

NCCSD Systems Modernization Committee

Systems Modernization States Lessons Learned Webinars

Certification – 10/22/2021

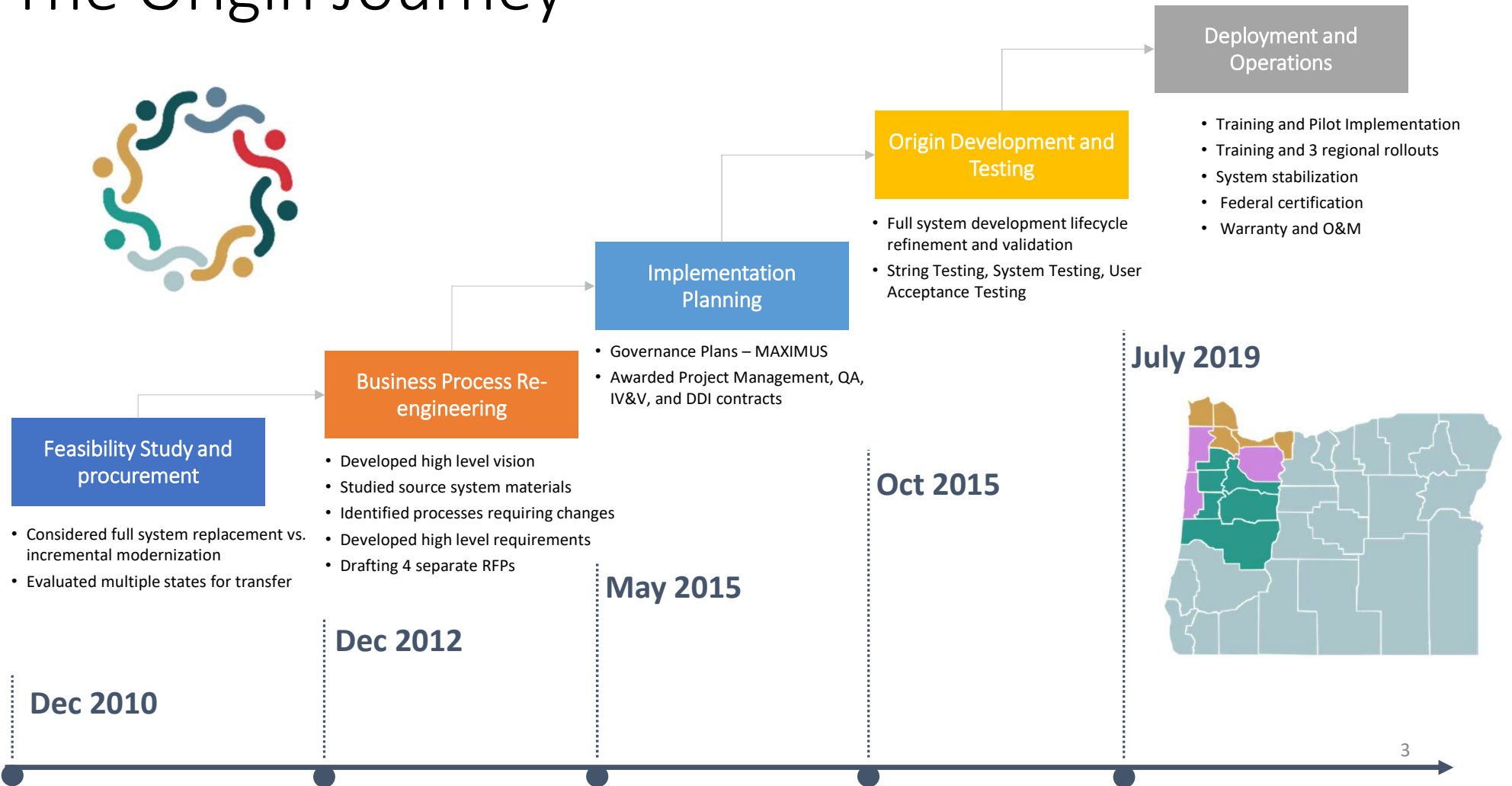
OREGON

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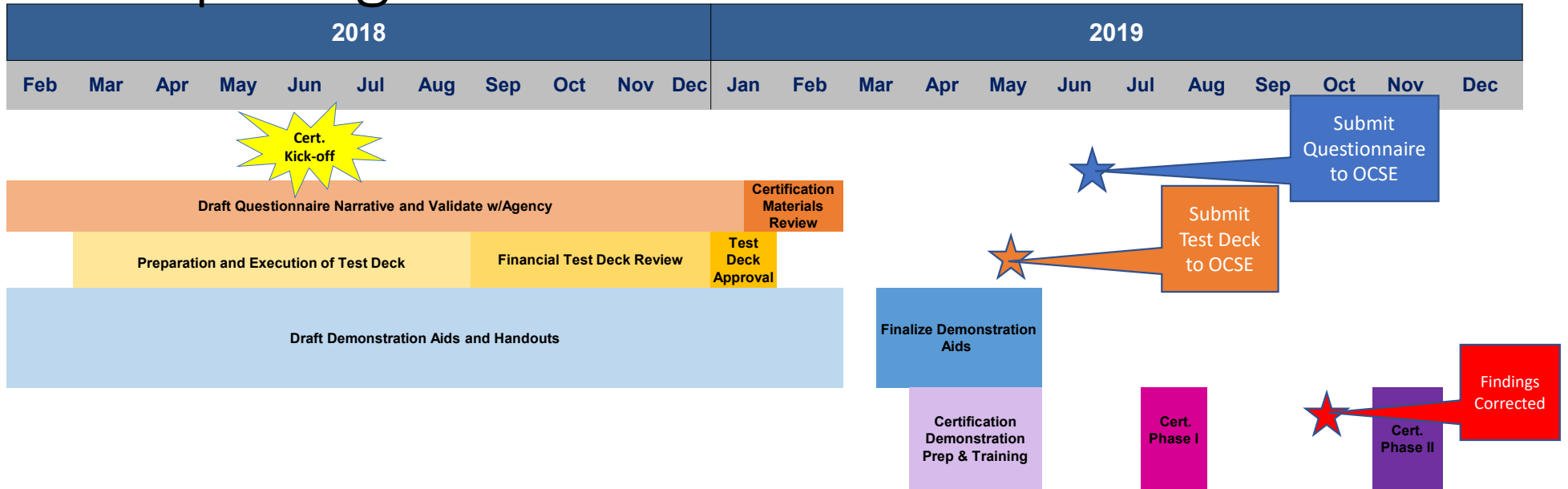
Oregon Child Support Program

- Oregon Department of Justice Division of Child Support
- State administered and state operated program
 - 22 of the 36 counties contract with DOJ to provide some services
- Current caseload – approximately 160,000
- Oregon's history with large technology project prompted new processes and requirements
 - Independent Quality Assurance
 - Stage Gate Process
 - Oversight by Office of the State CIO and Legislative Fiscal Office

The Origin Journey



Preparing Certification Documents



Preparing Certification Documents - Questionnaire



Requirements contained within the certification guide were considered during the requirements refinement stage in 2015, nearly four years before the demonstration.



Certification requirements were traced to the detailed requirements, design documentation, and test scenarios in IBM Rational Team Concert.



Oregon began preparing documents for certification 18 months before the anticipated demonstration.



All documentation and requirements traceability was the responsibility of the DDI vendor with heavy collaboration from the Agency.



Due to early preparation and planning, all certification requirements were met and tested prior to Phase I review.



Results – three certification findings as a result of minor defects. One management finding related to tribal IV-D cases. All resolved within a week and demonstrated during the Phase II review.

Preparing Certification Documents - Financial Test Deck

- To ensure proper data staging, a separate test environment was developed to set up test deck scenarios.
- All test deck scenarios were staged by the DDI vendor and tested by Agency business analysts to ensure that all scenarios were met.
- Test deck was submitted in May 2019 with OCSE review in June - July 2019.
- Oregon received 13 questions after OCSE review and all were satisfied during the Phase I review.

Timing and Process – Phase I



Focus on Appendix A of the certification guide started upon the release of the 2017 guide. However, a dedicated team of vendor and Agency staff was formed in February 2018.



Origin was rolled out in four phases (Pilot, rollout 1, rollout 2, rollout 3). Stabilization period began on April, 1 2019.



During the stabilization period, Agency presenters conducted weekly walk-throughs of the presentation materials.



A full Phase I review was conducted on July 29, 2019 – August 2, 2019 after statewide rollout was completed and the required stabilization period was achieved.



Phase I finding received from OCSE on October 2, 2019.

Timing and Process – Phase II

- Phase II review was completed on October 28, 2019 – October 30, 2019.
- Offices and staff visited were selected by the Agency with approval from OCSE.
- Each office visited was prepared by the Agency certification team using Appendix A, Table A as a guide.
- Walk-throughs were conducted and discrepancies corrected.
- During the Phase II review, Agency management traveled with OCSE to each office to provide assistance and support.
- Phase II completed with no additional findings or concerns.

IRS and SSA Considerations

Oregon fell into a cycle that did not impact our implementation or certification.

2018 audit was conducted in the legacy systems.

Responses to audit findings focused on upgrades to the automated systems.

2020 audit was postponed due to COVID and just recently concluded.