

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



December 1, 2006

CSS LETTER: 06-40

ALL IV-D DIRECTORS  
 ALL COUNTY ADMINISTRATIVE OFFICERS  
 ALL BOARDS OF SUPERVISORS

SUBJECT: NEW CALIFORNIA CHILD SUPPORT AUTOMATION SYSTEM  
 (CCSAS) GOVERNANCE STRUCTURE

The Department of Child Support Services (DCSS) is instituting a new governance structure for the California Child Support Automation System (CCSAS) effective January 1, 2007. This document provides a description of the new structure and related process changes. Updates to the CCSAS Change Request Management Plan (October 31, 2005) will follow. This document supersedes the existing Consortia Governance and Communication Plan, September 2005 (CSSIN Letter 05-15) and the LCSA Governance and Communication Plan (July 2004).

**Background**

Beginning with the September 2005 implementation of the CCSAS Version 1 (V1) State Case Registry, the complexity of child support automation increased dramatically. With the implementation of the State Disbursement Unit (SDU) statewide and incremental releases of the Child Support Enforcement (CSE) V1 functionality, California has requested federal certification as a single statewide system based on the Alternative System Configuration (ASC) linking consortia systems, state applications, CSE, and SDU via a statewide Wide Area Network (WAN). ASC certification relieves California of federal fiscal penalties and provides California, for the first time, a unified automated system for supporting child support enforcement. This new system architecture calls for a new approach toward governance that will allow decisions affecting the automation to be made at a statewide level in a way that balances needs with available resources.

This is particularly important given the financial constraints the program faces as a consequence of using the ASC approach. Federal financial participation for the project is capped until the V2 solution is implemented statewide. CCSAS V2 is the single, statewide system that will provide the long-term benefits and efficiencies to the statewide child support program.

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
- Initiated by DCSS

## **Objectives**

DCSS, in consultation with the Consortia Executive Steering Committee members<sup>1</sup> and the CCSAS Project Management Office (PMO), developed this CCSAS governance and communication structure. The Governance Restructuring Workgroup consisting of state staff agreed upon the approach outlined in the attached document to provide governance over the project as it considers, analyzes, and approves proposed changes. The Workgroup identified the following objectives:

- Streamline automation change decision making.
- Maximize the use of limited resources statewide.
- Consolidate local/state subject matter teams to promote collaborative decision-making.
- Ensure full support from subject matter decision makers from Local Child Support Agencies and DCSS.
- Construct an approach that is integrated with the existing CCSAS Change Control Board (CCB) processes.

## **Next Steps**

The governance structure set forth in the attached document is only a framework for change. Many details remain to be worked out as the state moves to implement and transition from the existing governance process and communication for a new framework. DCSS will be working with Directors to identify a single point of contact from among the LCSA directors to assist in leading the effort to implement the framework. Implementation includes establishing workgroup memberships and the naming of the voting member of the CCSAS Change Control Board. DCSS will continue to use the Governance Restructuring Workgroup to obtain LCSA input on formation of workgroups, memberships, etc.

The CCSAS PMO will be responsible for updating project documents to conform to the new framework, communicating the new structure to CCSAS Project Executives and staff, updating processes and procedures, coordinating and facilitating change request activities and status reporting. Additionally, through December, DCSS will conduct

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<sup>1</sup> Consortia Steering Committee Members: Philip Browning, Jan Sturla, Jeff Grissom, John Replogle, Robert Bash, Laura Roth, Mark Jones, Mary Anderson, and Debbie Ogawa.

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briefings to state, local, and business partner/service provider management and staff at a variety of existing project meetings and information sharing forums.

If you have any questions or concerns regarding this matter, please contact me at [Joan.Obert@dcss.ca.gov](mailto:Joan.Obert@dcss.ca.gov) or at (916) 464-5333.

Sincerely,

*/s/ by Joan Obert*

JOAN OBERT  
CIO/Deputy Director  
Technology Services Division

Attachment

# **CCSAS Governance Roles & Responsibilities**

**November 2006**

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## 1. INTRODUCTION

To ensure the coordinated and effective participation of Local Child Support Agencies (LCSAs) in the CCSAS project effort, the Department of Child Support Services (DCSS) established a governance and communication structure for the California Child Support Automation System (CCSAS) project. Such a structure was necessary to ensure that all parties understood how local agencies are participating in the project while at the same time understanding their ongoing support to local automated system maintenance and operations. In July 2005, DCSS implemented the Consortia Governance and Communication Structure which established the structure for decision-making by establishing the ARS/CASES Executive Steering Committees, chaired by the DCSS Technology Services Division (TSD) Assistant Deputy Director. As the CCSAS implementation of Version 2 begins and continues over the next 18 to 24 months, it is key to the success of the overall program, that an efficient and effective governance structure for managing statewide changes to the automated systems (CSE/SDU) is in place. The guiding principle of a few representing the many as an effective decision-making and communication structure, those not directly involved stay informed of project status, issues, risks, and decisions and have a single forum to share ideas for system modifications, performance improvements, or requests for statewide procedural guidelines for using CCSAS in the LCSAs.

Beginning with the September 2005 implementation of the CCSAS Version 1 (V1) State Case Registry, the complexity of governing and communicating automation issues and concerns has increased dramatically. With the implementation of the State Disbursement Unit (SDU) statewide and incremental releases of the Child Support Enforcement (CSE) V1 functionality, California is configured to request federal certification as a single statewide system based on the Alternative System Configuration (ASC) linking consortia systems, state applications, CSE, and SDU via a statewide Wide Area Network (WAN). ASC certification relieves California of severe federal fiscal penalties (over \$200 million annually) but does not significantly improve the automated support to the child support program. CCSAS V2 is the single, statewide system that will provide the long-term benefits and efficiencies to the statewide child support program.

## 2. BACKGROUND

Prior to July 2005, each of the six consortia had their own governance structures overseen and directed by the DCSS TSD, PRISM Advisory Group (PAG) forum. The Pre-statewide Interim Systems Management (PRISM) is the term used to apply to the six consortia systems supporting local child support operations pending implementation of CCSAS. As consortia systems were reduced from six to the two remaining, ARS and CASES, the need to re-structure governance and communication protocols drove establishment of the Consortia Governance and Communication Structure in July 2005. This was particularly true of the CASES consortium which grew from a consortium of 34 LCSAs to 55. Executive Steering Committees were implemented for each consortium and in the CASES consortium members were elected by their peers based on caseload size representation.

Each consortium also has its own structure for Subject Matter Workgroups (e.g. Policy, Financials, Legal, etc.). Workgroups are lead by local Subject Matter Experts (SMEs) who understand how their respective consortium handles business processes and meets state and federal program compliance. Consortia workgroup sizes vary from "lean and mean" to over 75 participants; some workgroups meet regularly, some as needed. In all instances, it is the existing consortia workgroups that determine the business value of proposed changes, the priority, and the impacts to local business practices, training, and procedures. The workgroup participants may also be called upon to perform requirements definition, testing and implementation activities as appropriate.

The Child Support Directors Associations (CSDA) also has an Automation Committee that is comprised of the various IV-D Directors chairing a standing subcommittee, also structured by subject matter. The CSDA Subcommittees are comprised of both DCSS and LCSA staff and in many cases involve the same SMEs as the consortia workgroups. The Automation Committee conducts a bi-weekly status meeting with CCSAS project executives as an information sharing forum, status briefing, issues/risk discussions, and other topics of interest.

Additionally, as CCSAS implementation has progressed over the last 12 months, several other groups have been formed to address CCSAS-specific subject matters, such as the IV-A/IV-D Interface Change Control Workgroup, the CCSAS Reports Change Control Workgroup, the V2 Systems Design & Issues meeting, etc. These meetings each have a subject matter focus but perform the same activities, i.e., research, analyze, evaluation, and recommend proposed changes to CCSAS. The DCSS and LCSA SMEs participate in all these different forums, many times with the same personnel attending multiple workgroup meetings discussing similar topics.

The Consortia Executive Steering Committees have operated for just over a year and in evaluation found to be deficient in several areas:

- Confusion between steering committees, Child Support Directors Association (CSDA) forums, such as the Automation Committee and its related subcommittees, and other project meetings;
- Inefficient use of resources with disconnected project groups/activities that appear to be redundant or non-value add, mostly due to lack of cross-communication;
- Steering Committee members role has moved from decision-making to communication with CCSAS V1 implementation;
- Lack of opportunity to have the LCSA view of priority, workload impacts, or statewide "goodness" of proposed CCSAS V2 changes early in the process; and
- Frustration with not having a vote on the CCSAS Change Control Board when the system supports the program LCSAs are responsible for delivering to California's children and families.

### 3. PURPOSE

The purpose of this document is to outline the organizational structure, communication responsibilities and high-level processes for submitting and obtaining approval to make modifications to CCSAS software applications beginning immediately with the implementation of CCSAS Version 2 (V2). CCSAS V1 implementation is completed and the target V2 implementation for pilot LCSAs is early 2007. Change requests for the pilot and early V2 implementations are already frozen and modifications must be pre-approved by both federal and state control agencies. Additionally, a consequence of requesting certification of California's child support systems as an ASC is a CCSAS funding cap that remains in place for 5 years or until V2 is federally certified, targeted for late 2008 at this time.

This document acknowledges the existing Consortia Governance and Communication Plan, September 2005 (CSSIN Letter 05-15), and the LCSA Governance and Communication Plan (July 2004). These documents will be superseded with the update of the CCSAS Change Request Management Plan, October 31, 2005, to reflect the framework outlined in this document.



## 4. OBJECTIVES

DCSS engaged the ARS/CASES Executive Steering Committee members<sup>1</sup> to participate in the development of a new CCSAS governance and communication structure that would address the lessons learned over the past year and to better position LCSA involvement in CCSAS governance going forward. Led by DCSS and Los Angeles County Department of Child Support Services (LA-DCSS) Director, the Governance Restructuring Workgroup of state and LCSA directors began discussions and proposed models for a universal solution (i.e., any issue, concern, problem, proposed enhancement, etc.). The group identified the following objectives:

- Opportunity to restructure and streamline automation change decision making.
- Desire for quality/not quantity. Maximize the use of limited resources statewide.
- Consolidated local/state subject matter teams. Collaborative decision-making.
- Representatives must have full support as subject matter decision makers from Directors and DCSS Executives
- Impact existing CCSAS Change Control Board (CCB) processes as minimally as possible.

The goal is to have the new and improved CCSAS Change Management Process in place no later than January 1, 2007.

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<sup>1</sup> Governance Restructuring Workgroup members include: ARS/CASES Directors: Philip Browning (Co-Chair), Jan Sturla, Jeff Grissom, John Replogle, Robert Bash, Laura Roth, Mark Jones and Mary Anderson. ARS/CASES Technical Managers: David Jacobson and Bernie Murphy. CSDA participants include Janet Nottley and Natalie Dillon. DCSS participants: Joan Obert (Co-chair), Steve Grogan, Jamie Murray; Ruben Ramos, and Bill Kinneally.

## 5. DEFINITIONS

### 5.1 DEFINITIONS

For purposes of this document, the following definitions should be used:

Term	Definition
Ad Hoc Workgroup	A small team of subject matter experts (SME), assigned to perform assist standing workgroups with impact analysis of proposed changes for the system applications, business processes, procedures or practices; formed as needed for a specific assignment and, when complete, the ad hoc workgroup is dissolved.
ARS	ACES Replacement System; the software application or automated system used by the ARS consortium to support child support programs/services.
ARS Consortium	The 3 LCSA using the ARS software application to provide program services; represents over 40% of statewide caseload.
CASES	Computer Assisted Support Enforcement System; the software application or automated system used by the CASES consortium to support child support programs/services.
CASES Consortium	The 52 LCSA (55 counties) using the CASES software application to provide program services; represents approximately 60% of statewide caseload.
CCSAS	California Child Support Automation System; the federally required single statewide automated system implemented in two major phases: Version 1 (V1) and Version 2(2).
CCSAS CCB	CCSAS Change Control Board; comprised of voting members representing DCSS, FTB, LCSA, and as appropriate the BP and/or SP; supported by the Change Management Coordination Committee and subject matter workgroups.
CCSAS PMO	CCSAS Project Management Office; responsible for all project management tasks/functions, including change control; supports CMCC and CCSAS CCB by providing facilitation and scribing services; responsible for maintenance of the CCSAS CRMP; works with CSDA as an LCSA support organization.
Change Coordinator	Individual responsible for the tracking inventory, monitoring status, and reporting status of change requests; performed by a member of the CCSAS PMO team; supports Standing Workgroups, Technical Advisory Board, CMCC and CCSAS CCB; works with CSDA as an LCSA support organization.
CMCC	Change Management Coordination Committee; small group of

Term	Definition
	standing representatives of state and local representatives; serve as clearinghouse for approving for consideration of ideas, problems, etc., and proposed solutions; provide direct support to the CCSAS CCB decision-making.
Consortium Technical Manager	The manager of the Consortium Project Staff; technical expert on application functionality and program performance impacts of automation changes; member of Technical Advisory Board.
CRA	Change Request Analysis; initial summary of issue, problem, enhancement idea, etc.; prepared by the appropriate Standing Workgroup; workgroup makes recommendation to CMCC re "approve for analysis" or "reject".
CSDA	Child Support Directors Association; supports the local Child Support Directors in a variety of administrative and leadership functions, including coordination and facilitation of workgroup participants, issue resolutions, etc.
IAP Team	Impact Analysis Package Team; comprised of the Standing Workgroup members and augmented by an Ad Hoc Workgroup as needed; responsible for the detail analysis of the proposed changes; recommends solution approach (including rejection) for CMCC consideration.
Standing Workgroups	A small team of subject matter experts (SME), assigned to perform ongoing impact analysis of proposed changes to the software applications, defect resolution approaches, and changes to LCSA business processes, procedures or practices; Chairperson and members are selected and represent a specific constituency (e.g. LCSA, DCSS, FTB, etc.); standing committee membership is small and has the confidence of the organization being represented. When necessary, the Standing Workgroups will form an Ad Hoc Workgroup to provide support to their analysis and recommendations.
Technical Advisory Board	The Consortia Technical Managers; BP/SP technical experts; DCSS/FTB technical leads; provide technical guidance and recommendations to workgroups, CMCC and the CCSAS CCB.
Voting Member	The major organizational entities involved in the implementation of CCSAS V2 and ongoing M&O represented by a designated representative as a voting member of the CCSAS CCB; Voting members include: DCSS, FTB, LCSA, and when impacted, the BP and/or SP.

## 6. EXECUTIVE OVERVIEW

The new CCSAS governance structure presented in this document provides a framework for modifying existing detail processes and procedures. The implementation will require a significant amount of work to flush out details of actual resources to be deployed, processes amended, and procedures defined. The new structure is intended to consolidate and streamline existing governance processes and leverage scarce state and local subject matter experts. By focusing all CCSAS change issues into a centralized structure, issues, risks, alternative processes, etc. can be facilitated and coordinated by a single, small subject matter workgroup. The workgroup members are responsible for bi-directional communication between the workgroup and the constituents they represent. The workgroups will also provide the core membership of change request Impact Analysis Teams, soliciting other participation as required based on the item being evaluated. The CCSAS Technical Advisory Board also supports workgroups as necessary.

Workgroups will be resourced by state and local subject matter experts as well as Business Partner and Service Provider application experts. Workgroups are supported by other groups as necessary to ensure timely resolution of changes being considered or analyzed for implementation. LCSAs will have representation from small, medium, and large agencies; state representatives will include DCSS, FTB, and other program stakeholders (e.g. State Controllers Office), as appropriate.

A newly-formed Change Management Coordination Committee (CMCC) will serve as a gatekeeper to ensure that only those suggestions with merit flow through to the workgroups for consideration/analysis. The CMCC is also responsible for ensuring cross workgroup communication occurs regularly to ensure cross-over issues are identified, communicated, and resolved.

Lastly, the CCSAS Change Control Board (CCB) will now include an LCSA representative as a voting member of the CCB. The LCSA Directors are responsible for selecting their representative who must have the confidence of the constituents to make decisions about automation issues in their behalf. Additionally, the LCSA representative should be designated for a long-term assignment to this role as continuity of CCB membership is important.

The CCSAS Project Management Office (PMO) will continue to provide ongoing facilitation, agenda preparation, minutes, etc. to the governance processes.

It is envisioned that implementation of the new governance structure will be transitional over the next few months as workgroups are formed and existing processes and procedures are updated and communicated. Until the new structure is completely implemented, existing governance and communication forums, such as the Consortia Executive Steering Committee, will continue operation.

Figure 6-1 below presents a proposed organizational structure to oversee and manage the CCSAS change request management and approval process.

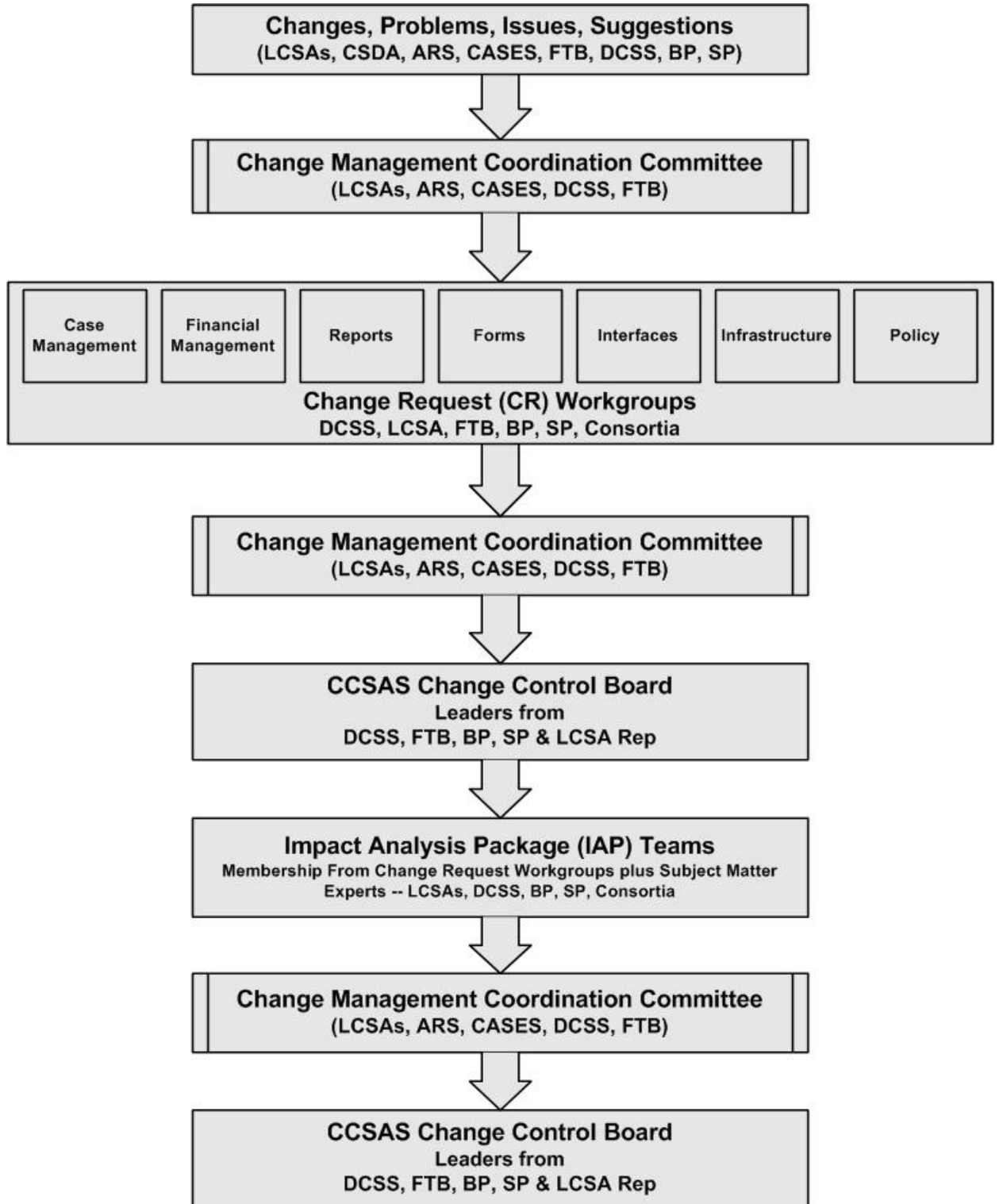
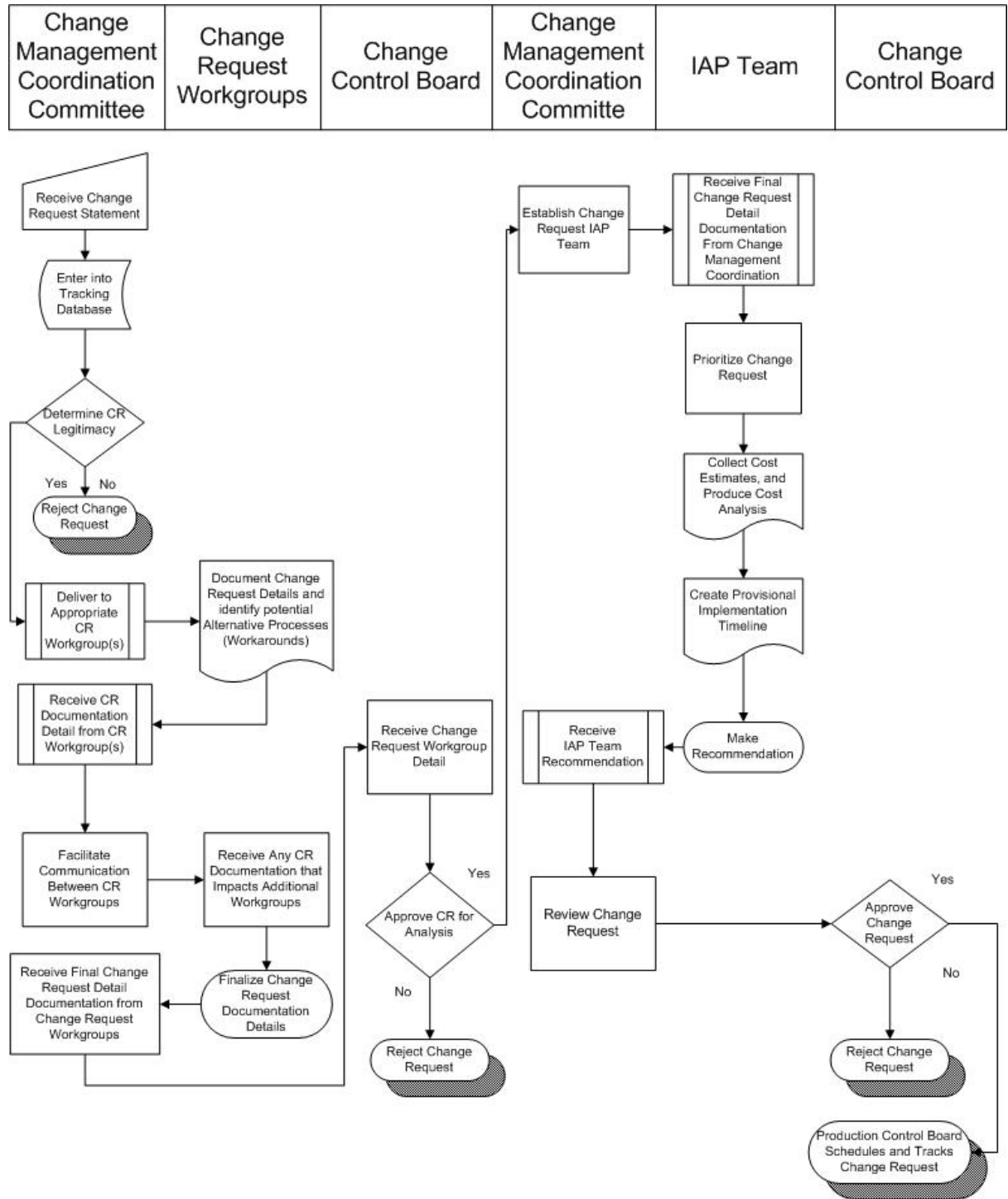


FIGURE 6-1: PROPOSED CHANGE MANAGEMENT GOVERNANCE STRUCTURE

Figure 6-2 depicts the change request approval process flow based on each Governance Body's role and responsibility.



**FIGURE 6-2: CHANGE REQUEST MANAGEMENT PROCESS FLOW**

## 7. CHANGE MANAGEMENT COORDINATION COMMITTEE

The Change Management Coordination Committee (CMCC) serves as a clearinghouse and facilitator for CCSAS changes. The CMCC is a standing committee of representatives from:

- DCSS
- LCSAs
- ARS/CASES
- Franchise Tax Board (FTB)

The CMCC meets twice per week at regularly scheduled meetings to evaluate and assign new requests and to approve requests to move to the CCSAS Change Control Board (CCB) for action. The CMCC is also responsible for conducting at least weekly meetings with the Workgroup Leads to ensure cross-coordination between workgroups occurs. The CMCC is supported by the CCSAS Project Management Office (PMO) and the CSDA by scheduling meetings, issuing agendas and minutes, tracking and status of issues/risks, and other activities as needed.

### 7.1 INTRODUCTION

Change requests originate from any organization impacted by the CCSAS project, including LCSAs, DCSS, FTB, CSE Business Partner (BP), SDU Service Provider (SP), or other program stakeholders. The individual who generates the request for change prepares a Change Request Statement that must document the following information:

- Identification of any impact to CCSAS V2 certification;
- Brief summary of the change scope, estimated level of effort (low, medium, high), and identification of any baseline documents that must be changed if the change is approved and implemented;
- The organization(s) that must perform the change;
- The timeframe by which the change is required or desired;
- An assessment of the change request priority, based on the Change Request Priorities list; and
- A justification of the business case for the Change Request.

The originator of the change request reviews the proposed change with their manager. If the manager agrees, the Change Request Statement is submitted to a Change Coordinator (CCSAS PMO). The Change Coordinator provides support to the CMCC for tracking and reporting of all change requests.

### 7.2 STATEMENT OF PURPOSE

The purpose of the CMCC is to serve as a Change Management clearinghouse, workflow facilitator and coordination organization. The CMCC processes result in a cohesive and comprehensive change request package to the CCSAS Change Control Board (CCB) with recommended action.

## 7.3 CMCC PROCESSES

The high level processes performed by the Change Management Coordination Committee (CMCC) appear as follows:

### 7.3.1 RECEIVE ISSUES AND CHANGE REQUESTS

- Receive, assess and approve/reject new issues, problems, proposed change requests submitted by stakeholders;
  - Ensure that new issues and change requests are not defects, duplicate issues or duplicate change requests.
- Enter change request into tracking database; and
- Assign to the appropriate Change Request Workgroups.

### 7.3.2 RECEIVE WORKGROUP ANALYSIS

- Receive Change Request Analysis (CRA) from Workgroup(s); and, if approved;
- Submit to CCB for approval to conduct Impact Analysis (IAP).

### 7.3.3 ASSIGN IMPACT ANALYSIS PACKAGE (IAP TEAM)

- Determine the proper resources to write the Impact Analysis Package (IAP);
- Review and approve completeness and quality of both products CRA and IAP;
- Follow-up on action items and process deadlines; and
- Report status.

### 7.3.4 SUBMIT CHANGE REQUEST TO CHANGE CONTROL BOARD

- Consolidate the change request requirements, the Workgroup(s) analysis, and the IAP Team input into a comprehensive Change Request Package; and
- Deliver the Change Request Package to the Change Coordinator to schedule for action at the next CCB.

## 7.4 MEMBERS

The following table depicts a proposed membership structure for the CMCC. The intent is that this is a very small group of trusted individuals who have the confidence of the stakeholders represented. The workload for this group will be high and it is recommended that each selected representative have a designated backup that stays fully informed and can step into a decision-making role if necessary. *Names displayed are included to show proposed level of expertise and staffing for this critical component of the new governance structure.* This team needs to be able to gather rapidly on short notice and be prepared to respond to emergency requests quickly. CMCC members have a major responsibility to communicate with not just their represented constituency but they must also ensure the workgroups and the entire CCSAS project team stays well informed.



<b>Position</b>	<b>Name</b>	<b>Organization</b>
<i>Facilitator/Scribe</i>	Jean Fredericks	CCSAS PMO
<i>Change Coordinator</i>	TBD	CCSAS PMO
<i>Chairperson</i>	Jamie Murray	DCSS
<i>Member 1</i>	Janet Nottley	LCSA
<i>Member 2</i>	Debbie Campora	FTB
<i>Member 3</i>	TBD	DCSS Program
<i>Member 4</i>	TBD	DCSS Operations
<i>Member 5</i>	David Jacobson	ARS Consortia
<i>Member 6</i>	Bernie Murphy	CASES Consortia

**TABLE 7-1: CHANGE MANAGEMENT COORDINATION COMMITTEE MEMBERS**

### 7.5 MEMBER SELECTION

Each organization represented on the CMCC selects its representative(s) on the CMCC as well as any other workgroup. The key is to keep the groups “lean and mean” so they can be responsive. Consistency and continuity of resources will be key factors in the CMCC ability to act efficiently and effectively. The CMCC has responsibility for facilitating and communicating cross-workgroup information sharing, issue resolution and decision making.

### 7.6 CHANGE MANAGEMENT COORDINATION COMMITTEE ROLES AND RESPONSIBILITIES

<b>Role</b>	<b>Responsibilities</b>
<i>Facilitator/Scribe</i>	<ul style="list-style-type: none"> <li>• Provides agendas and meeting materials; conducts CMCC meetings; documents decisions and action items; provides status and ongoing support to the CCSAS CCB</li> <li>• Performed by the CCSAS PMO w/ support from CSDA</li> </ul>
<i>Chairperson</i>	<ul style="list-style-type: none"> <li>• Provides weekly status reports to the CCB</li> <li>• Elevates unresolved issues to the CCB.</li> </ul>
<i>Each Member</i>	<ul style="list-style-type: none"> <li>• Provide statewide view to decisions</li> <li>• Consider impacts to LCSAs of all sizes</li> <li>• Identify policy issues needing resolution</li> <li>• Communicate decisions to represented stakeholders</li> </ul>
<i>Change Coordinator</i>	<ul style="list-style-type: none"> <li>• Schedule, facilitate/scribe CMCC meetings</li> <li>• Document requests in tracking database</li> <li>• Follow up with originators for clarification of request</li> <li>• Liaison between CCB and CMCC</li> <li>• Prepare ongoing status reports</li> </ul>

## 8. CHANGE REQUEST WORKGROUPS OVERVIEW

The structure, roles and responsibilities of the Change Request Workgroups are essentially the same regardless of the subject matter area of assigned responsibility. Change Request Workgroups membership/representative recommendations as well as workgroup roles and responsibilities are summarized below. Change Request Workgroups standing membership is intended to be small to facilitate responsiveness. The Workgroups can establish Ad Hoc Workgroups, request additional DCSS/LCSA SMEs, or seek information from the Technical Advisory Board.

Change Request Workgroups meet as needed; however, it is believed that meeting at least weekly initially will be required for at least some Workgroups due to the high volume of change requests during the V2 rollout and initial M&O periods. Meetings will be conducted via telephone, web, and/or video conference to reduce travel time and expense for participants.

Change Request Workgroup candidates should be the most knowledgeable resources in the subject matter, have a good understanding of CCSAS functionality, bring a statewide view to decision-making, and work well collaboratively with a multi-organizational team (i.e., DCSS, LCSA, FTB, BP and SP resources). Initially, the existing consortia workgroups, the CSDA Automation Committee and their Subcommittees will provide resources to support the Change Request Workgroups. In the long term, the Change Request Workgroups will replace the existing ARS/CASES workgroups and the CSDA Automation Subcommittees allowing more efficient and effective use of the state and local subject matter experts.

CCSAS Change Request Workgroups will be added, redefined, or eliminated as appropriate to the changing environment over the next several years. The governance process will be evaluated periodically and improvements made accordingly. The Change Request Workgroups appear as follows:

- Case Management
- Financial Management
- Reports
- Forms
- Interfaces
- Infrastructure
- Interstate/CSENet
- Legal/Courts
- Policy.

### 8.1 STATEMENT OF PURPOSE

The purpose of the Change Request Workgroups is to provide a forum for the analysis and prioritization of suggestions for changes accepted by the CMCC for consideration. The Change Request Workgroups are supported by the CCSAS PMO and CSDA. Additionally, Subject Matter Experts (SMEs) in LCSAs, DCSS, technical resources and others are available as necessary to ensure a fully collaborative process and fully-informed decision-making.

## 8.2 OBJECTIVES

The objectives of the Change Request Workgroups appear below:

- Receive, review, and approve/reject ideas, issues, problems, concerns, potential system modifications from program stakeholders referred by the CMCC for consideration; make recommendation for action to CMCC via the CRA document.
- Lead/participate in the analysis and development of Impact Analysis Packages;
- Review and prioritize change requests; participate in cost benefit analysis of proposed solutions.
- Identify issues, risks, potential policy constraints, etc. and refer appropriately;
- Facilitate communication with constituents represented; bring comments/ideas from constituents back to workgroup for consideration; and
- Provide subject matter expertise to other Workgroups.

## 8.3 CHANGE REQUEST WORKGROUPS MEMBERSHIP

Each Change Request Workgroup has the same basic structure of representation: DCSS, LCSA, FTB, ARS/CASES, and the BP. The SP is also a standing member of those Workgroups that address payment processing and other SDU related activities.

**TABLE 8-1: CHANGE REQUEST WORKGROUP MEMBERS**

<b>Position</b>	<b>Name</b>	<b>Organization</b>
<i>Facilitator/Scribe</i>		CCSAS PMO
<i>Change Coordinator</i>		CCSAS PMO
<i>Chairperson</i>		DCSS
<i>Member 1</i> <i>Member 2</i>		FTB – Primary FTB - Alternate
<i>Member 3</i> <i>Member 4</i>		ARS Consortium – Primary ARS Consortium – Alternate
<i>Member 5</i> <i>Member 6</i>		CASES Consortium – Primary CASES Consortium – Alternate
<i>Member 7</i> <i>Member 8</i>		LCSA – Primary LCSA - Alternate
<i>Member 9</i> <i>Member 10</i>		DCSS – Primary DCSS - Alternate
<i>Member 11</i> <i>Member 12</i>		BP – Primary BP- Alternate

## 8.4 CHANGE REQUEST WORKGROUP MEMBERS ROLES AND RESPONSIBILITIES

The following charts describes the basic roles and responsibilities each Change Request Workgroup role.

<b>Role</b>	<b>Responsibilities</b>
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<i>Chairperson</i>	<ul style="list-style-type: none"> <li>• Directs procedures of the Workgroup in an orderly, objective fashion.</li> <li>• The Chair's role is not necessarily as head of the Workgroup, but rather as a facilitator and representative for the Workgroup.</li> <li>• Appoints Issue Administrator and Recording Secretary.</li> <li>• Schedules Workgroup meetings.</li> <li>• Coordinates with Issue Administrator to develop meeting agendas.</li> <li>• Determines what issues to allow as agenda items other than what is logged on the CCSAS Issue Tracking Log (e.g. emergency items).</li> <li>• Consults with other Workgroups when applicable.</li> <li>• Coordinates joint Workgroup meetings as needed.</li> <li>• Ensures implementation of decisions agreed upon by Workgroup(s).</li> <li>• Provides monthly status reports to the CMCC.</li> <li>• Elevates unresolved issues to the CMCC.</li> </ul>
<i>Change Coordinator</i>	<ul style="list-style-type: none"> <li>• Monitors issues logged for the Workgroup on the CCSAS Issue Tracking Log.</li> <li>• Works with issue creator to ensure sufficient information is logged prior to being presented to the Workgroup as an agenda item.</li> <li>• Brings properly logged issues to the Workgroup and updates the CCSAS Issue Tracking Log based on Workgroup actions.</li> <li>• Provides list of issues to Workgroup Chair to add to the agenda.</li> <li>• Provides the Workgroup members with monthly status updates on the CCSAS Issue Tracking Log.</li> <li>• Notifies other Workgroup issue administrator when an issue is referred.</li> </ul>
<i>Facilitator/ Scribe</i>	<ul style="list-style-type: none"> <li>• Schedules meetings, sets agendas, facilitates meetings;</li> <li>• Records minutes of meetings.</li> <li>• Distributes meeting minutes to the Workgroup members.</li> <li>• Maintains a record of meeting handouts, agendas, and minutes.</li> </ul>
<i>All Members</i>	<ul style="list-style-type: none"> <li>• Actively participate in Workgroup meetings.</li> <li>• Review issues brought forth by the Chairperson and the Issue Administrator.</li> <li>• Make recommendations regarding agenda items.</li> <li>• Collect and share information relevant to Workgroup concerns.</li> <li>• Identify outside resources that can contribute expertise.</li> <li>• Work collaboratively with members of all Workgroups.</li> <li>• Reach decisions through consensus.</li> </ul>

## 9. IMPACT ANALYSIS PACKAGE (IAP) TEAMS

Impact Analysis Package (IAP) Teams are comprised of the Change Request Workgroup members and other SMEs as necessary to do a complete and thorough analysis of the changes needed to implement the requested modification. In many cases the request will require analysis by more than 1 Change Request Workgroup. The IAP team should remain as small as possible but must include at a minimum 1 representative from every impacted organization.

The IAP team conducts the analysis, develops the solution alternatives, and makes a recommendation for implementation to the CMCC.

### 9.1 STATEMENT OF PURPOSE

The purpose of the IAP Teams are to document the impact of a proposed change request; and to include estimates in time and money, alternate processes, and impacts if change is not completed.

### 9.2 OBJECTIVES

- Develop a comprehensive Impact Analysis Package;
  - Create a Solution and Impact Statement section which includes the complete solution, configuration items that must be changed, how they are to be changed, a statement of impact of the change;
  - Estimate cost, develop a cost analysis, including the entity(ies) that will be financially impacted;
  - Identify the interdependencies of the impact to other systems;
  - Propose provisional implementation timeline; and
  - Identify both the actions required to implement the change and the impact of not implementing the proposed solution.
- Deliver the Impact Analysis Package, including recommendations, to the Change Management Coordination Committee.

### 9.3 MEMBERS

**TABLE 9-1: IAP TEAM MEMBERS**

Position	Name	Organization
<i>Chairperson</i>		DCSS
<i>Members (examples)</i>		DCSS
		LCSA
		LCSA
		ARS Consortium
		CASES Consortium
		DCSS Finance
		DCSS Policy
		FTB

		SDU (SP)
		CSE/SWS (BP)

**9.4 MEMBER SELECTION**

IAP team members are designated by the Change Management Coordination Committee on an ad hoc basis based on the nature of the proposed change. The Change Request Workgroup members provide the core IAP team members.

**9.5 IAP TEAM ROLES AND RESPONSIBILITIES**

<b>Role</b>	<b>Responsibilities</b>
<i>Chairperson</i>	

## 10. CCSAS CHANGE CONTROL BOARD<sup>2</sup>

Meetings: Weekly; Thursday, 2:00 – 3:00pm

### 10.1 MEMBERS

**TABLE 10-1: CHANGE CONTROL BOARD MEMBERS**

<b>Position</b>	<b>Name</b>	<b>Organization</b>
<i>Facilitator/Scribe</i>	Jean Fredericks	CCSAS PMO
<i>Chairperson</i>	Dianne Koelzer	DCSS
<i>Member 2</i>	Carlos Zamarripa	FTB
<i>Member 3</i>	Jan Sturla	LCSA
<i>Member 4</i>	Virginia Williams	BP
<i>Member 5</i>	Laura Secondo	SP

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<sup>2</sup> CCSAS Systems Operations Integration Guide, September 2005

## Appendix A- Summary of Pennsylvania's Cooperative Agreement with the Domestic Relations Sections (DRS) of Commonwealth Counties

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(Under development – To be provided)

## Appendix B- Summary of Michigan's Project Management and Governance Model of Michigan's Child Support Enforcement System

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(Under development – To be provided)





# Appendix C- Purpose, Objectives & Roles & Responsibilities of Change Request Workgroups

## FINANCIAL MANAGEMENT WORKGROUP

Meetings: As needed.

### STATEMENT OF PURPOSE

To provide a forum for the analysis and prioritization of all logged application-related issues. The Financial Management Workgroup members are supported by the CASES Financial Workgroup and the ARS Financial Subcommittee so that analysis and the impact of financial application changes are made collaboratively.

### OBJECTIVES

The objectives of the Financial Management Workgroup appear below:

- Review and prioritize financial application change requests;
- Monitor service requests with significant impact;
- Monitor and reevaluate projects;
- Communicate production changes to the Training & Procedures Committee;
- Elevate unresolved issues; and
- Work closely with other Workgroups, such as Policy.

### MEMBERS

**TABLE: FINANCIAL MANAGEMENT WORKGROUP MEMBERS**

Position	Name	Organization
<i>Chairperson</i>		DCSS
<i>Member 2</i> <i>Member 3</i>		ARS Consortium – Primary ARS Consortium – Alternate
<i>Member 4</i> <i>Member 5</i>		CASES Consortium – Primary CASES Consortium – Alternate
<i>Member 6</i> <i>Member 7</i>		DCSS – Primary DCSS - Alternate
<i>Issue Administrator</i>		
<i>Recording Secretary</i>		

### MEMBER SELECTION

To be provided.

### FINANCIAL MANAGEMENT WORKGROUP ROLES AND RESPONSIBILITIES

#### 10.1.1.1 To Be Refined

Role	Responsibilities
<i>Chairperson</i>	<ul style="list-style-type: none"> <li>• Directs procedures of the Workgroup in an orderly, objective fashion.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Chair's role is not necessarily as head of the Workgroup, but rather as a facilitator and representative for the Workgroup.</li> <li>• Appoints Issue Administrator and Recording Secretary.</li> <li>• Schedules Workgroup meetings.</li> <li>• Coordinates with Issue Administrator to develop meeting agendas.</li> <li>• Determines what issues to allow as agenda items other than what is logged on the CCSAS Issue Tracking Log (e.g. emergency items).</li> <li>• Consults with other Workgroups when applicable.</li> <li>• Coordinates joint Workgroup meetings as needed.</li> <li>• Ensures implementation of decisions agreed upon by Workgroup(s).</li> <li>• Provides monthly status reports to the CMCC.</li> <li>• Elevates unresolved issues to the CMCC.</li> </ul>
<i>Issue Administrator</i>	<ul style="list-style-type: none"> <li>• Monitors issues logged for the Workgroup on the CCSAS Issue Tracking Log.</li> <li>• Works with issue creator to ensure sufficient information is logged prior to being presented to the Workgroup as an agenda item.</li> <li>• Brings properly logged issues to the Workgroup and updates the CCSAS Issue Tracking Log based on Workgroup actions.</li> <li>• Provides list of issues to Workgroup Chair to add to the agenda.</li> <li>• Provides the Workgroup members with monthly status updates on the CCSAS Issue Tracking Log.</li> <li>• Notifies other Workgroup issue administrator when an issue is referred.</li> </ul>
<i>Recording Secretary</i>	<ul style="list-style-type: none"> <li>• Records minutes of meetings.</li> <li>• Distributes meeting minutes to the Workgroup members.</li> <li>• Maintains a record of meeting handouts, agendas, and minutes.</li> </ul>
<i>All Members</i>	<ul style="list-style-type: none"> <li>• Actively participate in Workgroup meetings.</li> <li>• Review issues brought forth by the Chairperson and the Issue Administrator.</li> <li>• Make recommendations regarding agenda items.</li> <li>• Collect and share information relevant to Workgroup concerns.</li> <li>• Identify outside resources that can contribute expertise.</li> <li>• Work collaboratively with members of all Workgroups.</li> <li>• Reach decisions through consensus.</li> </ul>

**REPORTS WORKGROUP**

Meetings: As needed.

**STATEMENT OF PURPOSE**

To evaluate proposals to change reports whether desired or mandatory, prioritize all requests for change relating to reports, and communicate changes to other Workgroups as appropriate.

**OBJECTIVES**

The objectives of the Reports Workgroup appear below:

- Evaluate proposals for report changes;
- Consider cost versus benefit of making the report change (i.e., if there is a workaround, does the cost of making the change in CCSAS outweigh the benefit);
- Prioritize report change requests;
- Communicate accepted changes to the Training and Procedures Committee.
- Coordinate with other Workgroups when applicable; and
- Identify opportunities for streamlining reports among the counties.

**MEMBERS**

**TABLE: REPORTS WORKGROUP MEMBERS**

<b>Position</b>	<b>Name</b>	<b>Organization</b>
<i>Chairperson</i>		DCSS
<i>Member 2</i> <i>Member 3</i>		ARS Consortium – Primary ARS Consortium – Alternate
<i>Member 4</i> <i>Member 5</i>		CASES Consortium – Primary CASES Consortium – Alternate
<i>Member 6</i> <i>Member 7</i>		DCSS – Primary DCSS - Alternate
<i>Issue Administrator</i>		
<i>Recording Secretary</i>		

**MEMBER SELECTION**

To be provided.

**REPORTS WORKGROUP ROLES AND RESPONSIBILITIES**

**10.1.1.1.2 To Be Refined**

<b>Role</b>	<b>Responsibilities</b>
<i>Chairperson</i>	<ul style="list-style-type: none"> <li>• Directs procedures of the Workgroup in an orderly, objective fashion.</li> <li>• The Chair’s role is not necessarily as head of the Workgroup, but rather as a facilitator and representative for the Workgroup.</li> <li>• Appoints Issue Administrator and Recording Secretary.</li> <li>• Schedules Workgroup meetings.</li> <li>• Coordinates with Issue Administrator to develop meeting agendas.</li> </ul>

	<ul style="list-style-type: none"> <li>• Determines what issues to allow as agenda items other than what is logged on the CCSAS Issue Tracking Log (e.g. emergency items).</li> <li>• Consults with other Workgroups when applicable.</li> <li>• Coordinates joint Workgroup meetings as needed.</li> <li>• Ensures implementation of decisions agreed upon by Workgroup(s).</li> <li>• Provides monthly status reports to the CMCC.</li> <li>• Elevates unresolved issues to the CMCC.</li> </ul>
<i>Issue Administrator</i>	<ul style="list-style-type: none"> <li>• Monitors issues logged for the Workgroup on the CCSAS Issue Tracking Log.</li> <li>• Works with issue creator to ensure sufficient information is logged prior to being presented to the Workgroup as an agenda item.</li> <li>• Brings properly logged issues to the Workgroup and updates the CCSAS Issue Tracking Log based on Workgroup actions.</li> <li>• Provides list of issues to Workgroup Chair to add to the agenda.</li> <li>• Provides the Workgroup members with monthly status updates on the CCSAS Issue Tracking Log.</li> <li>• Notifies other Workgroup issue administrator when an issue is referred.</li> </ul>
<i>Recording Secretary</i>	<ul style="list-style-type: none"> <li>• Records minutes of meetings.</li> <li>• Distributes meeting minutes to the Workgroup members.</li> <li>• Maintains a record of meeting handouts, agendas, and minutes.</li> </ul>
<i>All Members</i>	<ul style="list-style-type: none"> <li>• Actively participate in Workgroup meetings.</li> <li>• Review issues brought forth by the Chairperson and the Issue Administrator.</li> <li>• Make recommendations regarding agenda items.</li> <li>• Collect and share information relevant to Workgroup concerns.</li> <li>• Identify outside resources that can contribute expertise.</li> <li>• Work collaboratively with members of all Workgroup.</li> <li>• Reach decisions through consensus.</li> </ul>

**FORMS WORKGROUP**

Meetings: As needed.

**STATEMENT OF PURPOSE**

To evaluate proposals to change forms whether desired or mandatory, prioritize all requests for change relating to forms, and communicate changes to other Workgroups as appropriate. The Form Workgroup members are supported by the CASES Forms Workgroup, the ARS Forms Subcommittee, and the CSDA Automation Committee.

**OBJECTIVES**

The objectives of the Forms Workgroup appear as follows:

- Evaluate proposals for form changes;
- Consider cost versus benefit of making the form change (i.e., if there is a workaround, does the cost of making the change in CCSAS outweigh the benefit);
- Prioritize form change requests;
- Communicate accepted changes to the Training and Procedures Committee;
- Coordinate with other Workgroups when applicable; and
- Identify opportunities for streamlining forms among the counties.

**MEMBERS**

**TABLE: FORMS WORKGROUP MEMBERS**

<b>Position</b>	<b>Name</b>	<b>Organization</b>
<i>Chairperson</i>		DCSS
<i>Member 2</i> <i>Member 3</i>		ARS Consortium – Primary ARS Consortium – Alternate
<i>Member 4</i> <i>Member 5</i>		CASES Consortium – Primary CASES Consortium – Alternate
<i>Member 6</i> <i>Member 7</i>		DCSS – Primary DCSS - Alternate
<i>Issue Administrator</i>		
<i>Recording Secretary</i>		

**MEMBER SELECTION**

To be provided.

**FORMS WORKGROUP ROLES AND RESPONSIBILITIES**

**10.1.1.1.3 To Be Refined**

<b>Role</b>	<b>Responsibilities</b>
<i>Chairperson</i>	<ul style="list-style-type: none"> <li>• Directs procedures of the Workgroup in an orderly, objective fashion.</li> <li>• The Chair’s role is not necessarily as head of the Workgroup, but rather as a facilitator and representative for the Workgroup.</li> <li>• Appoints Issue Administrator and Recording Secretary.</li> </ul>

	<ul style="list-style-type: none"> <li>• Schedules Workgroup meetings.</li> <li>• Coordinates with Issue Administrator to develop meeting agendas.</li> <li>• Determines what issues to allow as agenda items other than what is logged on the CCSAS Issue Tracking Log (e.g. emergency items).</li> <li>• Consults with other Workgroups when applicable.</li> <li>• Coordinates joint Workgroup meetings as needed.</li> <li>• Ensures implementation of decisions agreed upon by Workgroup(s).</li> <li>• Provides monthly status reports to the CMCC.</li> <li>• Elevates unresolved issues to the CMCC.</li> </ul>
<i>Issue Administrator</i>	<ul style="list-style-type: none"> <li>• Monitors issues logged for the Workgroup on the CCSAS Issue Tracking Log.</li> <li>• Works with issue creator to ensure sufficient information is logged prior to being presented to the Workgroup as an agenda item.</li> <li>• Brings properly logged issues to the Workgroup and updates the CCSAS Issue Tracking Log based on Workgroup actions.</li> <li>• Provides list of issues to Workgroup Chair to add to the agenda.</li> <li>• Provides the Workgroup members with monthly status updates on the CCSAS Issue Tracking Log.</li> <li>• Notifies other Workgroup issue administrator when an issue is referred.</li> </ul>
<i>Recording Secretary</i>	<ul style="list-style-type: none"> <li>• Records minutes of meetings.</li> <li>• Distributes meeting minutes to the Workgroup members.</li> <li>• Maintains a record of meeting handouts, agendas, and minutes.</li> </ul>
<i>All Members</i>	<ul style="list-style-type: none"> <li>• Actively participate in Workgroup meetings.</li> <li>• Review issues brought forth by the Chairperson and the Issue Administrator.</li> <li>• Make recommendations regarding agenda items.</li> <li>• Collect and share information relevant to Workgroup concerns.</li> <li>• Identify outside resources that can contribute expertise.</li> <li>• Work collaboratively with members of all Workgroups.</li> <li>• Reach decisions through consensus.</li> </ul>

**INTERFACES WORKGROUP**

Meetings: As needed.

**STATEMENT OF PURPOSE**

To provide a forum for discussion and prioritization of all logged application-related issues. The Workgroup members are supported by the CASES, ARS, and SDU staff so that analysis and the impact of application changes are made collaboratively.

**OBJECTIVES**

The objectives of the Interfaces Workgroup appear below:

- Review and prioritize application change requests;
- Monitor service requests with significant impact;
- Monitor and reevaluate projects;
- Communicate production changes to the Training & Procedures Committee;
- Elevate unresolved issues; and
- Work closely with other Workgroups, such as Policy.

**MEMBERS**

**TABLE: INTERFACES WORKGROUP MEMBERS**

<b>Position</b>	<b>Name</b>	<b>Organization</b>
<i>Chairperson</i>		DCSS
<i>Member 2</i> <i>Member 3</i>		ARS Consortium – Primary ARS Consortium – Alternate
<i>Member 4</i> <i>Member 5</i>		CASES Consortium – Primary CASES Consortium – Alternate
<i>Member 6</i> <i>Member 7</i>		DCSS – Primary DCSS - Alternate
<i>Issue Administrator</i>		
<i>Recording Secretary</i>		

**MEMBER SELECTION**

To be provided.

**INTERFACES WORKGROUP ROLES AND RESPONSIBILITIES**

**10.1.1.1.4 To Be Refined**

<b>Role</b>	<b>Responsibilities</b>
<i>Chairperson</i>	<ul style="list-style-type: none"> <li>• Directs procedures of the Workgroup in an orderly, objective fashion.</li> <li>• The Chair's role is not necessarily as head of the Workgroup, but rather as a facilitator and representative for the Workgroup.</li> <li>• Appoints Issue Administrator and Recording Secretary.</li> <li>• Schedules Workgroup meetings.</li> <li>• Coordinates with Issue Administrator to develop meeting agendas.</li> </ul>

	<ul style="list-style-type: none"> <li>• Determines what issues to allow as agenda items other than what is logged on the CCSAS Issue Tracking Log (e.g. emergency items).</li> <li>• Consults with other committees when applicable.</li> <li>• Coordinates joint Workgroup meetings as needed.</li> <li>• Ensures implementation of decisions agreed upon by Workgroup(s).</li> <li>• Provides monthly status reports to the CMCC.</li> <li>• Elevates unresolved issues to the CMCC.</li> </ul>
<i>Issue Administrator</i>	<ul style="list-style-type: none"> <li>• Monitors issues logged for the Workgroup on the CCSAS Issue Tracking Log.</li> <li>• Works with issue creator to ensure sufficient information is logged prior to being presented to the Workgroup as an agenda item.</li> <li>• Brings properly logged issues to the Workgroup and updates the CCSAS Issue Tracking Log based on Workgroup actions.</li> <li>• Provides list of issues to Workgroup Chair to add to the agenda.</li> <li>• Provides the Workgroup members with monthly status updates on the CCSAS Issue Tracking Log.</li> <li>• Notifies other Workgroup issue administrator when an issue is referred.</li> </ul>
<i>Recording Secretary</i>	<ul style="list-style-type: none"> <li>• Records minutes of meetings.</li> <li>• Distributes meeting minutes to the Workgroup members.</li> <li>• Maintains a record of meeting handouts, agendas, and minutes.</li> </ul>
<i>All Members</i>	<ul style="list-style-type: none"> <li>• Actively participate in Workgroup meetings.</li> <li>• Review issues brought forth by the Chairperson and the Issue Administrator.</li> <li>• Make recommendations regarding agenda items.</li> <li>• Collect and share information relevant to Workgroup concerns.</li> <li>• Identify outside resources that can contribute expertise.</li> <li>• Work collaboratively with members of all Workgroup.</li> <li>• Reach decisions through consensus.</li> </ul>



**INFRASTRUCTURE WORKGROUP**

Meetings: As needed.

**STATEMENT OF PURPOSE**

To provide a forum for improved communication, planning, and problem resolution relating to CCSAS system issues. Specifically, hardware, software, network and other infrastructure issues would be addressed by the Workgroup.

**OBJECTIVES**

The objectives of the Infrastructure Workgroup appear as follows:

- Respond to CCSAS infrastructure concerns;
- Identify and assess hardware, software, network, or architecture change or upgrade needs;
- Address questions relating to CCSAS processes such as batch, bulk printing, and other system issues;
- Maintain infrastructure consistency throughout all counties; and
- Improve IT operations and cost-effectiveness.

**MEMBERS**

**TABLE: INFRASTRUCTURE WORKGROUP MEMBERS**

<b>Position</b>	<b>Name</b>	<b>Organization</b>
<i>Chairperson</i>		DCSS
<i>Member 2</i> <i>Member 3</i>		ARS Consortium – Primary ARS Consortium – Alternate
<i>Member 4</i> <i>Member 5</i>		CASES Consortium – Primary CASES Consortium – Alternate
<i>Member 6</i> <i>Member 7</i>		DCSS – Primary DCSS - Alternate
<i>Issue Administrator</i>		
<i>Recording Secretary</i>		

**MEMBER SELECTION**

To be provided.

**INFRASTRUCTURE WORKGROUP ROLES AND RESPONSIBILITIES**

**10.1.1.1.5 To Be Refined**

<b>Role</b>	<b>Responsibilities</b>
<i>Chairperson</i>	<ul style="list-style-type: none"> <li>• Directs procedures of the Workgroup in an orderly, objective fashion.</li> <li>• The Chair’s role is not necessarily as head of the Workgroup, but rather a facilitator and representative for the Workgroup.</li> <li>• Appoints Issue Administrator and Recording Secretary.</li> <li>• Schedules Workgroup meetings.</li> <li>• Coordinates with Issue Administrator to develop meeting agendas.</li> <li>• Determines what issues to allow as agenda items other than what is</li> </ul>

	<p>logged on the CCSAS Issue Tracking Log (e.g. emergency items).</p> <ul style="list-style-type: none"> <li>• Consults with other committees when applicable.</li> <li>• Coordinates joint Workgroup meetings as needed.</li> <li>• Ensures implementation of decisions agreed upon by Workgroup(s).</li> <li>• Provides monthly status reports to the CMCC.</li> <li>• Elevates unresolved issues to the CMCC.</li> </ul>
<i>Issue Administrator</i>	<ul style="list-style-type: none"> <li>• Monitors issues logged for the Workgroup on the CCSAS Issue Tracking Log.</li> <li>• Works with issue creator to ensure sufficient information is logged prior to being presented to the Workgroup as an agenda item.</li> <li>• Brings properly logged issues to the Workgroup and updates the CCSAS Issue Tracking Log based on Workgroup action.</li> <li>• Provides list of issues to Workgroup Chair to add to the agenda.</li> <li>• Provides the Workgroup members with monthly status updates on the CCSAS Issue Tracking Log.</li> <li>• Notifies other Workgroup issue administrator when an issue is referred.</li> </ul>
<i>Recording Secretary</i>	<ul style="list-style-type: none"> <li>• Records minutes of meetings.</li> <li>• Distributes meeting minutes to the Workgroup members.</li> <li>• Maintains a record of meeting handouts, agendas, and minutes.</li> </ul>
<i>All Members</i>	<ul style="list-style-type: none"> <li>• Actively participate in Workgroup meetings.</li> <li>• Review issues brought forth by the Chairperson and the Issue Administrator.</li> <li>• Make recommendations regarding agenda items.</li> <li>• Collect and share information relevant to Workgroup concerns.</li> <li>• Identify outside resources that can contribute expertise.</li> <li>• Work collaboratively with members of all Workgroups.</li> <li>• Reach decisions through consensus.</li> </ul>

**POLICY WORKGROUP**

Meetings: As needed.

**STATEMENT OF PURPOSE**

To provide a forum that encourages information sharing pertaining to State and Federal mandates, and administrative issues that impact business operations. The Policy Workgroup members are supported by the CASES Policy Workgroup, the ARS Policy Subcommittee, and the CSDA Automation Committee.

**OBJECTIVES**

The objectives of the Policy Workgroup appear as follows:

- Discuss State and Federal mandates;
- Consult with county compliance officers as needed;
- Discuss policy changes resulting in improvements to program performance; and
- Communicate and coordinate with other Workgroups as appropriate.

**MEMBERS**

**TABLE: POLICY WORKGROUP MEMBERS**

<b>Position</b>	<b>Name</b>	<b>Organization</b>
<i>Chairperson</i>		DCSS
<i>Member 2</i>		ARS Consortium – Primary
<i>Member 3</i>		ARS Consortium – Alternate
<i>Member 4</i>		CASES Consortium – Primary
<i>Member 5</i>		CASES Consortium – Alternate
<i>Member 6</i>		DCSS – Primary
<i>Member 7</i>		DCSS - Alternate
<i>Issue Administrator</i>		
<i>Recording Secretary</i>		

**MEMBER SELECTION**

To be provided.

**POLICY WORKGROUP ROLES AND RESPONSIBILITIES****10.1.1.1.6 To Be Refined**

<b>Role</b>	<b>Responsibilities</b>
<i>Chairperson</i>	<ul style="list-style-type: none"> <li>• Directs procedures of the Workgroup in an orderly, objective fashion.</li> <li>• The Chair's role is not necessarily as head of the Workgroup, but rather a facilitator and representative for the Workgroup.</li> <li>• Appoints Issue Administrator and Recording Secretary.</li> <li>• Schedules Workgroup meetings.</li> <li>• Coordinates with Issue Administrator to develop meeting agendas.</li> <li>• Determines what issues to allow as agenda items other than what is logged on the CCSAS Issue Tracking Log (e.g. emergency items).</li> <li>• Consults with other committees when applicable.</li> <li>• Coordinates joint Workgroup meetings as needed.</li> <li>• Ensures implementation of decisions agreed upon by Workgroup(s).</li> <li>• Provides monthly status reports to the CMCC.</li> <li>• Elevates unresolved issues to the CMCC.</li> </ul>
<i>Issue Administrator</i>	<ul style="list-style-type: none"> <li>• Monitors issues logged for the Workgroup on the CCSAS Issue Tracking Log.</li> <li>• Works with issue creator to ensure sufficient information is logged prior to being presented to the Workgroup as an agenda item.</li> <li>• Brings properly logged issues to the Workgroup and updates the CCSAS Issue Tracking Log based on Workgroup actions.</li> <li>• Provides list of issues to Workgroup Chair to add to the agenda.</li> <li>• Provides the Workgroup members with monthly status updates on the CCSAS Issue Tracking Log.</li> <li>• Notifies other Workgroup issue administrator when an issue is referred.</li> </ul>
<i>Recording Secretary</i>	<ul style="list-style-type: none"> <li>• Records minutes of meetings.</li> <li>• Distributes meeting minutes to the Workgroup members.</li> <li>• Maintains a record of meeting handouts, agendas, and minutes.</li> </ul>
<i>All Members</i>	<ul style="list-style-type: none"> <li>• Actively participate in Workgroup meetings.</li> <li>• Review issues brought forth by the Chairperson and the Issue Administrator.</li> <li>• Make recommendations regarding agenda items.</li> <li>• Collect and share information relevant to Workgroup concerns.</li> <li>• Identify outside resources that can contribute expertise.</li> <li>• Work collaboratively with members of all Workgroups.</li> <li>• Reach decisions through consensus.</li> </ul>