



How to Modernize Your Child Support System

Modernizing a child support system is a way to ensure you're serving children and parents effectively and efficiently. This process is complex and takes three to five years to complete. Here's a checklist of what you'll need to do.

✓ Outline Vision

Plan how you'll collaborate with all partners who will use the system. Is this an enterprise system used by Medicare or Medicaid, child welfare, TANF, SNAP, or other programs? Is this a system used only by child support?

✓ Secure Funding

Secure funding for the entire project from legislators.

✓ Choose the Right System

Use the [Streamlined Feasibility Study guide](#) to analyze system options (replatforming or refactoring does not require a Streamlined Feasibility Study).

1. Conduct cost-benefit analysis on transfer, hybrid, and commercial off the shelf options.
2. Determine cost savings between alternatives you identified.
3. Choose the system that is best for your program.

✓ Get Approval

Submit the Streamlined Feasibility Study for approval to OCSS.DSTS@acf.hhs.gov.

✓ Develop Project Plan

Once OCSS approves your project, create a plan from beginning to end.

- Identify start and end dates, duration, and task dependencies
- Identify business sponsor (usually IV-D director)
- Involve your IT division to explore on-premise hosting v. cloud
- Identify PMP-certified project manager
- Involve all counties and get their unique requirements (critical)

✓ Procure Vendors

You'll need to secure vendors for these phases:

- Design, Development, and Implementation (DDI)
- Project Management Office (PMO)
- Quality Assurance (QA)
- Independent Verification and Validation (IV&V)

✓ Choose Methodology

Decide whether you'll use the [agile, iterative, or waterfall](#) approach to manage your project.

✓ Get Certified

Follow the steps in the [certification guide](#). If possible, have the IV&V vendor do a pre-compliance check. You'll also want to identify small, medium, and large counties for your pilot.

✓ Celebrate Modernization Success

Congratulations on implementing a system that helps families and staff!

OCSS can guide you through the technical and procurement elements in this checklist and share lessons learned from other states. For questions about the modernization process, email OCSS.DSTS@acf.hhs.gov.