

Low Code/COTS

NCCSD Systems Workgroup Vendor Forums

Low Code/COTS Systems Modernization Q&A



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



Question 1: *Since there is not yet a consistent term or definition for this approach, please give your company's description, including your terminology and definitions. How is this approach different from a "custom" build of a child support system? If you choose to do a quick demo or screen shots that would be welcome.*

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

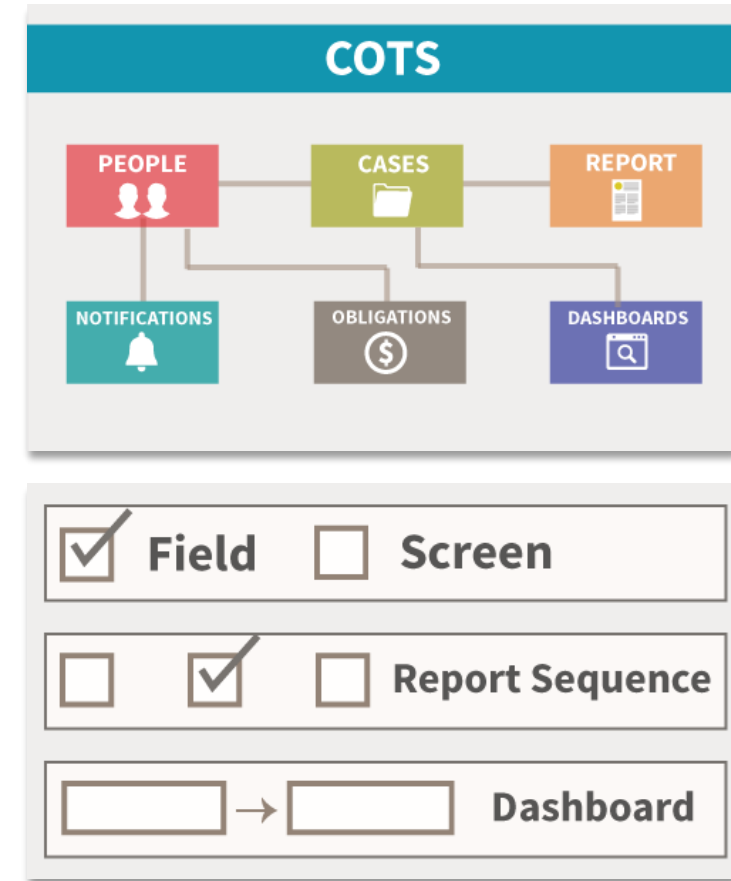
- e.g. *Case Management* COTS are designed for Cases, People, Obligations, Communications, etc.

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



Question 1 (continued)

- **The Journey to Low Code/COTS**

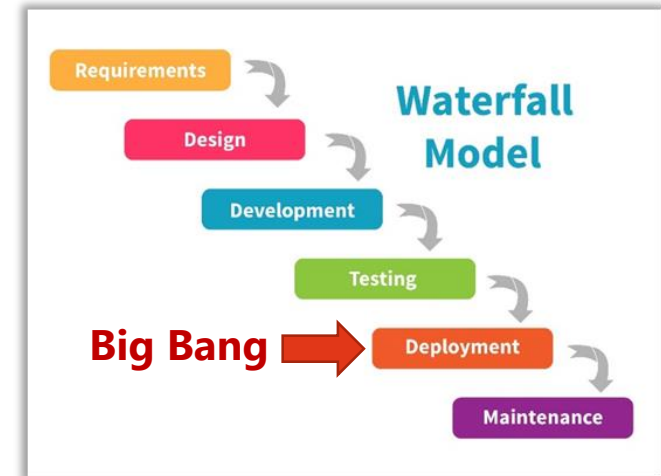
- Historically, approach was large, custom-built systems (today's legacy systems)
 - Millions of lines of custom software code
 - Implemented as a single, disruptive "Big Bang" event (Waterfall model)
 - Difficult to maintain

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.



Question 1 (continued)

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

Home My Data **Inbox** Reports Change Password Contact Us Logout English-USA Edit

FIELDS LIST RELATIONSHIPS LIST ROLES EVENT HANDLERS TRANSLATION DOCUMENT TEMPLATES

View Risk Fields

	Name	Type	Show in Header	Required		
0	Select	Court Order Details	Header	N/A	N/A	Edit Delete
1	Select	Court Order Number	Unique Identifier	<input checked="" type="checkbox"/>	N/A	Edit Delete
2	Select	Effective Date	Date	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Edit Delete
3	Select	Obligor	Dynamic Drop-Down	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit Delete
4	Select	Docket Number	String	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit Delete
5	Select	Judicial District	String	<input type="checkbox"/>	<input type="checkbox"/>	Edit Delete
6	Select	County	String	<input type="checkbox"/>	<input type="checkbox"/>	Edit Delete
7	Select	<input type="text" value="Order Filing Date"/> <input type="text" value="Date"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Cancel Save	
8	Select	Order Description	Drop-Down List	<input type="checkbox"/>	<input type="checkbox"/>	Edit Delete
9	Select	Order Type	Drop-Down List	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit Delete
10	Select	Income Assignment	Drop-Down List	<input type="checkbox"/>	<input type="checkbox"/>	Edit Delete
11	Select	Has Legal Hold	Boolean	<input type="checkbox"/>	N/A	Edit Delete
12	Select	InterJurisdiction Details	Header	N/A	N/A	Edit Delete
13	Select	Type	Drop-Down List	<input type="checkbox"/>	<input type="checkbox"/>	Edit Delete
14	Select	State	Drop-Down List	<input type="checkbox"/>	<input type="checkbox"/>	Edit Delete
15	Select	Interjurisdiction Docket Number	String	<input type="checkbox"/>	<input type="checkbox"/>	Edit Delete
16	Select	Other Jurisdiction Party Number	String	<input type="checkbox"/>	<input type="checkbox"/>	Edit Delete
17	Select	Case Number	String	<input type="checkbox"/>	<input type="checkbox"/>	Edit Delete
18	Select	Children on Order	Header	N/A	N/A	Edit Delete
19	Select	Children	Dynamic Drop-Down	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Edit Delete

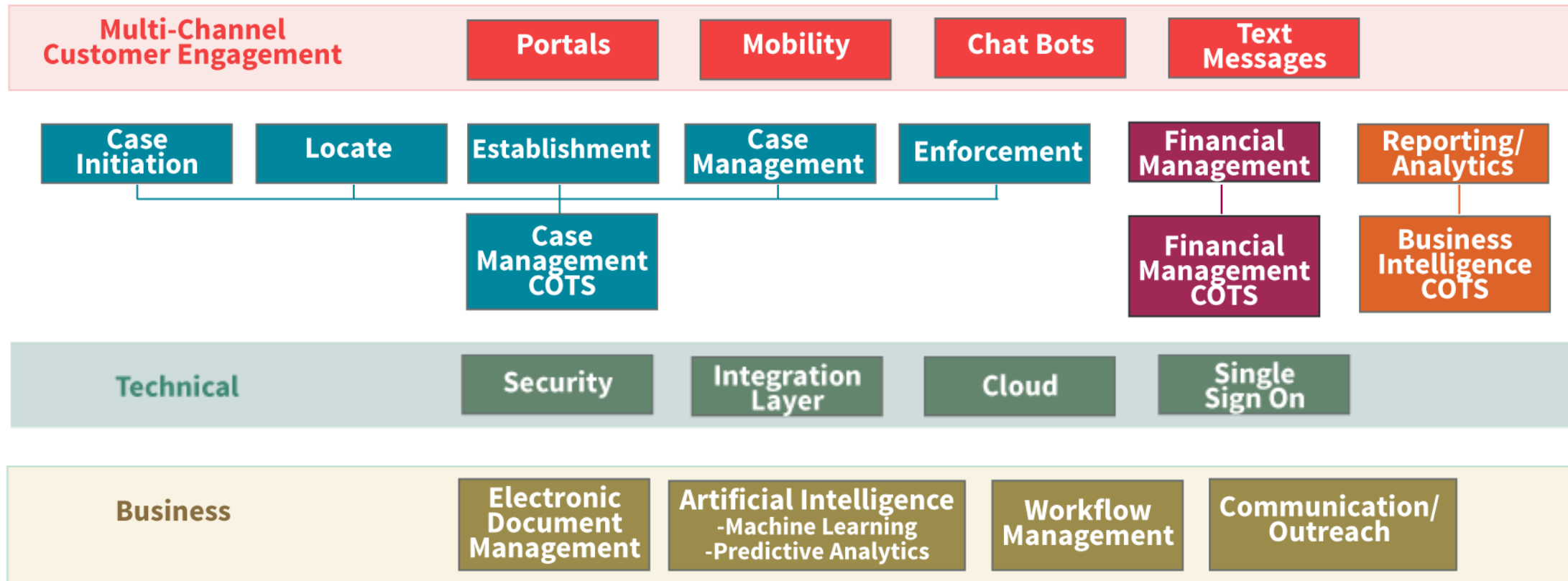
Question 2: With reference to the "core" functionality required by the OCSE Systems Certification Guide (Case Initiation, Locate, Establishment, Case Management, Enforcement, and Financial Management), how does this approach handle each area? In particular, since Child Support requires complicated financial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

The Right Tool for the Right Job



Question 3: What COTS or other products are used in conjunction with this approach to give a state a fully functional system?

The Right Tool for the Right Job



Question 4: *Under what circumstances does it make the best sense for a state child support agency to consider this new approach versus other possible means of modernizing its child support system? Are there any characteristics of either a state's IT system or its business processes that lend themselves more to this approach?*

- **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

Question 5: Generally speaking, what should a state expect on the following: project timeframe, project cost, time to rollout statewide?

Assuming the COTS solution is aligned with your business requirements:

Schedule



Cost



Risk



CSS replacement projects are hard

Question 6: *The states don't want to again face the major system build and cost challenges once they have modernized. If they choose this approach, what is the continuous improvement model for the platform? Will the states benefit from the vendor efforts without major costs?*

- Vendor Roadmap vs Your Roadmap
- Changes after Implementation
- Future Cost vs Future Benefits

Question 7: *What are the most important things that a state should do to prepare for this approach?*

- Find out what's out there
- Create a roadmap for **your state**.

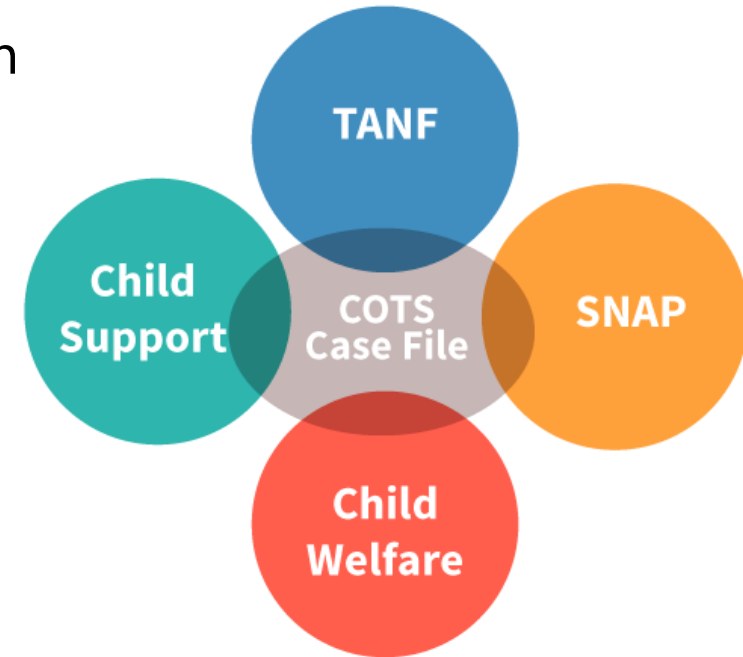
**If you know where you're going,
you're more likely to get there.**

- Recruit internal champions



Question 8: *How does this type of child support system fit with states who need to have an enterprise approach? Many of the platforms seem to be creating the same old silos on a new platform. Is it possible to have one casefile for each person/family across the systems (child support, SNAP, TANF, family services, etc.)?*

- 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

