CSG
Government Solutions

EXPERTISE IN ACTION.

ABOUT CSG

CSG Government Solutions is a national leader in planning, managing, and supporting complex projects that modernize the information technology and business processes of large government programs. We provide high-value strategy, planning, and project assurance services that lead your most challenging modernization projects to successful outcomes.

CSG GOVERNMENT SOLUTIONS "AT-A-GLANCE"

BUSINESS:	HEADQUARTERS:	FOUNDED:	EMPLOYEES:	CHIEF EXECUTIVE:
Government Operations Consulting	Chicago, IL	1997	250	John Walsworth

REGIONAL OFFICES:

Atlanta, GA	Indianapolis, IN
Boise, ID	Portland, OR
Columbus, OH	Tallahassee, FL
Denver, CO	Washington, D.C.

CLIENTS:

44 state governments

U.S. Department of Health and Human Services

U.S. Department of Labor

Large municipal governments

SERVICE OFFERINGS:

PMO by CSG℠	*IV&V by CSG*℠
QA by CSG℠	*Strategy by CSG*℠

PROGRAM EXPERTISE:

Healthcare	Unemployment Insurance
Human Services	Revenue/Tax
Child Support	Motor Vehicle

OUR SERVICES

PMO by CSG℠

CSG brings you all the expertise and experience you need to establish and operate a "full-service" PMO, including project management, risk analysis and mitigation, requirements management, architecture assessment, business process reengineering, organizational change management, testing support, and other functions. These services utilize CSG's unmatched expertise in program operations and technology architectures to maximize the value of your PMO.
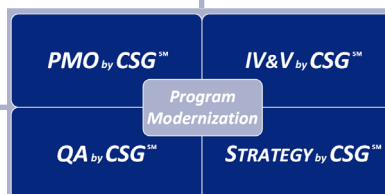
IV&V by CSG℠

CSG serves as your "eyes and ears" into the inner workings of your program modernization effort. Independent of implementation vendors and others, we provide insight into all aspects of the project, with a focus on risk identification, analysis, and mitigation. Our Life Cycle and Periodic IV&V methods are based on IEEE standards and provide a structured approach to assessment, analysis, review, evaluation, and testing throughout the modernization life cycle.
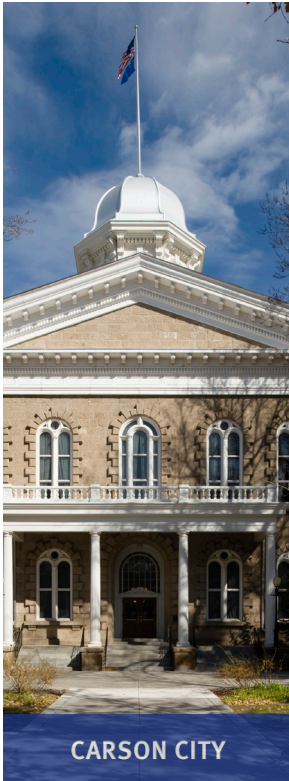

QA by CSG℠

CSG deploys highly experienced teams and innovative methods, knowledge, and tools to assure that complex projects are completed on time and achieve your program objectives. Our quality assurance methodologies are based on industry standards and best practices, and provide a structured approach to quality management, quality assurance, quality control, testing, and operations/maintenance.

Strategy by CSG℠

CSG is your trusted advisor in crafting program modernization strategies and addressing foundational aspects of your projects. From enterprise IT strategy and technical architecture, to business process reengineering, requirements definition, procurement support, and other critical functions, CSG's high-value resources provide insight into best practices and help guide your modernization efforts.

*PMO by CSG*ᔆᴹ

NEVADA'S AUTOMATED CHILD SUPPORT ENFORCEMENT SYSTEM

The Nevada Division of Welfare and Support Services (DWSS), Child Support Enforcement Program oversees the State's more than 200,000 child support cases per year. To improve the delivery of services and operational efficiency, DWSS is replacing its aging child support system with the Nevada Child Support Enforcement Automated System (NCSEAS).

*PMO BY CSG*ᔆᴹ

DWSS selected CSG to provide PMO services throughout the NCSEAS implementation. CSG's full-service PMO assures the system implementation achieves the State's goals, including flexibility to adapt to changing business needs, upgrade of aging legacy system architectures, increased cost efficiency, and support of federal performance measures that can lead to increased incentive funds.

CSG develops and executes a comprehensive, integrated project management plan including project governance, communications, risk and issue management, requirements validation and management, organizational change management, training support, and master project schedule management.

DWSS is committed to its mission of providing quality services that enable Nevada families to achieve their highest levels of self-sufficiency. CSG's PMO services help assure the State's objectives are achieved.

CARSON CITY

MARYLAND CHILD SUPPORT PROGRAM MODERNIZATION

The Maryland Department of Human Resources, Child Support Enforcement Administration (CSEA) serves over 220,000 families through 24 county programs. In order to provide the highest quality services for Maryland families and continue to increase performance on federal indicators for additional funding, CSEA launched a modernization effort focused on program performance and efficiency.

BUSINESS PROCESS REENGINEERING FOR PERFORMANCE IMPROVEMENT

CSEA engaged CSG to provide business process reengineering focusing on performance improvement. Applying child support expertise and industry best practices, CSG assisted CSEA in developing and implementing a Business Process Reengineering Plan to streamline workflows and processes. The CSG team also implemented a Performance Improvement Plan, which increased CSEA's performance on federal indicators in targeted areas.

The State of Maryland is committed to providing efficient, high-impact child support services to the children and families who depend on them. CSG is there to help.

ANNAPOLIS

READ MORE ABOUT *PMO by CSG*ᔆᴹ.

PMO by CSG℠

SPRINGFIELD

ILLINOIS COURT ORDER INTERFACE PROJECT

An important component of Illinois' Child Support Modernization Plan is the Court Order Interface project, a collaboration between the Illinois Division of Child Support Services and local County Circuit Clerks to electronically exchange court order data. The State is using the National Information Exchange Model (NIEM), a standards-based approach to exchanging information, to streamline the electronic exchange of court order data.

CSG PROVIDES NIEM EXPERTISE

CSG is providing project management and information exchange expertise to help Illinois increase interoperability between state and county governments, improve accuracy of court order data, safeguard personal information, and increase the speed and timeliness of child support collections and disbursements.

Illinois is leading the nation as one of the first states with independent court case management systems to attempt such a modernization. This project increases communication and partnership between the courts and child support and serves as the foundation for future data exchanges.

Illinois is dedicated to improving outcomes for families in the State who depend on timely execution of child support orders. CSG is here to help meet this goal.

QA by CSG℠

SALEM

CHILD SUPPORT MODERNIZATION IN OREGON

The Oregon Child Support Program is a partnership between the Oregon Department of Justice (DOJ) and county District Attorneys' Offices to enhance the well-being of children by providing child support services to families. In order to improve program efficiency and meet the needs of the people who depend on these services, DOJ is implementing a "hybrid" modernization solution for its Child Support System Project, blending components and best practices from systems in California, Michigan, and New Jersey.

QA by CSG℠

Oregon selected CSG to provide independent Quality Assurance (QA) services to support the successful implementation of their Child Support System Project. CSG developed a comprehensive Quality Management Plan, conducted vendor and system transfer quality control reviews, and provides ongoing quality assessment and evaluation reporting on project activities. CSG uses its proven TeamCSG QA tools to provide in-depth risk assessment and testing services throughout the implementation.

Oregon is committed to making sure every child receives the financial support they deserve. CSG is here to help build the systems that support that mission.

READ MORE ABOUT *QA by CSG℠*.

QA by CSG℠

INDIANA'S CHILD SUPPORT VERIFICATION AND ENFORCEMENT SYSTEM

The Indiana Department of Child Services administers child support, child protection, adoption, and foster care throughout the State of Indiana. In order to better serve children and families, DCS is implementing the Indiana Verification and Enforcement of Support System (INvest), an automated child support enforcement system to improve the delivery of child support services through increased automation, enhanced data quality and security, and advanced technology architecture.

QA BY CSG℠

DCS selected CSG to provide Quality Assurance services to help reduce risks and assure a high level of quality is planned, assessed, and maintained throughout the INvest system modernization effort. CSG's experienced QA project team, proven quality management methodologies, and TeamCSG tools assure INvest Governance processes and standards are well-defined, implemented and adhered to; project performance is accurately tracked and reported; and all project activities efficiently support DCS' business objectives.

Indiana is dedicated to providing excellent support to the children and families of Indiana. CSG's Quality Assurance services help the State meet its objectives and maximize its return on investment.

INDIANAPOLIS

STRATEGY by CSG℠

ARIZONA DIVISION OF CHILD SUPPORT SERVICES FEASIBILITY STUDY

The Arizona Division of Child Support Services collects over $700 million a year, providing services for more than 320,000 families. In an effort to increase child support collections and improve child support enforcement processing throughout the State, DCSS is modernizing its Arizona Tracking and Locate System (ATLAS) for child support services.

STRATEGY BY CSG℠

DCSS selected CSG through a formal solicitation process* to assist in analyzing alternatives to enhance or replace ATLAS. CSG is conducting a Feasibility Study including business process reengineering, requirements definition, alternatives analysis, and a formal Cost Benefit Analysis following the Office of Child Support Enforcement requirements for child support system modernization.

DCSS is committed to advancing the technology, data security, and decision support functions of ATLAS to better support the families who depend on them. CSG is there to help.

*For a complete review of the process please visit: https://procure.az.gov/bso/

PHOENIX

READ MORE ABOUT *Strategy by CSG℠*.

TeamCSG℠ PMO and Strategy Tools

TeamCSG℠ PLATFORM

CSG deploys our automated suite of high-value TeamCSG℠ tools on all of our *PMO by CSG℠* projects. These integrated tools maximize the quality of CSG's services and the productivity of our teams. Our tools incorporate CSG's accumulated knowledge and experience on similar projects around the country, enhanced by our own research.

CSG deploys TeamCSG℠ tools on a SharePoint, cloud-based collaboration platform that is supported by our internal technology organization, CSG Tech.

TeamCSG℠ PMO AND STRATEGY TOOLS

TeamCSG℠ Project Management and TeamCSG℠ Operational Readiness

✓ **TeamCSG℠ Project Management**

Provides full-featured tracking and reporting on scope and change management, issues, risks, key decisions, and action items. Includes multiple dashboard and trending reports that provide deep insight into key areas such as schedule, budget, scope, quality, and organizational readiness.

✓ **TeamCSG℠ Risk Assessment Model**

Assures complete identification, tracking, and reporting of project issues and risks and is fully integrated with TeamCSG Project Management. The model contains more than 300 potential risks across 22 risk categories.

✓ **TeamCSG℠ Requirements Management**

Provides a requirements repository that supports capturing and approving business and technical requirements and traceability to multiple RFPs, contracts, and ultimately to the deployed solutions.

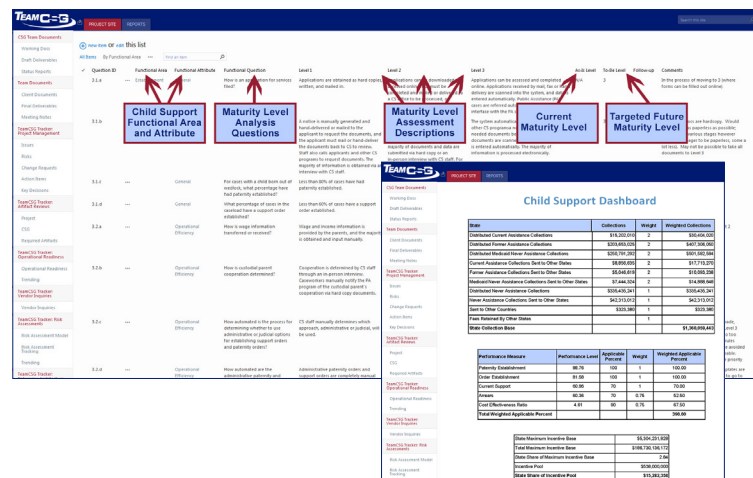✓ **TeamCSG℠ Child Support Maturity Model**

Provides customized benchmarking and analysis that enables Agency leaders to assess program and technology maturity and to establish future child support program goals and system objectives aligned with achieving targeted future maturity levels.

TeamCSG℠ Child Support Maturity Model

✓ **TeamCSG℠ Operational Readiness**

Provides tracking and reporting capabilities for monitoring and assessing readiness for operations and implementation of a system, including powerful dashboard reporting capabilities to support decision-making.

Schedule your TeamCSG℠ tool demo today! E-mail info@csgdelivers.com.

TeamCSG℠ QA and IV&V Tools

TeamCSG℠ Platform

CSG deploys our automated suite of high-value TeamCSG℠ tools on all of our *IV&V by CSG℠* and *QA by CSG℠* projects. These integrated tools maximize the quality of CSG's services and the productivity of our teams. Our tools incorporate CSG's accumulated knowledge and experience on similar projects around the country, enhanced by our own research.

CSG deploys TeamCSG℠ tools on a SharePoint, cloud-based collaboration platform that is supported by our internal technology organization, CSG Tech.

TeamCSG℠ QA and IV&V Tools

✓ **TeamCSG℠ Risk Assessment Model**

Assures complete identification, tracking, and reporting of project risks and their potential impact on overall project health. The model contains a baseline set of more than 300 potential risks across 22 risk categories.
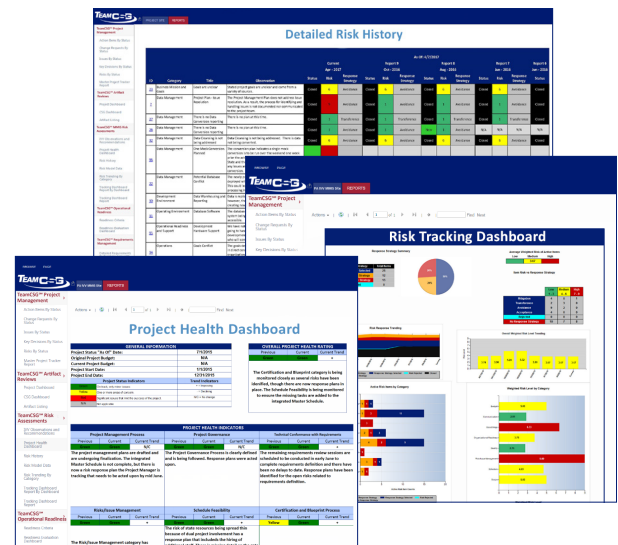
✓ **TeamCSG℠ Risk Assessments**

Provides the ability to capture and track risks, observations, and recommendations across all assessment efforts and to determine increasing or decreasing risk levels and project health not only at an item level, but also within categories. Provides configurable real-time management reports reflecting the status of all project risks, as well as powerful trending reports for analyzing the ongoing progress and effectiveness of risk response plans.

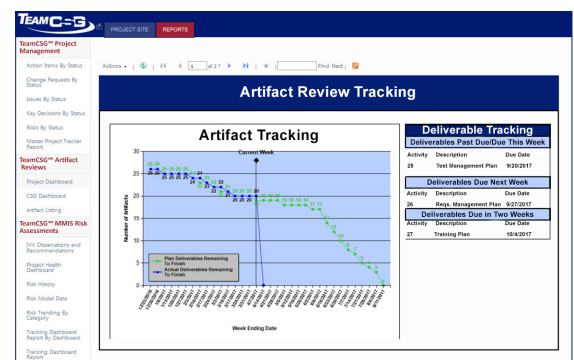*TeamCSG℠ Risks Assessments*

✓ **TeamCSG℠ OCSE Certification**

Supports readiness reviews specifically focused on OCSE certification requirements and is pre-configured with the most recent OCSE certification guidance. The tool provides tracking and reporting capabilities for monitoring and assessing readiness of the OCSE certification requirements and development of the required OCSE documents needed for certification.

✓ **TeamCSG℠ Artifact Reviews**

Facilitates review and tracking of vendor artifacts and deliverables, including key artifact attributes such as due date, delivery date, reviewing authority, review status, and final sign-off. Reporting features identify past-due deliverables along with upcoming deliverables to support resource planning for reviews.
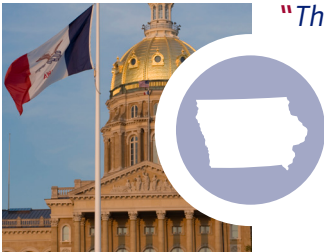

TeamCSG℠ Artifact Reviews

OUR CLIENTS

The CSG story is the story of our clients. We are totally dedicated to their success. For more than 20 years, we have applied our expertise, innovation, and results-oriented mindset to the most complex program modernization projects of over 150 government and other organizations. We work with our clients in a spirit of partnership and collaboration to deliver the right results at the right time, for the right price.

"The CSG PMO Team collaborates and works closely with State staff as part of the PMO on a daily basis and they also work effectively with our implementation vendors. CSG is a good partner and they share the same goal as the State, which is a commitment to the success of our program modernization."

Lorrie Tritch, Chief Information Officer
Iowa Department of Human Services

"CSG's IV&V reporting is timely and informative. Their national experience serves them well in developing reporting that is both clear and concise and that provides us with well-defined, actionable items that move our project forward."

Sharon Roberts, Senior Project Manager
State of Colorado

"CSG staffed a highly qualified team providing forward-looking Quality Assurance reviews for our project. The CSG team's emphasis on communication, coordination, and collaboration has proved valuable as we move forward."

Karen Coleman, Child Support System Project Executive
Oregon Division of Child Support

"CSG's expertise enabled the modernization of our system and moving to shared-services in a Service Oriented Architecture. Their knowledge of requirements definition, alternatives analysis, and feasibility studies positioned them well to help us achieve our goals. I recommend CSG as a strong partner in modernization strategy and planning."

Debra Meier, Program Manager
Minnesota Department of Human Services

PUT CSG TO WORK FOR YOU TODAY.

For more information or to discuss the challenges you face and how CSG can help, e-mail us at info@csgdelivers.com.