



*Performance. Service. Integrity.*

# MiCSES Risk Management

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# MiCSES Project Background

*January 2001*

PSI asked to develop plan to expedite Federal certification of Michigan's Child Support (CSE) system



*And, if possible,*

Move State forward with Technical  
Solution



# Short Course on Michigan Child Support Program

## ✓ **Support Specialist (State Staff):**

- Case Initiation and Locate

## ✓ **County Prosecuting Attorney:**

- Establish Paternity and Support



## ✓ **County Friends of the Court:**

- Payment Processing, Disbursement, and Enforcement

## ✓ **Centralized Functions (State Staff):**

- Payment Processing, Disbursement, Information Assistance, Enforcement, Data Maintenance, Policy Development



# Project Status – January 2001

## ***CSES: State's Legacy Child Support System***

- ✓ Mid 80's Technical Architecture
- ✓ Developed on Proprietary 4GL Tool and Database
- ✓ Not Mainstream – Limited Expertise Worldwide



# Project Status – January 2001

## ***CSES: State's Legacy Child Support System (cont.)***

- ✓ Scalability Questionable
- ✓ Failed Certification Reviews
  - Lack of Functionality
  - Lack of Integration
  - Not Deployed Statewide



# Project Status – January 2001

- ✓ CSES Deployed to Support Specialists  
Statewide (83 counties)
- ✓ PAAM System Deployed to 82 PA  
Offices





# Project Status – January 2001

- ✓ CTS Deployed in Wayne County  
(Establishment)
- ✓ CSES Deployed to 73 FOC offices
- ✓ County Legacy Systems  
in 10 FOC Offices



# Project Team – January 2001

## ✓ State Staff

- Management
- Technical
- Subject Matter Experts



# Project Team – January 2001

- ✓ State Vendor Staff (“Body Shop”)
  - Management
  - Technical
  - Subject Matter Experts
  - Quality Assurance and Testing



# January – March 2001

- ✓ Reviewed Options
- ✓ Developed Plan for Michigan CSE

## Certification



# April 2001

- ✓ Tasked to implement CSE Certification Plan
- ✓ Develop and implement MiCSES in compressed time frame
- ✓ Augment current staff with CS and technical experts
- ✓ Avert \$147 million in federal penalties



# MiCSES Risk Management

- ✓ Project Control Office
- ✓ Rigorous Controls
- ✓ Issue Tracking
- ✓ Governance Model
- ✓ Communication



# Project Control Office

- ✓ Unbiased Third Party – “Hub of the Wheel”
- ✓ Developed Project Plan
  - Scope (Requirements)
  - Assumptions
  - Risks
  - Schedule



# Project Control Office

- ✓ Maintained Schedule
- ✓ Tracked Issues
- ✓ Facilitated Meetings
- ✓ Managed Go Live Activities





# Rigorous Controls

- ✓ Change Control Management
  - Change Control Board
  - PCO Performed Impact Analysis
- ✓ Configuration Management



# Issue Tracking

- ✓ Tool to track and monitor issues
- ✓ Reviewed issue reports at all meetings
- ✓ Clear escalation process



# Governance Model

Project Team Meetings fed to

→ Management Meetings which fed to

→ Leadership Meetings which fed to

→ Executive Meetings which fed to

→ Executive Sponsors (Governor and Chief Justice)



# Communication

- ✓ Frequent and open communication
- ✓ Weekly status meetings
- ✓ Weekly Status Reports
- ✓ Weekly Scorecards
- ✓ PCO Website
- ✓ MI-Support Website



# Success Factors for Risk Mitigation

- ✓ Strong Project Management and controls
- ✓ Forward looking approach to problem identification and resolution
- ✓ Clear and expedited escalation process
- ✓ Open Communication



# Example of MiCSES Risk Mitigation

## County Buy-in for MiCSES Project

- ✓ Memorandum of Understanding (MOU) – “contract” between Counties and State
- ✓ Clear responsibility of tasks and funding
- ✓ Tracked status of tasks
- ✓ Status published on website and provided to counties, project leadership and executives on weekly basis

