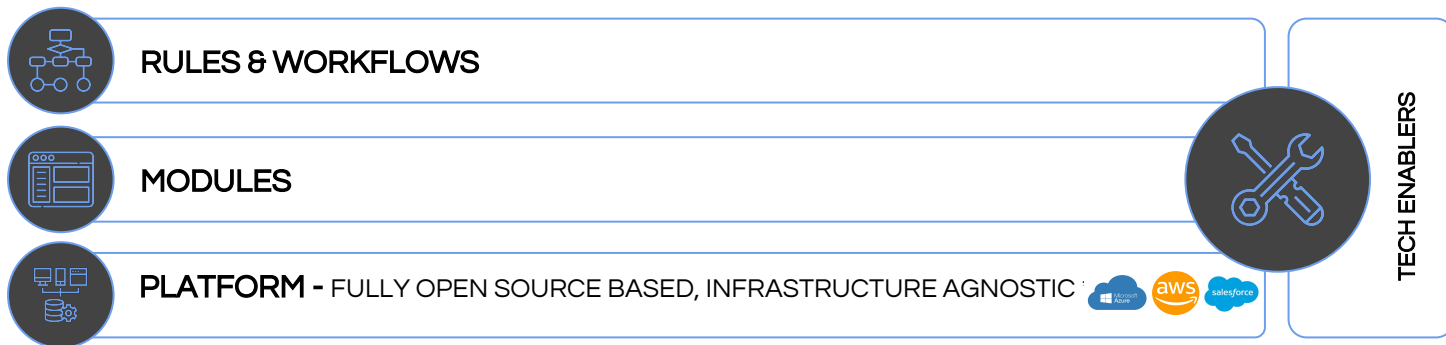
Q&A related to Low Code/COTS Platforms

NCCSD Systems Workgroup Vendor Forums



Cardinality.ai

1. Low Code/COTS Platform



Purpose Built Low Code Platforms typically meet **50-70** % of needs out of the box

Differences from Custom builds

Cost Saving

Faster to develop

Configurable

Constant user
engagement

Faster Program
Delivery

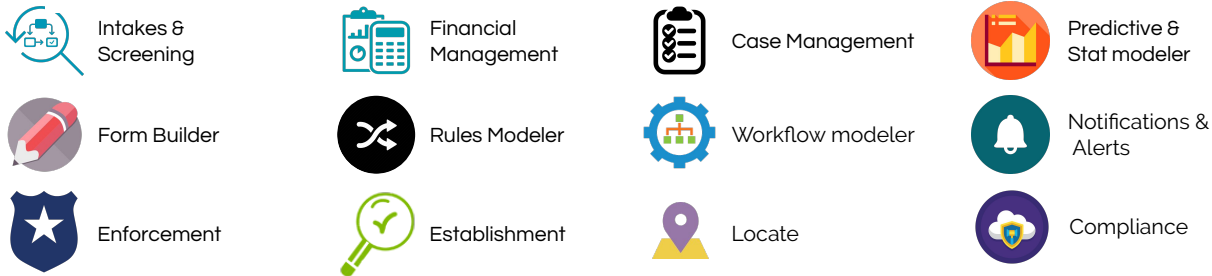


1. Overview of a typical purpose built Low Code/COTS Platform

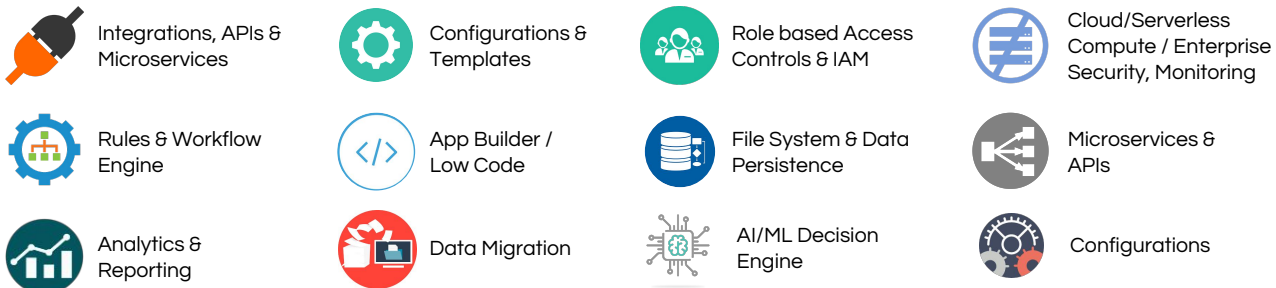
Rules and Workflow



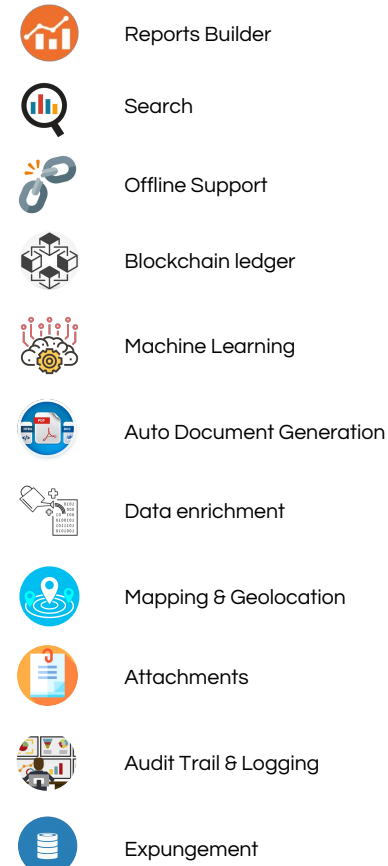
Modules



Platform



Tech Enablers



2. COTS & Core OCSE modules



Case Initiation

- Out-of-Box Citizen and Employer Portal
- Conversational UI
- AI-Chatbot



Locate

- Federal and State Interfaces
- Social Enrichment
- AI enabled search



Establishment

- Out of the box APIs
- Interfaces with Courts and Service Providers



Case Management

- Full cycle of case management
- Content Management - Image, Audio & Video



Enforcement

- Handling Enforcement Actions
- Configurable thresholds and actions



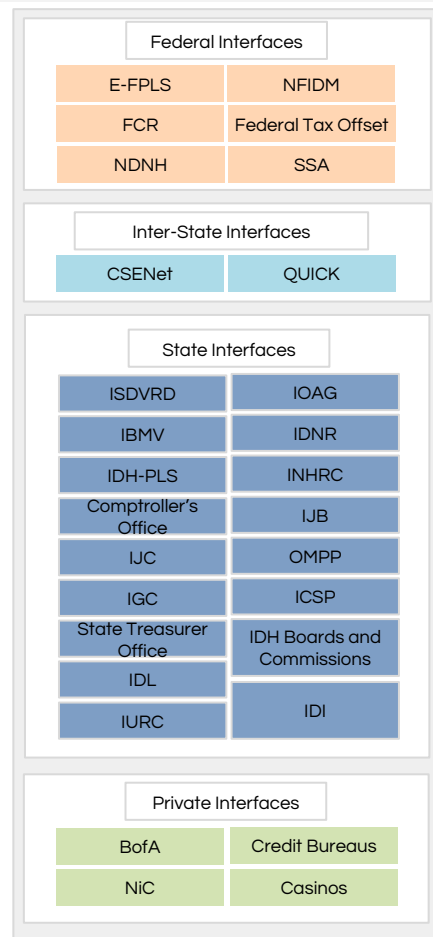
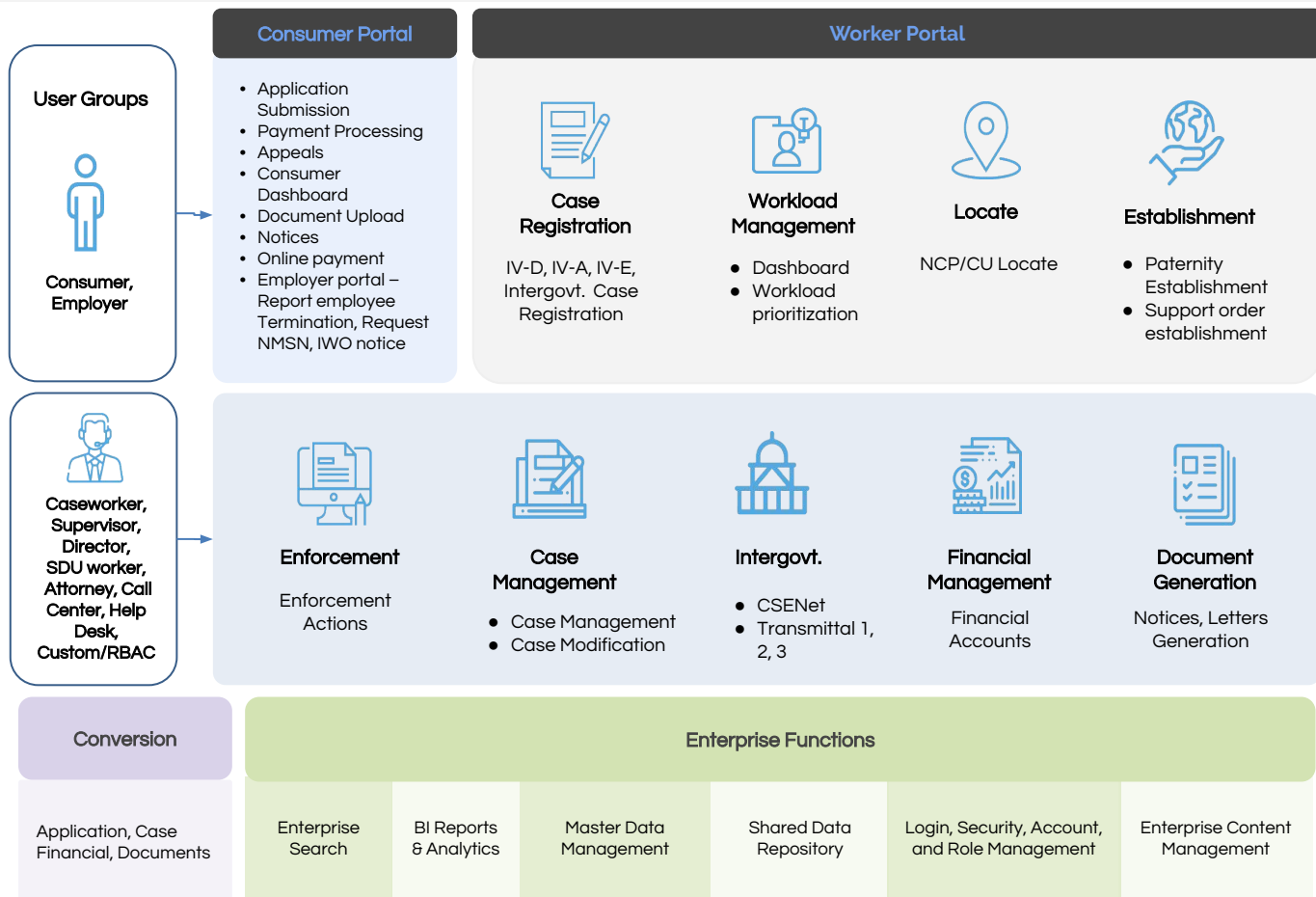
Financial Management

- Preconfigured Federal Rules
- Pre-built Financial Models
- Dedicated Rules Repository

Modern COTS Platforms with low code covers out of the box with most of the core and non-core requirements that can be configured and customized additionally to meet OCSE Guideline requirements



2. COTS & Core OCSE modules



3. Products used with a COTS approach

Platform needs to be integrated with various components

Integration Layer



Data Management



Analytics and Reporting



Infrastructure



Electronic Document Storage



Security/IAG



Workflow Engine

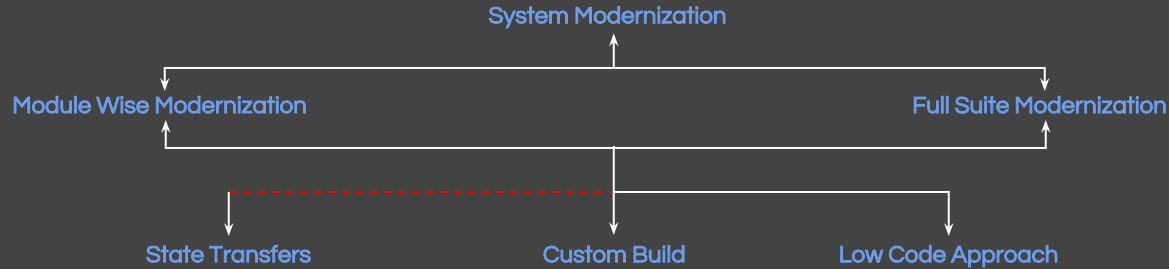


Rule Engine



4. Consideration & Characteristics for a COTS approach

Ways of Modernization Approach



State transfer solution does not lend itself to full suite modernization efforts

Typical Characteristics apt for Modernization



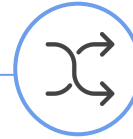
TEAM

- Dedicated modernization team
- Technical Users
- Business Users



RESOURCE

- Significant people and capital resources



CULTURE SHIFT

- Complete buy in from business and IT

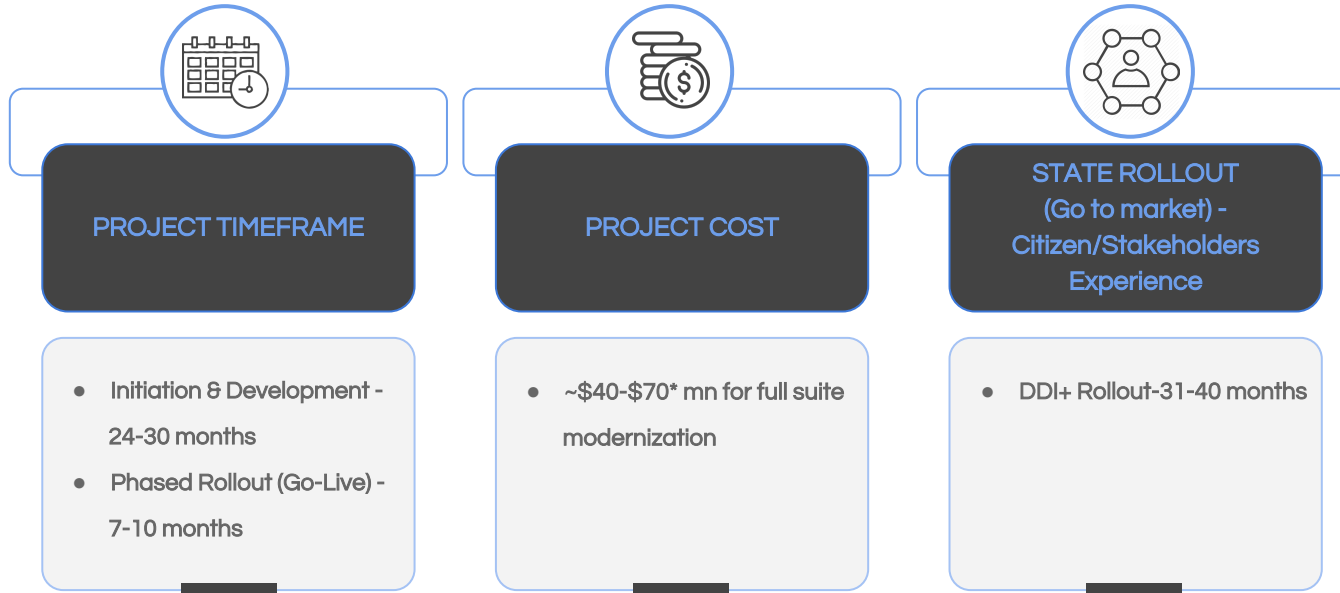


REQUIREMENTS

- County Data Requirements
- State Data Requirements
- Federal Data Requirements



5. Project Timeline, Cost, Time to Rollout



*Based on Cardinality Research Analysis

Benefits over a Custom build

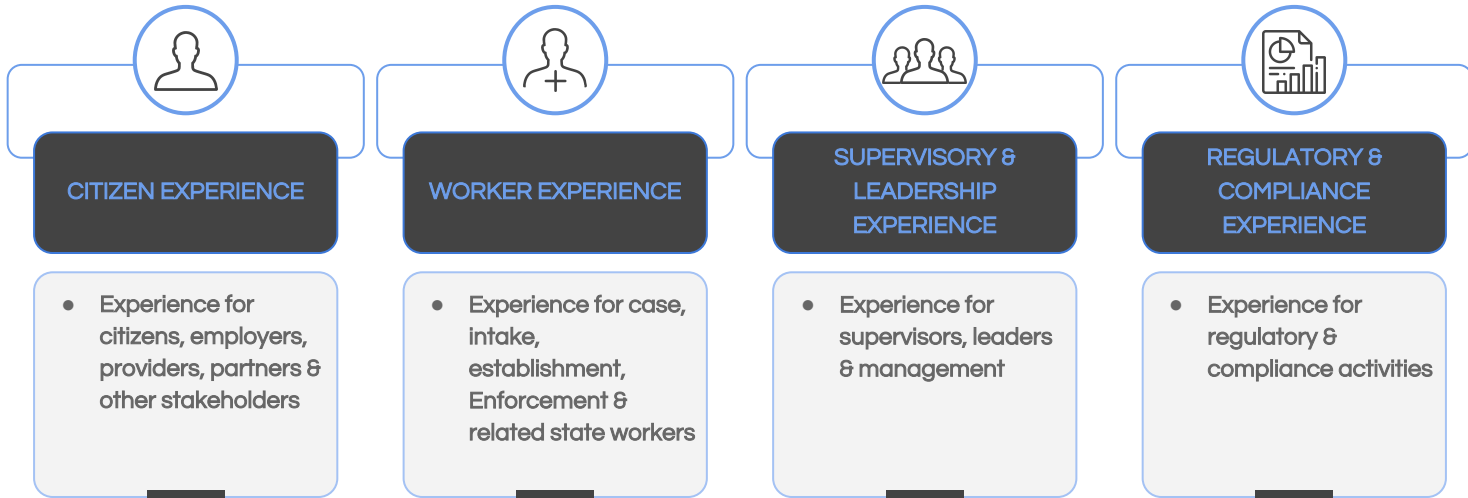
Saving - 12-15 months

Time & Cost by 25 - 30%

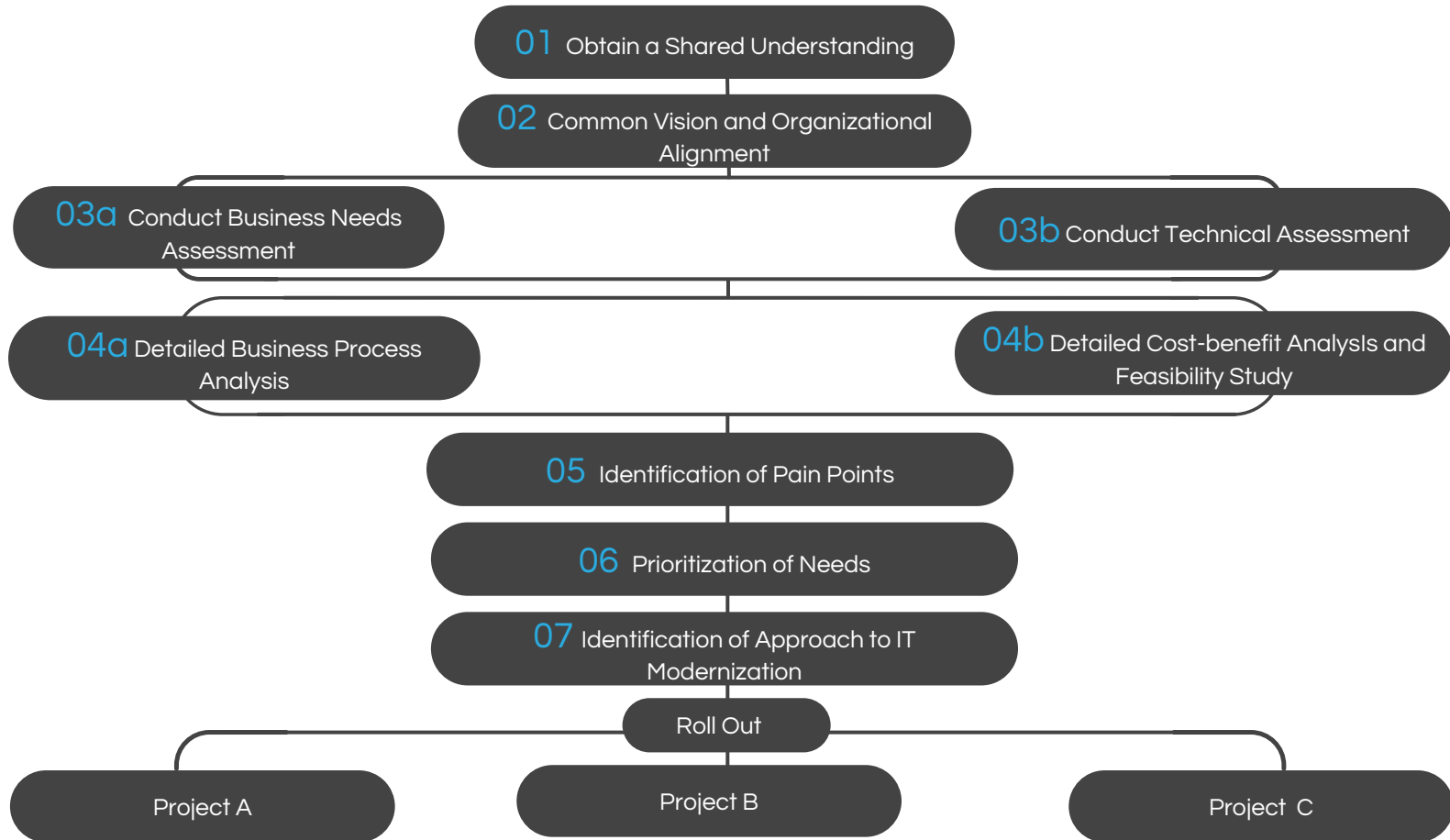
Significant risk reduction



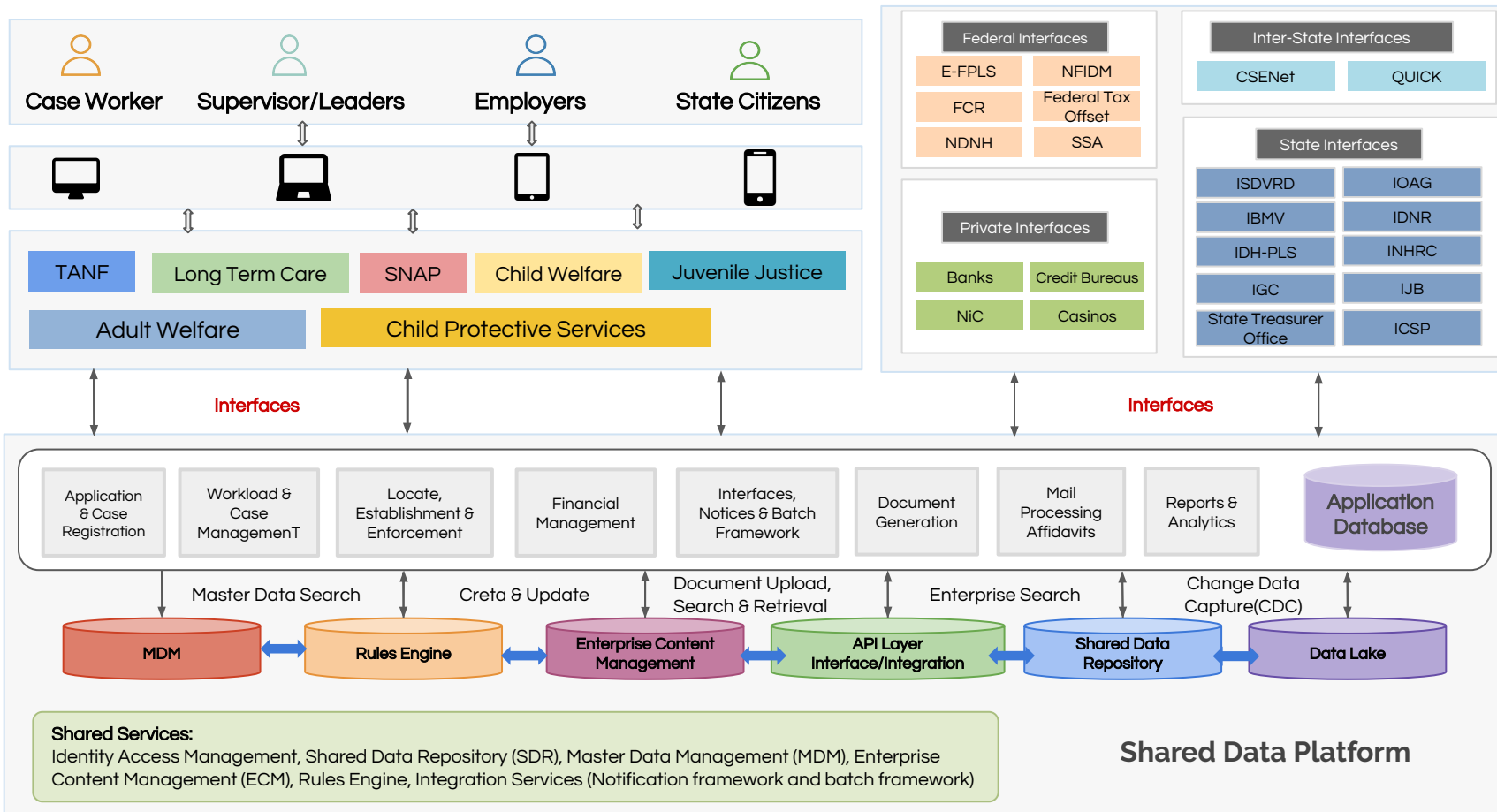
6. Continuous Improvement Model



7. Activities to be accomplished to prepare for this approach




8. Purpose Built Platform approach is an Enterprise approach



Case History - A Unified View

HELP ▾ CONTACT SUPPORT ▾

📅 5 JACK MATHEW 

Dashboard

Case List

Intake

Financials

Notes

Reports


Check List

Locate













Court


ECM

SSN No	MPI No	Status	Assigned Worker
237-XX-72XX	2487153	Active	Jack Mathew

 **John Doe**
44, Male
Participant

Case History

Case Number	Narrative	Applicant Name	Case Status	County											
65214	TANF	Annie Doe	Active	Marion County	  >										
12145	Long Term Care	William Doe	Active	Adam's County	  >										
43358	Child Welfare	James Doe	Active	Adam's County	  >										
21219	Child Support	Annie Doe	Active	Marion County	  ▾										
<table><tbody><tr><td><input checked="" type="checkbox"/> Intake</td><td><input checked="" type="checkbox"/> Financial Transaction</td></tr><tr><td><input checked="" type="checkbox"/> Locate</td><td><input checked="" type="checkbox"/> Payment Plan</td></tr><tr><td><input checked="" type="checkbox"/> Establishment</td><td><input checked="" type="checkbox"/> Payment Plan Agreement</td></tr><tr><td><input checked="" type="checkbox"/> Review & Adjustment</td><td><input checked="" type="checkbox"/> Enforcement</td></tr><tr><td><input checked="" type="checkbox"/> Court Scheduling</td><td></td></tr></tbody></table>						<input checked="" type="checkbox"/> Intake	<input checked="" type="checkbox"/> Financial Transaction	<input checked="" type="checkbox"/> Locate	<input checked="" type="checkbox"/> Payment Plan	<input checked="" type="checkbox"/> Establishment	<input checked="" type="checkbox"/> Payment Plan Agreement	<input checked="" type="checkbox"/> Review & Adjustment	<input checked="" type="checkbox"/> Enforcement	<input checked="" type="checkbox"/> Court Scheduling	
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23274	SNAP	Annie Doe	Active	Marion County	  >										
12155	Child Welfare	Michael Doe	Closed	Marion County	  >										



A black and white photograph of five diverse children lying on their stomachs on a grassy field, smiling warmly at the camera. The children are of various ethnicities and ages, creating a sense of unity and joy. The background is a soft-focus natural setting.

Thanks.

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