Agency Vision

All Arizonans who qualify receive timely DES services and achieve their potential.

Agency Mission

The Department of Economic Security makes Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable.

ATLAS Replacement

State of Arizona – Department of Economic Security (DES) Division of Child Support Services (DCSS)

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Presenters:

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Project Background

- The Division of Child Support Services (DCSS) mission is to "Provide timely child support services that are in the best interest of the child." These services include the:
  - o Collection and disbursement of child support payments;
  - o Establishment of legal paternity for children born out of wedlock;
  - o Establishment of medical and child support orders;
  - o Location of noncustodial parents.

- DCSS utilizes the Arizona Tracking and Locate Automated System (ATLAS) to manage and process more than 300,000 active child support cases across Arizona.

- ATLAS is a legacy mainframe system that was implemented in 1996 and is one of the oldest child support systems in the country.

Problem Statement

- Feasibility Study / Cost Benefit Analysis was conducted in year 2017 to identify an alternative solution recommendation for replacing the legacy ATLAS system
- Division of Child Support Services (DCSS) plans to replace the legacy ATLAS system and alleviate the below mentioned critical deficiencies.

  - Technical Platform

  - Usability

  - Efficiency/Inflexibility

  - System Security

  - Data Reliability and Reporting

  - Customer Access

Project Benefits

The Department anticipates that successful implementation of this project shall provide the following benefits:

- Service Enhancement

- Increased Efficiency

- Problem Avoidance

- Increased Collections

- Modernized 21st Century System

Procurement

- Project Management (PM) Services
  - Develop, implement, and monitor project management plan and schedule
  - Oversee day-to-day operations and management of the project

- Implementation (IM) Services
  - Complete major implementation tasks such as design, development, testing, training, implementation, federal certification, warranty, knowledge transfer, operations, and maintenance

- Quality Assurance (QA) Services
  - Assure key quality management processes govern each phase of project development and implementation

- Independent Verification & Validation (IV&V) Services
  - Independently assess and recommend on the performance of the project

Proposed Technology Solution

- The base solution is transferred from the Federally Certified Delaware Child Support System

- Customize to meet the DCSS business and technical needs

- Develop using modern technology design principles which is highly scalable, flexible and configurable

- API based integration approach with internal and external systems

- Leverage responsive web design techniques to enable internal & external users to access the application on various devices

- Host on FedRamp Certified Cloud platform

Project Responsibilities

Agency

1. Contract oversight

2. Assist in obtaining the Transfer System Source Code and Documentation

3. Providing SME as needed

4. User Acceptance Testing

5. Review and acceptance of Milestone deliverables

6. Data Cleansing

7. System Operations and Maintenance take over after 2 years from implementation

Shared

1. Project Planning

2. Project Monitoring

3. System Integrations

4. Data Migration

5. Training (Train the Trainer model)

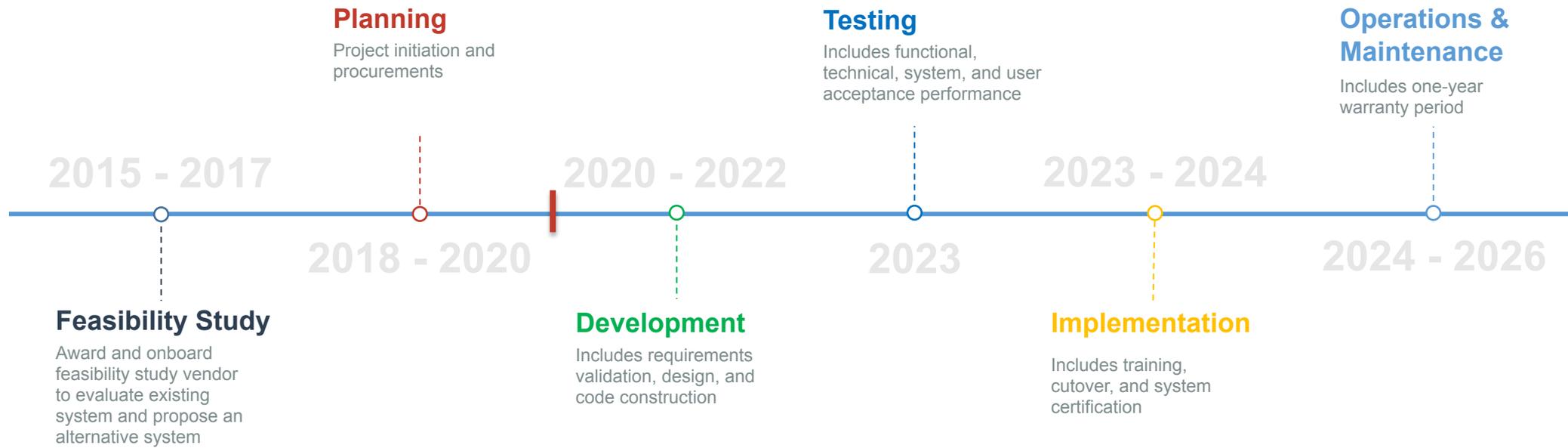6. Technical Training and Knowledge Transfer

Vendor/Contractor

1. Design, Development, and Implementation of the software solution

2. Application testing

3. Cloud Hosting the software solution

4. Assist with Federal Certification

5. 1 year of Warranty

6. 2 years of Operations and Maintenance

ATLAS REPLACEMENT PROJECT ORGANIZATION CHART
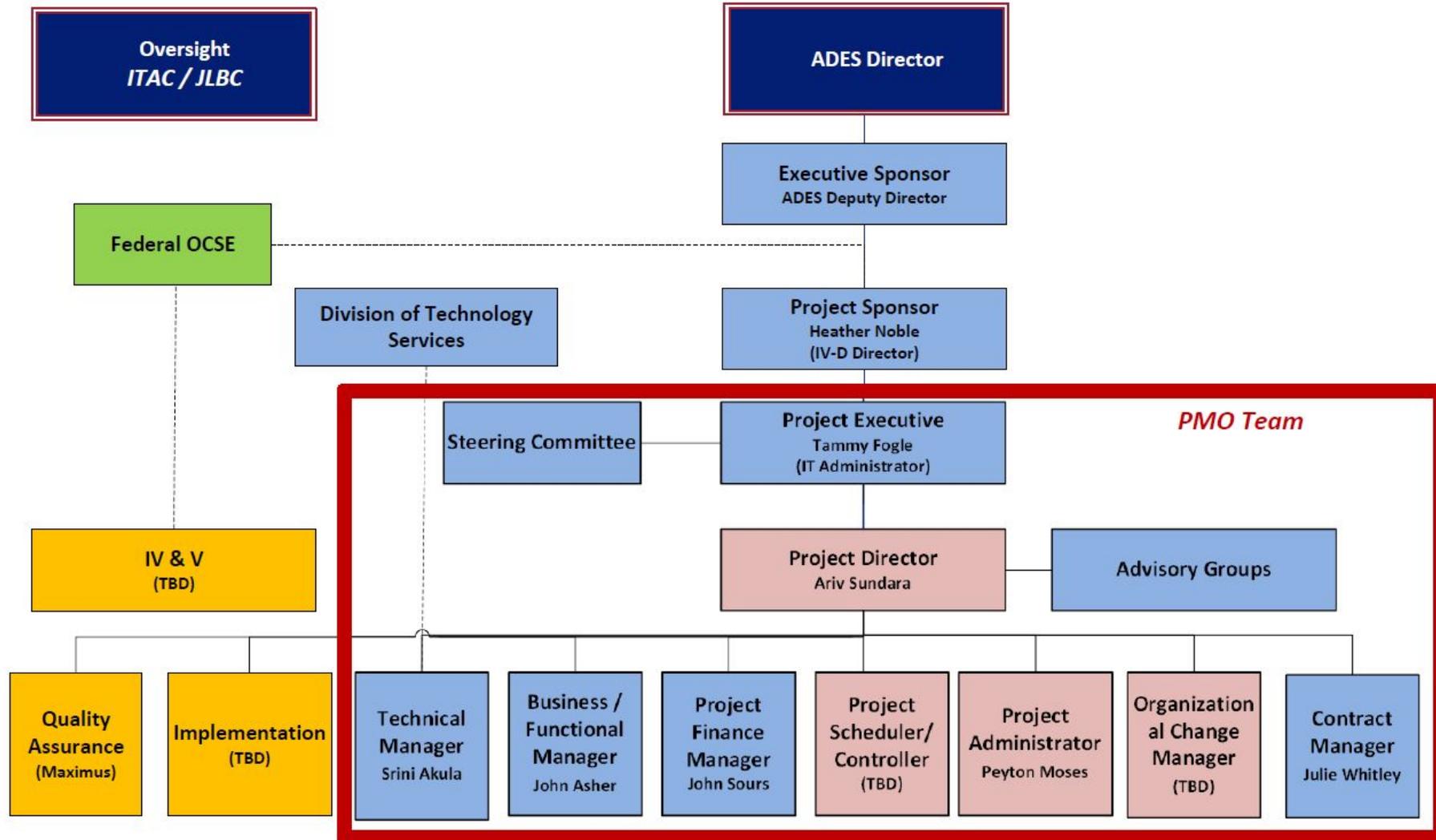
Project Costs

Development Project Costs by Category	
Professional & Outside Services	$53M - $60M
Hardware/Software/License	$4M - $8M
Facilities	$3M - $5M
Total Development	**$60M - $73M**

Annual Operational Costs	
Current	$1.8M
No System Replacement by FY25 (rising cost of the mainframe)	$2.9M
Post-System Replacement	$2.0M

	Available	To Be Requested
Base Budget (GF)	0%	0%
Other Appropriated	34%	0%
Federal	66%	0%

What Success Looks Like

Change Management

- Project Milestones
  Communications
  - Affected State Agencies
  - Other States/Territories
  - Federal OCSE
  - Affected Third Party Vendors
  - Internal Staff
  - External Clients

  Training
  - Train the Trainer
  - Internal Staff Training
  - External Stakeholders Training

Measures of Success

- ATLAS Replacement System implemented statewide as per the schedule
- ATLAS Replacement System gets Federal OCSE Certification
- Increase in current child support collections by 7.8% by the 3rd year of statewide implementation
- Increase in cost effectiveness ratio by 10% by the 3rd year of statewide implementation

DES / DCSS is requesting approval for the ATLAS Replacement project, in which the agency will deliver the following:

- Design, build and deploy all aspects of core child support business functions statewide

- Obtain Federal Office of Child Support Enforcement Certification

- Increase Efficiency in delivering child support services to Arizona children and families

Note: Because DES / DCSS is still in the procurement process, no specific details about the vendor, solution, schedule, or cost may be discussed in this forum.

Q & A
Session