

**State of Michigan
Michigan Child Support Enforcement System- EXAMPLE
Maintenance Plan**

General Information

<i>Project ID / Acronym:</i>	MiCSES	<i>Date:</i>	August 13, 2003
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This example is from MiCSES which is a large and complex project. This project is a Federally Mandated System with approximately 200+ staff.

Privacy Information

This document may contain information of a sensitive nature. This information should not be given to persons other than those who are involved in the Michigan Child Support Enforcement System- EXAMPLE project or who will become involved during the lifecycle.

Table of Contents

General Information	1
Table of Contents	2
1. Overview	3
1.1 Background.....	3
1.2 Scope of Maintenance	3
1.3 References	4
2. Product Status	4
3. Project Team.....	5
3.1 Roles and Responsibilities.....	6
4. Management Approach.....	8
4.1 Management Priorities.....	8
4.2 Task Estimates.....	8
4.3 Assumptions, Constraints, and Dependencies.....	9
5. Technical Approach.....	9
5.1 Types of Maintenance Activities.....	9
5.2 Configuration Management.....	9
5.3 Risk Assessment.....	10
5.4 Testing	11
5.5 System Protection.....	11
5.6 Special Processes.....	11
5.7 Maintenance Records and Reports	11
5.8 Training	12
5.9 Documentation	12
5.10 Quality Assurance Activities.....	13
5.11 Related Forms.....	13

1. Overview

1.1 Background

The Child Support Enforcement program was established in 1975 as Title IV-D of the Social Security Act. Its purpose is to locate noncustodial parents (NCPs), establish paternity, establish and enforce child support, and collect child support payments. State Title IV-D Child Support Agencies manage and operate child support programs. The Office of Child Support recently launched a partnership initiative that significantly increases participation of various entities in setting direction for the child support program in Michigan. MiCSES project staff shall support this initiative through participation in Work Improvement Teams (WITs).

Because of escalating non-support for children by noncustodial parents, and a public need for responsive child support enforcement programs, the Administration and the Congress have long been interested in improving data systems for child support. As a result of this interest, the Family Support Act of 1988 (FSA88, Public Law 100-485) required each State to develop a statewide automated data system that had the capability to control, account for, and monitor all processes for determining paternity and collecting child support.

FSA88 also set October 1, 1995 as the deadline for States to implement the required certified automated child support data system. However, only one State met the October 1, 1995 deadline for implementing a certified automated data system for child support enforcement. As a result, on October 11, 1995, Congress passed legislation, Public Law 104-35 to authorize a 2-year extension of the deadline -- until October 1, 1997.

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA; Public Law 104-193) was enacted on August 21, 1996. This legislation required States to build on existing automation efforts to implement programmatic enhancements for strengthening child support enforcement. It also mandated that States have an automated statewide CSES that meets all the requirements of both the FSA of 1988 and PRWORA by October 1, 2000.

As of March 31, 2003, 50 states and territories have been certified under the FSA88 requirements. FSA88 certification for Michigan and the Virgin Islands is in progress; California and South Carolina are not scheduled. Twenty states and territories have been certified under PRWORA; 32 are scheduled or in progress (including Michigan); 2 are not scheduled (California and South Carolina). Michigan's failure to become certified under FSA88 and PRWORA has resulted in significant penalties, which are currently held in abeyance pending certification. Certification, which is expected by September 30, 2003, will result in penalty relief of approximately \$147.5 million.

1.2 Scope of Maintenance

The following is a preliminary analysis of the major tasks involved for successfully maintaining and operating the MiCSES.

- Maintain the certification of the MiCSES,
- Achieve support that is predictable and of a consistently high quality,

- Deliver services and support that is measurable and that meets or exceeds the State’s performance metrics,
- Operate the MiCSES at costs that are minimal and predictable,
- Ensure flexibility in terms of the level of application support and services shared between Contractor and State staff,
- Continue to provide and improve upon high quality service levels to the end-customers, and
- Achieve low risk entry into new technologies and/or services.

Reports:

Reports:

The following describes the minimum level of required reports.

- a. Weekly and monthly status reports in the format dictated by the DIT MiCSES project manager.
- b. Weekly production maintenance report on the status of all work required in this Work Statement. It must highlight problems or special activities in application development and maintenance, user support and database administration. It must also address any issues, problems, or changes related to customer service.
- c. Weekly software changes and enhancements report for each functional area. This report must describe the status, progress, and/or problems related to all software modification and enhancement work that is currently in process.
- d. Weekly software testing and migrations report.
- e. Monthly personnel report. Through the personnel report the Contractor should provide summary descriptions of the tasks accomplished by each staff member on each development/maintenance team. The report should identify any staffing problems, potential staff changes, and the vacation and off-site work plans of all Contractor staff for the next month. This report should address staff training activities, issues, and plans for the subsequent month.
- f. Monthly training report. This report should describe any training activities that are being undertaken with Contractor and state staff to keep them technologically and programmatically up to date.
- g. Weekly manager level report that tracks key project issues and proposes next steps and solutions.

1.3 References

(<http://pco-intranet / Configuration Management / MiCSES Repository Explorer / Processes and Standards / CMMI Documentation / Issue Management Plan>). A User Guide for Issue Tracker can also be accessed from the PCO Intranet Home Page (<http://pco-intranet> , <http://pco-intranet> , Documentation, Issues Tracker Training).

For further details on the Configuration Management process, refer to <http://pco-intranet> , Configuration Management/MiCSES Repository Explorer/Processes and Standards/CMMI Documentation/Configuration Management Plan.

Project plans may be accessed via the PCO intranet site under Project Plans, or by using the following link: <http://pco-intranet/Main/ProjectPlans/ProjectPlanForm.cfm>

2. Product Status

- ✓ In February MiCSES 2.4 was implemented, largely in response to findings in the 2002 federal review. This version incorporated Support Specialist functionality formerly provided in legacy CSES as well as enhancements to the legal and FOC modules.
- ✓ In April two counties comprising our pilot FOC region (Region 0) converted from legacy CSES to MiCSES 2.4.
- ✓ On May 31 Region 1 (26 FOC offices) converted to MiCSES 2.4.
- ✓ On June 30 Region 2 (10 FOC offices) converted to MiCSES 2.4.
- ✓ The remaining FOC offices are scheduled to convert to MiCSES at the end of the month in July, August, and September.

In June OCSE conducted a functional review of MiCSES 2.4, focusing on findings from the 2002 review. Results were very positive. Site visits to 3 counties will occur in August. We expect federal certification for both FSA88 and PRWORA when the last region converts to MiCSES on September 30, 2003.

3. Maintenance Team

- Project Leader
- Application Support Manager
- Oracle Maintenance and Development Manager
- Systems Programmer Staff
- Testing Manager
- Testing Staff
- Customer Services Manager
- Business Analyst Team Leader
- Business Analyst Staff
- Quality Analyst

3.1 Roles and Responsibilities

<i>Role</i>	<i>Name</i>	<i>Organization</i>	<i>Responsibility</i>	<i>Percentage of Time</i>
System Owner / User Point of Contact (POC)			<ul style="list-style-type: none"> ✓ Overall responsibility and accountability for systems and data. ✓ Assigns and approves all project activities ✓ Represents as the single POC for project assignments. 	
Project Leader			<ul style="list-style-type: none"> ✓ Daily planning and control of project. ✓ Manages and coordinates technical effort. ✓ Evaluates all requests and assignments from system owner and assigns to the appropriate staff member. ✓ Provides consistent and timely communications with system owner. ✓ Final sign off of all project assignments prior to forwarding to system owner for approval. ✓ Production of the Maintenance Plan and obtains the customer's agreement to the plan. 	
Project Leader's Manager			<ul style="list-style-type: none"> ✓ Provides support and guidance to the project leader and team. Ensures project staffing. Resolves and facilitates communications between client and support group. 	
Systems Programmer / Analyst			<ul style="list-style-type: none"> ✓ Analyzes assignments and performs the technical requirements of the task including coding, testing, documenting, and implementing. 	

Support Staff				
Quality Analyst			✓ Reviews deliverables from a QA perspective. Provides guidance and assistance on process matters.	

4. Management Approach

The MiCSES project will perform the following activities to monitor and track project progress so as to deliver a quality product according to the established schedule and budget:

- Schedule Development and Control
- Statistical Project Measurement
- Qualitative Project Measurement
- Communicate Project Status
- Manage Project Issues
- Manage Project Defects (tickets) and Units of Work (UoW)

The MiCSES project primarily uses Microsoft Project, as well as a suite of companion products developed and maintained by the PCO. One of the most heavily used of these tools is Time Tracker, a schedule control tool used primarily for collecting actual hours worked and other information that is relevant to schedule control such as vacation schedules. A training document for the Time Tracker tool can be accessed from the PCO intranet Home Page (<http://pco-intranet> , Documentation, Time Tracker Training).

Project issues are managed in Issue Tracker, which can be found on the PCO intranet. This log is a web-based tool which can be accessed from the Home Page of the PCO intranet. More detailed information about issue management tools and processes is contained in the MiCSES Issue Management Plan. This document can be found (<http://pco-intranet> / Configuration Management / MiCSES Repository Explorer / Processes and Standards / CMMI Documentation / Issue Management Plan). A User Guide for Issue Tracker can also be accessed from the PCO Intranet Home Page (<http://pco-intranet> <http://pco-intranet> , Documentation, Issues Tracker Training).

4.1 Management Priorities

Planning and prioritizing. The purpose of this activity is to coordinate and prioritize proposed changes; to create, review and approve hourly estimates for changes; and to schedule approved work. The Contractor may be asked to participate in meetings with the State to prioritize and schedule work. Proposed changes to the MiCSES system can come from a variety of sources including the customer help desks, county offices, MiCSES subsystem leads, DIT/DHS lead staff and managers, DHS management, DHS support specialists, the Friends of the Court offices, the Michigan judicial system, Prosecuting Attorneys, the Michigan Legislature and federal agencies.

Planning activities must be performed for all customer areas so that multiple “tracks” of work proceed concurrently. The scheduling of work within each business area must be dynamic and reviewed frequently to accommodate new work items and revised priorities set by the State.

4.2 Task Estimates

The work plan estimating process is used to create initial work plans based on business complexity and scope of the change. MiCSES uses the MiCSES Estimating Tool for work plan estimating. This tool is based on extensive experience gained on this engagement, and knowledge of the MiCSES business functionality. While this tool creates the initial work estimates, these estimates may be adjusted by the application owners

as appropriate before the work plan is baselined. For example, a particular resource may be new to the project team and require additional time to complete their work.

The MiCSES Estimating Tool will be evaluated periodically against actual results of completed work plans to allow future estimates to be more accurate. This tool can be found in the spreadsheet found on public\prod_operationsteam\production support emergencies.

4.3 Assumptions, Constraints, and Dependencies

There are critical dependencies for MiCSES between the Application Development and Technical Control Group. The TCG is responsible for configuring and supporting the technical environments. The Technical Control Group's tasks must be closely coordinated with the application development schedule.

Also, MiCSES Production Support team provides batch schedules and other operating requirements which are often executed by the TCG Batch Operations team. These two teams communicate daily for batch planning activities, as well as when operational issues occur.

All schedule dependencies are tracked in the individual Microsoft Project work plans, developed by the PCO using a custom implementation of MS Project 98. These dependencies are used to ensure that work is planned and scheduled in the order that it should be performed. Dependencies can be either functional-based (e.g. – system testing may only begin after string testing has completed) or resource-based (e.g. – a resources should not be scheduled to work on multiple tasks at the same time). Not all work plan dependencies are critical.

Project plans may be accessed via the PCO intranet site under Project Plans, or by using the following link: <http://pco-intranet/Main/ProjectPlans/ProjectPlanForm.cfm>

5. Technical Approach

5.1 Types of Maintenance Activities

In addition, to baseline maintenance and support of the MiCSES certified system, there are a number of enhancements needed to address new requirements, improve system usability for workers, and improved overall technical performance.

5.2 Configuration Management

5.2.1 MiCSES Configuration Management

The Configuration Management (CM) plan contains an overview of the project's CM approach, and detailed information on the following:

CM Roles and Responsibilities, CM Process Flows, CM Scope, Change Control Processes, Baseline Processes, CM Tools, Migration Processes, Project Infrastructure, CM Audit Processes, CM and Configuration Item Status Reporting, CM Training, CM Schedule and Cost, Interface Control, CM Metrics

For further details on the Configuration Management process, refer to <http://pco-intranet> , Configuration Management/MiCSES Repository Explorer/Processes and Standards/CMMI Documentation/Configuration Management Plan.

5.2.2 CHANGE CONTROL: Obtain Approval for Corrective Action

In most cases, the project management personnel are empowered to take the selected corrective action without further approval. However, in the event that the corrective action involves a significant impact, or no consensus can be made regarding the appropriate plan of action, buy-in from the key stakeholders should be garnered.

Actions that require the approval of management:

- Major changes in project scope
- Effort
- Deadlines

5.2.3 Actions that do not require management approval but require re-planning before implementation:

Change controls must be approved prior to modifying the detailed project work plan. While these actions can be taken directly by project management, it is prudent to obtain appropriate stakeholder consensus and buy-in for actions that are contentious, have significant impact, and/or affect stakeholders outside the project team.

Approval of such corrective actions is normally obtained in status review meetings. However, these items should usually be discussed individually with the relevant stakeholders before issuing status/performance reports and conducting status review meetings

5.2.4 Take Corrective Action

There are three types of corrective actions:

- Actions that the Senior Executive is empowered to implement immediately to correct a problem that does not require re-planning
- Actions that do not require management approval but require re-planning before implementation
- Actions that require the approval of management and are typically major changes that affect the project scope, effort, or schedule baselines

Corrective actions may include the following:

- Work process changes
- Team building
- Staff training
- Increased or decreased supervision
- Resource work assignment changes
- Reassignment of team members
- Initiation of risk responses, as necessary
- Change requests to be addressed within the configuration management process
- Escalation to management

5.3 Risk Assessment

MiCSES documents newly identified risks per the process outlined in <http://pco-intranet> , Configuration Management, MiCSES Repository Explorer, Processes and Standards, CMMI Documentation, Risk Management Plan.

Security risks are addressed in the Security Plan.

5.4 Testing

MiCSES performs regression testing to assure that the new software causes no degradation or errors elsewhere in the system. The system testing function shall be performed by staff independently of the programmer/analyst staff who performed unit testing. Integration Testing consists of:

- System testing,
- User acceptance testing,
- System performance testing and
- Regression testing

At MiCSES before beginning the system test phase, the Testing Manager shall present a system test plan to be reviewed and approved by the DIT MiCSES project manager. The test plan shall include details on the tests to be performed on each individual piece of new or changed logic. The plan must provide a detailed description of testing situations and expected test results, a copy of all test data and input forms, and an organizational chart depicting personnel responsible for testing. Individual test scenarios must be documented and stored in the documentation library.

After performing the system test, the manager or designee shall present system test results to the State by conducting walkthroughs and demonstrations of new functionality, providing outputs (such as reports using actual test case data and results), simulating production case scenarios, and showing before and after images of databases. The system test results for each test scenario must be documented and stored in the documentation library.

5.5 System Protection

User access and security is granted by the Configuration Repository Manager, based on user's respective role on the Project. Security Agreements are signed by the staff member, and their manager, requesting access. Refer to OCS Policy AT 2006-004 for Granting, Changing and Deleting Access to Computer systems for MiCSES.

5.6 Special Processes

All new development work, including changes or modifications to existing code must be evaluated and tested for impact on batch processes and the batch processing windows. The existing daily batch window is 5:01 p.m. to 6:59 a.m. The production application and database must be available to the users from 7:00 a.m. to 5:00 p.m., Monday through Friday, during which time data can be viewed, modified, and updated and reports, forms, and documents generated.

5.7 Maintenance Records and Reports

At MiCSES we offer our customers the ability to log onto our mi-support.cses.state.mi.us to check the status of their activities.



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- Based on your choice of status, the search results may contain all open Help desk/IT calls and any calls that were closed within the last 30 days.
- When choosing from the Status and Site drop-down boxes, if you do not find the option you are looking for, then we have no records in the database for that option.

5.8 Training

Project training sessions are held as needed.

5.9 Documentation

Project team leads are responsible for developing a team status report . This status report should use the most current status reporting template. Status reports are reviewed during the Application Status meeting, and summarized for the Weekly Client Status Report deliverable. Once the weekly Manager's Meeting has

been conducted, the Weekly Client Status Report deliverable is made available to project team members via e-mail.

Status Communication Name	Person/ Role Responsible	Inputs/documents (e.g. ticket/UoW Report, Issue Report, Estimate to Complete for Deliverable)	Frequency	Recipients
Application and Development Status Report	Deputy Project Manager	MS Project, Team Status Reports, Issue Tracker, Risk Tracker, Report Tracker	Weekly	Key Client Executives, Project Management
Team Lead Status Report	Team Lead(s)	MS Project, Team Member Status Reports, Issue Tracker, Risk Tracker, Report Tracker	Weekly	Development Manager, QA Manager, Deputy Project Manager
Team Member Status Reports	Team Member	MS Project	Weekly	Team Lead, Development Manager, QA Manager
PCO intranet	All Team Members	Out of office, Announcements, Contacts, Calendars, Links and other project information	Anytime	All Team Members
Project Status Report	PCO	Includes application, TCG, IVR, OCS, SDU scorecards	Weekly	
Various Meetings	Various	.		

5.10 Quality Assurance Activities

Quality Management provides a systematic approach consisting of processes, procedures, techniques, and standards for maintaining the quality of project deliverables created by the project team.

The MiCSES Quality Plan contains an overview of the Project's quality approach to validate delivery of quality products and services, and detailed information on the specific reviews:

- Peer Reviews
- Process and Product Quality Assessments (PPQA)
- Best Practices Reviews
- QA Review

More detailed discussion of the above reviews can be found at <http://pco-intranet> , Configuration Management/MiCSES Repository Explorer/Processes and Standards/CMMI Documentation/Quality Plan.

5.11 Related Forms

DIT-0179, Software Change Control Log

DIT-0180, Maintenance Log Detail Status Information

Approval

The signatures relay an understanding of the purpose and content of the document by those endorsing it.

Accept Reject On Hold Need Clarification Other:

	Name / Title	Signature	Date
Client Sponsor			
DIT Sponsor			
Project Manager			