

APPENDIX D

Scope of State Responsibilities
DIT - MiCSES Organizational Charts

Department of Information Technology

Michigan Child Support Enforcement System

Scope of State Responsibilities

This appendix identifies and describes certain tasks and responsibilities retained by the State of Michigan, the Department of Information Technology (DIT), the MiCSES organization, or other contractual entities, that are related to, and performed in support of, the tasks and responsibilities specifically assigned to the successful bidder.

While the tasks and responsibilities identified and described in this appendix are outside the scope of the resulting Contract, there is an expectation of a high level of co-operation and integration between the Contractor and the State regarding these tasks and responsibilities.

Background

The Michigan Child Support Enforcement System (MiCSES) is one of the State's largest, if not most complex, state-wide, information technology project. Initially, the project cycled through a very aggressive software design, development and deployment schedule. Now, the focus is on new enhancements, maintenance and support as requested and prioritized by DHS – Office of Child Support and State (DIT) Management. There are numerous daily data feeds from other state agencies into MiCSES to assist with the Office of Child Support's enforcement and mission compliance.

The Department of Information Technology (DIT) – Michigan Child Support Enforcement System (MiCSES) has a separate contract for a Project Control Office (PCO). The PCO provides the State (DIT) management with project oversight, independent of the application development vendor. The PCO will support the State and the State's application development/maintenance Contractor in meeting the timely delivery of quality information technology services for the DHS – Office of Child Support.

The current PCO has established project reporting and tracking mechanisms for project releases and also provides configuration management. All of these established processes follow Department of Information Technology's System Engineering Methodology, SUITE, which encompasses requirements, design, coding, testing, release deployment, and configuration management. The PCO also has control of specific technical activities, identified subsequently.

There are inherent risks in vendor changeover and adherence to established SUITE methodologies, tools, and processes will help ensure a smooth and consistent transition.

Responsibilities and Tasks

1. DIT - MiCSES Project Control Office

A. Schedule Control

1. Manage Development Schedules and Software Maintenance Releases – Working in tandem with the MiCSES Application Maintenance Contractor to create system lifecycle schedules and plans that are logic and resource driven. Maintain the schedules to manage releases and scope.
2. Manage Resource Pool – Using project management tools, align resources to application releases and tasks, identify number of resources needed, identify resource conflicts, and assist in leveling resources across tasks and/or releases. This task does not include staff supervision or direct assignment of individuals to tasks.

3. Maintains Change Control/Issue Resolution Process – Provide structure to manage changes in scope, resource allocations or delivery timeframes. Document, and escalate issues. Facilitate cross-functional team communications for issue resolution
4. Time Tracking – Support level of effort and time tracking, determine where resource time is spent, gather and document data to enable increased estimating accuracy for future software releases based on historical data.
5. Work Approval – Support the tracking of work requests from the clients and manage the approval process. Facilitate / coordinate the prioritization and integration of OCS requirements into maintenance releases.
6. Communication– Identify appropriate information requirements and their flow, and ensure individuals at all levels receive the appropriate maintenance information in a timely manner. Establish meeting schedules and agendas. Facilitate maintenance release and status meetings. Coordinate communications across stakeholders and among vendors.
7. Performance Monitoring - Maintain disciplined process for monitoring release deliverables and schedule milestones. Update and monitor project scorecards. Monitor and publish earned value and other performance metrics. Report program status and milestones on a timely basis. Facilitate action plans for solving progress-related obstacles.
8. Provide support / assistance to other DIT / MiCSES projects as resources permit.
9. Interface with DHS-OCS, application maintenance contractor(s), DIT - Data Center Operations (DCO) and other functional areas (IVR, MiSDU, Data Warehouse), as necessary.

B. MiCSES PCO Technical Control

1. Architecture and Database Management
 - a. Oversee Effectiveness of Overall System Architecture
 - i) Monitor performance and collect measurements of the interaction of all system components, including hardware, network, operating system, databases, and applications.
 - ii) Perform capacity planning, analysis and projections.
 - iii) Provide performance tuning recommendations to development maintenance teams (eg. index recommendations, code efficiencies).
 - iv) Establish and monitor code standards and practices, as integrated with any applicable State standards.
 - v) Identify and monitor application quality standards (eg. commit/restart, modularity, error handling) as integrated with any applicable State standards.
 - vi) Advise and assist application development provider regarding standards and practices.
 - vii) Review application problem areas.
 - viii) Interface with DIT Data Warehouse database managers.
 - ix) Interface with application maintenance contractor(s), DIT-DCO and other functional areas (eg. security, disaster recovery) as necessary.
 - b. Manage Oracle Databases
 - i) Manage creation and maintenance process for all MiCSES Oracle databases (eg., production, maintenance)
 - ii) Manage creation of the application database from the model and audit all databases for conformance to standards
 - iii) Manage database change request process.
 - iv) Provide disk space management.
 - v) Provide capacity planning and projections.
 - vi) Provide disaster recovery planning, as integrated with Data Center Operations (DCO)
 - vii) Provide performance-tuning recommendations.
 - viii) Support database security and user profile management.

- ix) Establish and monitor standards for SQL and application interfaces and integrate with any applicable State standards
- x) Interface with application maintenance contractor(s), DIT-DCO and other functional areas (eg. security, disaster recovery) as necessary.

c. Manage Integrity of Data Model

- i) Provide reviews of MiCSES data model to ensure that the integrity of the data models are maintained
- ii) Validate that activities that result in new system values are not in conflict with current production values.
- iii) Provide coordination and configuration management of seed data.
- iv) Analyze database changes for proper standards and identify potential inconsistencies.
- v) Interface with application maintenance contractor(s).

d. Administer Data Loading and Data Utilities

- i) Create processes to implement and manage the loading of data.
- ii) Ensure proper use of data utilities.
- iii) Validate user security/setups in application security tables.
- iv) Assist with creation, and testing of scripts for all data loads.
- v) Interface with application maintenance contractor(s).

e. Plan, Prepare and Manage Multiple, Simultaneous Database, Data Warehouse, and Application Environments

- i) Provide coordination and a focal point for communications between the infrastructure team and other project teams accessing the application architecture.
- ii) Coordinate schedules to meet project requirements for multiple simultaneous development and maintenance database regions and application versions.
- iii) Coordinate planning for region creations, refreshes, data loads, etc. as required by project teams to meet project deadlines.
- iv) Provide advance planning for software releases in order for development, training, and customer service teams to have environment access and data on schedule.
- v) Interface with the application maintenance contractor(s), DHS-OCS, and DIT-DCO.

2. Support Network/Development Environment

- a. Facilitate network analysis and capacity planning as it pertains to MiCSES.
- b. Provide scripting expertise on troubleshooting desktop and network devices for use by the help desk.
- c. Provide interface to telecom providers for on-site troubleshooting and/or coordination of support efforts.
- d. Interface with the application maintenance contractor(s), and DIT-DCO, DIT-Network Operations Center, DIT-Telecomm.

3. Support Tools

- a. Create and maintain tools for the PCO and Infrastructure Support
- b. Create new reports and functions for MiCSES organization, as required.
- c. Support and maintain existing tool set, including:
 - i) Issue Tracker
 - ii) Change Control
 - iii) Time Tracker
 - iv) Configuration Tracker

- v) System DB
 - vi) Continuous Improvement Request Tracker
 - vii) Test Tracker
 - viii) Ticket Tracker
 - ix) Performance Monitoring and Reporting Tools
 - d. Integrate infrastructure tools, applications and utilities within the framework of the project office.
 - e. Recommend improvements to tools or new tool creation
 - f. Support the tools hosting infrastructure.
 - g. Interface with PCO, Infrastructure Support and application maintenance contractor(s).
4. Configuration and Release Management
- a. Administer the Oracle repository, to enforce configuration management processes for new development and application maintenance activities.
 - b. Create, modify and improve automated build process controls.
 - c. Recommend software configuration products.
 - d. Manage and support the processes to modify production and “soon to be” production applications.
 - e. Provide configuration management processes for all source code archives and processes for the Data Warehouse.
 - f. Manage all configurable items that comprise a software product (requirements, designs, and modules)
 - g. Provide support and recommend modifications to the customized Remedy installation (used to automate, facilitate and enforce the development process governing change control, workflow and promotion to production procedures).
 - h. Assist in the definition of strategies to manage data for testing, training, and demonstration purposes.
 - i. Provide Remedy ticket information/reports and other program management data to DIT and FIA leadership.
 - j. Interface with the application maintenance contractor, DIT-DCO.
5. Monitor Batch Process Performance
- a. Provide input into batch performance and tuning.
 - b. Provide development and maintenance teams with timing information and recommendations.
 - c. Support performance improvement efforts and new releases regarding batch topics and batch processing window.
 - d. Interface with the Application Maintenance Contractor, DIT-DCO.

In addition to MiCSES infrastructure support tasks and responsibilities that are internal to MiCSES, the parent agency, DIT, provides the following support services.

2. DIT Technical and Data Center Services: This group contains two sections and their responsibilities are described below:

A. DIT Data Center Operations (DCO): This section within DIT Technical and Data Center Services is responsible for all State of Michigan hardware and operating software hosted within the three data centers. Specifically DCO is responsible for:

1. Configuration Management: Plan for and facilitate the installation of newly purchased or redeployed equipment as well as decommission of obsolete equipment in the Hosting Centers.

2. **Enterprise Services:** Responsible for the oversight of the Hosting Centers (HVAC, electrical, receipt of equipment and salvage) and Hosting Center Services such as:

- a. DIT Incident Management
- b. Situation Management
- c. Problem Management
- d. Change Management
- e. Enterprise Monitoring

3. **Enterprise Platform Services:** Responsible for technical support the various enterprise platforms including:

- a. Unisys MCP
- b. Unisys CS7822
- c. Bull Olympus 9000
- d. NCR Teradata (2) Data Warehouse
- e. Data Exchange Gateway (based on HP Non-Stop Systems and Messageway software)
- f. Production tape librarian services

4. **Scheduling and Data Entry Services:** Schedules, prioritizes and performs batch jobs and provides data entry services on behalf of Agency clients.

5. **Data Center Consolidation:** Consolidates the legacy Lansing area server rooms into the three MDIT Hosting Centers

6. **Planning & Solutions Development:** Design and manage the implementation of infrastructure environments that host enterprise application services offered by MDIT.

B. DIT Technical Services: This section within the DIT Technical and Data Center Operations is responsible for the following:

1. Enterprise Validation
2. Enterprise Storage
3. Open Source / Open Standards
4. Application Servers
5. Dense Computing

3. DIT Office Automation Services: This group provides a single desktop environment that supports all the business needs of the different state agencies and departments. Office Automation Services provides an automated environment that allows for monitoring, distributing, and updating desktop software remotely and refresh desktop hardware as necessary. Office Automation Services also provides support to all other DIT organizations in the delivery of desktop services. The various sections and Divisions are:

A. Client Service Center Division: This Division within DIT Office Automation is responsible for fielding all Enterprise Help Desk Calls and problem ticket monitoring and reassignments. The MiCSES Help Desk is part of the DIT Client Service Center Division and is the first point of contact for MiCSES users. Some MiCSES Help Desk calls are routed to the DIT Enterprise Help Desk for resolution when appropriate.

B. Depot Maintenance, Logistics and Inventory: This section maintains and deploys inventory stock, provides technical desktop builds, and stores additional surplus equipment.

C. Service Delivery Section: This section provides Enterprise application development Project Management support

D. Design and Delivery Division: This Division within DIT Office Automation is responsible for Administrative Applications (Remedy, ITAM, etc.), Wireless, Messaging, Desktop Design Section, Desktop Delivery Section, and Technical Training Team Units.

4. DIT Telecommunications: This group within DIT is responsible for all hardware and operating software both centrally and within managed counties to ensure connectivity to required system components, including:

A. Network Operations Management provides State Agencies with enterprise wide design, installation, maintenance, and constant monitoring of the State of Michigan's data networks and enterprise network services.

B. Enterprise Network Operations Management support covers two primary areas of activity and responsibility. The core functions are:

1. **Network Support:** LMAN, LAN and WAN design, installation and maintenance

2. **Security Support:** Firewalls and DNS

C. Network Monitoring: 24/7 monitoring and response - HPOV and NetCool

D. LGNet Support: local government network

E. SecurID & VPN Support: secure access and Virtual Private Networks.

F. SMART Buildings-Seat Support: port activations

G. Phone Services: Coordination of all interfaces with Telecom service providers (SBC, etc.)

5. DIT Office of Enterprise Security: (OES): This unit within the DIT Executive Management Team is responsible to ensure the confidentiality, integrity, and availability of State of Michigan information assets, and engage with our business partners to manage risks and educate through security awareness.

6. DIT Agency Services

Agency Services is the liaison between the Department of Information Technology (DIT) and the individual Executive Branch agencies. With respect to MiCSES, Agency Services is responsible for maintaining the business relationships between DIT and the DHS Office of Child Support. The Agency Services MiCSES project management team is directly responsible for managing the MiCSES IT plans, ensuring the timely delivery of agreed upon IT services, and management of the associated contracts and contractual staff responsible for application maintenance and development.

The Agency Services team oversees the operational management of MiCSES and associated contracts, including, but not limited to, the following functions:

A. Agency Advocacy

B. Relationship and Expectation Management

C. Business Drivers

D. Leveraging existing State Of Michigan Technology

E. Development and Execution of Strategic and Tactical Plans

F. Project Prioritization

G. Issue Resolution

H. Budget Oversight

I. Marketing and Communication

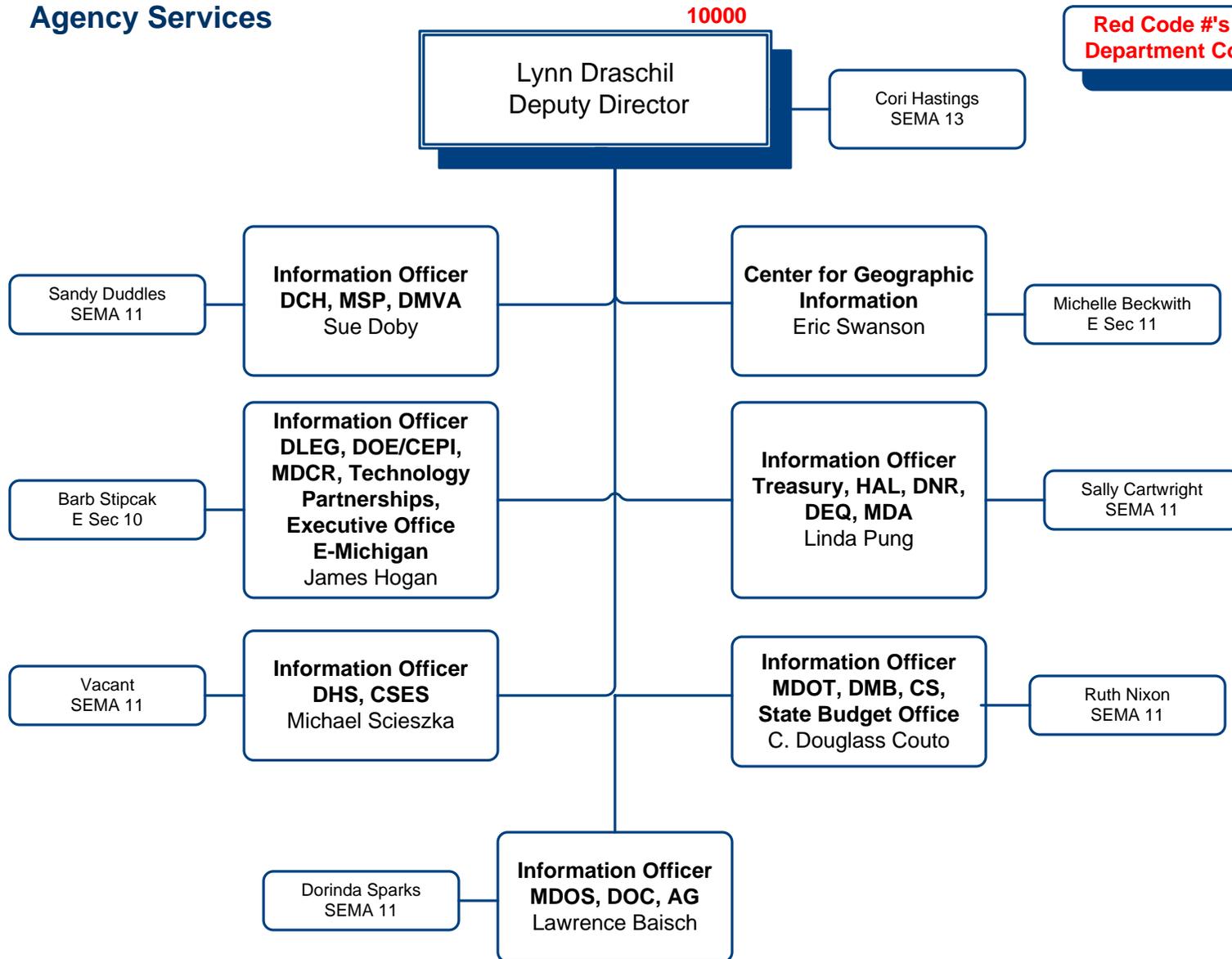
J. Outside Agency Project Coordination



STATE OF MICHIGAN
Department of Information Technology
Agency Services

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Red Code #'s are
Department Codes



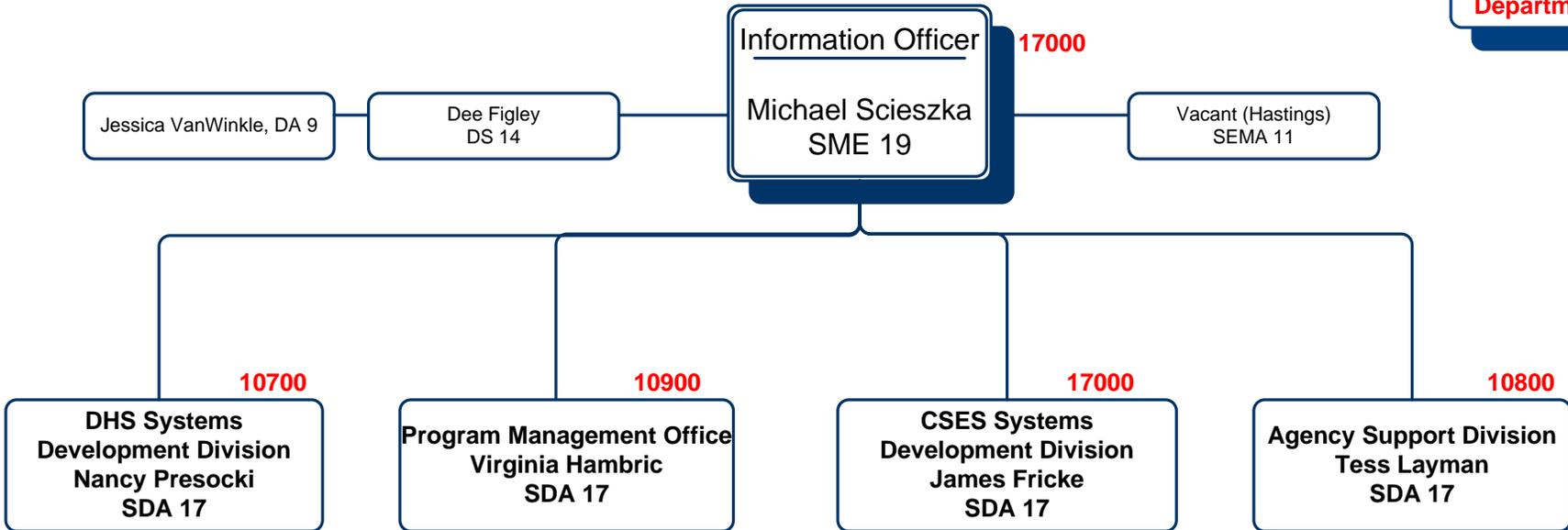


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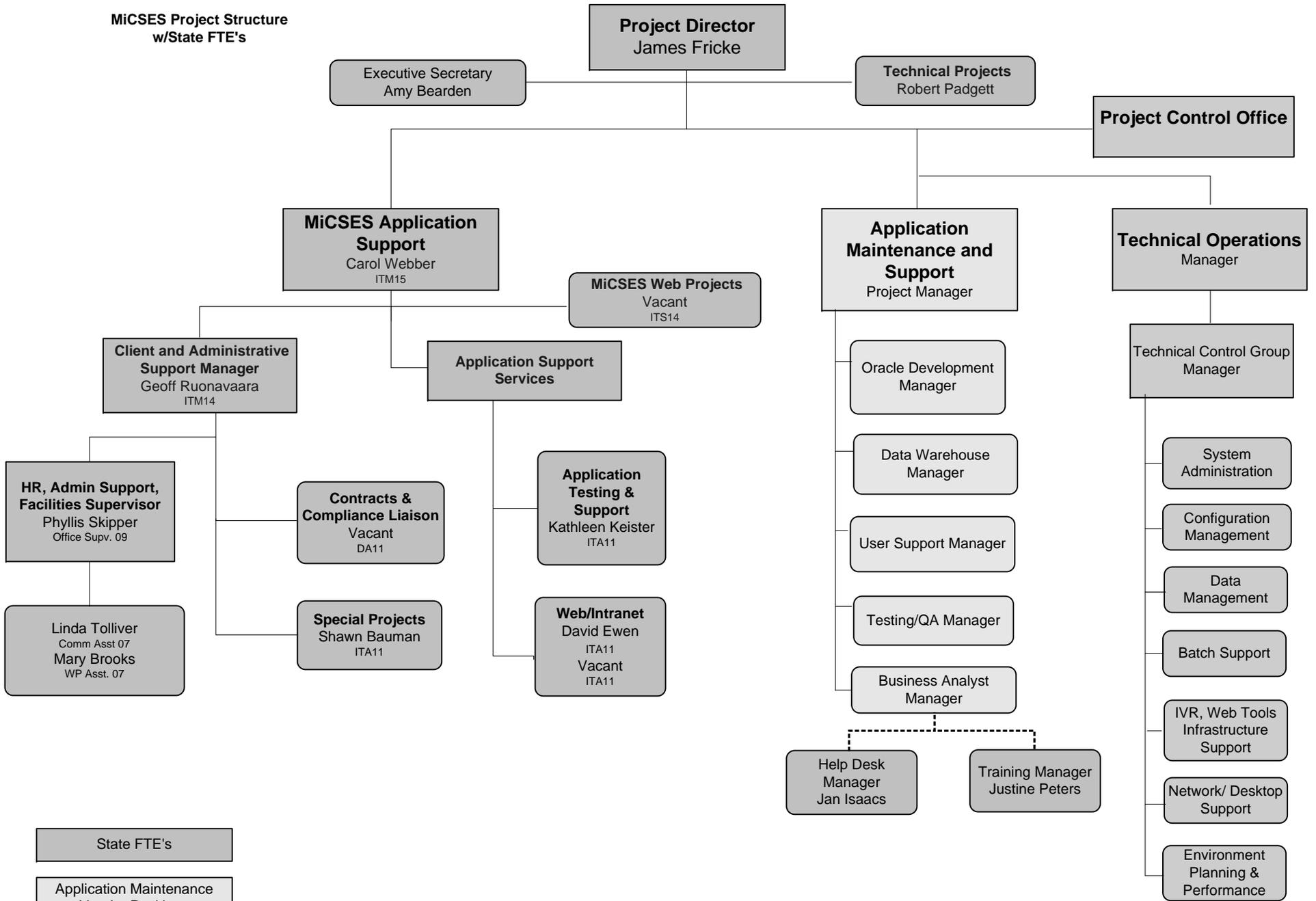
152 FTEs
7 Vacancies

159 Total FTEs
0 Students
Revised 04/14/2008

Red Code #'s are
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**MiCSES Project Structure
w/State FTE's**



State FTE's

Application Maintenance
Vendor Positions

PCO Vendor Positions

Nonformal Reporting