



STATE OF MICHIGAN

GRETCHEN WHITMER
GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ROBERT GORDON
DIRECTOR

IV-D MEMORANDUM 2019-008

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: May 6, 2019

SUBJECT: Data Warehouse Self-Service Reporting (SSR), Statewide
Implementation, and Training

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum provides information regarding Self-Service Reporting (SSR) in Business Objects. It provides a background of the project, its development process, training considerations, and implementation procedures.

The SSR project officially began in October 2018 with a planning phase, followed by a pilot for several FOC offices starting in January 2019. OCS decided to focus its first SSR efforts on enforcement and financials reporting for FOC users. Piloting SSR among a broad group of FOC offices has provided the program with a better idea of how SSR will work for the entire child support program.

Statewide SSR implementation for FOC users is scheduled to begin on May 16, 2019, and continue through September 2019. As SSR implementation progresses, OCS will assess the users' needs and will be in a better position to determine use of SSR for PA and OCS staff, and for more expansive data topics going forward.

Use of SSR is optional; OCS does not require users or offices to access SSR.

DISCUSSION:

A. Background

IV-D staff often request queries from the Michigan Child Support Enforcement System (MiCSES) Data Warehouse to gather data they need to perform research and create work lists. The MiCSES Data Warehouse team prepares the requested queries and provides the results on the mi-support Document Distribution Center.¹ In an effort to make this process more convenient and efficient, OCS and the MiCSES Data Warehouse team began investigating ways for IV-D staff to run queries themselves. In 2016, the MiCSES Data Warehouse team developed an SSR proof of concept² using the Web Intelligence (WebI, pronounced “Webby”) application available in Business Objects. The purpose of SSR is to:

1. Empower IV-D staff to create, customize and share reports securely through Business Objects using MiCSES data available in the Data Warehouse;³ and
2. Allow IV-D staff to bypass the [ad-hoc query request process](#) in many cases and obtain data within minutes.

Upon successful completion of the proof of concept, the MiCSES Data Warehouse SSR team explored what Michigan’s IV-D program needed most from SSR. They discovered a need for work lists that FOC staff can use to identify cases needing action. Therefore, SSR is primarily focused on FOC enforcement and financials reporting at this time.

The SSR efforts meet the Michigan Child Support Program’s 2018-2020 Strategic Plan strategies to “increase access to data and information through self-service reports” and to “ensure staff have the data tools and information necessary to be successful.” These strategies were identified as methods the program would use to improve child support services.

B. SSR Development – the Agile Method

The SSR team is using the Agile software development method.⁴ The Agile method allows for changing requirements as the development happens and focuses on creating working functionality in short time periods called “sprints.” The SSR team has defined a sprint to be an approximately two-week time period.

Business Objects uses a collection of data elements created by the SSR team to represent MiCSES data. This collection of data elements (e.g., docket number, case

¹ Ref: the [Central Ad Hoc Query Request Process](#) on mi-support for more information.

² “Proof of concept” is evidence, typically derived from an experiment or pilot project, which demonstrates that a design concept or proposal is feasible.

³ Ref: [Section 1.10, “Confidentiality/Security,” of the Michigan IV-D Child Support Manual](#) for information on the secure handling of data.

⁴ For more information about the Agile method, reference the website “Agile In a Nutshell” at <http://www.agilenutshell.com/>.

number, names, etc.) is called the SSR “universe.” With each sprint, the SSR team adds new data elements to the SSR universe within Webl.

The SSR team adds the data elements in order of priority as decided by the product owner (the OCS liaison between the users/partners and the SSR team) with input from the users/partners. At the completion of a sprint, the SSR team presents the new functionality to the users and other stakeholders. The new functionality is released to production after every other sprint, on a four-week schedule. The new data elements are then available to SSR users so they can create new reports or modify existing reports.

Regular sprints are scheduled through mid-September, and the project is scheduled to conclude on September 30, 2019.

C. Pre-Pilot and Pilot

The SSR pre-pilot period began in October 2018, followed by sprints one, two and three. During this pre-pilot period, the OCS Training Services Section also began the development of SSR training materials.

In January 2019, the SSR team started the pilot by releasing SSR into Business Objects production for FOC pilot users. This first release contained all functionality and data elements built into the SSR universe during the first three sprints. The Training Services Section presented the initial SSR training to the pilot users.

Pilot users were selected from FOC offices in eleven Michigan counties: Benzie, Calhoun, Chippewa, Crawford, Kalkaska, Kent, Muskegon, Oakland, Otsego, Ottawa, and St. Clair. In addition, one user from the State Court Administrative Office (SCAO) participated in the pilot.

FOC pilot participants explored the SSR universe in their local offices, created reports, and experimented with building queries. The Training Services Section, the product owner, and the SSR team communicated regularly with pilot users to gather feedback, identify training needs, and collect new ideas and requests for future sprints.

During the pilot, sprints were completed in two-week increments, and the SSR team released new data elements and functionality into production approximately every four weeks.

D. SSR Benefits and Suggested Users

By allowing users to run their own reports, SSR will make it easier for FOC staff to gather the data they need to perform their work. In addition, SSR may allow FOC offices to better organize their efforts in obtaining reports. For example, offices

should identify specific staff who have the aptitude and time available to create reports that the entire office can use.

The SSR tool is not necessarily intuitive; it requires staff to be trained and to use it regularly to become proficient and productive. FOC staff who plan to use SSR must take training to learn it (Ref: Section E of this memorandum). OCS encourages training participants to obtain approval from their office management first before registering for training.

During the statewide implementation through September 2019, those who register for training as explained in Section E below will be granted SSR access in Business Objects *without* the need to complete a *IV-D Program Request for Computer Access* (DHS-393) or a *IV-D Program Request for Changing Computer Access* (DHS-395) to gain SSR access.

E. Statewide Implementation and Training for FOC Users

Statewide implementation and training for FOC users who are interested in SSR will begin in May 2019. The Training Services Section will offer multiple Virtual Instructor-Led Trainings via the [Learning Management System \(LMS\)](#) between May and September 2019. OCS will provide dates and links for these trainings via email notifications and on mi-support.

Note: Users **must** have a Business Objects login at the time of training so they can access the SSR environment and follow along with the trainers (Ref: Section F of this memorandum for more information).

To register for SSR training, FOC staff will log into the LMS. A limited number of attendees may participate in each training, so the enrollment process is on a first-come, first-served basis.

FOC staff will participate in the instructor-led training on their assigned day/time. During the week following their training, participants are encouraged to use SSR, along with the written training materials, to create reports, making sure to capture any questions or additional training needs. Then one week after each training, Training Services will host a follow-up Question and Answer session. Users may wish to participate in this session to ask questions and provide feedback based on their one-week use of SSR.

FOC users are strongly encouraged to use SSR regularly and provide feedback regarding training needs and performance by emailing the Help Desk at DIT-MiCSES-Helpdesk@michigan.gov.

F. Post-Implementation and Training

After September 30, 2019, staff who have a Business Objects login and need SSR access must complete a DHS-393 or a DHS-395 and submit it to the MiCSES Help Desk.

Note: Staff should have office management approval before requesting access.

- On the DHS-393, staff will select “Data Warehouse/Business Objects View” and “Other,” and write in “SSR.”
- On the DHS-395, staff will select “Data Warehouse/Business Objects” and write in “SSR” next to “Data Warehouse/Business Objects.”

Staff who do not have a Business Objects login and need SSR access must complete and submit a DHS-393 to obtain both a Business Objects login and SSR access.

A recording of a live training will be available on the LMS for reference. In addition, live virtual trainings will be scheduled on an as-needed basis, and can be requested in the LMS.

G. Enhancements After September 30, 2019

After September 30, 2019, users wishing to request fixes or enhancements to SSR – including adding data elements specific to PA and OCS users and fixes to existing SSR fields – will enter a ticket with the MiCSES Help Desk. These tickets will be prioritized with other MiCSES and Data Warehouse tickets.

Outstanding enforcement/financials functionality requests that were not included in SSR development before September 30, 2019 will be given a ticket number and prioritized with all other Help Desk tickets.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

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None

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