

IT SUPPORT MODEL CHANGES

FREQUENTLY ASKED QUESTIONS

Background: IT Support Model Changes

In response to county requests for flexibility in self-selecting hardware and software, DTMB plans to change its current IT support model. DTMB is working with the Office of Child Support (OCS) and local county offices to transition from the current three-tier support model to a new two-tier support model. Under the new support model, child-support-related IT will be either all state owned/managed (“state-managed”) or all county owned/managed (“county-managed”). DTMB and OCS will coordinate the timing of the changes with local offices. The target completion date for this transition is October 2016.

The new model will refer to Tier 1 county offices as “state-managed.” The new model will not change the services that DTMB provides to Tier 1/state-managed offices. The new model will refer to Tier 3 county offices as “county managed.” Under the new model, each Tier 3/county -managed office will be responsible for purchasing and maintaining its own IT hardware and non-DTMB software. The new model will require current Tier 2 offices to choose to be either state- or county-managed. Also, current Tier 1 or Tier 3 offices may choose to change their support model.

1. Where can I learn more information about the IT support model changes?

A presentation is available on the Michigan Government Management Information Sciences (Mi-GMIS) website at:

http://www.mi-gmis.org/content.aspx?page_id=0&club_id=753656

We will share additional information and documentation as it becomes available. You are also welcome to post your questions to the MI-GMIS listserv.

2. How will the new support model affect hardware purchases?

State-managed offices: The State of Michigan will continue to purchase and provide PCs (desktops/laptops) on a five-year replacement cycle. Peripheral equipment (e.g., printers) must be purchased by counties. OCS must approve hardware purchases to ensure federal funding is applied appropriately. Ref: [IV-D Memorandum 2012-004](#) for details on the approval process.

County-managed offices: The county will be responsible for purchasing and providing all hardware (including PCs) at county-managed offices. The county may use the Mi-Deal program to purchase hardware using State contracts, when available. However, OCS must approve hardware purchases to ensure federal funding is applied appropriately. Ref: [IV-D Memorandum 2012-004](#) for details on the approval process.

3. When may a Tier 2 or Tier 3 office, that plans to become a county-managed office under the new model, begin to purchase hardware?

The IT support model transition plan is under development. We will communicate this date once it is established.

4. When must a Tier 2 or Tier 3 office, that plans to become a county-managed office under the new model, return state-provided PCs to DTMB?

The IT support model transition plan is under development. We will communicate this date once it is established.

5. May Tier 2 or Tier 3 offices that plan to become a county-managed office under the new model install Enterprise Document Management (EDM)/imaging software (e.g., OnBase)?

Yes. However, OCS must approve software purchases to ensure federal funding is applied appropriately. Ref: [IV-D Memorandum 2012-004](#) for details.

6. Can you provide an example of cost reimbursement as applied to hardware/software purchases?

The State will reimburse the county for program costs at the rate established by federal law. The current reimbursement rate is 66% of actual cost. For example, if a county purchase a PC at an actual cost of \$900, the State would reimburse the county \$594, which is 66% of \$900. If the county purchased a PC at an actual cost of \$795, the State would reimburse the county \$495.

7. May county-managed offices seek reimbursement for IT support services, in addition to hardware/software costs?

Yes. Today, Tier 2 and Tier 3 offices may obtain reimbursement for indirect costs, including IT support costs, based on the county's approved cost allocation plan or internal service fund. These already may include equipment. This would remain true for county-managed offices under the new support model.

8. If my office plans to become a county-managed office under the new model, do county staff providing IT support services require additional security clearances?

If the staff have potential access to confidential IV-D child support program information, they must undergo a background check. This is required pursuant to the county's cooperative reimbursement program (CRP) contract.