

APPENDIX B

Work Approval Process
Work Improvement Teams



Work Flow Process

MiCSES Project

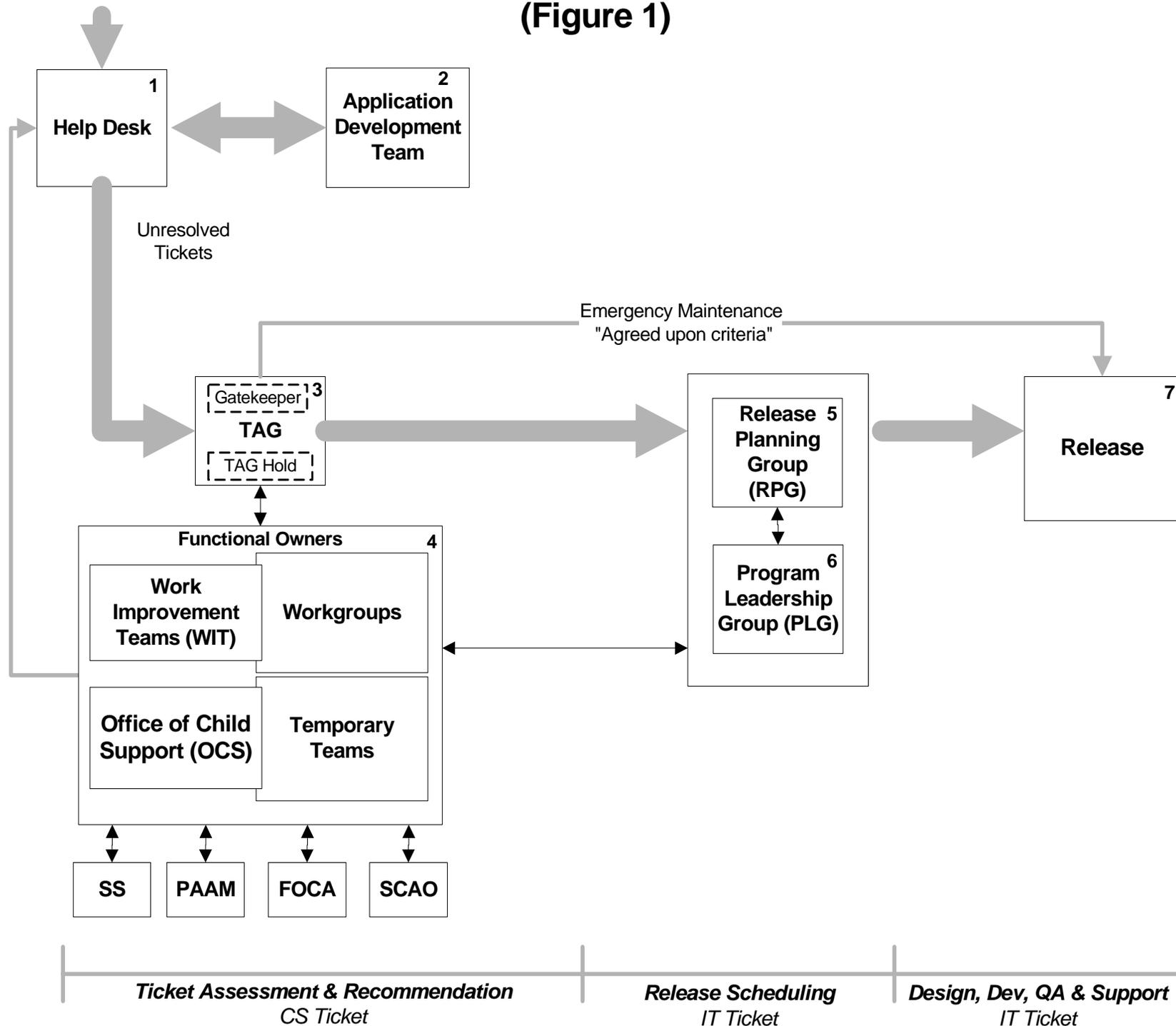
Introduction

The Michigan Child Support Enforcement System (MiCSES) is a software application designed, and maintained, by the State of Michigan. The Michigan Office of Child Support (OCS) within the Department of Human Services (DHS) works with and relies on the Michigan Department of Information Technology (DIT) and the MiCSES Project Team (performing organization), to maintain and improve the infrastructure technology and the MiCSES application. The MiCSES Project Team includes members of DIT, members of OCS, the Application Development Team, the Project Control Office (PCO), and the Technical Control Group (TCG). The MiCSES end user community includes OCS (e.g. Support Specialists), Prosecuting Attorneys Association of Michigan (PAAM), Friend of the Court Association (FOCA), and Supreme Court Administrative Office (SCAO). MiCSES also has multiple interfaces with other State and Federal entities which regulate, and service the public. The Support Specialists (SSs), Prosecuting Attorneys, Friends of the Court, Judges (SCAO), and DIT are included in a business partnership (Partners) which directs the maintenance and improvement of MiCSES. The MiCSES Governance Model (separate document) describes the strategic, tactical, and operational roles of the MiCSES leadership team, and depicts the relationships of the MiCSES Partners. The Program Leadership Group (PLG) provides overall leadership and direction for the system.

The mechanism and tool for requesting correction or improvement to MiCSES is the generation and processing of a ticket using the Action Request System. The Action Request System is also known to project associates by the proprietary name of Remedy. The initiation of the ticket into the Remedy System begins the Work Flow Process. The ticket is managed in Remedy as it progresses through the process.

This document describes the flow of Remedy tickets through the MiCSES Project Team and Partners. It should be noted that this document describes how the large majority of tickets are processed by the MiCSES Project. However, there may be scenarios which require a managed variance from this standard ticket flow process.

MiCSES Work Flow Process (Figure 1)



1. Help Desk

There are two types of Remedy tickets: 1) Help Desk Tickets (referred to as “HD” tickets or “CS” tickets) identified by a pre-fix of “CS” and 2) IT-Tickets identified by a pre-fix of “IT.” As indicated on the process phase line at the bottom of Figure 1, HD Tickets are associated with the Ticket Assessment and Recommendation process. HD Tickets are also associated with the Help Desk, Ticket Assessment Group (TAG), Work Improvement Teams (WITs) and other teams under the direction of OCS.

The process phase line at the bottom of Figure 1 identifies three phases a ticket goes through in the MiCSES ticket life cycle: 1) Assessment & Recommendation, 2) Release Scheduling, and 3) Design, Development, QA & Support.

The Program Leadership Group (PLG) and DIT have provided operating guidelines and criteria for the MiCSES Project to use in evaluating tickets. The assessment and recommendation of tickets is completed by the Help Desk, TAG, Work Improvement Teams (WITs) and other teams, utilizing the operating guidelines and criteria.

The Help Desk is operated by the DIT organization. The Help Desk (Figure 1, Box 1) receives all calls related to computer systems managed by the Department of Human Services (DHS), including calls addressing support issues for the MiCSES application. The Help Desk is responsible for the initial entry of all tickets in Remedy.

MiCSES tickets are generated via telephone or e-mail. Help Desk associates capture details about the screen name where the error was encountered, a precise description of the nature of the error, and telephone contact details for the originating user. If the Help Desk associate recognizes that the user is requesting improvement/enhancement rather than reporting a bug, the Help Desk associate categorizes the ticket as an improvement/enhancement rather than a bug. Help Desk associates also attempt to resolve issues when possible. When the Help Desk associates cannot resolve the concern, the tickets are routed to the TAG for assessment and prioritization. PLG approved Emergency Criteria is utilized by the Help Desk when evaluating the tickets, and emergencies are sent directly to the TAG “Gatekeeper” for expedited handling.

Tickets regarding MiCSES Fast Track Query, VCentral, DIT Client Service Center, OCS Policy, and MiCSES Access are re-routed by the Help Desk, and are not part of the ticket flow described herein (Figure 1-1, Box 1).

2. Application Development Team

The MiCSES Application Development Team (Figure 1, Box 2) provides application subject matter expertise, and periodically assists the Help Desk by answering questions and providing direction to the Help Desk associates.

3. Ticket Assessment Group (TAG)

The MiCSES TAG (Figure 1, Box 3) receives unresolved non-emergency HD Tickets from the Help Desk. The HD Tickets are processed by TAG during periodic TAG working sessions. The TAG is composed of members from OCS, DIT, Application Development, PCO, and TCG.

TAG's primary responsibilities are to serve as a ticket repository, provide Partner input to ticket prioritization, support the WITs and OCS (with respect to ticket management), review and prioritize tickets based on customer need, and perform special assignments for the RPG. Once HD Tickets are approved by TAG, an IT Ticket is created by the TAG Gatekeeper for potential MiCSES application changes. IT Tickets are associated with the Release Scheduling, Design, Development, QA & Support processes (bottom right side of Figure 1). Tickets flow from TAG to the RPG via a report of prioritized tickets.

4. Functional Owners & Work Improvement Teams (WITs)

Functional Owners are individuals who work with, or are a part of, OCS Work Improvement Teams (WITs), Workgroups, and Temporary Teams. These teams and workgroups are populated with Partner representatives from the MiCSES Project Team, SSs, PAAM, FOCA, and SCAO. For the purpose of this document the term WIT will include Work Improvement Teams, Workgroups, Temporary Teams and OCS. There are several WITs based on business function (i.e. Financial-WIT, Case Management-WIT, Enforcement-WIT, Establishment-WIT). The WITs primary responsibility is to focus in subject matter areas as directed by the PLG. The WITs (Figure 1, Box 4) assess Remedy Tickets that are consistent with the subject matter directives, and recommend changes to the MiCSES application. The WITs can also recommend that specific tickets be closed.

5. Release Planning Group (RPG)

The PLG provides the RPG with MiCSES program direction, and authorizes the RPG to define the technical content of MiCSES releases. Based on guidance from the RPG, the MiCSES Project Team develops detailed plans for the releases.

The primary responsibility of the RPG is to review and approve work to be planned into MiCSES releases. The RPG utilizes the PLG Priority List, and the TAG Priority List as input to the planning process. The RPG reviews IT Tickets, and prioritizes tickets for inclusion into releases. The RPG consists of members of OCS, DIT, PCO, Application Development Team, and a Partner representative.

Another responsibility of the RPG, not directly related to the management of tickets, is the RPG-PLG relationship. The arrow between Boxes 5 and 6 in Figure 1 depict a communication path. The RPG utilizes PLG's subject matter priority list, along with the IT tickets approved by the TAG, to direct release planning. The RPG also provides leadership assistance to the WITs and Functional Owners in focusing efforts on PLG's priorities.

6. Program Leadership Group (PLG)

The MiCSES PLG executes at the Strategic Level in the MiCSES Governance Model. The Program Leadership Group (PLG) does not own or manage Remedy tickets, however the priorities and direction provided by PLG affects how other groups manage Remedy tickets. The PLG creates a subject matter priority list based on consideration of Federal and State Legislative mandates, child support program performance, Federal incentives, and worker productivity. The priorities are communicated to RPG and the WITs as well as the MiCSES user community.

7. Release

Once IT Tickets have been approved by the RPG for a release, high level scope is documented, and estimates are provided by the Application Development Team and TCG. PCO, with the assistance of the Application Development Team and TCG, will target the IT Ticket for a specific release. Business requirements, as determined by the RPG, may dictate a specific release. Once an IT Ticket is scheduled for a specific release, the ticket flows through the design, development, and QA processes, resulting in the application changes being implemented in the production environment.

Additionally, change may occur to the scope or schedule for a unit of work, through the review of a Change Control request at the Maintenance and Change Control Meeting. The participants of this meeting have the authority to approve changes to planned releases. Upon approval of a change, the ticket is updated in Remedy and the project plan.

WHO ARE WE?

Work Improvement Team (WIT) and Workgroup Team (Wkgp) Information Sheet¹

Who are we?

- WITs provide broad-based partner (Office of Child Support [OCS], friend of the court [FOC] and prosecuting attorney [PA]) input for:
 - Policy
 - User testing
 - Business requirements
 - Process improvement
 - System documentation review, enhancement, analysis and recommendations
- Wkgps provide broad-based partner (OCS, FOC and PA) input to business processes for:
 - Internal program communication methods, protocols and processes

How long is a member's commitment to a WIT or Wkgp?

- The initial commitment is for 3 years.
- If no replacement is available, a member may be asked to extend his/her commitment until a replacement is found. However, a member is under no obligation to extend his/her commitment.

How do we function?

- We make decisions by consensus.
- We usually have one meeting per month lasting four to six hours.
- Usually an additional four to six hours per month for reviewing documents, responding to emails, etc. is required.
- We conduct a fair amount of work by email.
- Members are asked to review many documents outside of meetings.

What are the teams, and what is their focus?

Establishment WIT	<ul style="list-style-type: none">• The Establishment WIT reviews and analyzes system enhancement requests that are establishment-related; it provides recommendations to the Program Leadership Group (PLG).• It also recommends improvements for establishment processes and
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¹ For more information about WITs and Wkgps please see their respective charters at http://mi-support.cses.state.mi.us/partneractivities/Work_Improvement/

	review and modification processes.
Enforcement WIT	<ul style="list-style-type: none"> • The Enforcement WIT reviews and analyzes system enhancement requests that are enforcement-related; it provides recommendations to the PLG. • It also recommends improvements for enforcement processes.
Case Management (CM) WIT	<ul style="list-style-type: none"> • The CM WIT provides information on the case management perspective to the delivery of child support services to families and children. <ul style="list-style-type: none"> ■ This involves working with the Department of Human Services (DHS) on the referral process and coordinated policy for public assistance recipients. ■ It also involves analyzing member and case data within the Michigan Child Support Enforcement System (MiCSES) and processing referrals to the PA's office.
Financial WIT	<ul style="list-style-type: none"> • The Financial WIT reviews and analyzes system enhancement requests that are financial-related; it provides recommendations to the PLG. • It also recommends improvements for financial processes.
Communication Wkgrp	<ul style="list-style-type: none"> • The Communication Wkgrp develops methods, protocols and processes for internal communications among the program partners and for the external stakeholders.

WHAT DO WE DO?

Work Improvement Team (WIT) and Workgroup Team Activities/Accomplishments and Future Activities

Following is a brief overview of team activities and accomplishments. This list is not all-inclusive but gives an idea of the kinds of things the teams work on.

TEAM	ACCOMPLISHMENTS	FUTURE ACTIVITIES
Case Management WIT	<ul style="list-style-type: none"> • Geo-alpha split for the support specialists • Case closure implementation in July 2004 • Address pop-up on the <i>Member Address History</i> (AHIS) screen to allow IV-D workers to update more than one address type 	<ul style="list-style-type: none"> • Interstate functionality in the Michigan Child Support Enforcement System (MiCSES) • The Locate functionality in MiCSES • Bridges/MiCSES Interface • Service Worker Support System (SWSS) Foster Care/Adoption/Juvenile Justice (FAJ)/MiCSES Interface
Enforcement WIT	<ul style="list-style-type: none"> • Show Cause Bench Warrant (SCBW) Remedy Business Requirements (BR) • IWNs from new hire and wage withholdings Functional Requirements and Implementation (FR&I) • Increased access to OTHP table records types (4.4) • SCBW FR • LEIN Reconciliation Rpt in MiCSES (4.4) 	<ul style="list-style-type: none"> • BR and FR for: <ul style="list-style-type: none"> • E-IWO • Credit reporting • Medical support • SVES/SSA Info to local counties • AT reviewers • Arrear Payment Plan Review • Tax Refund Offset Revision: <ul style="list-style-type: none"> • Status of minor • Case ID • Selection Address Change • State PON revision
Financial WIT	<ul style="list-style-type: none"> • Surcharge changes • Parenting time refunds • Circular rule changes 	<ul style="list-style-type: none"> • Link cases • Incorporate central financials into MiCSES • Making changes because of Bridges
Establishment WIT	<ul style="list-style-type: none"> • How guidelines should move across county boundaries • Paternity Establishment Percentage (PEP) review and advice • Scheduling function in MiCSES • Reviewed the release, Action Transmittal (AT), and Frequently Asked Questions 	<ul style="list-style-type: none"> • Prosecuting attorney (PA) issues regarding Case Construct • Streamline RevMod (with the Budget Reconciliation Act in mind) • Improve orders with arrears reduction in mind • Guideline-tightening rules for imputation of income

	<p>(FAQs) for Review and Modification (RevMod).</p> <ul style="list-style-type: none"> • Court action referrals • Confinement expenses 	
<p>Communication Workgroup</p>	<ul style="list-style-type: none"> • Completed a stakeholder analysis and established a work plan for future efforts • Developed and published a style guide for case notes in MiCSES • Developed and published the quarterly publication, <i>The Partner Connection</i> newsletter • Worked with MiCSES to design communications strategies and recommendations regarding system releases • Designed workshop presentations for Michigan Child Support conferences, including MFSC, PAAM, etc • Assist the Bridges Project by identifying communications needs, opportunities and strategies for the child support program 	<ul style="list-style-type: none"> • Write and publish quarterly partnership newsletter • Review MiCSES planned releases; identify and recommend related communication plan • Assist OCS and DHS with Bridges project communication strategies; design marketing plan, look at field issues and concerns; make recommendations to PLG and DHS Communications. • Identify opportunities and design projects to promote the partnership concept • Identify opportunities and design projects to provide information to all child support professionals about the available resources and communication tools • Identify the communication needs of the child support professionals and design possible solutions to meet those needs • Identify the communication needs of the child support professionals and design possible solutions to meet those needs; review current strategies and recommend changes.