

National Council of Child Support Directors
2018 Annual Meeting & Conference
Child Support: A Safe Harbor for the Future
May 13 – 16, 2018 • Norfolk, Virginia



Batten Down the Hatches for Systems Modernization

Tuesday, May 15 • 3:45pm – 5:00pm

NCCSD Systems Modernization Committee



Manifest

- Systems Workgroup Committee Charge
- Overview of Survey Results
- Discussion Breakouts
- Wrap Up

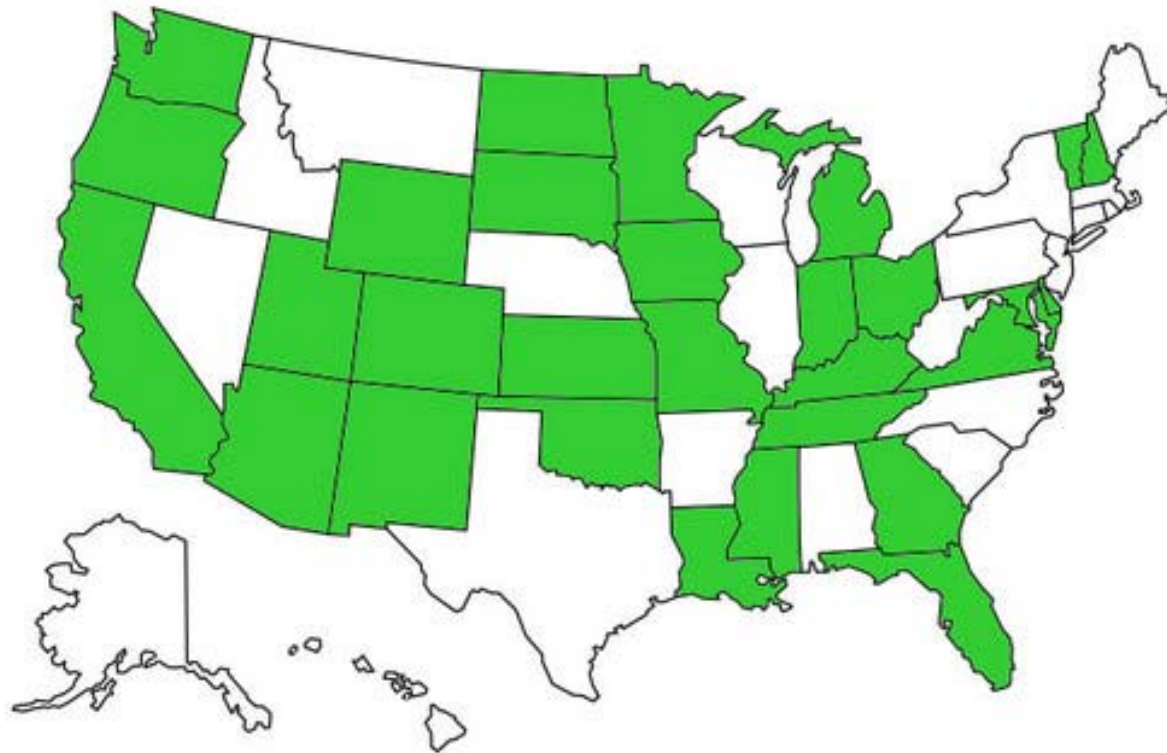


Systems Workgroup

- Review and recommend new methodologies that state and other government entities are currently or potentially using that provide for more modern technological solutions and options for state child support programs.
- Review and recommend options, alternatives and best practices for contracting, alternatives analysis, feasibility assessment, planning, business process re-engineering, development and implementation.
- Develop prioritized recommendations (including statute, rule or manual changes) / advisory documents to be shared with OCSE on behalf of NCCSD.

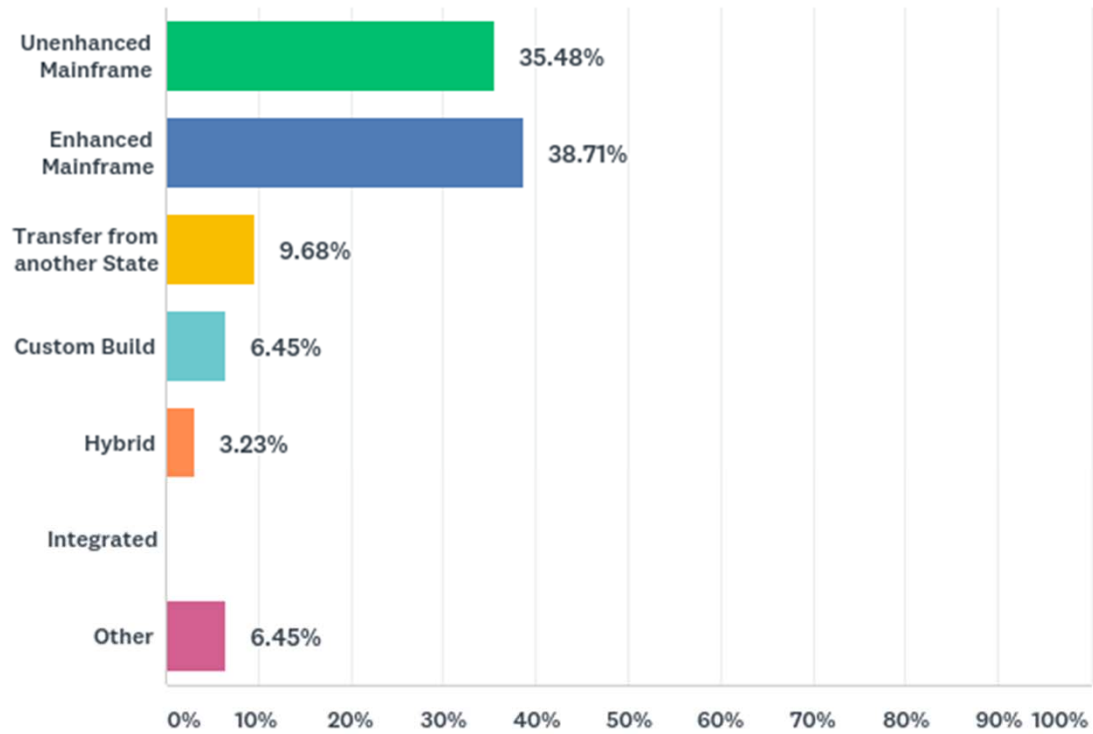
State Survey Results

- 31 responses



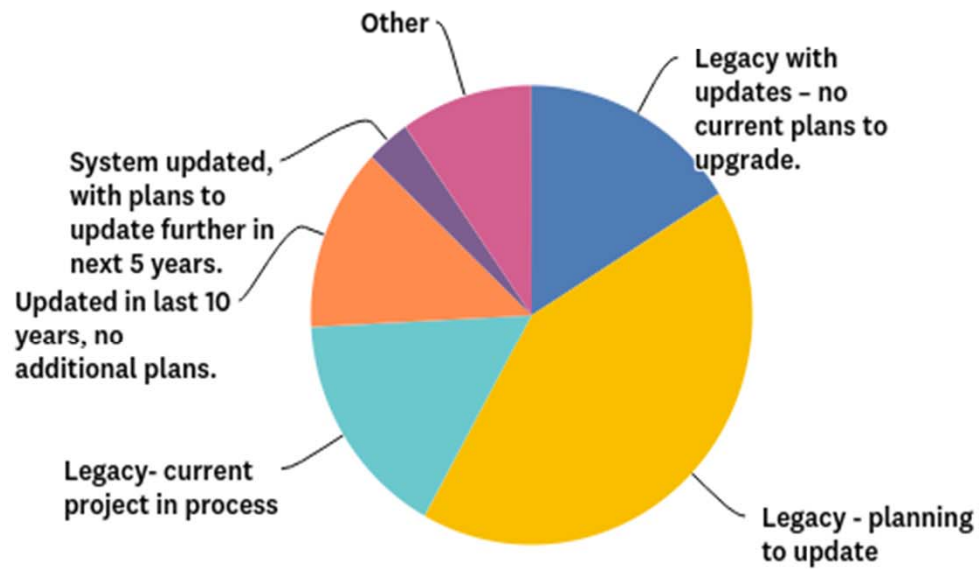


Q1 What best describes your current system?



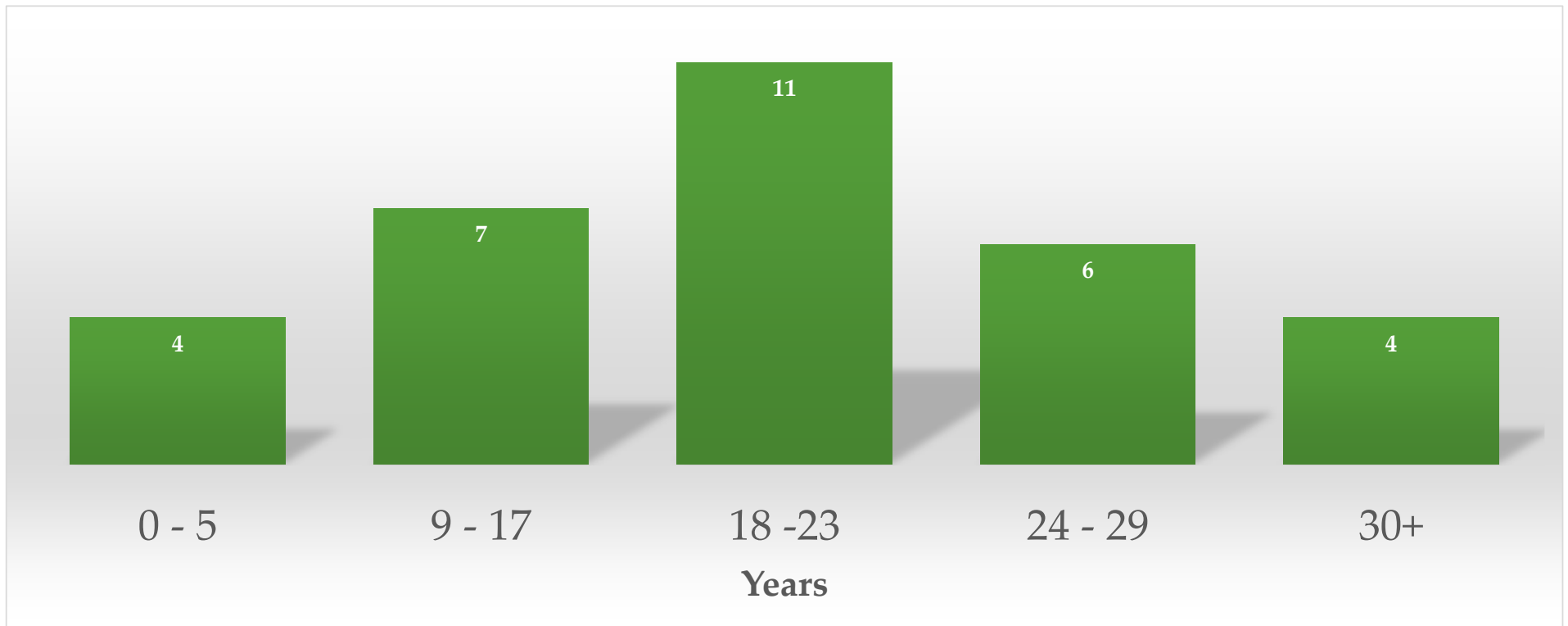


Q2 What's the current state of your system?





How old is your system?



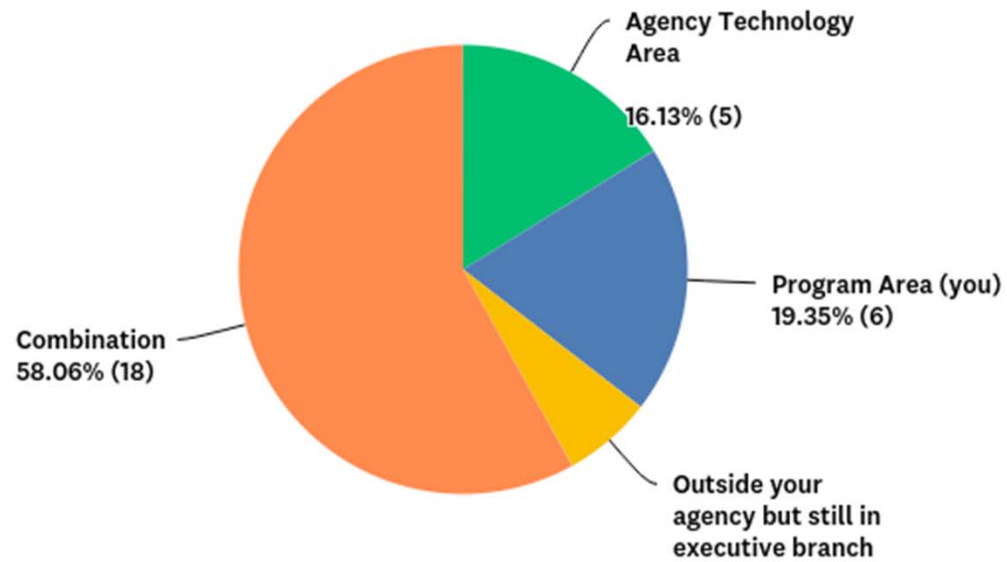


Issues or Barriers

Lack of flexibility
Difficult to learn/use
Expensive to maintain
Doesn't integrate
Old technology
Lack of development resources

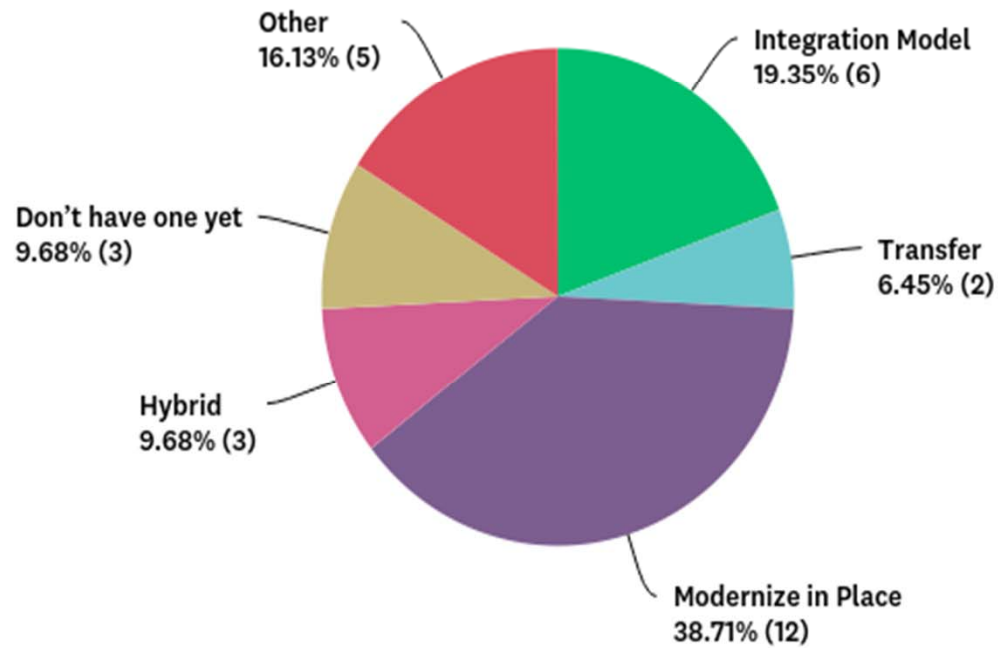


Q3 Who determines the IT strategy for your child support system?



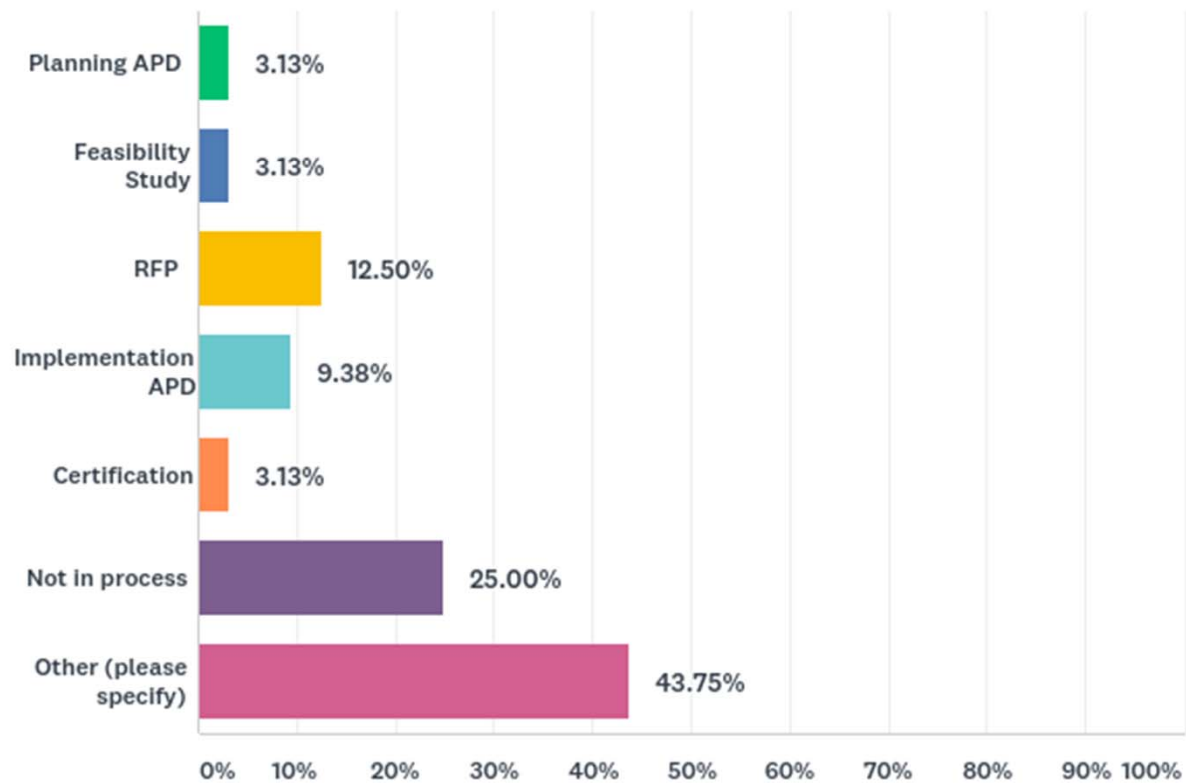


Q4 What is the IT strategy for the child support system in your state?





Q7 Where are you in the process of updating your system?





Breakout Instructions

- Each table (2 per topic) discusses the **Approaches/Pros/Cons/Questions** relative to specific System Modernization “types”
 - **Legacy “Entire System” Replacement**
 - **Re-platforming**
 - **Enhancing Existing System or Staying Status Quo**
 - **Enterprise Integration**
 - **Case Management Frameworks**
 - **Model or CS Federal System**
- **Scribe/Capture Notes and Report Out**



Wrap Up

- Tables Share Discussion Highlights
- Full Survey Results sent out with information from this meeting