Evaluation Criteria
Michigan Child Support Program Information Technology (IT)

When analyzing and prioritizing an IT Work Request investment, the IT Planning Team considers the degree to which, and likelihood that, a request will:

- Improve desirable program outcomes/reduce negative outcomes (e.g., rates of paternity establishment; timeliness of order establishment; family safety, volume and efficiency of collections; timeliness and accuracy of payments to families);
- Improve the quality of the user experience (e.g., ease of access to services, ease of use of services, aesthetic look, reduce time and steps that users experience);
- Increase the amount of positive, proactive family engagement with the program;
- Reduce the direct and/or anticipated costs incurred in the provision of services by program partners and stakeholders;
- Reduce inequities (based on race/ethnicity, gender, income, or geography) that families and child support professionals experience in the program;
- Improve/enhance the security and stability of IT systems;
- Ensure program and user compliance with existing and new laws, rules, regulations, or other external mandates; and
- Increase program funding via federal reimbursement and/or incentives.

The IT Planning Team will use the criteria above to evaluate each IT Work Request and decide whether to:

- Prioritize;
- Request further analysis; or
- Reject and provide reasoning to the originator.

If the request is prioritized, the IT Planning Team will add it to its priority board. If further analysis is needed, the originator will be notified, and a request will be made to provide additional information or clarification. If it is rejected, the originator will receive an explanation for the IT Planning Team's decision.