## CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



June 08, 2007

LCSA LETTER: 07-12

**ALL IV-D DIRECTORS** 

SUBJECT: ARS/CASES CONSORTIA SUPPORT

Reason for this Transmittal
[ ] State Law or Regulation Change
[ ] Federal Law or Regulation Change
[ ] Court Order or Settlement Change
[ ] Clarification requested by One or More Counties [X] Initiated by DCSS

The purpose of this letter is for the Department of Child Support Services (DCSS) to inform Local Child Support Agencies (LCSAs) of changes in the existing ARS/CASES consortia support activities. Effective July 1, 2007, the following changes to consortia activity support will be implemented.

## ARS/CASES Change Control

The ARS Consortium Technical Manager and the CASES Maintenance and Operations (M&O) vendor are responsible for communicating software releases and defect fixes that impact the consortia application software or database(s) structures to the CCSAS Change Management Coordination Committee (CMCC). All ARS/CASES Service Requests must be approved by the CCSAS Change Control Board (CCB) prior to implementation and a full impact analysis to all systems impacted by the change must be performed before a solution is approved. This also applies to change requests generated through the federal certification findings process. Release notes must also be provided to the CMCC. Jamie Murray will be the DCSS single point of contact for coordinating these activities between the consortia managers and the CMCC. Jamie can be reached at Jamie.Murray@dcss.ca.gov or 916.464.2704.

## **ARS/CASES Steering Committees**

With the implementation of the CCSAS governance process changes and the integration of the ARS/CASES change control processes with CCSAS operations, the need for the ARS/CASES Executive Steering Committees is eliminated. LCSAs are integrated into the new governance processes and have a voting member on the CCSAS CCB. The elimination of the ARS/CASES steering committees ensures governance activities are executed on a statewide-level and not local practices or automation functionality.

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## **Communication Responsibilities**

Also effective July 1, 2007, the CASES Consortium staff provided by the San Francisco LCSA will be integrated into the LCSA organization and will not be providing the day-to-day support of consortia activities. DCSS staff will be responsible for coordinating workloads and day-to-day duties that will be provided by the CASES M&O vendor, Informatix. Under the direction of DCSS, Informatix will be providing training updates, website maintenance, forms updates, user acceptance testing, and all other tasks required. User questions and assistance previously directed to the CASES Consortium staff should now be directed to Informatix help desk at HelpDesk@Infomatixinc.com. CASES LCSAs will continue to be asked to provide resources for specific activities, such as user acceptance testing, as appropriate. Melissa Alcalde will be the single point of contact for coordinating activities between the M&O vendor and CASES users. The CASES staff will continue to support certification activities on behalf of the consortium.

Melissa Alcalde also serves as the single point of contact for all State level requests for information from the consortia. It is important that the requests for consortia services be managed closely to eliminate redundancy and resource contention issues as well as ensure that the CCSAS Project in general is fully informed of consortia-level work activities. Melissa can be reached at Melissa.Alcalde@dcss.ca.gov or at 916.464.5584.

If you have any questions or concerns regarding this matter, please contact me at Joan.Obert@dcss.ca.gov or at 916.464.5333.

Sincerely,

/OS/ by JOAN OBERT

JOAN OBERT
DCSS Deputy Director
Technology Services Division

cc: LCSA Coordinators