Low Code/COTS

NCCSD Systems Workgroup Vendor Forums

Introduction: Presenters

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Introduction: RedMane Technology

- RedMane Technology
  - Established 2000
  - Headquartered in Chicago with offices in Missouri and British Columbia
- Software Development and Systems Integration
- Focused on Health and Human Services
- Child Support Practice – 19 years
  - Domain and technical expertise in Child Support

- **COTS (Commercial Off The Shelf)** – software with pre-configured functionality

  - e.g. *Case Management* COTS are designed for Cases, People, Obligations, Communications, etc.

    The things that you care about for Child Support should already be built in.

- **Low Code** – the ability to configure the software without coding, ideally using graphical (drag and drop) tools.

  - e.g. You can add a field to a screen or choose the content of a dashboard.

    In other words, the appearance and behavior of the system can be tailored for your needs *without* programming

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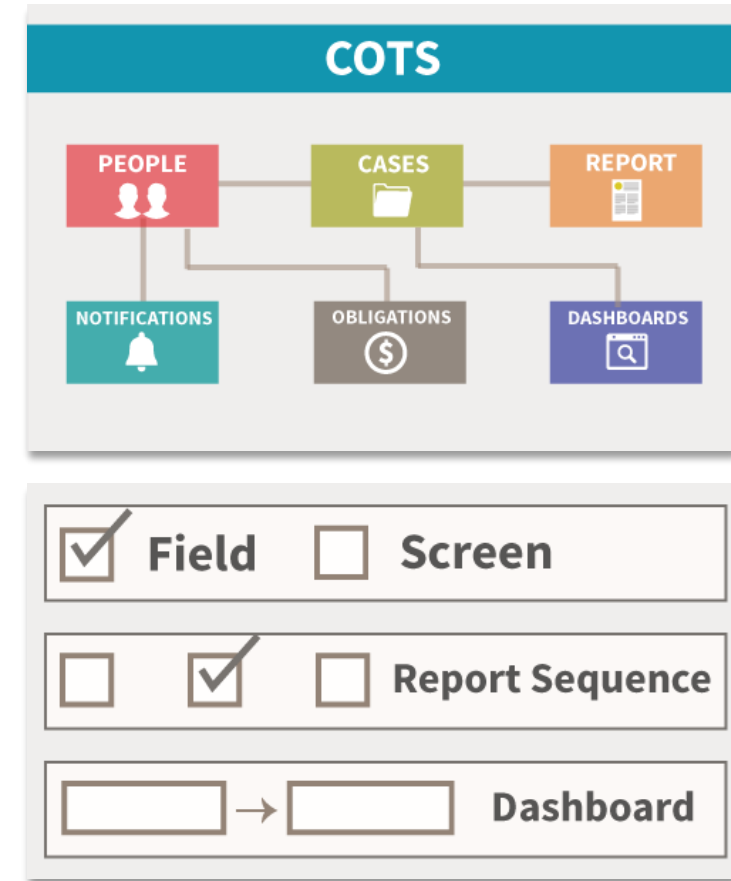
- **The Journey to Low Code/COTS**
  - Historically, approach was large, custom-built systems (today's legacy systems)
    - Millions of lines of custom software code
    - Implemented as a single, disruptive "Big Bang" event (Waterfall model)
    - Difficult to maintain

    These large custom-built system projects were prone to cost overruns, schedule delays, and in some cases – total failure.

- **Emergence of early COTS**
  - Large systems, such as SAP ERP and Siebel CRM implementations
  - Offered the foundation of substantial pre-built functionality
  - Projects were still very large, and still required heavy custom software coding

    Early COTS implementations were a real step in the right direction, but still presented some of the risks and drawbacks of the large custom builds.
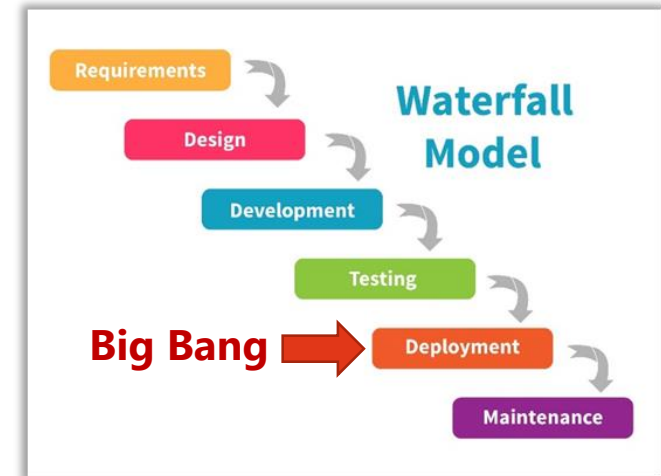
Low Code/COTS of Today – It's all about "Configurability"

Screen Design and Modification

Process and Workflow

Reporting and Analytics

Domain-Specific Functionality

We will now demonstrate this type of configuration using a Low Code/COTS product.

Low code/ COTS demo

Question 2: With reference to the "core" functionality required by the OCSE Systems Certification Guide (Case Initiation, Locate, Establishment, Case Management, Enforcement, and Financial Management), how does this approach handle each area? In particular, since Child Support requires complicated financial processing, e.g. distribution rules and arrears calculations, please address how these are handled with this approach.

The Right Tool for the Right Job

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The Right Tool for the Right Job

Multi-Channel Customer Engagement	Portals	Mobility	Chat Bots	Text Messages

Case Initiation	Locate	Establishment	Case Management	Enforcement	Financial Management	Reporting/ Analytics
		Case Management COTS			Financial Management COTS	Business Intelligence COTS

Technical	Security	Integration Layer	Cloud	Single Sign On

Business	Electronic Document Management	Artificial Intelligence -Machine Learning -Predictive Analytics	Workflow Management	Communication/ Outreach

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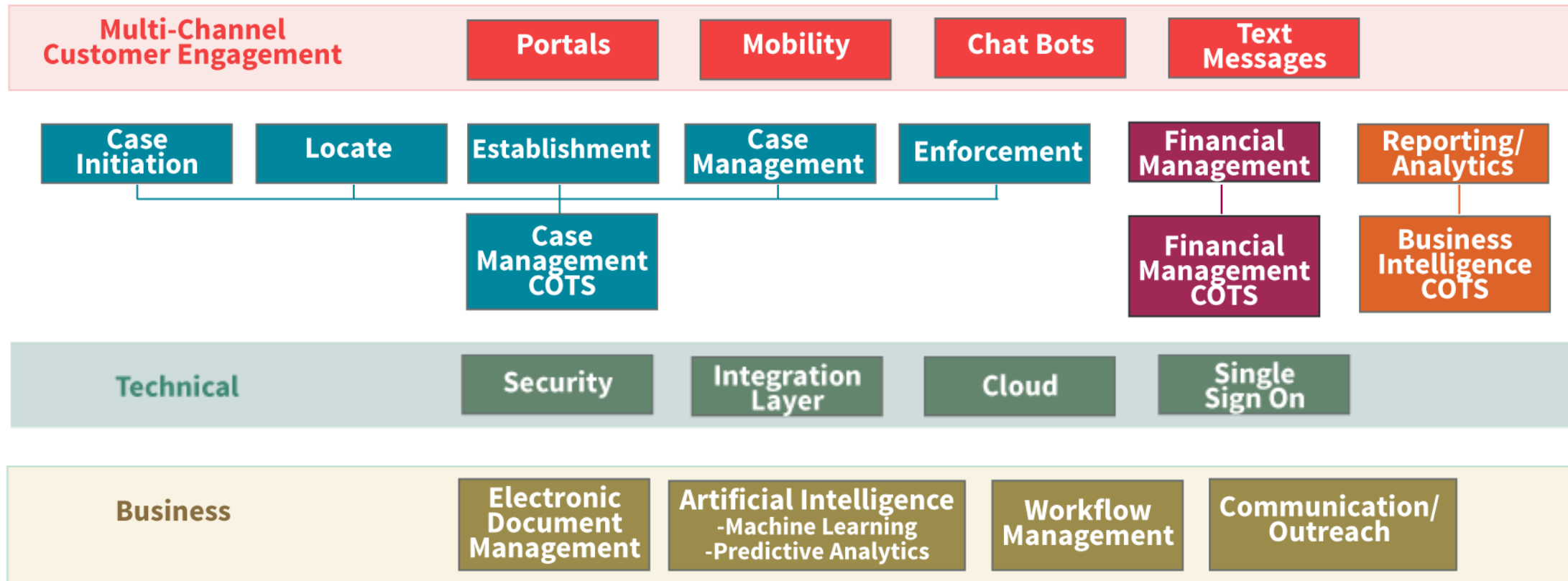
- **Always** consider Low Code/COTS

  - We need to do full system replacement

  - Our State wants modular, incremental modernization

  - We have a 'mostly' working system

  - We just want to add functionality without a total replacement

  Consider Low Code/COTS in all situations

Assuming the COTS solution is aligned with your business requirements:

Schedule ⬇   **Cost** ⬇   **Risk** ⬇

CSS replacement projects are hard

- Vendor Roadmap vs Your Roadmap

- Changes after Implementation

- Future Cost vs Future Benefits

- Find out what's out there

- Create a roadmap for **your state**.

  If you know where you're going, you're more likely to get there.

- Recruit internal champions

- Purpose Built Technology Exists for Enterprise Approach

- Need to solve other challenges:

  - Federal Agencies

  - Organizational Structure Programs in your State

  - Governance
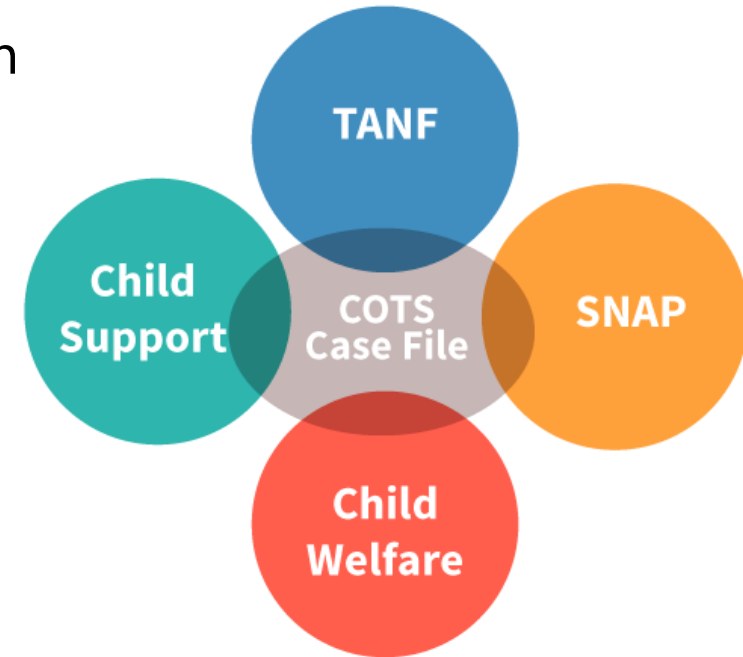
Question 9: *What haven't we asked that we should have?*

Relative to long-term upgradeability, what are the risks or advantages of a Low Code/COTS solution for Child Support?

Summary

Is Low Code/COTS viable for CS Systems Modernization?

- Built in functionality and the ability to more configure easily
  - Supports Agile methodologies and encourages program staff buy-in
  - Enables incremental and modular implementation - reducing risk

  Yes! We recommend considering Low Code/COTS vs. Custom (incl. transfer)

How do you get there?

- Vendor and colleague research
- Develop a Roadmap
  - Your priorities
  - IT services direction / enterprise architecture
- Consider a pilot

Contact us
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Questions