



STATE OF MICHIGAN

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DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ROBERT GORDON
DIRECTOR

IV-D MEMORANDUM 2020-035

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: December 22, 2020

SUBJECT: Reconfiguring the Child Support Help Desk and the Transition to a New Call-Tracking System

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum explains plans for reconfiguring the Michigan Child Support Enforcement System (MiCSES) Help Desk. This restructuring ultimately will include staffing and managing the Help Desk within OCS rather than its current staffing within DTMB.¹ However, that shift in staffing and managing is delayed indefinitely because of a hiring freeze required by the State of Michigan due to the COVID-19 pandemic and budget constraints. Nevertheless, OCS and DTMB will transfer Help Desk tickets² from the current call-tracking system (Remedy) to a new system (Microsoft Dynamics).

This IV-D Memorandum explains:

- Expected benefits of OCS’s staffing of the Child Support Help Desk;
- Plans for transparency in call and ticket status;
- The transition to a new Help Desk call-tracking system;
- The Dynamics web portal for searching tickets; and
- Plans for future communication.

¹ DTMB is Michigan’s Department of Technology, Management & Budget.

² A “ticket” is a record of a problem or incident that may interrupt a IV-D worker’s ability to use MiCSES or another application efficiently. It can also be a record of a requested improvement, guidance, or requested service (e.g., training assistance).

DISCUSSION:

A. Introduction

The MiCSES Help Desk currently provides technical support to all MiCSES users. However, although the MiCSES Help Desk is a useful resource, its assistance is limited to system issues; it does not provide support regarding child support policy or procedures. As a result, OCS management plans for a future Child Support Help Desk that will provide assistance with MiCSES and other applications as well as issues related to child support policy and procedures. To accomplish this goal, the Child Support Help Desk will be maintained within OCS rather than DTMB. This will allow OCS to manage the Help Desk's operations and give OCS more flexibility to pursue other strategic goals in the area of technical support.

Until the staffing of the Child Support Help Desk is complete, the MiCSES Help Desk will pursue its efforts for continuous improvement by implementing the new call-tracking system and a web portal for searching tickets.

OCS's development of the new Child Support Help Desk advances the Michigan Child Support Program's Strategic Plan goal to improve education and outreach for IV-D staff. The new Help Desk will provide IV-D staff with the tools and knowledge they need to perform their work more effectively. This will also help IV-D staff meet the Strategic Plan goal to improve services for child support customers.

B. Benefits of OCS's Staffing of the Child Support Help Desk

One of the goals of staffing the Help Desk with OCS-managed staff is to increase the likelihood of "first call resolution" for IV-D workers. First-call resolution means that workers' issues will be resolved in their first call – reducing the need to move the ticket to another team for resolution. Since Help Desk staff will have more program knowledge in addition to application knowledge, they will be more likely to resolve issues in one call. To highlight this shift in approach, the name of the Help Desk will change from the "MiCSES Help Desk" to the "Child Support Help Desk" at the time OCS is approved to staff and manage the team.

The OCS-staffed Help Desk will more effectively track and communicate the status of all tickets. The child support program uses specific criteria to determine the requested improvements eligible for implementation into the system (i.e., inclusion in a MiCSES release or other application release³); therefore, not all tickets that request improvements are considered for release work. The Help Desk will communicate the results of the release planning process. When a ticket is not eligible for a release, the Help Desk will provide alternative solutions where possible. These solutions may include workarounds or a request for new/additional information about the problem and its impacts for release planning reconsideration.

³ A "release" is an effort in which one or more changes to an automated system are implemented on a certain date.

If a problem affects a limited number of cases, and if its resolution is critical for case processing, Help Desk staff will escalate it to IT specialists and other subject matter experts for resolution.⁴

C. Transparency in Call and Ticket Status

The Child Support Help Desk will improve the accessibility and visibility of all tickets and their resolution in an effort to increase transparency. As discussed in Sections D and E below, IV-D staff will be able to search recorded tickets. Additionally, OCS staff will post on mi-support the process and criteria by which tickets are selected for a release. OCS will post the following documents:

1. The Ticket Assessment Process – This document describes all the steps taken on a ticket before it is considered for a release. This document will include a description of the teams and processes involved in the assessment.
2. The Child Support Priority List – This list is used to track tickets that are being considered for inclusion in a MiCSES, Data Warehouse, and/or MiChildSupport application release.
3. The Prioritization Criteria – These criteria are used to prioritize tickets for the purposes of application release planning.

The date for posting this material is not yet determined, but OCS will announce this information when it is available.

D. The Transition to a New Help Desk Call-Tracking System

OCS and DTMB have begun the process to configure a new call-tracking system to replace the Remedy system. The Help Desk will use Microsoft Dynamics for call tracking.

Both Remedy and Dynamics are software applications. They are designed to assist in recording, routing, tracking, and resolving submitted tickets from (in this case) internal customers (IV-D staff) needing technical or business process assistance, or other service requests. DTMB has directed a transition from Remedy to Dynamics because IT support for Remedy is set to expire.

While OCS waits to hire Help Desk staff and fully implement the new Help Desk, OCS and DTMB are moving forward with the transition from Remedy to Dynamics. The timeline for transition completion is not yet finalized, but it should occur in the first three months of 2021. OCS will provide more information when it is available.

⁴ Ref: Section D of this memorandum for information on evaluating tickets in the transition to the new call-tracking system.

All Remedy tickets will be archived. Some tickets will also be migrated to Dynamics. OCS and DTMB will take the following consecutive steps:

1. Resolve tickets that are no longer being considered for release work.

Before archiving all Remedy tickets, OCS will update the status to “Resolved”⁵ on approximately 3,800 tickets that have already been reviewed in the release planning process and did not meet the criteria to be included on the Child Support Priority List. This is a subset of the total number of tickets that will be archived.

These tickets are no longer considered for release work because the cost of the change/improvement outweighs the value added. Resolving the tickets will provide clarity for the requester and others regarding the outcome of the request and will reduce “clutter” in the new system. This is a change to the previous process where these tickets would have remained open indefinitely.

2. Archive all Remedy tickets.

Tickets will be archived with the last status (e.g., “Assigned,” “Work in Progress,” “Resolved”) that the ticket had in Remedy. There will be two archives:

- a. Full archive: This archive will contain all tickets from Remedy – no tickets will be lost. It will be available only to Help Desk staff and limited OCS and MiCSES Project staff.
- b. Searchable archive on mi-support: This smaller archive will be a subset of the full archive; it will include only the ticket types and statuses described below. IV-D staff will be able to view this searchable archive, which may include MiCSES modernization ideas and/or other issues related to a release item.

Ticket types with a status of “Assigned,” “Work in Progress” or “Resolved” in the searchable archive will include MiCSES, Data Warehouse, MiChildSupport and several service request tickets (e.g., training needs or documentation clarification/modification). The archive will not include routine tickets such as password resets, application access requests, or calls closed prior to this archive effort; these will be filtered out for search efficiency.

If IV-D staff need information from an archived ticket not available in the searchable archive, they may contact Help Desk staff who will review and research tickets from the full archive.

⁵ In Remedy, tickets remain in a “Resolved” status for two weeks before automatically updating to a “Closed” status. IV-D staff should interpret a “Resolved” status in the archive as “Closed.”

If a ticket from the searchable archive was moved into Dynamics, the archive will be updated with that information.⁶

3. Migrate only the following tickets from the Remedy archive to Dynamics:
 - a. All tickets on the Child Support Priority List;
 - b. Open non-release tickets (e.g., policy clarification or training requests); and
 - c. All tickets that were created less than six months previously and remain open before the transition.

OCS and/or MiCSES staff will continue to work through tickets that were not resolved in Remedy (i.e., tickets that require further work or research). If a ticket progresses to release consideration, it will be moved into Dynamics for further tracking.

It may take up to two weeks after Remedy tickets are archived before they are migrated to Dynamics. OCS and DTMB intend to keep this time period as short as possible. During this time, Help Desk staff will open incoming tickets in Dynamics and work unresolved Remedy tickets through the searchable archive.

E. Dynamics Web Portal for Searching Tickets

Dynamics includes a web portal that will allow IV-D staff to search for existing tickets. OCS intends to use the Dynamics web portal to replace the current MiCSES Help Desk Call Search on mi-support. OCS will send an email notification to IV-D staff when Dynamics is available for use.

F. Future Communications

Once the State of Michigan lifts the hiring freeze, OCS expects to resume hiring staff and completing the transition of the Help Desk. IV-D staff can expect future communications on the:

- Posting of the process and criteria by which tickets are selected for a release;
- Timeline for the transition from Remedy to Dynamics;
- Implementation date for Dynamics;
- Searchable archive and instructions for using it;
- Dynamics web portal and instructions for using it;
- “Go-live” date for the transition from a DTMB-staffed Help Desk to the OCS-staffed Help Desk; and
- New phone number and email address for the Child Support Help Desk.

⁶ IV-D staff will use the Dynamics web portal to track the status of tickets moved into Dynamics. Ref: Section E of this memorandum.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Collaboration Workgroup
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None

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