

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



September 11, 2012

CSSIN LETTER: 12-05

ALL IV-D DIRECTORS
 ALL COUNTY ADMINISTRATIVE OFFICERS
 ALL BOARDS OF SUPERVISORS

SUBJECT: CALIFORNIA CHILD SUPPORT AUTOMATION SYSTEM (CCSAS)
 GOVERNANCE STRUCTURE

<u>Reason for this Transmittal</u>
<input type="checkbox"/> State Law or Regulation Change
<input type="checkbox"/> Federal Law or Regulation Change
<input type="checkbox"/> Court Order or Settlement Change
<input type="checkbox"/> Clarification requested by One or More Counties
<input checked="" type="checkbox"/> Initiated by DCSS

This document outlines the changes in the Information Technology (IT) Governance structure as reflected in the Department of Child Support Services (DCSS) IT Governance Management Plan dated August 2012 (formerly the Change Request Management Plan). This document supersedes CSS Letter 06-40 dated December 1, 2006.

The IT Governance Management Plan (Plan) addresses the responsibilities, practices, and activities for initiating, approving, and tracking system enhancements within the Child Support Enforcement (CSE) system and associated systems outside of CSE through closure. The Plan reflects changes from the original governance process including:

- Encompassing a larger number of system enhancements including CSE, Business Applications, Enterprise Customer Service Solution, Infrastructure, State Disbursement Unit (SDU) and Web Services.
- Restructuring the review and approval process for system enhancements:
 - The Change Management Coordination Committee (CMCC), all of the associated workgroups, and the Executive Steering Committee were disbanded.
 - The primary responsibility for recommending priority and proposing a schedule for implementation now resides with the Portfolio Management Team (PMT). The PMT consists of a team of five DCSS senior managers responsible for the initial review and analysis of Requests for Consideration.
 - The Change Control Board (CCB) reviews and votes on PMT recommendations, suggests changes in priority, and approves the commencement of analysis and design. CCB also entertains appeals of PMT recommendations to return or withdraw requests for system enhancements. The list of recommended changes and priority for implementation is contained in an IT Portfolio.

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- The DCSS Directorate authorizes final approval or rejection of items in the IT Governance Portfolio; approves or rejects all external funding requests for Change Requests; and arbitrates unresolved conflicts regarding the rejection, priority, etc., of requested changes.

The Plan is posted on California Child Support Central ([CA CS Central](#)). The DCSS Enterprise Project Management Office is responsible for its administration and support of related processes and procedures. Questions or concerns regarding governance related processes may be addressed to IT Governance Support at ITGovernanceSupport@dcss.ca.gov.

If you have any questions or concerns regarding this matter, please contact me at Rebecca.Stilling@dcss.ca.gov or at (916) 464-5472.

Sincerely,

/os/

REBECCA STILLING
CIO/Deputy Director
Technology Services Division