NCSEA Child Support Technology "Scrum"
Wednesday August 14, 2019 1pm – 5pm

Description: This state-only session focuses on large scale child support system modernization, and is intended to keep the positive momentum going from OCSE's System Symposium last February.   It will be a learning opportunity for the many states that are assessing their next best step with their child support system, as well as for states who are already in process. Speakers will present both a business and a technology perspective.   Since time is limited, only a few specific topics will be presented, with the intention that there will be ample time for discussion, and that future sessions will be able to address other subjects.

Agenda	Speaker(s)	*Approximate timeframes*
Introductions and "Level-Set": History of Federal Systems Requirements, and What are the Options Now? Overview of Paths States are Taking • Original Legislative Mandates and path since then • 2019 Options: Transfer, Enhancing Existing, Refactoring/Replatforming, Custom, Enterprise, Low Code COTS, Hybrid	Cynthia Longest, Facilitator	1 - 1:30 pm

What are the Options Now, and How Did States Make the Decision to Pursue Them? Round 1 -"Refactoring/Replatforming"
 	
Those who attended the OCSE System Symposium heard from Alaska in depth, and short presentations from Colorado, Utah, and Ohio. For this round, you will hear from Mississippi and Tennessee.   Mississippi has recently completed their project, and is considering their next steps. Tennessee has just begun. They both will answer the following questions:
   1. What exactly is your project (i.e. how does your state define refactoring and/or replatforming)?
   2. Why did you decide to follow that path (i.e. what are your goals?)
     • Business perspective
     • Technology perspective
   3. What has gone right, and what has gone not quite as planned?
     • On the procurement (from both the business and technology perspective)?
     • On the project itself, if applicable (from both the business and technology perspective)?
   4. What are you most worried about going forward?
	Mississippi, Tennessee
	
	Mississippi: Lyndsy Irwin, IV-D Director; Beverly Williams, Systems Manager
	
	Tennessee: Patti Wood, Director of Operations, Child Support Field Services & Contracts; Sherron Brown, Director of Operations, ACCENT and TCSES Solutions Delivery
		1:30 – 2:30 pm

Break		2:30- 2:45 pm

What are the Options Now, and How Did States Make the Decision to Pursue Them? Round 2 - "Low Code/COTS Platforms"
 	
Those who attended the OCSE System Symposium heard about an exciting new project in Maryland. While they are utilizing the low-code COTS platform concept in a full enterprise system, Indiana made the decision to pursue a similar approach focused on child support, and is completing their procurement stage. For this round, you will hear an update from Maryland, and from Indiana, the reasons they decided to pursue this path.
 	
Maryland will give a quick project update:
1. Status
2. What has gone right and/or wrong so far?
3. What are you most worried about going forward?
 	
Indiana will answer the following questions:
1. What exactly is your project (i.e. how does your state define "low code COTS platforms")?
2. Why did you decide to follow that path (i.e. what are your goals?)
   • Business perspective
   • Technology perspective
3. What has gone right, and what has gone not quite as planned on your procurement?
   • Business perspective
   • Technology perspective
4. What are you most worried about going forward?
	Maryland, Indiana
	
	Maryland: Kevin Guistwite, IV-D Director; Subramanian (Subi) Muniasamy, CTO, MD Dept. of Human Services
	
	Indiana: Kevin Jones, CIO, Dept. of Child Services; Adam Norman, IV-D Director, Amber Njau, INvest Functional Manager
		2:45– 3:45 pm

Federal-State Collaboration, Process and Communication What can OCSE do to better help states? Please consider what can be improved with the state-federal collaboration, process, and communication related to systems modernization. Attendees will be asked to give feedback from both a business and technology perspective, and that feedback will be presented to OCSE in a confidential manner. Attendees will also be asked to give feedback regarding the NCCSD Systems Workgroup plans for vendor educational conference calls.	Cynthia Longest, Facilitator	3:45 – 4:30 pm