

Child Support Enforcement Caseload Management System Modification Project **FY2002 Request: \$3,000,000**
Reference No: AMD 33818

AP/AL: Appropriation **Project Type:** Information Systems
Category: General Government
Location: Statewide **Contact:** Michael Marting
House District: Statewide (HD 1-40) **Contact Phone:** (907)269-6834
Estimated Project Dates: 07/01/2001 - 06/30/2006

Brief Summary and Statement of Need:

Program rewrite required to improve data flow between CSED and Anchorage Data Center. Modifications will reduce processing time and errors. This project will eliminate two critical problems within the child support enforcement computer system (NSTAR). First it will remove outdated proprietary software used for input/output calls. This software does not function correctly with new upgrades to the mainframe operating software. Second the rewrite will concentrate on making batch programs more efficient to allow the nightly batch process to be completed in the required time.

Funding:	FY2002	FY2003	FY2004	FY2005	FY2006	FY2007	Total
Fed Rcpts	\$1,980,000						\$1,980,000
GF/Prgm	\$1,020,000						\$1,020,000
Total:	\$3,000,000	\$0	\$0	\$0	\$0	\$0	\$3,000,000

<input checked="" type="checkbox"/> State Match Required	<input checked="" type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
34% = Minimum State Match % Required		<input checked="" type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

Operating & Maintenance Costs:

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	0
Totals:	0	0

Additional Information / Prior Funding History:

Project Description/Justification:

The objective of this proposed capital project is the elimination of two critical problems with the automated child support system Northern Support Through Automated Resources (NSTAR). First CSED intends to rewrite the programs necessary to eliminate an older piece of proprietary software that creates problems which occur as the Information Technology Group (ITG) upgrades mainframe software. A second benefit of this rewrite is improved efficiency of batch programming.

NSTAR uses a software program called CORE to handle all input/output calls. This software is now approximately seven years old. As ITG updates mainframe software, this antiquated program creates problems. To date, these problems have been overcome by not using certain features of the new mainframe software or creating other work-arounds. However, there will come a time when the CORE software will simply not work with upgraded mainframe software. The federal government identified this as a problem during a systems review in July 1999 and recommended CSED explore replacing or upgrading this software.

CSED is currently working on federally mandated changes to the disbursement and distribution portion of NSTAR. These changes to the process were so massive that CSED ended up having to rewrite that portion of the system. CSED rewrote these programs bypassing CORE. This means that when these programs go into production in December 2000,

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approximately 35%-40% of the 594 programs will not use CORE. This capital project would be used to rewrite the remaining 60%-65% of the programs and eliminate the use of CORE completely.

Currently, overnight batch processing barely finishes prior to the start of the workday. On certain days such as end of month, quarter and year, processing does not finish until the subsequent workday is almost over. All case histories are maintained in NSTAR. Therefore, on the days that NSTAR is unavailable, customer service and staff productivity is compromised; CSED can not answer client questions concerning their cases or perform make other case adjustments or inquiries. CSED is working on other processes and interfaces that will extend the batch processing time even further. This means that unless the batch processing programs are rewritten to make them more efficient, NSTAR will be unavailable more often and the public will be further inconvenienced. As these programs are rewritten to eliminate CORE, they will also be written to process data more efficiently and decrease the overall batch processing time.