



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

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DIRECTOR

IV-D MEMORANDUM 2021-008

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: April 2, 2021

SUBJECT: Implementation of the New Child Support Help Desk; Program
Technology Capacity

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces the implementation of the new Child Support Help Desk. The transition from the DTMB-managed MiCSES Help Desk to the OCS-managed Child Support Help Desk will be complete on April 13, 2021.¹

This IV-D Memorandum explains:

- The hiring of staff for the Child Support Help Desk;
- Contact information for the Child Support Help Desk;
- The transition period from the MiCSES Help Desk to the Child Support Help Desk; and
- Help Desk ticket numbers.²

This memorandum also discusses the child support program’s information technology (IT) capacity and reminds IV-D staff about efforts to increase ticket visibility.

¹ DTMB is Michigan’s Department of Technology, Management & Budget. MiCSES is the Michigan Child Support Enforcement System.

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:

[IV-D Memorandum 2020-035, Reconfiguring the Child Support Help Desk and the Transition to a New Call-Tracking System](#), introduced OCS's plans for the new Child Support Help Desk. It explained that staffing and managing of the Help Desk was delayed indefinitely because of a hiring freeze required by the State of Michigan due to the COVID-19 pandemic and budget constraints. Despite this delay, OCS and DTMB proceeded with transition work that could be done, such as the transfer of Help Desk tickets from the current call-tracking system (Remedy) to a new system (Microsoft Dynamics).

A. Hiring of Help Desk Staff

In January 2021, the State of Michigan lifted its hiring freeze, and OCS was able to resume the process of hiring Help Desk staff. The new staff started on February 8, 2021 and began their onboarding and training process.

Because the goal of the Child Support Help Desk is to answer child support questions and system questions, OCS hired staff with experience from all areas of the child support program. The Child Support Help Desk has staff members from OCS Operations, the PA office, and the FOC office. It also has a former MiCSES team member and a former MiCSES Help Desk team member.

When the Child Support Help Desk is fully implemented, DTMB staff who worked on the MiCSES Help Desk will be reassigned to other teams within the State.

B. Help Desk Contact Information Changes

Starting April 13, 2021, IV-D staff will contact the Child Support Help Desk by:

- Phone at 855-344-0500;
- Email at MDHHS-ChildSupportHelpDesk@michigan.gov; or
- Fax at 517-241-9703. (This is the same fax number that was used by the MiCSES Help Desk.)

IV-D staff may still enter a ticket from [mi-support](#).

Emails from Dynamics will come from MDHHS-OCS-Dynamics@michigan.gov.³

Note: MiCSES Help Desk contact information that appears in existing OCS materials will not be updated in one effort; instead, it will be updated as various materials are revised. If IV-D staff provide forms that include the MiCSES Help Desk contact information, staff should also provide the Child Support Help Desk contact information until the forms are updated.

³ This was first announced in the email notification [Help Desk Ticket Tracking Software Change](#) on February 8, 2021.

C. Help Desk Transition Period

There will be a transition period as the MiCSES Help Desk fully converts to the Child Support Help Desk. IV-D staff who contact the Child Support Help Desk may experience longer waits as the Help Desk becomes operational. This will be temporary, and OCS appreciates everyone's patience.

1. Help Desk Phone Number

The MiCSES Help Desk phone number will continue to work for a short time after April 13 to ease the transition to the new phone number.

- a. For approximately one month, when people call the MiCSES Help Desk, they will hear a recorded message informing them of the new phone number. It will then offer to transfer them to the Child Support Help Desk.
- b. For approximately another month, callers of the MiCSES Help Desk will hear a recorded message informing them of the new phone number and then will be disconnected. Callers will need to dial the Child Support Help Desk number.
- c. After two months, the MiCSES Help Desk phone number will no longer play a recorded message.

OCS will work with DTMB to monitor the use of the MiCSES Help Desk phone number and may adjust the length of time the transition messages are in place.

2. Help Desk Email Address

Similarly, the MiCSES Help Desk email address will remain working for a short time after April 13 to ease the transition to the new email address.

- a. For approximately one month, people who email the MiCSES Help Desk will receive an automated reply informing them of the new email address. Their email will be forwarded to the Child Support Help Desk.
- b. For approximately another month, people who email the MiCSES Help Desk will receive an automated reply informing them of the new email address. They will be asked to send their email to the Child Support Help Desk.

Child Support Help Desk staff will monitor the use of the MiCSES Help Desk email address and will determine when it is appropriate to discontinue it.

D. Help Desk Ticket Numbers

IV-D Memorandum 2020-035 discussed the transition in Help Desk call-tracking systems from Remedy to Dynamics. This transition was completed on February 22, 2021, and the Dynamics Portal was implemented the same day.⁴

IV-D staff should be aware of the following regarding Help Desk ticket numbers:

- Dynamics tickets have an eight-digit number that starts at 10000000.⁵ IV-D staff may use the Dynamics Portal to search for information on these tickets.
- Remedy tickets that were imported to Dynamics (tickets less than six months old) kept the same six-digit ticket number,⁶ but the prefix “INC” was removed. IV-D staff may use the Dynamics Portal to search for information on these tickets.
- Remedy tickets that were not imported (a ticket older than six months) and need to be worked will be opened in Dynamics and assigned a new number. IV-D staff may use the searchable Remedy archive⁷ to find the status of these tickets, including the Dynamics ticket number that was assigned when the ticket was opened.

IV-D staff may call the Child Support Help Desk for assistance with the status of a ticket.

Note: Remedy ticket numbers that are mentioned in existing OCS materials will not be updated in one effort; instead, they will be updated as various materials are revised.

E. Program Technology Capacity

The child support program is primarily addressing tickets that preserve and maintain MiCSES operations and ensure the IV-D program remains legally compliant. It is no longer practical or cost-effective to address many of the requests to change or improve MiCSES.

MiCSES was implemented statewide in 2003, making the system 18 years old. It is built on an antiquated platform that is difficult and expensive to maintain. This makes

⁴ The mi-support [Help Desk Call Search](#) page has a link to the Dynamics Portal. It also has links to instructions for state-managed offices and county-managed offices to log into the portal. Login information was introduced in the February 23, 2021 email notification [New Help Desk Ticket Search Now Available / Emails Generated from Dynamics](#).

⁵ This was first communicated in the February 8, 2021 email notification *Help Desk Ticket Tracking Software Change*.

⁶ IV-D Memorandum 2020-035 discusses the types of tickets that were imported from Remedy to Dynamics.

⁷ The mi-support Help Desk Call Search page contains a link to the searchable Remedy archive. Ref: IV-D Memorandum 2020-035 for more information on the searchable Remedy archive.

it more challenging to demonstrate an adequate return on investment for new or modified functionality. The age of MiCSES prompts close examination of work requests that often require substantial effort and funding. Additionally, the federal government contributes a significant portion of funding necessary for maintaining and updating MiCSES, and the federal Office of Child Support Enforcement has indicated its desire that Michigan reduce technology expenses.

As a result, OCS has shifted much of its IT budget to tools designed using newer technology that help the program meet its strategic goals.⁸ MiChildSupport and the Data Warehouse are examples of systems built on modern platforms. Enhancements in these systems, such as improved case participant access, data visualization and self-service reporting, provide benefits that more easily outweigh the cost.

OCS worked with DTMB and program partners to develop evaluation criteria it will use to prioritize system improvements and changes. Using the criteria will help ensure that limited technology resources are allocated to changes and improvements that are most likely to provide measurable benefits to the program. IV-D staff may review and familiarize themselves with the evaluation criteria provided in [Exhibit 2021-008E1](#).

When filing tickets with the Help Desk, IV-D staff should clearly explain the impact of the system deficiency and the measurable benefits (quantitative and/or qualitative) of the correction or improvement they request. If the ticket lacks this information, Help Desk staff may request additional information from the requester.

Help Desk staff will route these tickets through the Child Support IT Work Intake Process where the ticket will be evaluated by several groups⁹ to determine the ticket's eligibility for inclusion in a future release. Once the determination is made, Help Desk staff will communicate the result to the requester. The ticket will either be included on the Child Support Priority List or closed with a resolution code that will allow OCS staff to readily locate the ticket for MiCSES modernization or other efforts. OCS encourages IV-D staff to continue submitting modernization ideas because they will be captured for future efforts.

F. Improved Visibility of Tickets

As mentioned in IV-D Memorandum 2020-035, the Child Support Help Desk will improve the accessibility and visibility of all tickets and their resolution in an effort to increase transparency.

⁸ Ref: the [Michigan Child Support Program's Strategic Plan](#).

⁹ These groups include the IT Planning Team and the Ticket Assessment Groups (TAGs): Functional TAG, Data Warehouse TAG, and Technical TAG. When there is new development or a very large maintenance ticket, the IT Oversight Team and others may be included.

The following documents explain the process and criteria by which tickets are selected for a release:

- Child Support IT Work Intake Process;¹⁰
- Child Support Priority List;¹¹ and
- Evaluation Criteria.¹²

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Collaboration Workgroup
Customer Service Workgroup
IT Planning Group
Program Leadership Group

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ATTACHMENTS:

Exhibit 2021-008E1: Evaluation Criteria: Michigan Child Support Program Information Technology (IT)

EPF/KT/JM/SM

¹⁰ The Child Support IT Work Intake Process document was referred to as "Ticket Assessment Process" in IV-D Memorandum 2020-035. A link to this document will be posted to the mi-support Help Desk Call Search page in the near future.

¹¹ A link to the Child Support Priority List is located on the mi-support Help Desk Call Search page.

¹² Ref: Exhibit 2021-008E1. The Evaluation Criteria document was referred to as "Prioritization Criteria" in IV-D Memorandum 2020-035.