**NCCSD Systems Modernization and Data Sharing Committee**

**August 23, 2019 – Monthly Meeting with OCSE**

**2pm – 3:30pm Eastern Time**

**Agenda**

*Distribution and Attendee List:*

(X indicates that the member was present; A indicates absent)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Members | | | | | |
| X | Shannon Abernathy | X | Erin Frisch | A | Sharon Santilli |
| A | Jeff Aldridge | A | Kevin Guistwite | X | Jeremy Toulouse |
| X | Robin Arnell | X | Cynthia Longest | X | Alexia Venafra |
| X | Kristie Arneson | A | Dawn McNeal | X | Carla West |
| X | Michelle Cristello | A | Shaneen Moore | X | Astra Wilson-Kirksey |
| X | John Diets | A | Heather Noble |  |  |
| OCSE Invitees | | | | | |
| A | Comm. Scott Lekan | X | Raghavan Varadachari | A | Mona Ferrell |

***Discussion Items:***

1. Welcome to Jeremy, John, and Shannon!
2. Discussion on NCCSD Closed Session
   1. At this session:
      1. Cynthia is going to give a quick demonstration of the data report on which she and Joey Arthur from OCSE have been working; and
      2. Comm. Lekan and Cynthia will be talking about the plan for feasibility studies going forward and to check interest in doing another System Symposium at the end of the NCSEA Policy Conference in February 2020.
3. Feasibility Study Plan Update
   1. Background: In July, this workgroup was asked by OCSE (and this workgroup accepted conditionally on the support of the NCCSD Executive Committee) to be the source of the IV-D Director feedback on the new Feasibility Study process.
      1. Carla reported that the NCCSD Executive Committee did approve us serving that function, but that it charged us with making sure that we let all IV-D Directors know that we are serving in this capacity and that they (and/or their delegates) are welcome to join the workgroup.
   2. Update on the Process: Raghavan reported that his team is focusing on updating the new process and it’s going to be more of a business case analysis (using project management principles).
      1. Raghavan’s goal is to have the guidance documentation completed in December so that it can be reviewed by this workgroup first and then to get feedback from other IV-D Directors at the next Systems Symposium.

Comm. Lekan has approved doing another Systems Symposium and it’s looking like it will be in tandem with the NCSEA Policy in February.

* + 1. Then the guidance will be rolled out (hopefully in April) as an Information Memorandum that would supplement the Dear Colleague Letter that has already been issued.

1. Report from NCSEA
   1. Carla reported that:
      1. Several vendors connected with her and Cynthia regarding the vendor presentations; and
      2. The Tech Scrum was a great success and very well run.
         1. The Indiana CIO was very impressive and informative – maybe we can get more input from him down the line?
   2. Cynthia reported:
      1. That there was a new technology track added this year and this included a CIO roundtable, which Cynthia helped facilitate. Cynthia’s focus was the feasibility study and some of the feedback she heard was:
         1. If you’re doing a transfer, then, once you’ve done some initial fact finding and discussions over webex, it’s very valuable to do a site visit
         2. Alternatives analysis – many felt this was valuable
      2. On the add-on “Tech Scrum” from 1-4:30 on the last day of the conference, which included:
         1. A quick history and overview of refactoring/replatforming and Low Code/COTS
         2. Report out from Mississippi and Tennessee on their refactoring/replatforming efforts by answering the following questions:
            1. Define your project? What’s your status?
            2. What went right and wrong during your procurement from the business or technology perspective?
            3. What went right and wrong during your procurement from both the business and technology perspective?
            4. What are you worried about going forward?
         3. Report out from Maryland and Indiana on their Low Code/COTS efforts by answering the same questions.
         4. Collecting feedback on what OCSE can do to help states
            1. Cynthia read out the list of suggestions. This workgroup will need to come up with a way to prioritize the requests and then OCSE can start working on them.

Robin and Carla will cull the list and determine how to poll IV-D Directors in the NCCSD closed door session.

* + - 1. Collecting questions that we want to ask vendors during the vendor presentations.
         1. Cynthia will add the questions she collected using the surveymonkey survey created for this purpose.

Powerpoints and notes from the Tech Scrum will be posted on the NCCSD website once they’ve been finalized/validated.

1. Vendor Presentation Status Update
   1. Cynthia worked with Dawn McNeal and others to come up with a list of vendors. The following were invited and will be presenting on one or both topics as listed below:
      1. Accenture - both
      2. Cambria Solutions - both
      3. Cardinality – low code/COTS
      4. Conduent - both
      5. CGI – not participating
      6. Delloite - both
      7. Microsoft Solutions - participating, but not sure whether doing both
      8. ProTech – participating, but not sure whether doing both
      9. Redmane – low code/COTS
      10. Unisys – not participating
   2. In addition to the questions gathered at the Tech Scrum, we are using a surveymonkey survey to collect from IV-D and their delegates suggested questions to ask the vendors.
      1. ALL by 8/30/19:
         1. Please click on the link below to provide any suggested questions for the vendors: <https://www.surveymonkey.com/r/CSVendorQuestions>
         2. Provide any feedback/suggestions for improvement of the survey to Alexia.
   3. One vendor expressed a concern that they didn’t want other vendors surreptitiously sitting on the call and asked that we require attendees to sign a Non-Disclosure Agreement (NDA) that includes the names of all participants.
      1. The workgroup agreed that it would not be feasible to have everyone do an NDA.
      2. Several members commented that these are educational presentations which should not require sharing any proprietary information.
      3. It was agreed that we can continue to remind folks in our communications that these presentations for IV-D leadership and their non-vendor IT folks only.
2. Data Reporting Project Update
   1. Background: Joey Arthur (OCSE Economic Analyst) and Comm. Lekan did a presentation on data analysis at the 2018 NCCSD Annual Meeting closed door session. They presented a sample Analysis of Caseload, Arrears and Performance Data in an easy to understand format.

Directors requested that OCSE find a way to make similar reports available to them. As a result, this project was born with the goal of providing IV-D Directors with a big picture view of data points in comparison with other states.

* 1. Cynthia provided an update on the work she has been doing with Joey Arthur on this project since they demoed the initial draft report to this workgroup on 5/14/19. Her update included that:
     1. They have continued to work with the OCSE Regional Office pilot folks and that she has her first call/meeting with the state pilot users on Monday.
     2. The initial report focused on undistributed collections (but just part 1 of the OC34).
     3. There is now a second report that does a “deeper dive” into UDC using the data from page 2 of the OCSE 34 report.
     4. The third report will focus on income withholding collections.
     5. OCSE is still working on where these reports will reside. Stay tuned!

1. ***Next meeting: The September 13th will be canceled given that many will be travelling to the NCCSD meeting. Our next call will be on September 27th.***