



U N I V E R S I T Y O F
SOUTH CAROLINA.

Independent Verification and Validation SC Child Support Enforcement System

Thomas G. Brewer, PMP, CCP
Computer Services
University of South Carolina
Columbia, SC

CSES Project Background

SC CSES Project began in the early 1990's but ran into problems that resulted in four years of litigation with a vendor

In May 2001 the SC Department of Social Services entered into an interagency agreement with the University of South Carolina to provide IV&V services

CSES Project Background

The interagency agreement focuses on four main areas

- Project Management Oversight
- Quality Assurance Oversight
- Development Oversight
- Post-Development Oversight

CSES Project Status

Working toward resolution of final issues delaying the release of solicitations for development services

Request for Qualifications (*RFQ*) to be released soon; followed by release of the Request for Proposal (*RFP*)

Areas of Positive Impact

Value of Project Management
Standards and Best Practices
“Big Picture” Analysis
Stakeholder Acceptance

Formal Project Management

Project management versus software development management

Raised awareness of formal disciplines for managing project scope, cost, schedule, and quality

Illustrated and emphasized the importance of project communications

IV&V recommendations used in the establishment of the Project Management Office (*PMO*)

Standards and Best Practices

IV&V has been able to point the project team to resources

Relevant standards and best practices

Emerging standards

Project management tools

Free seminars

“Big Picture” Analysis

Independent third-party can generally be more objective regarding the larger view of the project

Diversity of contacts has provided insight not readily available through other sources

Analysis of broad set of observations has led to identification of important issues

IV&V reports provide historical documentation of the project over time

Stakeholder Acceptance

Stakeholder participation and acceptance monitored and noted in IV&V reports

Attendance at stakeholder meetings

Interviews with stakeholders

Observing interactions at project meetings

Many stakeholders value third-party oversight

Stakeholder communications issues often identified first in IV&V reports

Conclusion

Acceptance of the IV&V team has evolved

Initially: *“The only reason you are here is because OCSE requires it”*

Currently: *“We are glad you are here”*

So long as the *Independent Verification and Validation* provider remains *“independent”* it can and will provide valuable services to CSE system projects