NCCSD Systems Modernization Committee

Systems Modernization States Lessons Learned Webinars

Pre-Planning and Planning – 10/8/2021

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

The Origin Journey Deployment and Operations Training and Pilot Implementation Training and 3 regional rollouts System stabilization Federal certification • Full system development lifecycle · Warranty and O&M refinement and validation Implementation · String Testing, System Testing, User **Acceptance Testing Planning July 2019** • Governance Plans – MAXIMUS **Business Process Re-**· Awarded Project Management, QA, engineering and IV&V, and DDI contracts **Procurement Feasibility Study** · Developed high level vision Oct 2015 · Studied source system materials · Identified processes requiring changes • Considered full system replacement vs. • Developed high level requirements incremental modernization Drafting 4 separate RFPs • Evaluated multiple states for transfer May 2015 **Dec 2012 Dec 2010**

Pre-Planning – IV&V and QA Vendors

What's the difference?

- Oregon's QA requirements
- OCSE advise requested

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

Who should join the project first?

- Oregon requires QA to onboard first

Planning – Drafting your IAPD

Collaborative approach

- Maximus (FS vendor) and agency

Internal vetting

- Program leadership and project steering committee

OCSE approval

Annual APDU and the IAPD

- One document with two distinct sections

Creating project management and governance plans

Planning – Executive / Key Stakeholder Support

OCSE

- Analyst guidance was crucial

State funding assurance

- The chicken or the egg?

Executive support

- IV-D Director = Executive sponsor

Ensuring key stakeholder support

- No easy task and critical for your success

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

