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

CLIENTS:
46 state and territory governments
U.S. Department of Health and Human Services
U.S. Department of Labor
Large municipal governments

SERVICE OFFERINGS:
STRATEGY by CSG℠   *OCM by CSG℠*
PMO by CSG℠   *IV&V by CSG℠*
QA by CSG℠

PROGRAM EXPERTISE:

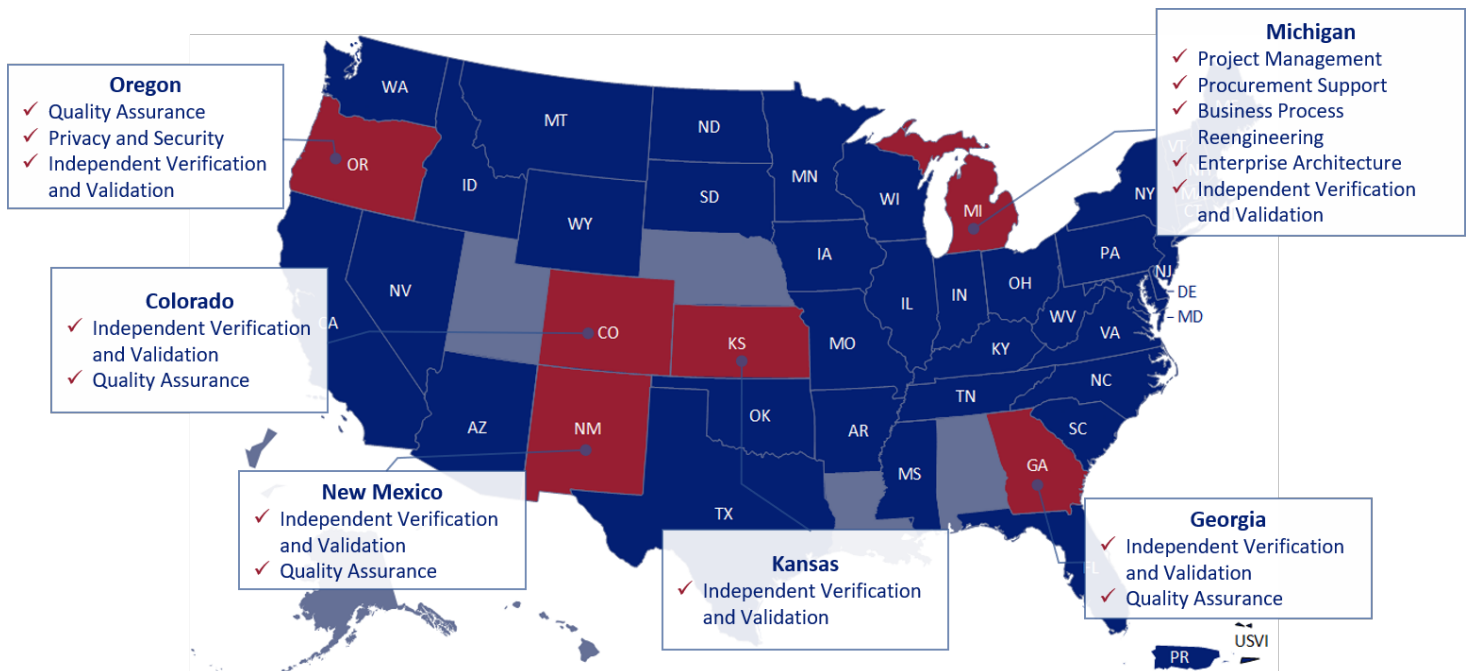|			
Child Support	Healthcare	Revenue/Tax	Unemployment Insurance
Child Welfare	Human Services	Motor Vehicle	Workers' Compensation

OUR MOTOR VEHICLE EXPERIENCE

CSG is at the forefront of motor vehicle system modernization efforts. Our experience includes nine motor vehicle system modernization projects across the nation, spanning the entire system development life cycle from planning through deployment and into maintenance and operations.

Oregon
✓ Quality Assurance
✓ Privacy and Security
✓ Independent Verification and Validation

Michigan
✓ Project Management
✓ Procurement Support
✓ Business Process Reengineering
✓ Enterprise Architecture
✓ Independent Verification and Validation

Colorado
✓ Independent Verification and Validation
✓ Quality Assurance

New Mexico
✓ Independent Verification and Validation
✓ Quality Assurance

Kansas
✓ Independent Verification and Validation

Georgia
✓ Independent Verification and Validation
✓ Quality Assurance

OUR SERVICES

STRATEGY by CSG℠

CSG is your trusted advisor in crafting program modernization strategies and addressing foundational aspects of your projects. From feasibility study, 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 practical recommendations to help guide your modernization efforts.

READ MORE ABOUT *STRATEGY by CSG℠*

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 and issue management, 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.

READ MORE ABOUT *PMO by CSG℠*

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, privacy and security, and operations/maintenance.

READ MORE ABOUT *QA by CSG℠*

OCM by CSG℠

CSG's OCM methodology operates on the principle that people are the key to realizing the benefits of program modernization. Our approach begins with thorough planning to achieve effective sponsorship, stakeholder engagement, proactive communication, targeted learning and development, and reinforcement of the change. Throughout, we use meaningful metrics to measure change adoption progress to assure our OCM strategies and plans sustain the change needed to achieve your modernization objectives.

READ MORE ABOUT *OCM by CSG℠*

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.

READ MORE ABOUT *IV&V by CSG℠*

IV&V by CSG℠

COLORADO'S DRIVER AND VEHICLE SERVICES MODERNIZATION

The Colorado Department of Revenue, Division of Motor Vehicles, administers driver and motor vehicle taxation and revenue services including licensing, vehicle titling, and registration. To achieve its business, operational, and technical goals, the department is replacing its legacy driver's license, vehicle services, and supporting systems with an integrated Driver License, Record, Identification and Vehicle Enterprise Solution (DRIVES).

IV&V by CSG℠

DOR selected CSG to provide periodic IV&V assessments with monthly status reports to objectively identify risks and issues and provide recommendations for the enterprise solution. The CSG IV&V team developed a comprehensive IV&V Project Management Plan and utilized TeamCSG℠ IV&V tools and targeted performance metrics to analyze the DRIVES project management, progress, resources, budget, schedules, work flow, and reporting. The IV&V team also reviewed project deliverables and technical components including software documentation, software architecture, application software, and operating platform performance characteristics.

Together, DOR and CSG worked to ensure the successful implementation of an enterprise system that brings updated technology to the department and provides increased safety and more efficient services to Coloradans.

DENVER

IV&V by CSG℠

NEW MEXICO DRIVER AND VEHICLE PROGRAM MODERNIZATION

The New Mexico Department of Revenue, Motor Vehicle Division, coordinates, administers, and enforces the licensing and registration process for commercial and non-commercial drivers and vehicles. Like many other states, MVD is faced with the challenge of an aging driver and vehicle system, covering more than 1.4 million drivers and over 1.6 million vehicles. In order to enhance motor vehicle operations and provide a customer-centric solution for the people they serve, MVD has launched a major initiative to modernize their legacy driver and vehicle system.

IV&V by CSG℠

New Mexico engaged CSG to provide proactive IV&V services throughout the design, development, and implementation of their Driver and Vehicle System Reengineering Project. Our services spanned all aspects of the modernization effort, including project management, governance, and technical architecture and design. CSG conducted assessments in real-time throughout the project life cycle to proactively identify risks and issues, and provide risk mitigation strategies and recommendations. Our IV&V team focused on assuring the success of the overall implementation and meeting the State's key objectives.

New Mexico is pursuing a vision to improve the lives of New Mexicans by providing quality products and services to enhance safe and efficient motor vehicle operations. CSG is there to help them achieve that goal.

SANTA FE

IV&V by CSG℠

MICHIGAN'S MOTOR VEHICLE SYSTEM MODERNIZATION

The Michigan Department of State licenses all commercial and non-commercial drivers, registers and titles motor vehicles, and regulates motor vehicle-related businesses. The State launched an effort to replace its legacy Motor Vehicle System with the FAST Enterprises FastDS-VS commercial off-the-shelf system that establishes a single customer record that enables secure access to client information; provides 24/7 real-time updates and processing of records; expands self-service options; and provides a user-friendly interface for customers and State staff.

IV&V by CSG℠

Michigan DOS selected CSG to provide IV&V services, including monthly IV&V status reporting, bi-monthly risk assessments, and bi-annual evaluations of project trends and status. Building on our significant FAST oversight experience, CSG provided independent, objective observations and actionable recommendations for project activities including project management, quality management, organizational change readiness, requirements management, technical environment, software development, testing, and data management. CSG's oversight supported a successful implementation of the Vehicle Services module and helped ensure the project stayed on schedule and budget.

Michigan is working to optimize the security, flexibility, and ease of use of its Motor Vehicle System. CSG helps assure the State reaches its goals.

LANSING

IV&V by CSG℠

GEORGIA'S DRIVER AND VEHICLE SYSTEM MODERNIZATION

The Georgia Department of Revenue, Division of Driver Services, administers licenses and IDs, including testing, renewals, fraud prevention, and violations and suspensions. DDS is implementing a comprehensive, integrated customer-centric solution to ensure the processes and technologies associated with titling and registering vehicles and licensing drivers in Georgia meet all legal requirements, streamline regulations and procedures, and provide scalability.

IV&V by CSG℠

Georgia selected CSG to provide IV&V services, including the evaluation of project progress, resources, budget, schedules, workflow, and reporting. CSG provided oversight of the Project Management Plan, evaluated the effectiveness of the plan to keep the project on schedule, and reviews associated vendor reporting. The CSG team also reviewed specific project deliverables and provided feedback and recommendations to the State, including monthly IV&V status updates to the State's Executive Panel.

DOR is committed to upgrading its technology to provide a streamlined experience for Georgia's residents and enhance safe motor vehicle operations. CSG's services assure the State accomplishes its goals.

ATLANTA

TᴇᴀᴍCSG℠ TOOLS

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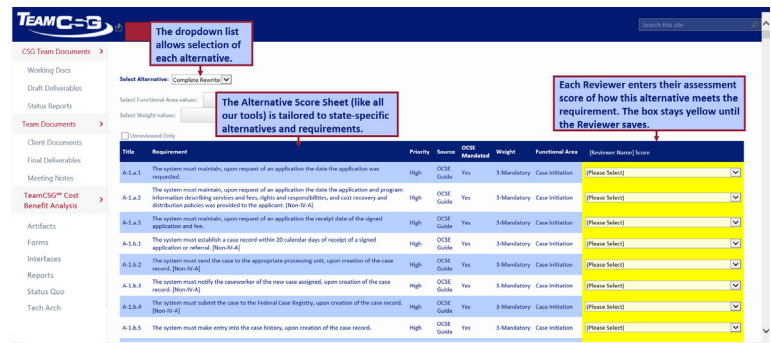
CSG deploys our automated suite of high-value TeamCSG℠ tools on all of our projects. These integrated tools maximize the quality of CSG's services and the productivity of our teams. Our tools incorporate CSG's accumulated knowledge and experience on similar projects around the country, enhanced by our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

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

TᴇᴀᴍCSG℠ TOOLS

✓ **TeamCSG℠ Feasibility Study**

Designed to bring efficiencies to the Feasibility Study processes and ensure the accuracy and efficacy of the data and information collected. Supports our team in collecting and analyzing the status quo environment, documenting the needs assessment, presenting a detailed set of alternatives for your team, and facilitating the analysis to develop a list of viable alternatives for consideration during the Cost Benefit Analysis activities.

TeamCSG℠ Cost Benefit Analysis: Alternatives Score Sheet
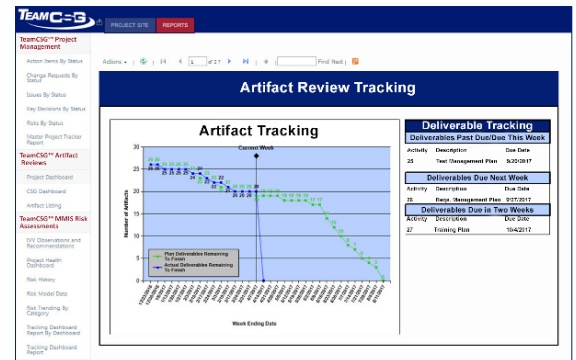
✓ **TeamCSG℠ Cost Benefit Analysis**

Supports the detailed analysis of quantitative and qualitative assessment of each of the viable alternatives to determine the estimated costs of developing and operating each feasible alternative and the benefits to be derived from each. Supports the analysis to identify the optimal solution for your modernization initiative and Incorporates all applicable federal system requirements.

✓ **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℠ 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. Includes reports that identify past due artifacts and upcoming artifacts for review to support proactive planning for subject matter experts.

TeamCSG℠ Artifact Reviews

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

T<small>EAM</small>CSG℠ TOOLS

T<small>EAM</small>CSG℠ TOOLS

✓ **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℠ 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.

✓ **TeamCSG℠ Risk Assessment Model**

Provides a range of powerful capabilities and features to support IV&V assessments. The Model contains the IV&V checklists, developed based on industry standards and federal requirements, and customized for the system modernization project. The IV&V checklists guide IV&V assessments and support the identification of project risks.

✓ **TeamCSG℠ Risk Assessment Tracking and Reporting**

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℠ Project Management and TeamCSG℠ Operational Readiness
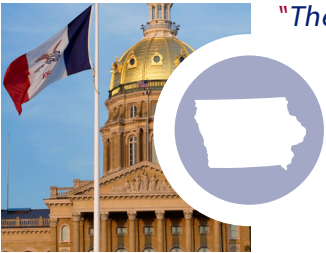

TeamCSG℠ Risk Assessment Tracking and Reporting

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

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 200 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
State of Iowa

"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 motor vehicle 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, Project Executive
State of Oregon

"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
State of Minnesota

CSG Government Solutions

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.