

2023 Joint Committee on Ways & Means
Public Safety Subcommittee
Presentation – Division of Child Support
Budget Note Report

March 2, 2023

Oregon Department of Justice

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Department of Justice: Division of Child Support



Oregon's child support system, Origin

DOJ Division of Child Support led a system modernization project spanning multiple biennia (2015–2021)

- Implemented a hybrid transfer solution
- Completed statewide implementation April 2019
- Received required mandatory certification December 2019
- Post-implementation operations and maintenance 2020
 - Covid pandemic impacts on transition and recruiting

Joint Legislative Committee on Information Management & Technology – April 28, 2021

DOJ presented the project close-out report, highlighting:

- Project successes
- Objectives met
- Benefits realized
- Lessons learned
- Project challenges
- What's next
 - DOJ outlined key areas of continued planning for Origin



CONTINUE RECRUITMENTS
TO FILL TECHNOLOGY TEAM
VACANCIES



EXTEND DELOITTE CONTRACT TO
MAY 2022 TO SUCCESSFULLY
TRANSITION O&M TO DOJ



CONTINUE PLANNING
TO UPDATE FINAL
DEVELOPMENT FRAMEWORK



CONTINUE PLANNING TO
MIGRATE ORIGIN TO
CLOUD PROVIDER



CONTINUE TO INVEST
IN ORIGIN

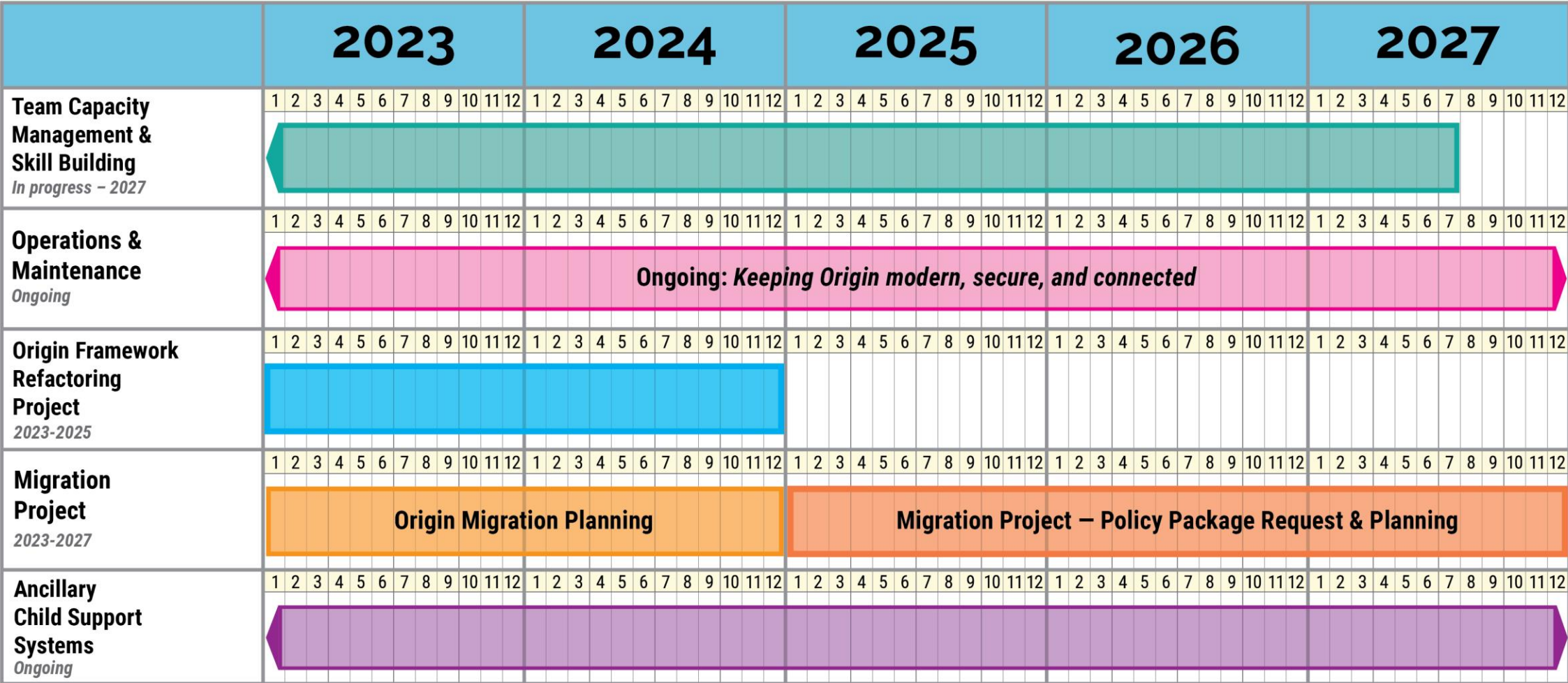
Budget Note

Division of Child Support – Comprehensive plan, schedule, and budget that addresses all outstanding Child Support Enforcement Automated System issues (Emergency Board Item #33, September 2022)

Comprehensive plan priorities

- Team capacity management and skill building – 2021-27
- Ongoing operations and maintenance – keeping Origin modern, secure, and connected – In progress
- Origin Framework Refactoring Project – 2023-25
- Origin host migration planning – 2023-25
- Ancillary child support systems – 2023-27

Priorities Timeline



Estimated Plan Budget Summary

2023 Policy Packages

| | <u>Agency Request Budget</u> | |
|---|------------------------------|----|
| • Package 471 – Origin Operations and Maintenance | \$ 2,304,865 | GF |
| | \$ 4,474,149 | FF |
| • Package 472 – Origin Framework Refactoring | \$ 2,529,600 | GF |
| | \$ 4,910,400 | FF |
| • Package 473 – Origin Hosting and Software Licensing | \$ 749,450 | GF |
| | \$ 1,454,815 | FF |

Policy Package – Future Biennium

Origin migration 2020 cost estimates, depending on the option chosen, ranged from \$2,687,947 to \$4,183,227 for one-time migration project costs including DOJ staff and vendor costs.

Team capacity management and skill-building

Origin technology team background

- Child support system project: 2015–2021
 - 6 technology team members and 1 manager supported the legacy system
 - 7 technology team members and 1 manager assisted with development of new system (Limited Duration project positions)
- During 2019-21 legislative session in anticipation of the project ending, DOJ submitted POP 452 and received approval for 12 FTE for IS
- Today's child support technology services team is composed of 25 FTE
 - 2 managers and 23 team members supporting distinct areas of Origin
 - Security, middleware, database administration, application development, release management, batch operations

Team capacity management and skill-building

Origin technology team status

- Recruiting
 - Final vacancy filled January 2023
 - Retirements: 20% of team eligible to retire within 5 years (next retirement May 2023)
- Team maturity
 - Some team members hired as underfilled
 - Nearly 50% of the team hired within the past 18 months
- Need for ongoing vendor support
 - Package 471 Origin Operations and Maintenance – Agency Request Budget \$2,304,865 GF + \$4,474,149 FF

Team capacity management and skill-building

Schedule: In progress, July 2021 – June 2027

Origin technology team – Skill-building

- Training needs assessment
- Continued knowledge sharing with Deloitte team members
- Time in their current role
- Purchased Udemy training licenses
- Implemented capacity management and build cadence
- Procuring Angular training

Origin Operations and Maintenance

Keeping Origin modern, secure, and connected

Schedule – In progress

Origin Infrastructure

- Infrastructure maintenance
 - Yearly renewal of Secure Sockets Layer (SSL) certificates
 - Operating system upgrades – Microsoft 2012 R2 to 2019

Origin Software

- Origin is supported by a suite of software
- Suite of software with regular updates, patches, CVE mitigation
 - Weekly patching schedule

Origin software, frameworks, tools

- Cisco AppDynamics - Controller
- Cisco AppDynamics .Net Agent
- Cisco AppDynamics Java Agent
- Cisco AppDynamics Machine Agent
- IBM Content Navigator
- IBM Content Manager
- IBM Cognos Analytics
- IBM InfoSphere Information Server
- IBM MQ
- IBM WebSphere Application Server ND
- IBM WebSphere Application Server StandAlone
- IBM WebSphere Application Server Liberty
- IBM HTTP Server
- IBM Tivoli Workload Scheduler (TWS)
- IBM BigFix Enterprise
- IBM License Metric Tool (ILMT)
- IBM Security Access Manager
- IBM Rational Collaborative Lifecycle Management
- IBM DMC
- IBM DB2
- IBM DB2 Client
- IBM Java SDK
- Liquidbase
- MySQL OpenText Empower & PDF-Preview (TomEE++)
- OpenText Exstream Engine (.NET)
- OpenText Design Manager
- SonarQube
- PostgreSQL
- Quest Toad for DB2
- SQL Server
- SQL Server Management Studio
- Hibernate
- Struts
- Spring
- EJB
- Log4J
- Struts Menu
- Angular
- NodeJS
- Bootstrap
- JMeter
- USPS
- MyEclipse Blue
- OpenSSL
- ANT
- GRNDS
- Postman
- Agent Ransack
- Notepad++

Origin Operations and Maintenance

Keeping Origin modern, secure, and connected

Origin Licensing and Support

- Yearly software licensing renewals
 - Cost increases – year over year
 - Mandatory upgrades – DB2 database licensing
 - Package 473 – Origin Hosting and Software Licensing
 - \$749,450 GF
 - \$1,454,815 FF

Origin Operations

- Batch operations – backbone of the system
 - Batch optimization
 - Interrupting the business
- Development of an automated regression testing suite

Origin Operations and Maintenance

Keeping Origin modern, secure, and connected

Change Requests: Child support program portfolio of projects that require changes in Origin

- Legislative implementation
- Child support guidelines review project (federal requirement)
- IV-D paternity establishment (federal performance measure)
- Other agency projects
 - OLCC: Phase 1 – in progress, Phase 2 – June 2023, Phase 3 – February 2024
 - OED: Phase 2 – Paid Leave Oregon – in progress, Phase 3 – Unemployment Insurance design – August 2023
 - SAIF: Testing – February 2023
 - ODHS / OHA Public Health Division: Date to be determined
 - Consortium of licensing agencies (e.g., DEQ, Construction Contractors Board, Oregon Board of Optometry, Oregon Real Estate Agency): Dates to be determined

Origin Framework Refactoring Project

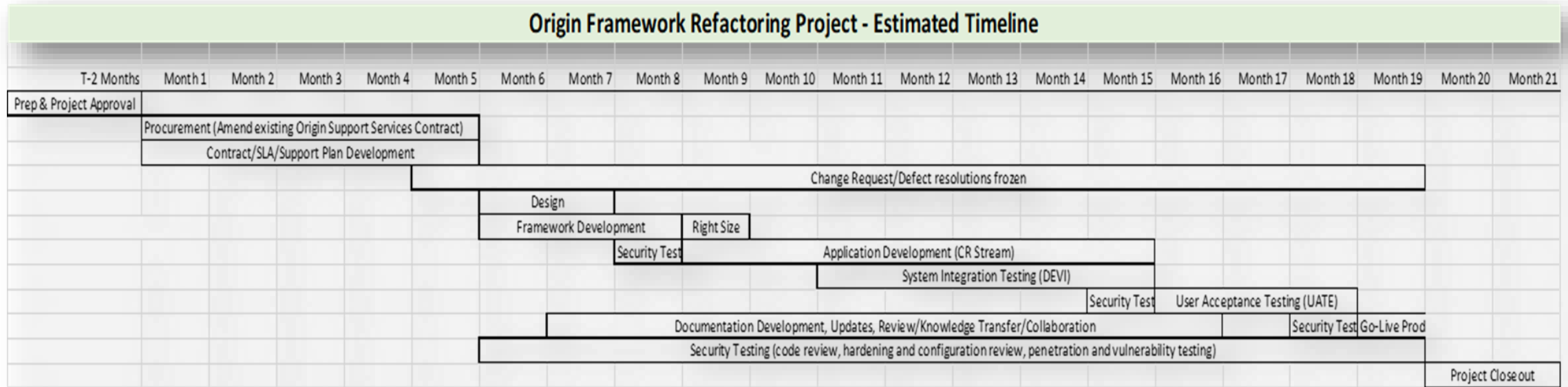
Schedule – Currently in the planning phase –
projected completion date end of 2024

Replacing an end-of-life framework

- Resulted in an IRS audit finding due to unsupported software
- DAS EIS recommends project oversight Level 2
- Stage Gate 2 – procuring independent Quality Management Services
- Package 472 – Agency Request Budget
 - \$2,529,600 GF
 - \$4,910,400 FF

Origin Framework Refactoring Project

Origin Framework Refactoring Project - Estimated Timeline



Origin hosting migration planning

Schedule – Plan migration 2023-25

- Aligns with DOJ Information Services Strategic Technology Plan
- Will require an updated cost-benefit analysis and business case
- Estimated migration project timeline – approximately 18 months
- Migration costs (2020 estimates) \$2,687,947 – \$4,183,227
- Will require Policy Option Package in 2025-27
- Will require Stage Gate oversight

Ancillary child support systems

Schedule – 2025-27

Origin is the *largest* system but not the *only* system

- Child support has eight ancillary systems that support child support operations
 - Employer Services Portal
 - Central imaging system – ibml
 - OCSE state services portal
 - Oregon Child Support Program website
 - Child Support Central – intranet
 - Child support payment portal and kiosks
 - District Attorney staff virtual desktops
 - Cyberfusion
- Each of these systems require ongoing support and upgrading