

NCCSD

National Council of Child Support Directors



LOW CODE/COTS & RE-PLATFORMING/REFACTORING

Agenda

✓ 5 minutes

- Introduction of Protech Team
- Brief Company Overview

✓ 30 minutes

- Low Code/COTS
 - 9 Questions and Answers

✓ 15 minutes

- Refactoring/Re-platforming
 - 8 Questions and Answers

✓ 10 minutes

- Follow-up Q&A

Protech's Presentation Team



Katie Morgan

Senior
Vice President



Tiffany Cosey

NJKiDS
Functional Design Manager



Damon Morris

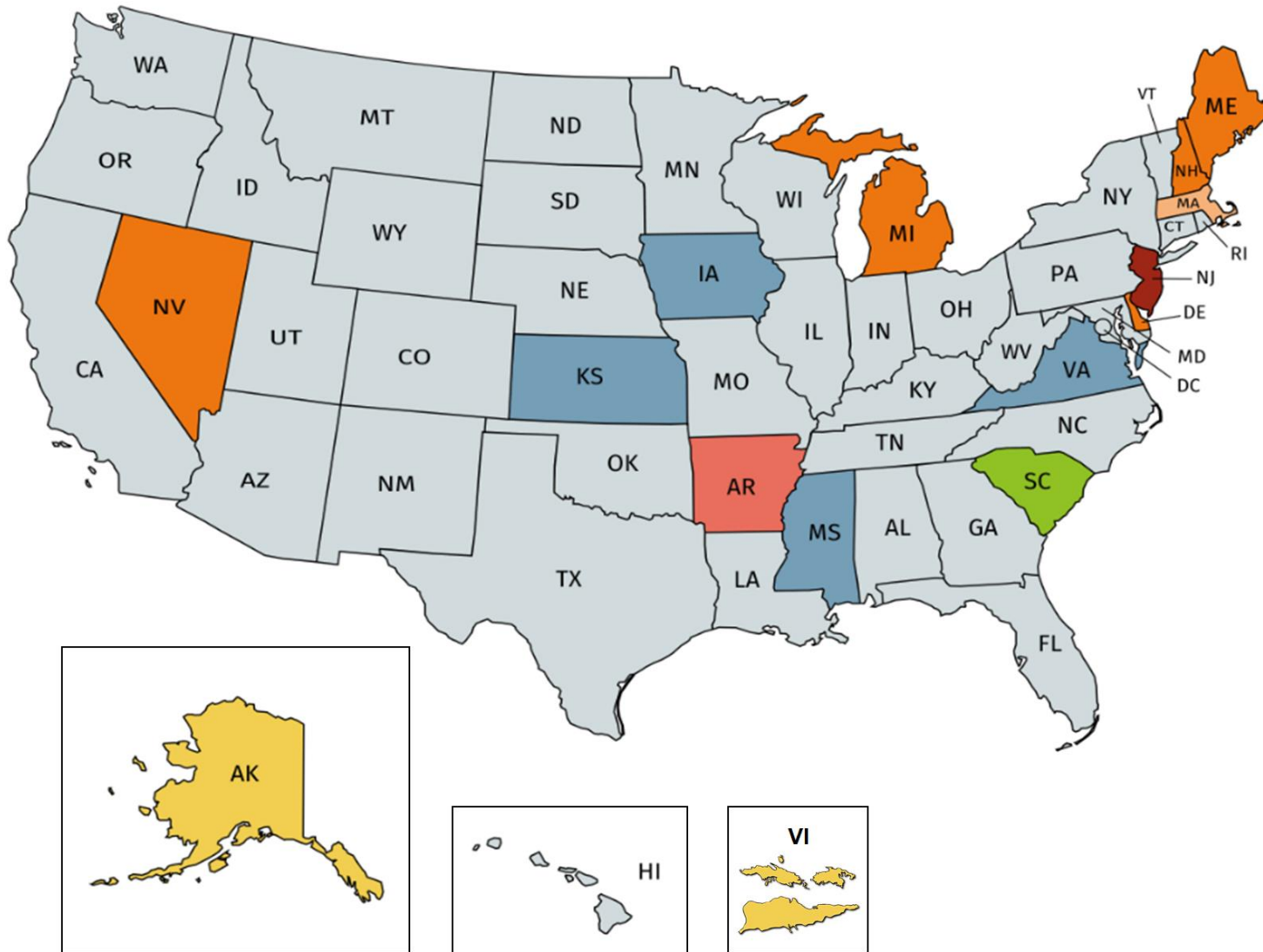
NSTAR
Project Manager










Alisha Griffin

Senior
CSE Advisor

Protech Team Experience



Human Service System Experience

-  CSE/SDU/GG
-  CSE/SNAP
-  Re-Platforming
-  CSE/GG
-  CSE
-  SDU
-  Financials

Choose Your Path



Low Code/COTS Question #1

Since there is not yet a consistent term or definition for this approach, please give your company's description, including your terminology and definitions. How is this approach different from a "custom" build of a child support system? If you choose to do a quick demo or screen shots that would be welcome.

Low Code/COTS – Q#1

Definition:

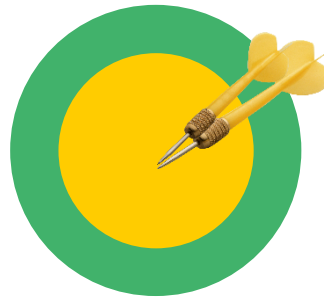
- ✓ **COTS – Commercial-Off-the-Shelf:** A **pre-developed** solution based on standard business functionality and **Child Support certification requirements**

Features

- ✓ Offers low(er) cost and quick(er) implementation of a proven solution with limited customization
- ✓ Requires a willingness to change processes



Low Code



Low Code/Customized
COTS



Custom Build

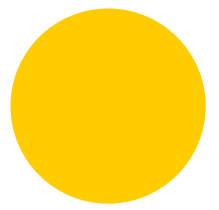
Low Code/COTS – Q#1



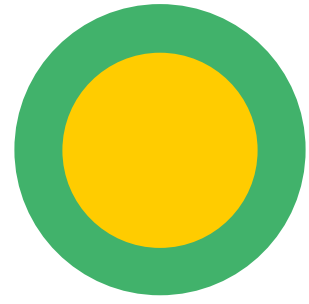
- Proven Product
- Minimal design/dev
- Lower project cost
- Lower risk
- Lower state engagement

- Based on existing system
- Modified to meet identified requirements

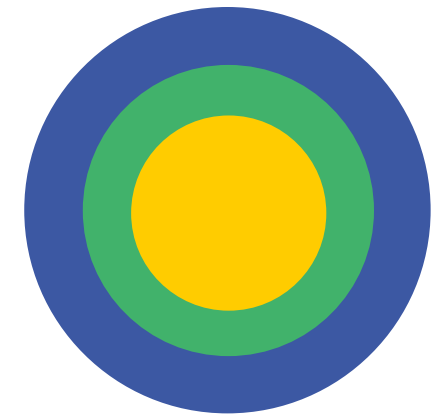
- Built to meet identified requirements
- Changes in Business Processes flexible



Low Code



Low Code/Customized COTS (Transfer)



Custom Build



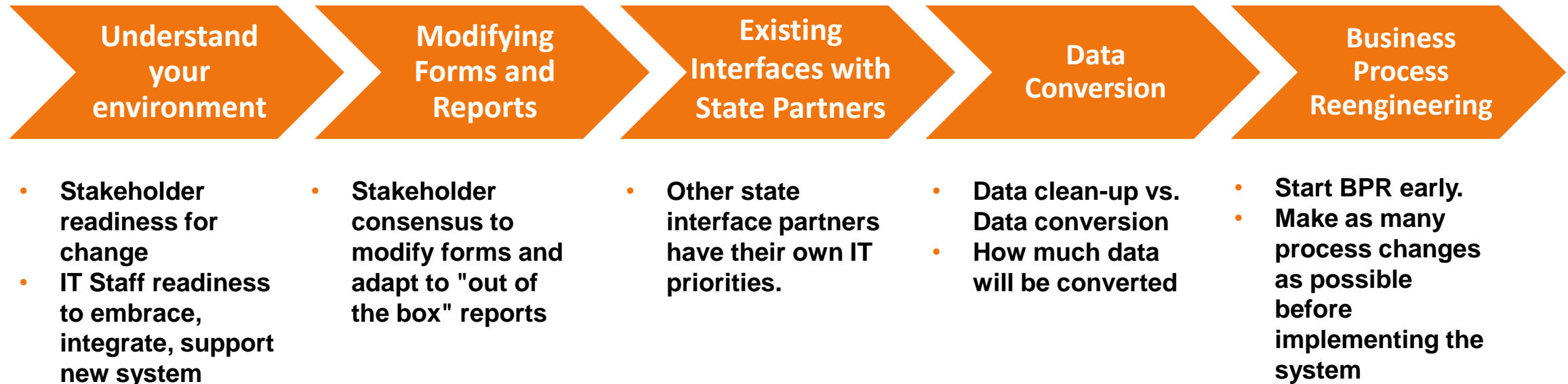
- Configuration required
- Data Conversion and Interfaces will be customized
- Business Process adaptation necessary

- Downside same as Low Code, plus
- Increased Risk
- Increased Cost
- More state engagement in requirements

- Higher State engagement
- Higher risk as product has not been certified
- Higher cost for full design and development

Low Code/COTS – Q#1

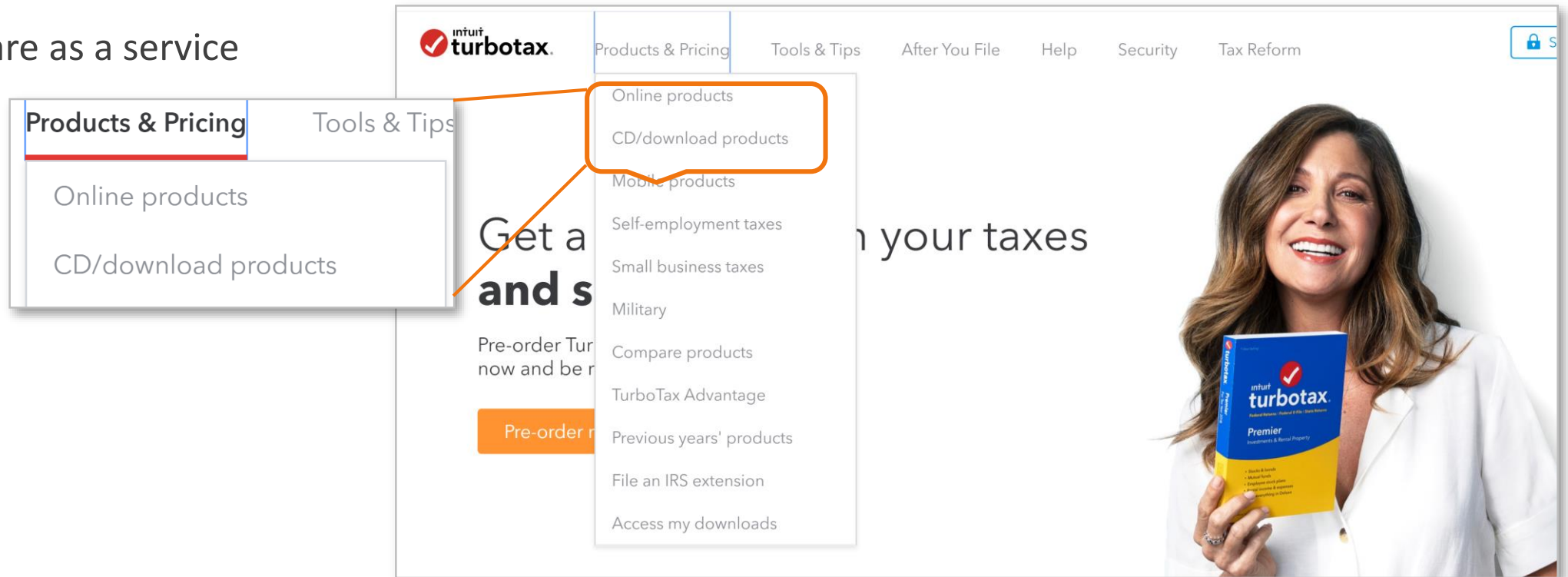
Considerations for Low Code/COTS



Low Code/COTS – Q#1

How to Purchase COTS

1. As a Stand-alone system
2. As a software as a service



Low Code/COTS – Q#1

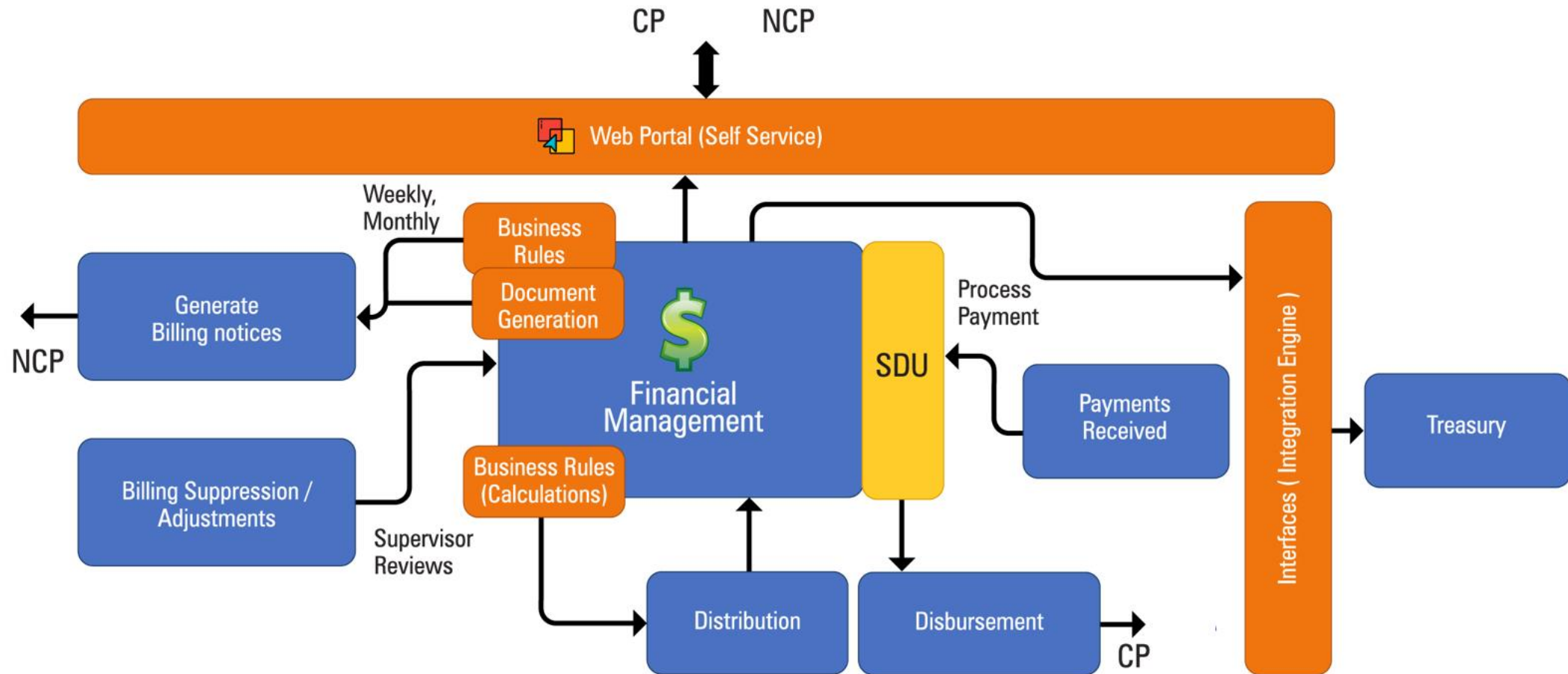
Purchasing Considerations for COTS

	As a Stand Alone System	As Software as a Service
Contracting	<ul style="list-style-type: none">• Purchased for a Fixed Price	<ul style="list-style-type: none">• Priced as a license per user
Maintenance	<ul style="list-style-type: none">• Maintenance contract usually lasts several years after implementation.• Will get bug fixes, security patches, etc.• Can choose to pay for additional upgrades or include "enhancements" during Maintenance	<ul style="list-style-type: none">• Benefit from standard software releases• Cannot customize
Transition to State-Managed	<ul style="list-style-type: none">• Can plan for transition to state management	<ul style="list-style-type: none">• Does not transition well to state management
Total Cost of Ownership	<ul style="list-style-type: none">• Includes system plus state staff and environment	<ul style="list-style-type: none">• Depends on pricing structure and licensing agreement

Low Code/COTS Question #2

With reference to the "core" functionality required by the OCSE Systems Certification Guide (Case Initiation, Locate, Establishment, Case Management, Enforcement, and Financial Management), how does this approach handle each area? In particular, since Child Support requires complicated financial processing, e.g. distribution rules and arrears calculations, please address how these are handled with this approach.

Low Code/COTS - Q#2



Place holder for Video

Low Code/COTS – Q#2

ARKANSAS

- Various Disbursement Level Fees
- Manual Distribution Override

DELAWARE

- Disbursement Level IRS Offset Fee
- Excess over URA is held

MAINE

- Only FM module implemented
- Financial updates are sent to Mainframe via daily batch

MASSACHUSETTS

- Seasonal Financial Obligations
- Interest & Penalties
- Financial updates sent to Mainframe in real-time

NEVADA

- Adjudicated/Un-adjudicated arrears
- Multiple active financial orders for different dockets

NEW JERSEY

- Recipient level recoupment
- Excess over URA is released
- IRS Pre-processing

SOUTH CAROLINA

- % Collection cost assessed on amount due
- IV-D calculates GAP amount - does not reduce URA

ALL STATES

- Distribution Priorities
- DRA – State options
- Hold Management attributes

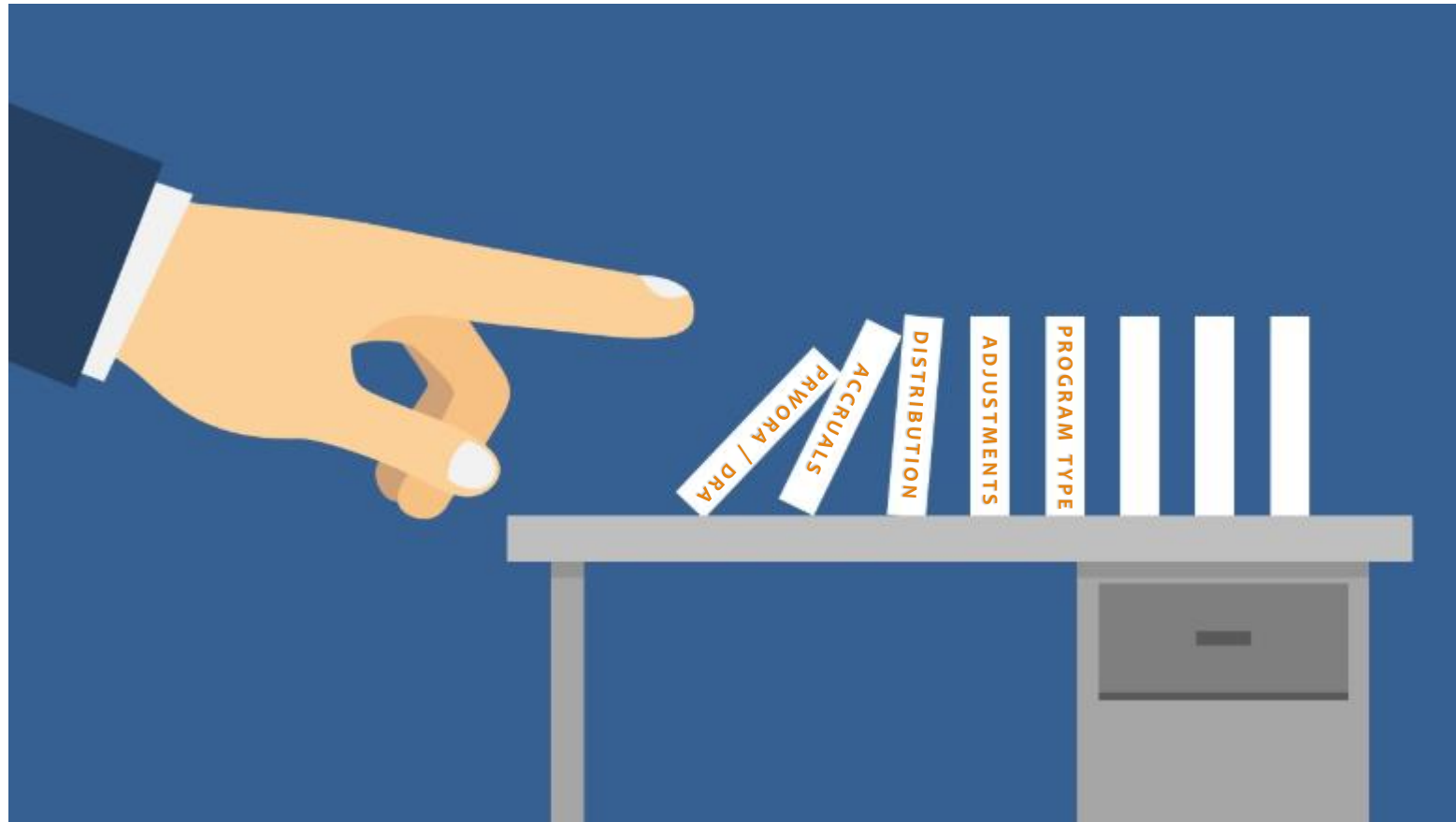
Place holder for Video

Low Code/COTS – Q#2



Federal Certification Requirement		Options within Low Code/COTS
F-2	The system must automatically process all payments received	<p>Reversal and Repost Approval Levels</p> <ul style="list-style-type: none"> • Approval required always • Approval required when repost amount differs from the original posting • No approval required <p>Hold Management – Hold Attributes</p> <ul style="list-style-type: none"> • Automatic hold conditions • Automatic/manual release • Automatic/manual refund • Alerts prior to hold expiration
F-5	The system must support distribution of child support collections	<p>Maintain NCP Fees</p> <ul style="list-style-type: none"> • As debt types and assign low priority in distribution • As fee records and apply after distribution if there are balances <p>Offset Recovery</p> <ul style="list-style-type: none"> • Recovery Consent Notice required for each reversed receipt • Recovery Consent Notice required only one time • Default percentage of disbursement for recovery • Fixed amount from each disbursement for recovery <p>Configurable Distribution Priorities</p>

Low Code/COTS – Q#2

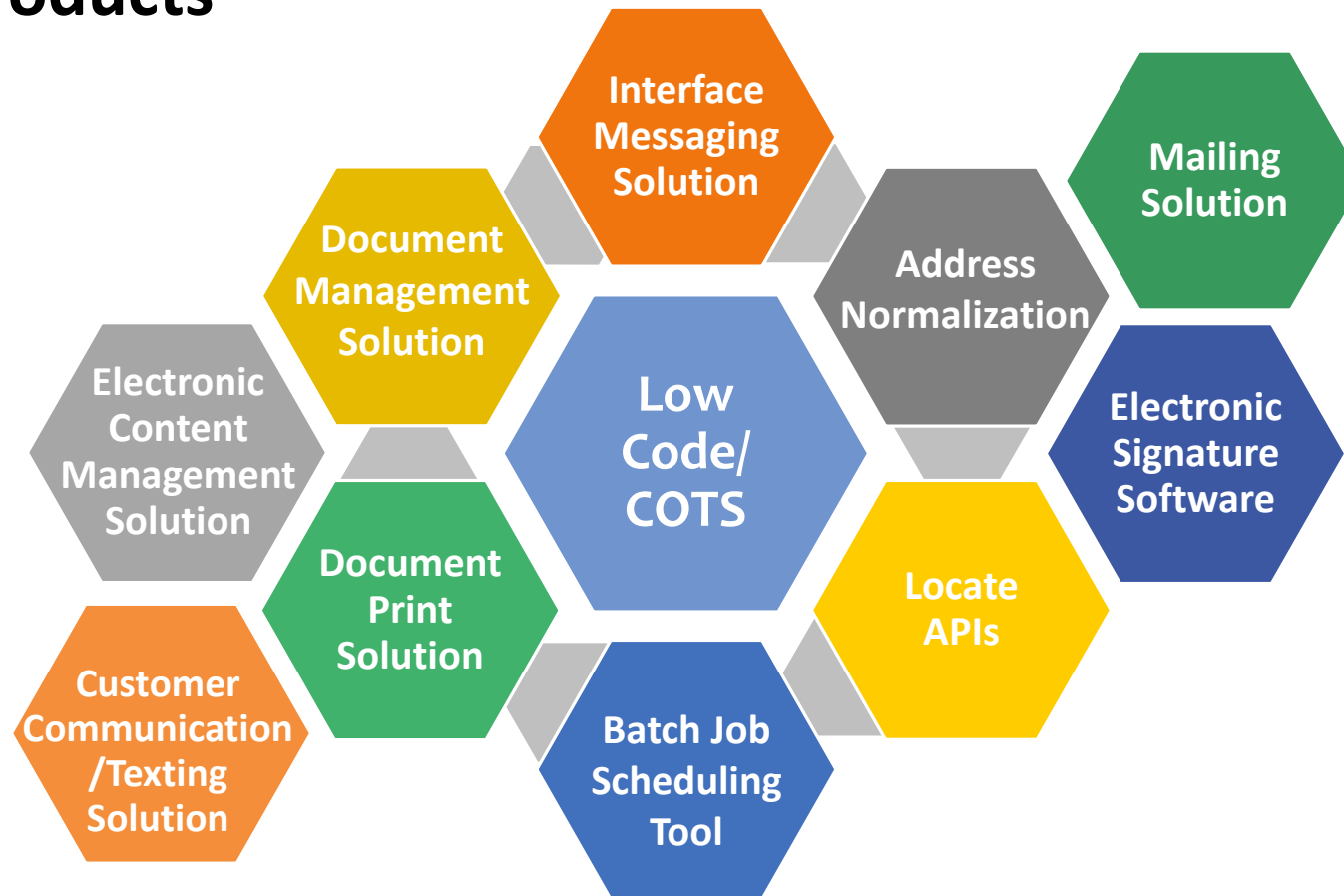


Low Code/COTS Question #3

What COTS or other products are used in conjunction with this approach to give a state a fully functional system?

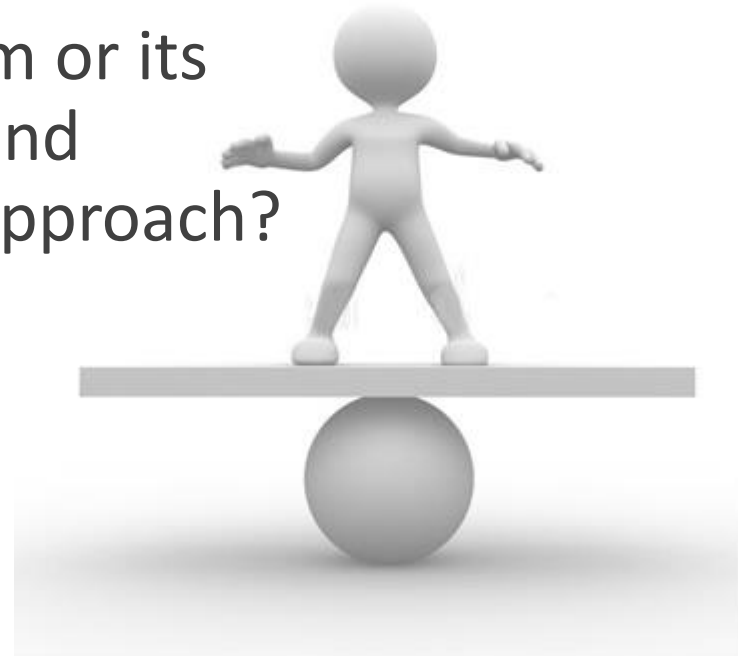
Low Code/COTS – Q#3

Add-on COTS Products



Low Code/COTS Question #4

Under what circumstances does it make the best sense for a state child support agency to consider this new approach versus other possible means of modernizing its child support system? Are there any characteristics of either a state's IT system or its business processes that lend themselves more to this approach?



Low Code/COTS – Q#4

Principles to Consider

- ✓ Budget
- ✓ Alignment or willingness to align
 - Policy
 - Processes
 - Law/Regulations
- ✓ Support for Modernization
- ✓ IT System
 - Strategic Direction
 - Current Status of System and IT Capability
- ✓ Internal Capacity
 - Ability to Manage
 - Staff Support
 - Stakeholder and governance considerations



Low Code/COTS Question #5

Generally speaking, what should a state expect on the following:
project timeframe, project cost,
time to rollout statewide?



Low Code/COTS – Q#5

Roll-out in as little as 24 months when a state has

- ✓ Well-matched, quality data or where data issues can be easily resolved by rule
- ✓ Minimal Customizations
- ✓ Users that can effectively utilize online or broadcast training modules
- ✓ A single, statewide roll-out (Big Bang)

Low Code/COTS Question #6

The states don't want to again face the major system build and cost challenges once they have modernized. If they choose this approach, what is the continuous improvement model for the platform? Will the states benefit from the vendor efforts without major costs?

Low Code/COTS – Q#6

Continuous Improvement

Managed Services

Taking over in-house

Low Code/COTS Question #7

What are the most important things that a state should do to prepare for this approach?

Low Code/COTS – Q#7

Multiple experiences and implementations tell us that.

Most of the critical elements are not with the technology, per se

- ✓ Review of State Systems, understand pain points of YOUR system, Understand the options available
- ✓ Review of Policy/Process/Laws to determine alignment
- ✓ Staff knowledge and support for system reform (PM, etc.)
- ✓ BPR
- ✓ Supportive Administration
 - Budget Commitment
 - IT Support
 - Stakeholder Buy-in
 - Legal/Legislative Buy-in and Support



Low Code/COTS Question #8

How does this type of child support system fit with states who need to have an enterprise approach? Many of the platforms seem to be creating the same old silos on a new platform. Is it possible to have one casefile for each person/family across the systems (child support, SNAP, TANF, family services, etc.)?

Low Code/COTS – Q#8

COTS can fit well and be a **VALUE ADDED** to the enterprise effort

Areas of Concern:

- ✓ Point in time of involvement
- ✓ Master Data Management/Client Index
- ✓ Definitions of Family and Case
- ✓ Alignment of Data and naming standards (Address Normalization) and precedence of source data
- ✓ Privacy and confidentiality

Low Code/COTS Question #9

What haven't we asked that we should have?

Refactoring/ Re-platforming Question #1

Please explain how your company defines both re-platforming and refactoring.

Refactoring/Re-platforming - Q#1

Re-platforming

Re-platforming migrates parts or all of a child support enforcement system to a different hardware environment or platform. An example of this approach would be migrating a mainframe-based system to a Windows or Linux based server

Lift and Shift

Rehost

Re-platform

COTS

Refactor

Refactoring

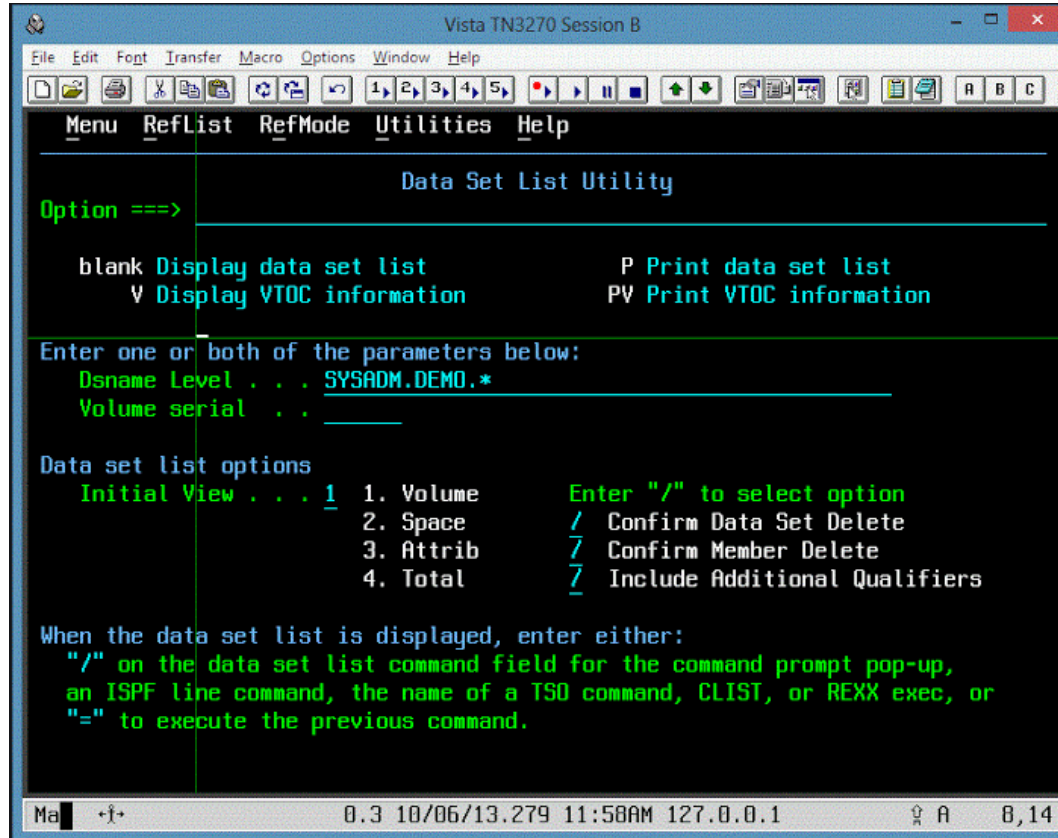
Refactoring is the process of restructuring existing computer code without changing its external behavior. This can be converting code from one programming language to another. An example of this approach would be converting code the child support enforcement system from Natural/Adabas to C#/SQL (Windows).

Migrate

Refactoring/ Re-platforming Question #2

Are you able to share any screen shots of a "before" and "after" implementation of this approach?

Refactoring/Re-platforming - Q#2



Vista TN3270 Session B

File Edit Font Transfer Macro Options Window Help

Menu RefList RefMode Utilities Help

Data Set List Utility

Option ==>

blank Display data set list P Print data set list
V Display VTOC information PV Print VTOC information

Enter one or both of the parameters below:
Dsname Level . . . SYSADM.DEMO.*
Volume serial . . . _____

Data set list options
Initial View . . . 1 1. Volume Enter "/" to select option
 2. Space / Confirm Data Set Delete
 3. Attrib / Confirm Member Delete
 4. Total / Include Additional Qualifiers

When the data set list is displayed, enter either:
"/" on the data set list command field for the command prompt pop-up,
an ISPF line command, the name of a TSO command, CLIST, or REXX exec, or
"=" to execute the previous command.

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Refactoring/ Re-platforming Question #3

Under what circumstances does it make the best sense for a state child support agency to consider refactoring/re-platforming versus other possible means of modernizing its child support system? Are there any characteristics of either a state's IT system or its business processes that lend themselves more to this approach?

Refactoring/Re-platforming - Q#3

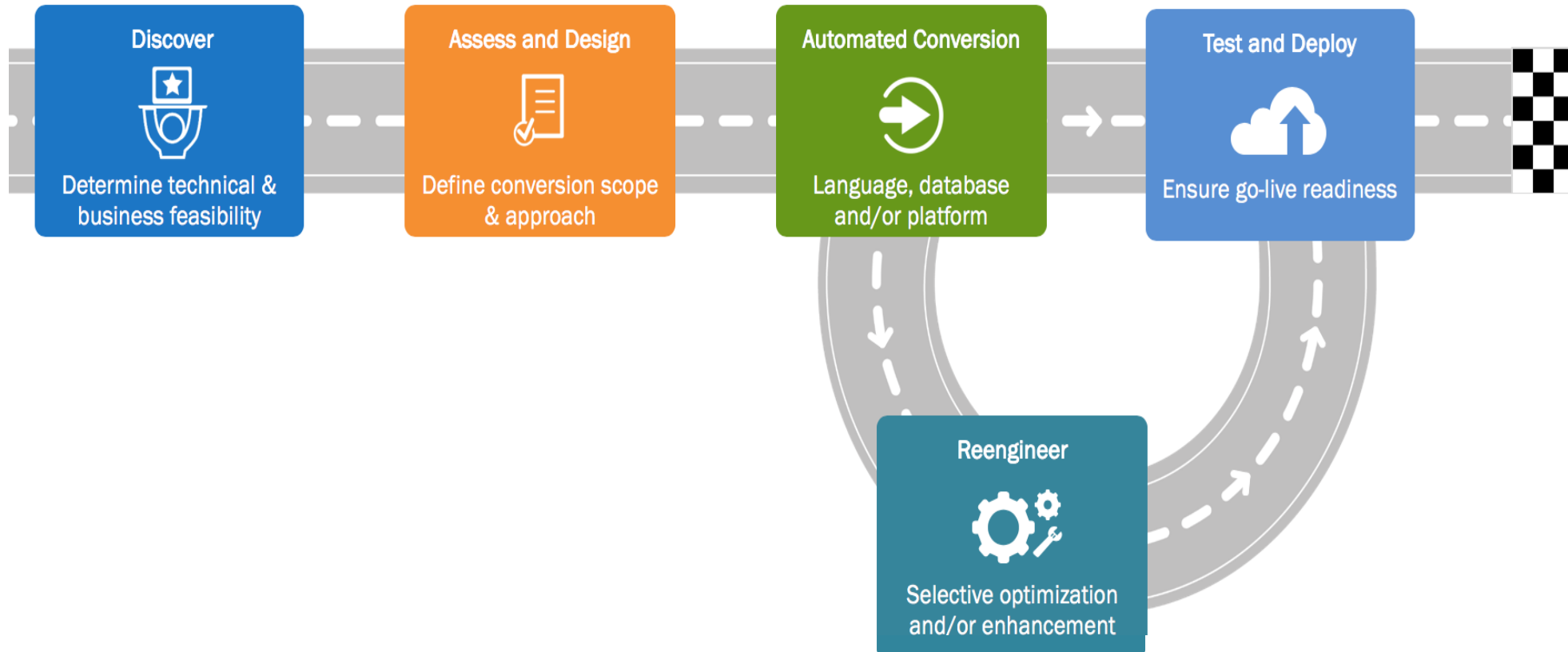
- ✓ Legacy system satisfaction
- ✓ Lack of funding support/time for BPR (Business Process Reengineering)
- ✓ Cost to maintain current system
- ✓ State/Dept Budget
- ✓ Obsolescence of current system
- ✓ Obsolescence of current support resources
- ✓ Modernization Goals



Refactoring/ Re-platforming Question #4

Generally speaking, what should a state expect on the following:
project timeframe, project cost,
time to rollout statewide?

Refactoring/Re-platforming - Q#4



Refactoring/ Re-platforming Question #5

Please list and explain the pros and cons, and any common pitfalls the states should know, for refactoring/re-platforming. What surprised you in your implementations?

Refactoring/Re-platforming – Q#5



Re-platforming		Refactoring	
Pros	Cons	Pros	Cons
Least initial investment required	Potential to maintain legacy licensing fees	Move to relational database	System may not respond as quickly
Minimal BPR	Does not address aging support workforce	Potential cost savings by migrating off mainframe	Potential incompatibility with ancillary software (emulator)
Minimal retraining	Migration of pre-existing issues	Large developer base for modern languages	Thorough testing required
Short migration timeline	Thorough testing required	Foundation for a modern system	Potential migration of pre-existing issues
Like for like system performance	Work-around needed for non-base system components (batches, etc)	Cost effective in comparison to new build	
Potential cost savings by migrating off mainframe		No legacy licensing fees	

Refactoring/ Re-platforming Question #6

What are the most important things that a state should do to prepare for this approach?

Refactoring/Re-platforming – Q#6

Prior to refactoring/re-platforming, a State should:

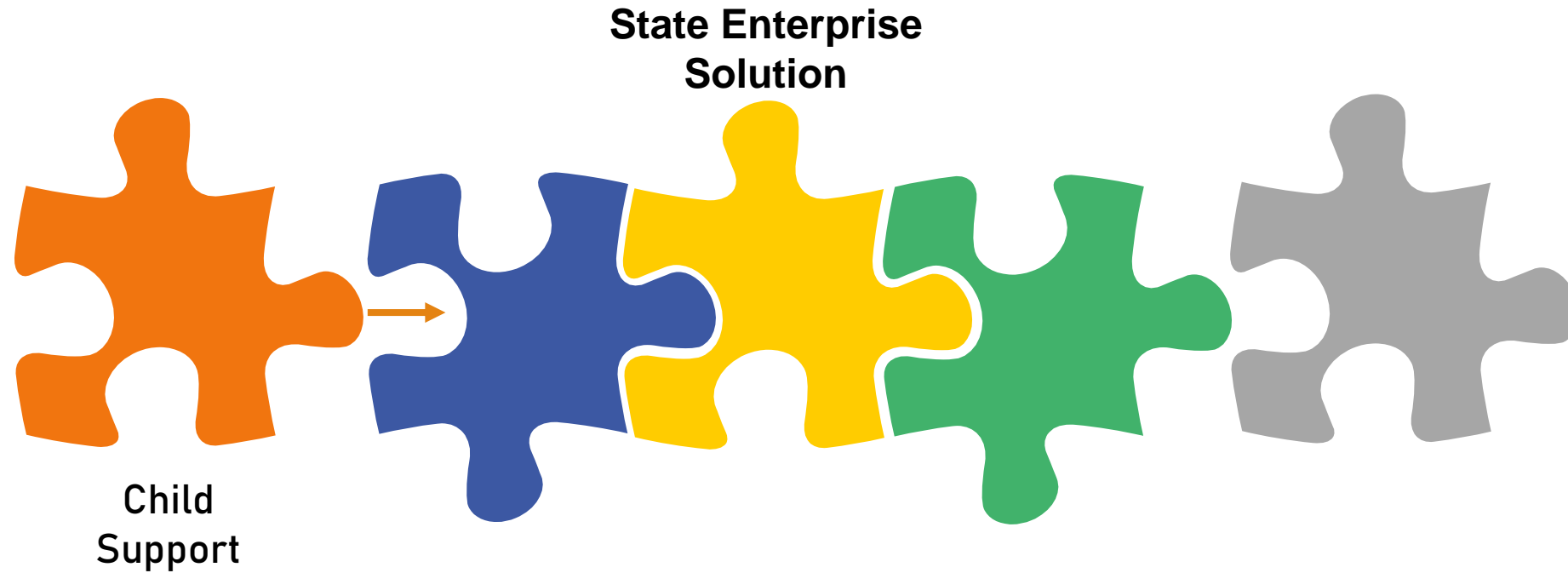
- ✓ Determine driving factors
- ✓ Research modernization options and legacy system limitations
- ✓ Communicate with other State who have replatformed/refactored
- ✓ Allow adequate time and resources for testing
- ✓ Deep dive into their data
- ✓ Consider an assessment



Refactoring/ Re-platforming Question #7

How does this type of child support system modernization effort fit with states who need to have an enterprise approach?


Refactoring/Re-platforming - Q#7



Low Code/COTS and Refactoring/ Re-platforming Final Question

What haven't we asked that we should have?

What haven't you asked?

- 
- How do states define the criteria to select an appropriate solution?
 - How do states define project success criteria?
 - What tools do states currently have or need to acquire to help them prepare and manage a successful project?

Your Options to a Certified System

RE-PLATFORMING

- Get me off of the Mainframe!

REFACTORING

- I don't have any COBOL programmers left

COTS (MODULAR)

- My Financials are a mess, just give me something that will work – we will adjust our processes

COTS (FULL SYSTEM)

- I have limited time and limited budget but need to replace the whole system. My stakeholders can adjust their processes

TRANSFER

- My processes are most aligned with "X" who has a new certified system. We will use as much as possible and modify

CUSTOM BUILD

- I am unique among states. We have done a BPR and no other states fit our model. There is a larger IT decision pushing us

Follow-up Q&A

Questions/Further Discussion



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