

T-21-It Takes a Village: Modernizing a Child Support System: Part 1 (of 2)

Over 85% of state child support systems were initially built and certified more than 16 years ago. Technology and the child support program have evolved so much during the intervening years that we created a special, two-part Workshop to better understand the modern process, options, and outcomes associated with a system modernization project. Part 1 focuses on the system modernization options and planning activities, while Part 2 explores the design, development, and implementation phase of the project.

This is Part 1, a session focused on key aspects of the various planning activities need to set a solid foundation for a successful child support system modernization implementation. We will explore important angles of system planning from both a state child support and IT perspective, as well as from vendors who are providing support to states through the delivery of DDI, planning, project management, IV&V, and quality assurance services, including the Streamlined Feasibility Study and innovative system solutions and enhancements. Presenters will share best practices and lessons learned from completing the streamlined feasibility study, project readiness activities, project planning, human-centered system design, organizational change management, and successful models for implementation and deployment. We discuss involving stakeholders at various points in the planning process, getting buy-in, and ensuring the programs have developed the capacity to manage a successful project. The information will be valuable to child support and IT leaders as they consider the path towards modernizing their IT systems.

Moderator: Jeremy Toulouse

Speakers:

Carol Beecher (Alaska)

Steve Roddy (Texas)

Sharon Abernathy (South Dakota)

Landis Rossi (CSG)

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