



***Experts in Child Support
System Modernization***



www.CSGdelivers.com

About CSG

Founded in 1997, CSG Government Solutions is a national leader in management consulting services, supporting our state government clients in the implementation of new technology and business processes to achieve efficiencies in government operations. We apply our expertise, innovation, and results-oriented approach to optimize complex system and program modernization projects for more than 200 organizations.

Named one of America's Best Management Consulting Firms nine years in a row by Forbes and as one of the Top Consulting Firms by the Consulting Report in 2022, 2024, and 2025, we work with our clients in a spirit of partnership and collaboration to deliver results.

CSG Government Solutions "At-A-Glance"

Business:

Government operations consulting

Clients:

50 state and territory governments

Program Expertise:

Child Support	Unemployment Insurance
Child Welfare	Workers Compensation
Education	Revenue/Tax
Healthcare	Motor Vehicle
Human Services	Corrections



Our Experience

CSG is at the forefront of child support system modernization efforts. Our experience includes modernization projects in 17 states, spanning the entire system development life cycle from strategy and planning through federal compliance and system implementation.

Alaska

- ✓ Quality Assurance
- ✓ Project Management Support
- ✓ Testing

Arizona

- ✓ Feasibility Study
- ✓ Cost Benefit Analysis
- ✓ Business Process Reengineering
- ✓ Procurement Support

Connecticut

- ✓ Quality Assurance
- ✓ Project Management

Georgia

- ✓ Feasibility Study
- ✓ Cost Benefit Analysis
- ✓ Business Process Reengineering
- ✓ Project Management

Illinois

- ✓ Quality Assurance
- ✓ Project Management
- ✓ Planning and Procurement

Indiana

- ✓ Quality Assurance
- ✓ Organizational Change Management
- ✓ Procurement Support
- ✓ Project Management

Maryland

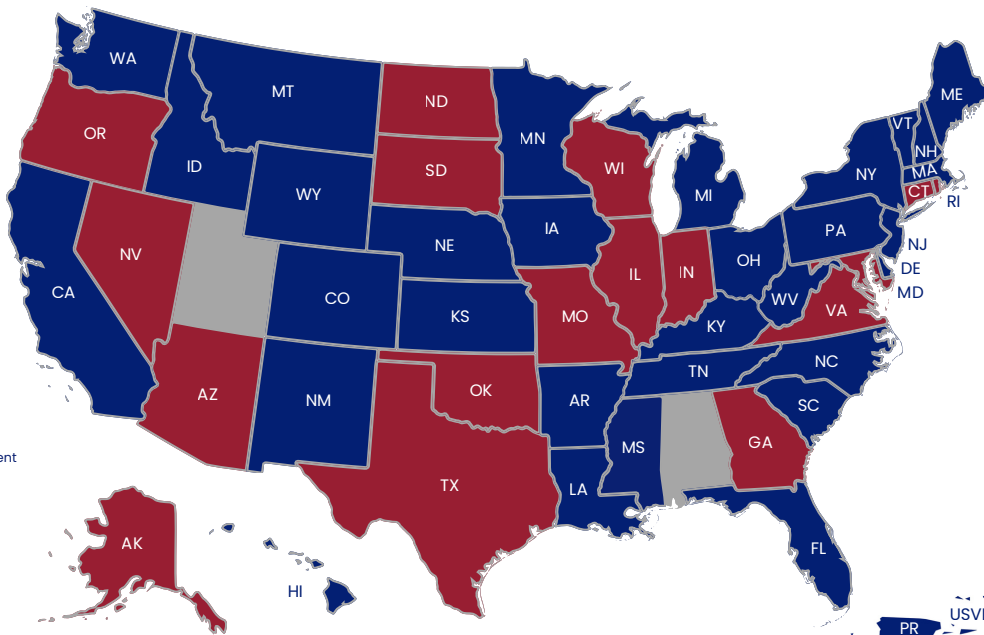
- ✓ Project Management
- ✓ Business Process Reengineering

Missouri

- ✓ Project Assessment
- ✓ Project Management Support

Nevada

- ✓ Project Management
- ✓ Organizational Change Management
- ✓ Application Testing
- ✓ OCSE Certification Support



North Dakota

- ✓ Feasibility Study
- ✓ Cost Benefit Analysis

Oklahoma

- ✓ Project Management
- ✓ Feasibility Study
- ✓ Cost Benefit Analysis
- ✓ Procurement Support

Oregon

- ✓ Quality Assurance
- ✓ Application Testing
- ✓ OCSE Certification Support

Rhode Island

- ✓ Project Management
- ✓ Strategic Planning

South Dakota

- ✓ Feasibility Study
- ✓ Cost Benefit Analysis
- ✓ Procurement Support

Texas

- ✓ Independent Verification and Validation
- ✓ OCSE Certification Support

Virginia

- ✓ Feasibility Study
- ✓ DDI Readiness
- ✓ Organizational Change Management
- ✓ Project Management

Wisconsin

- ✓ Quality Assurance
- ✓ Testing

Learn more about
CSG's Child Support
program expertise



Our Services

Strategy

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, DDI readiness, and other critical functions – CSG’s high-value resources provide insight into best practices and practical recommendations to help guide your modernization efforts.

Project Management

CSG brings you all the expertise and experience you need to establish and operate a “full-service” Project Management Office, including project, portfolio, and program 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.

Quality Assurance

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.

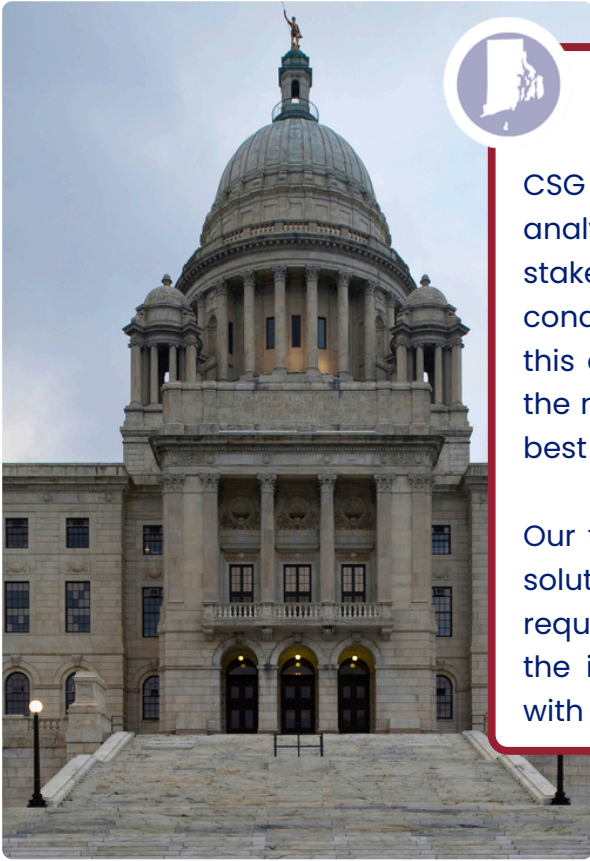
Organizational Change Management

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.

Independent Verification and Validation

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.

Expertise in Action



Rhode Island Office of Child Support Services Child Support System Modernization

CSG conducts strategic planning services, starting with a full analysis of the legacy child support system, including engaging stakeholders, developing As-Is and To-Be requirements, and conducting an alternatives and cost benefit analysis. Based on this analysis, CSG develops a recommendations roadmap for the modernization of the legacy system using the solution that best meets Rhode Island's needs.

Our team will support Rhode Island in pursuing a modernized solution, including completing and submitting federally required Advance Planning Documents, developing an RFP for the implementation vendor, and managing communications with federal OCSE.

Strategy

Alaska Child Support Services Division Child Support IT Modernization



CSG provided QA services throughout the design, development, and implementation of the State's new child support system as a part of the Alaska Modernization Project.

CSG deployed our QA methodology, processes, and tools to ensure adherence to quality standards and best practices for software development and project management. We reviewed contractor deliverables, supported user acceptance testing, and provided federal OCSE system certification expertise to assist the State in the successful implementation and federal certification of a modernized child support system.

Quality Assurance



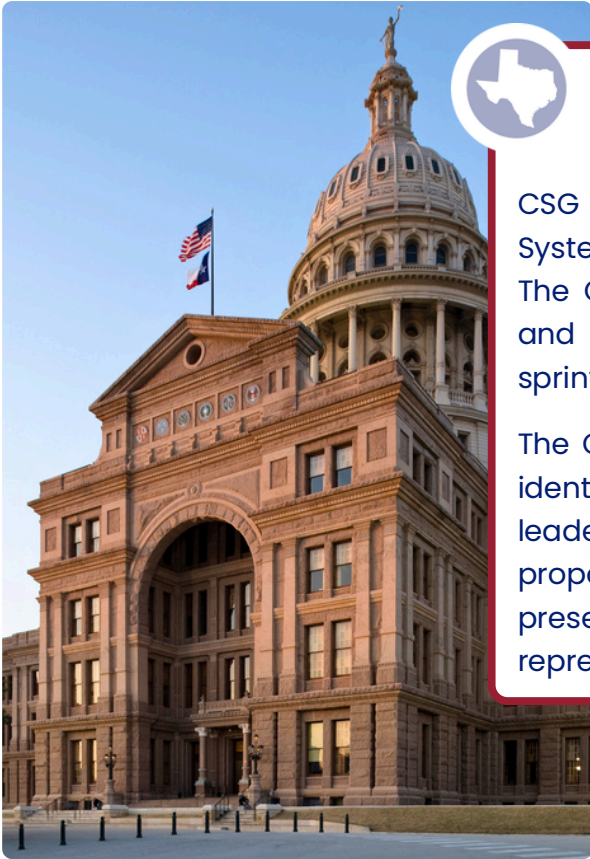


Texas Office of the Attorney General Child Support System Modernization

CSG provides full life cycle IV&V services for Texas' Child Support System Modernization project, which uses an Agile methodology. The CSG team observes project activities, conducts interviews, and provides objective assessments throughout discovery, sprint, release, and maintenance activities.

The CSG team applies child support and technical expertise to identify risks and issues, proactively communicating with project leadership to identify avoidance and mitigation strategies and propose solutions. CSG also produces quarterly IV&V reports and presents project information to State agency and federal representatives.

IV&V

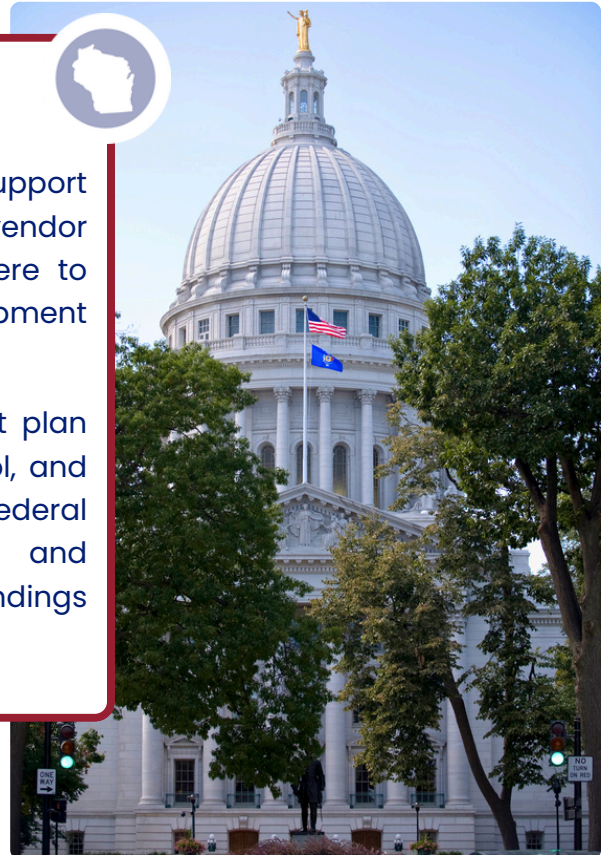


Wisconsin Department of Children and Families Child Support System Modernization

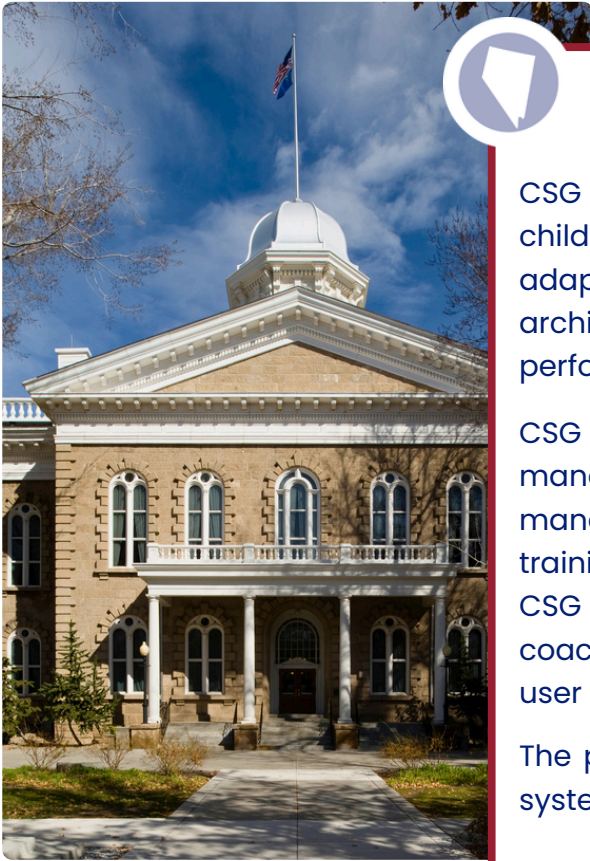
CSG provides QA services for Wisconsin's Child Support Modernization project, leading the effort to ensure vendor deliverables and project processes align with and adhere to industry standards and best practices for software development and project management.

CSG is developing and executing a quality management plan and performing ongoing quality assurance, quality control, and system testing to ensure the new system meets State and federal requirements. We also support the development and implementation of an approach to prevent and resolve findings from the IV&V vendor.

Quality Assurance



Expertise in Action



Nevada Division of Social Services Child Support System Implementation

CSG provided PMO and OCM services to ensure Nevada's new child support system achieved its goals, including flexibility to adapt to changing business needs, upgrade of legacy system architectures, increased cost efficiency, and support of federal performance measures that led to increased incentive funds.

CSG developed and executed an integrated project management plan including project governance, risk and issue management, communications, requirements management, training support, and master project schedule management. CSG also developed and executed an OCM plan, mentored and coached state leaders and staff, and identified and managed user resistance to the new system.

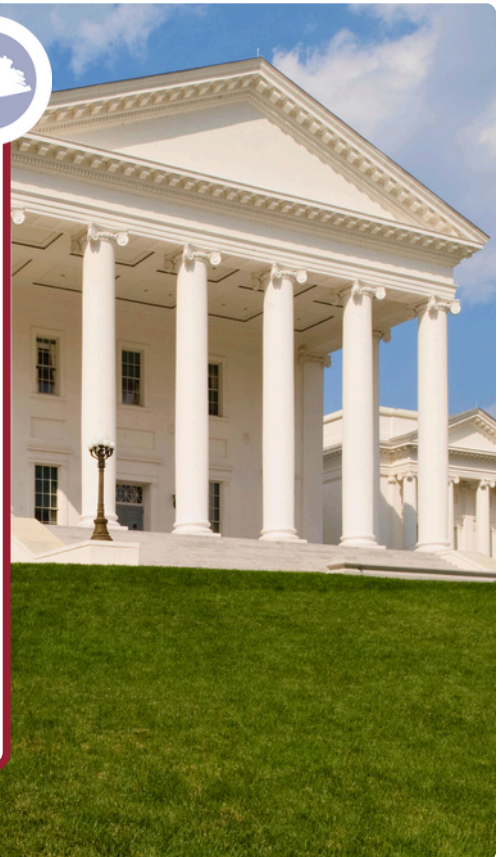
The project resulted in the successful implementation of a new system that was federally certified in 2025.

PMO and OCM

Virginia Division of Child Support Enforcement Child Support System Modernization

CSG provided PMO and OCM services for Virginia's Child Support System modernization. Our team developed and executed a Project Management Plan, including monitoring and overseeing project governance, integration, scope, schedule, communication, finances, risk, and stakeholder engagement.

CSG served as a liaison between Commonwealth staff and the solution vendor, monitoring project progress against the planned schedule while ensuring the new system met requirements and objectives. Additionally, we provided an OCM team that assessed the readiness of Commonwealth staff for change, developed an OCM plan, and helped to execute the plan, including developing communications for all stakeholders.



PMO and OCM

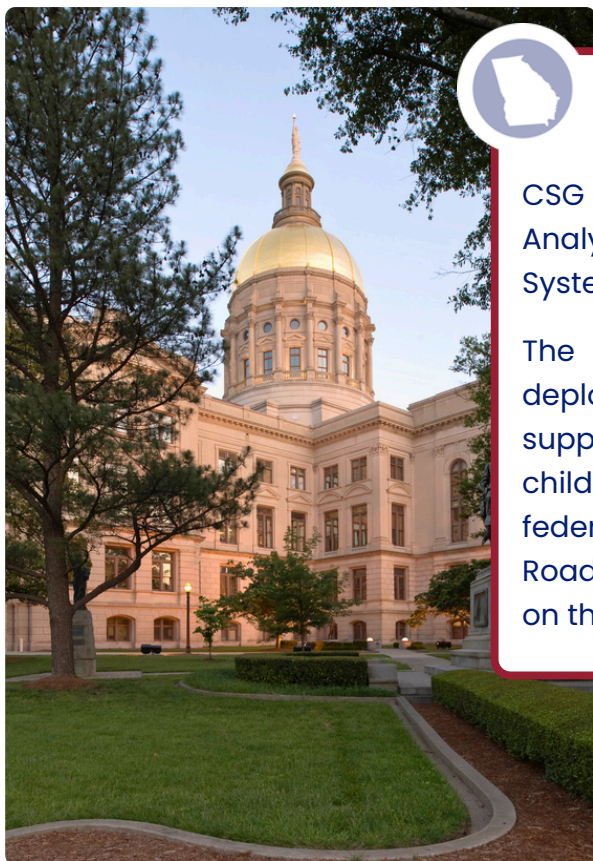


Georgia Division of Child Support Services Child Support Modernization Project

CSG conducted a Feasibility Study, including an Alternatives Analysis and a Cost Benefit Analysis, for Georgia's Child Support System Modernization project.

The CSG team applied lessons learned in other states and deployed TeamCSGSM Child Support Modernization tools to support effective decision making for modernizing the legacy child support system and ensuring the State complied with federal guidelines. CSG also developed a Modernization Roadmap and DDI Readiness Plan to enable the State to build on the momentum generated by the Feasibility Study.

Strategy



Indiana Department of Child Services Child Support System Implementation

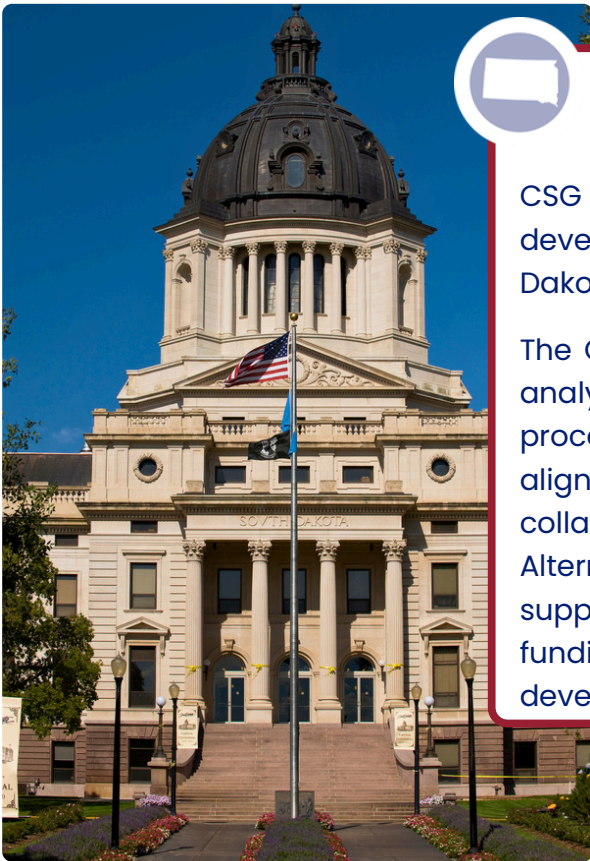
CSG provided QA services for Indiana's Child Support System implementation that reduced risks and ensured a high level of quality was planned for, assessed, and maintained throughout the project.

Prior to system vendor onboarding, the CSG team established a Governance Manual and templates to align with the goals of the project. CSG's experienced team, proven quality management methodology, and TeamCSGSM tools ensured project governance processes and standards were well-defined, implemented and adhered to; project performance was accurately tracked and reported; and all project activities efficiently supported the State's business objectives. CSG also conducted independent testing and security assessments, and reviewed data conversion, interface planning, quality, and integration.

Quality Assurance



Expertise in Action



South Dakota Division of Child Support Child Support System Modernization

CSG applied our industry-leading approach to efficiently develop a federally compliant Feasibility Study for South Dakota's Child Support System Replacement Planning project.

The CSG team developed an As-Is needs assessment, a To-Be analysis, business and technology requirements, business process and workflow diagrams, and use cases to ensure alignment with South Dakota's business needs. CSG collaborated with the State to assess solution options through an Alternatives Analysis and Cost Benefit Analysis. CSG also supported the preparation and submittal of the PAPD and IAPD funding documentation for OCSE approval and supported the development of the DDI RFP.

Strategy

Oregon Division of Child Support Child Support System Modernization

Oregon selected CSG to provide independent QA services to support the successful execution of its Child Support System implementation. CSG developed a comprehensive Quality Management Plan, conducted quality reviews of vendor deliverables, and provided code reviews and security assessments. In addition, CSG provided ongoing quality assessment and project performance reporting through monthly and quarterly reports. CSG used its proven TeamCSGSM QA tools to provide in-depth risk assessment and testing services throughout the implementation.

The modernized system received federal certification in December 2019, and the project has been labeled as one of the most successful child support system modernization projects in the country by OCSE.



Quality Assurance

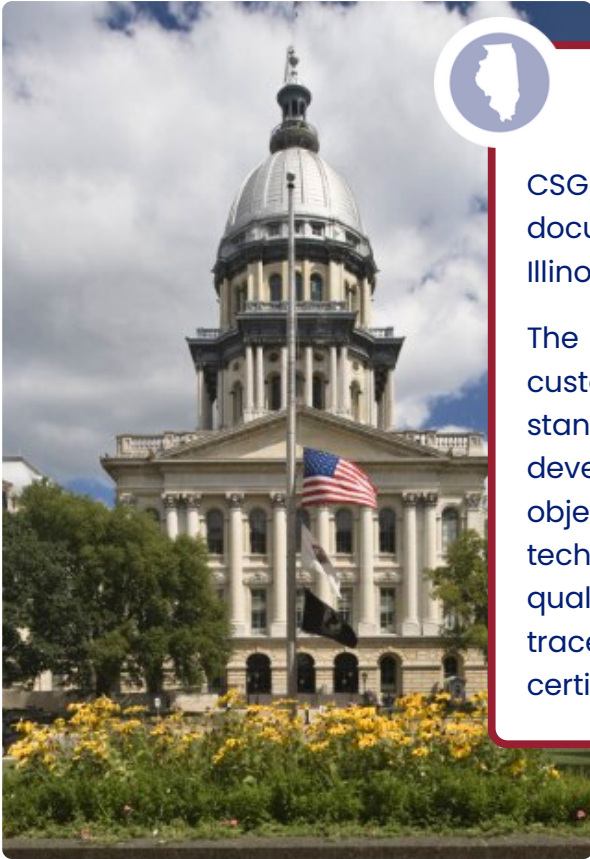


Illinois Division of Child Support Services Child Support System Modernization

CSG provides QA services to ensure the quality and accuracy of documentation and processes throughout the life cycle of the Illinois Child Support System implementation.

The CSG team established QA processes and developed customized templates and checklists based on industry standards and best practices to ensure the project results in the development of a new IT system that meets the division's objectives. CSG's QA team applies child support program and technical expertise across all aspects of the project, including quality reviews of vendor deliverables, requirements traceability, security analysis, development of federal certification materials and all other QA-related tasks.

Quality Assurance

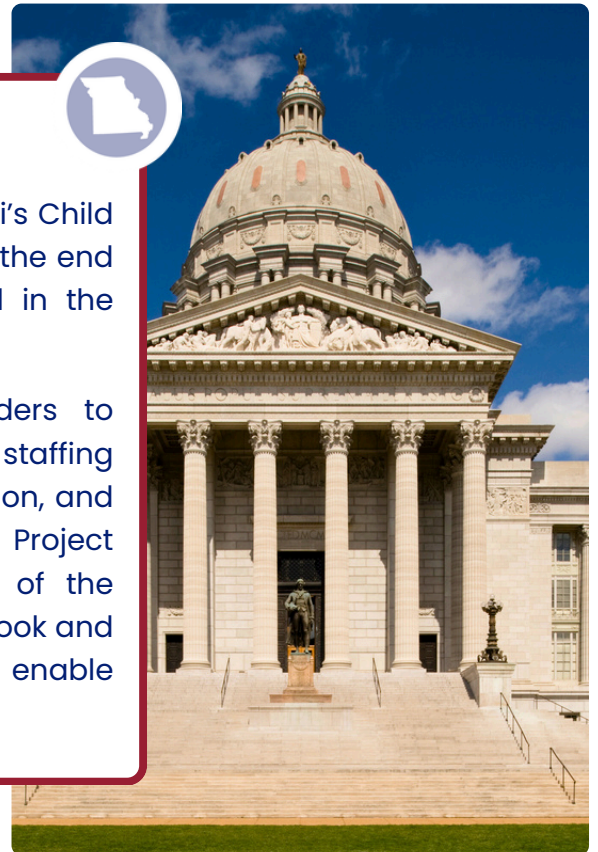


Missouri Family Support Division Child Support System Modernization

CSG is providing project management support for Missouri's Child Support System Modernization project, including ensuring the end results aligned with the goals and objectives identified in the project charter.

CSG reviewed deliverables and interviewed stakeholders to determine the appropriateness of the project organization, staffing and resource allocation, timeline and scope, documentation, and budget and contract management. We delivered a Project Assessment Report and are supporting the execution of the Go-Forward Strategy and Plan. The result will improve the look and feel of caseworker screens, streamline navigation, and enable more intuitive training for new staff.

Project Management



Expertise in Action

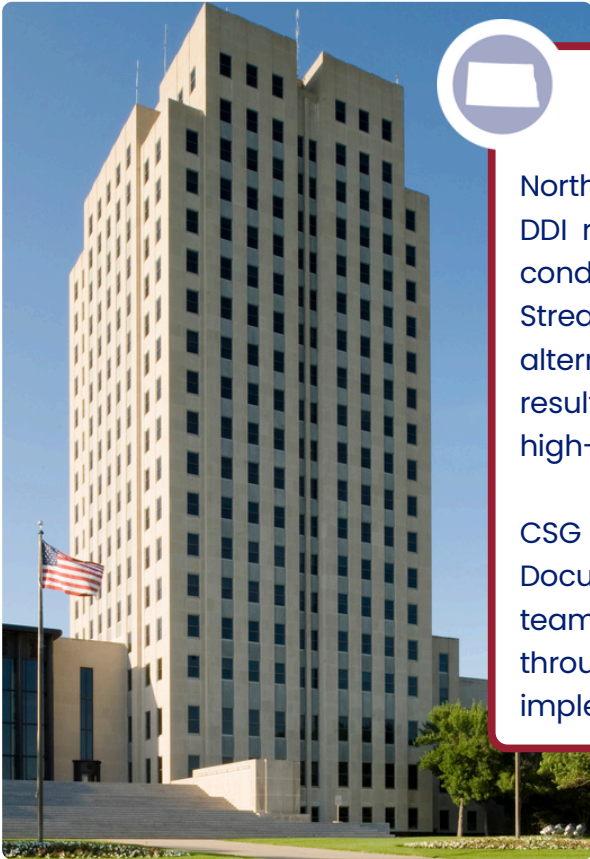


North Dakota Child Support Section Child Support System Modernization

North Dakota contracted with CSG to provide strategic planning, DDI readiness, and project management services. Our team is conducting an Office of Child Support Enforcement-compliant Streamlined Feasibility Study, including a gap analysis, alternatives analysis, and cost benefit analysis. Based on the results of this study, our team established a Project Roadmap and high-level schedule for the project.

CSG is also developing the DDI vendor RFP, Advance Planning Documents, Data Quality Plan, and an Implementation Plan. Our team will continue to provide project management support throughout system design and development through successful implementation and federal certification.

Strategy



Connecticut Office of Child Support Services Child Support System Implementation



CSG provides QA services throughout the project life cycle to support the implementation of a high-quality child support system that meets Connecticut's goals and objectives.

The CSG QA team established standards and guidelines as tools to assess the quality of project processes and vendor deliverables while ensuring compliance with State and federal requirements. Our team conducts thorough quality reviews of DDI vendor deliverables, supports the development and adherence to effective project processes, and provides recommendations for improvement based on business and technical expertise and lessons learned from child support system modernization projects across the country.

Quality Assurance



Automated TeamCSGSM Tools

CSG deploys our automated suite of high-value TeamCSGSM 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 TeamCSGSM tools on a SharePoint, web-based collaboration platform that is supported by our internal technology organization, CSG Tech.



Our TeamCSGSM child support tools include:

TeamCSGSM Child Support Maturity Model: Supports the analysis of how your child support program operates now and how it could mature to operate in the future. The model is based on OCSE identified functional areas and supports program leaders in decision-making and self-assessment through the presentation of potential operational changes.

TeamCSGSM 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.

TeamCSGSM 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. It also provides configurable, real-time management reports reflecting the status of project risks, as well as powerful trending reports for analyzing the ongoing progress and effectiveness of risk response plans.

TeamCSGSM Risk Assessment Model: Assures complete identification, tracking, and reporting of project risks and issues and is fully integrated with TeamCSGSM Project Management. Contains nearly 450 potential risks across 22 risk categories. Also contains IV&V checklists, based on industry standards and federal requirements, that are customized for the system modernization project. The IV&V checklists guide IV&V assessments and support the identification of project risks.

TeamCSGSM 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.

TeamCSGSM 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.

TeamCSGSM OCSE Certification: Supports readiness reviews specifically focused on OCSE certification requirements and is pre-configured with the most recent OCSE certification guidance.

Our Clients

The CSG story is the story of our clients. We are totally dedicated to their success. For nearly 30 years, we have applied our expertise, innovation, and results-oriented mindset to the most complex program modernization projects of hundreds of government organizations. We work with our clients in a spirit of partnership and collaboration to deliver high-quality results.



"CSG established a strong, collaborative relationship with federal OCSE, providing monthly progress reports and guiding our team through every step of the preparation process. Thanks to CSG's expertise and guidance, we were well-prepared to address OCSE's questions and successfully earned system certification with zero findings."

Robert Thompson, DSS Administrator and NVKIDS Project Executive Sponsor
Nevada Division of Social Services



"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 Department of Justice, Division of Child Support



"CSG has brought great value to our child support modernization project, ensuring our documentation and processes are of high quality and align with the goals for our new system. Their child support expertise and collaborative approach have been key as we move forward."

Sean Rosenthal, Deputy Administrator and CS AIM Project Manager
Illinois Department of Healthcare and Family Services



"The CSG team leveraged its deep child support expertise to ensure the development of high-quality deliverables and work products for our child support system modernization project. Their QA approach fostered a collaborative environment where state and vendor staff worked closely together to achieve project success."

Chris Tran, Child Support Program Director
Alaska Department of Revenue, Child Support Enforcement Division



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@csghdelivers.com.

www.CSGdelivers.com