

# NCCSD Systems Modernization Committee

## Systems Modernization States Lessons Learned Webinars

Pre-Planning and Planning – 10/8/2021

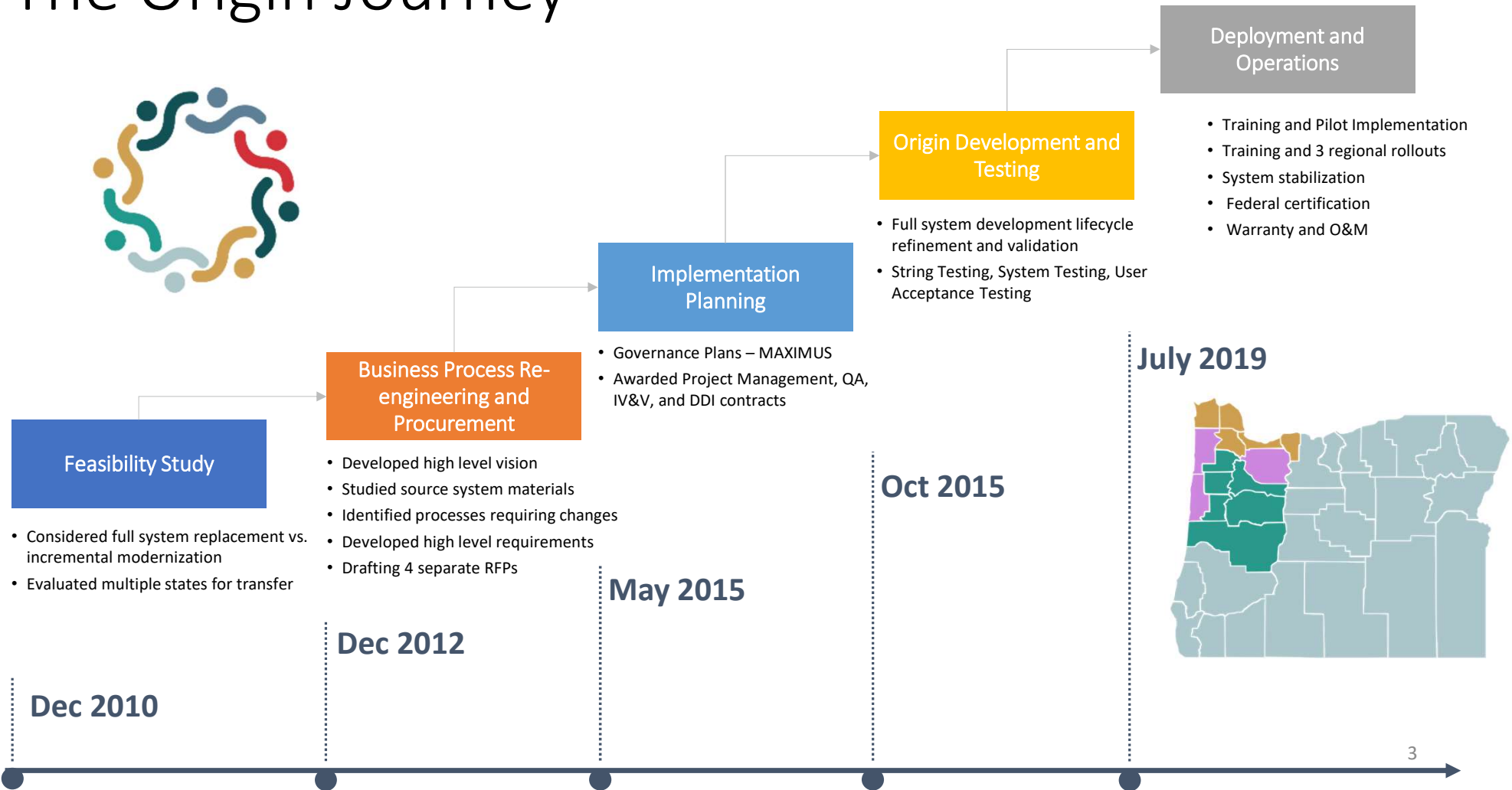
### OREGON

Karen Coleman  
Business & Technical Services Chief  
Oregon Department of Justice  
Division of Child Support  
Karen.Coleman@doj.state.or.us

# 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 Enterprise Information Services (office of the State CIO) and Legislative Fiscal Office

# The Origin Journey



# Pre-Planning – IV&V and QA Vendors

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## What's the difference?

- Oregon's QA requirements
- OCSE advise requested

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## Do I need both Independent Verification and Validation and Quality Assurance?

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## Who should join the project first?

- Oregon requires QA to onboard first

# Planning – Drafting your IAPD

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Collaborative approach

- Maximus (FS vendor) and agency

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Internal vetting

- Program leadership and project steering committee

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OCSE approval

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Annual APDU and the IAPD

- One document with two distinct sections

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Creating project management and  
governance plans

# Planning – Executive / Key Stakeholder Support

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## OCSE

- Analyst guidance was crucial

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## State funding assurance

- The chicken or the egg?

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## Executive support

- IV-D Director = Executive sponsor

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## Ensuring key stakeholder support

- No easy task and critical for your success

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## Materials used to garner support

# Planning – DDI – What and When?

- When to start planning for design, development, and implementation in more detail?
  - Office space – One project facility for agency staff assigned to the project and all vendor project staff
  - Equipment – Facility set up was a collaborative effort and paid for by the program; computer equipment provided by DOJ
  - Tools – DOJ and Deloitte (DDI vendor)

## Planning – DDI – What and When? – continued

- When to start planning for design, development, and implementation in more detail?
  - Rollout strategy – Pilot and phased geographical rollout
  - Data conversion – Start early; practice, practice, practice
  - Data quality – Start identifying early
  - Testing requirements – Clearly defined
  - Training and site support – Collaborative effort between Deloitte and agency trainers and project staff