

**Business Case Template for a Data  
Exchange Capability Between Child  
Support and the Judiciary  
(Child Support Version)**

**November 2007**



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## ***Purpose of the Business Case Template***

*This template helps court/judicial and child support management prepare a business case when considering the development of a mechanism to electronically exchange data. The business case template consolidates various direction-setting goals and project goals to show how a project to exchange data is consistent with the business direction of the court/judicial and child support organizations.*

*A business case is essential to obtain approval to proceed. A business case provides management with the necessary information to understand how this project will help them to further meet their objectives, as well as why this project is worth the investment of resources. The business case approach suggested here may be more extensive than is required in your organizational situation/jurisdiction and should be tailored for your particular application.*

*Preparation of a business case typically requires input from staff knowledgeable of the court/judicial and child support business processes and information technology.*

## ***How to Use the Business Case Template***

*It is recommended that the general outline of the business case template be used to support a data exchange project. Sample contents for a business case are provided that give those developing a business case a substantial head start. The samples provided are specific to the information exchange between child support systems and court/judicial systems. The various samples provided can be used as is or can be customized to support specific needs.*

*Each section of this template is a chapter of the business case. At times, the template provides significant detail that may not be needed. For example, the requirements section within many business cases is typically not provided in detail. However, including extra detail may expedite the implementation of an exchange/interface.*

*This document uses **italics text** as instructions and **normal text** as the sample content.*

*The first step in customizing this template is to determine if each chapter is needed and then review and update the remaining sample content in each chapter. Next, include any narrative text that further customizes each chapter.*

*Some child support agencies may approach a data exchange project in phases. Rather than implement all data and functionality, a specific set of data and functionality may be chosen to be implemented. This business case template can be customized to support a phased implementation. The business case can also be customized to support a pilot project. If a pilot project is planned, a separate chapter outlining this strategy is recommended. For example, complete the entire business case and then select a narrower scope to pilot as a separate project.*

# 1. EXECUTIVE SUMMARY

*The purpose of this section is to provide a summary of the entire business case. The Executive Summary includes one or two paragraphs summarizing each section of the entire document. It may include actual contents from the body of the document. It should not exceed two or three pages. The Executive Summary can be a powerful communication tool that can give decision makers a quick view of the case being made to initiate a project to exchange data between child support enforcement systems and court/judicial systems.*

*The audience for the Executive Summary may include members of the Bench, State and Local Court Administration, State and Local Child Support Administration, Chief Information Officers and Managers, and Executives in partner and funding organizations that are affected by or influence the implementation of the electronic data exchange.*

## **2. INTRODUCTION**

### **2.1 BACKGROUND**

In 1998 the Federal Office of Child Support Enforcement (OCSE) hosted the National Symposium on Children, Courts, and the Federal Office of Child Support Enforcement. The goal was to reach out to those involved in the judicial side of child support and collaborate on program issues. A second symposium was held in 2003 that involved child support, judicial, and Medicaid representatives.

In 2004, resolutions from the Conference of Chief Justices (CCJ) and the Conference of State Court Administrators (COSCA) identified the areas ripest for collaboration efforts. Two areas are financially based: reduction of default orders and dealing with arrears. As a result, the National Judicial-Child Support Enforcement Task Force was created. The group then formed subgroups to address the following issues:

- Reducing Inappropriate Orders
- Problem Solving Courts
- Inter-jurisdictional Case Processing/Electronic Data Exchange
- Arrears Management/Order Modification
- Collaborative Planning/Education/Cross Training for Judges

In 2006 a workgroup consisting of representatives from State courts, State child support agencies and tribal child support agencies convened and developed data exchange standards. These data exchange standards make it easier for State court/judicial and State child support agencies to exchange data electronically.

### **3. BUSINESS CASE OBJECTIVES**

*The purpose of this section is to ensure that the proposed data exchange is consistent with the child support initiatives within the State. It serves to provide assurance to the appropriate decision makers that the project is consistent with the overall direction of the organization(s).*

*Business case objectives should communicate the strategic aspects documented below that express to child support management that this project is, in fact, accomplishing something that is strategic in nature and will result in improvements for child support and court/judicial agencies.*

*The following sample may be used in the business case document. It contains a project Mission Statement and Goals/Objectives. It is intended to show that the project is being proposed in the context of the overall strategic direction of the State child support agency. A short description of the Mission Statement and Goals/Objectives are provided to better communicate their purpose to developers of the business case.*

#### **3.1 MISSION STATEMENT**

*The Mission Statement answers the following questions regarding the organization:*

**Who** are the primary customers?

**What** customer needs will the project fill?

**How** does the project support the functions of the court/judicial agencies and State child support agencies?

**Why** is the project important?

*The Mission Statement should address the essence of the project. Brevity is recommended.*



### 3.2 GOALS/OBJECTIVES

*Goals/Objectives are measurable steps in meeting the mission. For each Goal/Objective there must be at least one desired long-term outcome.*

*Goals/Objectives:*

- *Define the “targets” or accomplishments the project will achieve in the future*
- *Should be few in number, typically five with a maximum of ten*
- *Are the first steps in the “road map” for transforming the mission into action*
- *Permit measurement of success*

The following are Goals/Objectives that will be addressed by a project to exchange data between State child support and court/judicial agencies:

- Decrease time for a case to change from locate to maintenance
- Decrease time for paternity to be established, order to be established, and order to be enforced
- Increase how quickly a case moves to a paying status
- Decrease delays in order processing, information sharing, and payment processing
- Decrease the gap between what is supposed to be paid in child support and what is actually paid
- Improve collections
- Decrease case processing timeframes
- Improve consistency and productivity of case data
- Decrease customer service response time
- Reduce occurrence of inappropriate orders (i.e. default orders)
- Improve communication in inter-jurisdictional cases, such as Tribal/State agency-to-Tribal/State court, Tribe-to-State, State-to-State, etc.

## **4. BUSINESS PROCESS DESCRIPTION**

### **OVERVIEW OF THE BUSINESS PROCESS**

A basic understanding of the business requirements between the States and its court/judicial agencies is a critical baseline for the requirements definition. It is important to have an understanding of the interaction between State child support agencies and court/judicial agencies. To clarify the business process framework applicable to the exchange requirements, a brief generic description of the court business processes relevant to this project is provided below. The exchange must be able to support the business flow between child support agencies and the court/judicial agencies.

Basic areas where the child support agency interacts with the court/judicial agencies include:

- Establishment – Paternity and Orders
- Order Enforcement
- Review and Adjustment
- Supplemental Petitions and Orders

### **ESTABLISHMENT**

Establishment is the function by which paternity, child support orders, and/or medical support orders are established. Paternity can be established via voluntary acknowledgement or court-ordered paternity testing. Paternity can also be adjudicated. Child support and medical support orders are established by the court/judicial agency or administratively by an executive agency rather than by court/judicial agencies and judges. The child support order can dictate frequency, amount, type of support, duration, and whether wage withholding is mandated. Medical support orders specify how children are provided with health insurance coverage. Child support order amounts are based on child support guidelines, which are income-based formulas that vary by State.

### **ORDER ENFORCEMENT**

Although there is an existing file, documents must be served and filed with the court. Making some or all of this process electronic can eliminate data entry duplication. Once an order is entered, court staff can enter the details of the order and convey that information electronically to the child support agency. Enforcement of support orders is the application of remedies to obtain payment of an obligation contained in a support order. Examples of remedies include wage withholding, asset seizure, liens, license revocation, and U.S. passport denial.

### **REVIEW AND ADJUSTMENT**

Review and adjustment is the process in which current financial information is obtained from both parties in a child support case and evaluated to determine if a support order needs to be adjusted. Reviews occur according to a recommended review cycle, but can also occur upon the request of either party. For Temporary Assistance to Needy Families (TANF) cases, reviews can occur upon the request of either party or the child support agency.

### **SUPPLEMENTAL PETITIONS**

Supplemental petitions are petitions to enforce or modify a prior obligation. That prior obligation may be one entered by the court (in which case the parties' data will already exist); or by another court in the State or in another State (there may not be information on the parties for these petitions; a file or file amendment will be created once the application is received). These petitions are brought either by parties privately or by the agency as an assignee. The processing of these petitions would cause an additional flow of information to the agency, culminating in a responsive court order.

## 5. REQUIREMENTS

*Requirements are a statement of the needs that a project must satisfy. Requirements should be comprehensive and clear, well structured, traceable, and testable. The requirements analysis should begin with business or organizational requirements and translate those into project requirements.*

*The sample requirements provided are detailed and specific to an exchange of data between child support systems and court/judicial systems.*

The requirements for the child support agency and court/judicial exchange/interface are described below.

- Data Requirements
- Processing Requirements
- Technical Requirements
- Organizational Requirements
- Operational Requirements
- Legacy System Modification Requirements

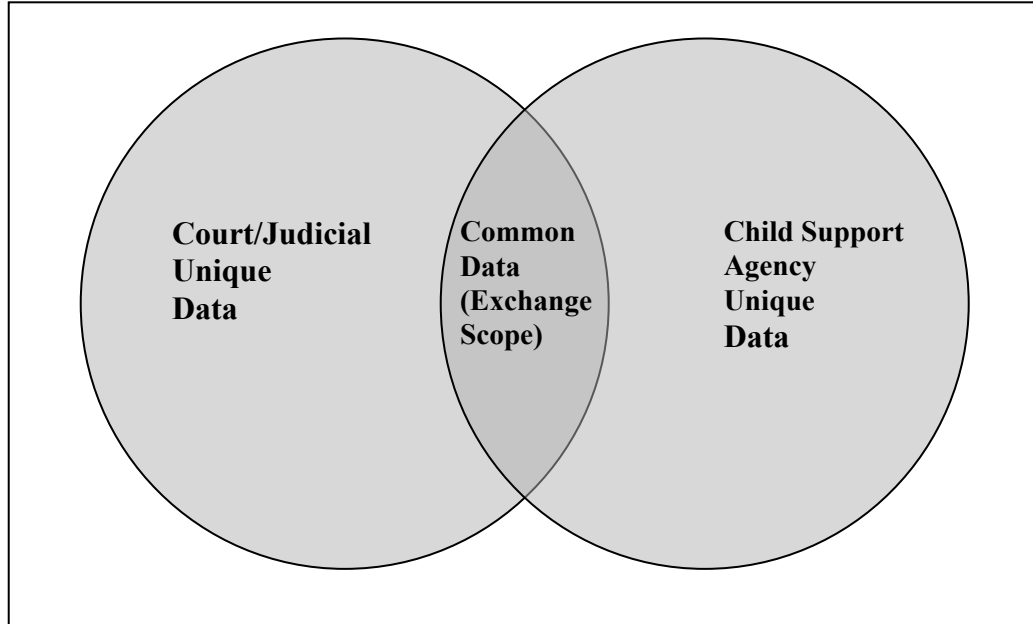
*It is important to recognize that the requirements are documented to support the assessment of alternatives for the exchange/interface and not for the development of the exchange/interface. The requirements presented here are not intended to be used by a child support or court/judicial agency to implement a child support and court/judicial interface. Studies have already been conducted that indicate the technology to exchange documents and data is available. The requirements identified as part of this effort focus not so much on **can** we exchange data in an automated manner, but **should** we exchange the data in an automated manner **at this time**.*

### **Data Requirements**

Requirements for the data exchange/interface between the child support agency and the court/judicial agency are provided in this section. The following data elements were defined by the OCSE and the National Center for State Courts workgroup.

*In 2006, a workgroup was convened to assist in the development of two XML data models for a request for remedy and a child support order. The National Center for State Courts directed this effort. The information exchange documentation for these two data models is included in the appendix of this document and could be used as an example in the development of data requirements.*

The scope of what is being exchanged between the States and court/judicial agencies has as its foundation the flow of data between the State child support agencies and the court/judicial agencies. There are unique aspects to the child support business process within the State and court/judicial environments. The diagram below depicts the scope of the data exchange.



Requirement 1: The exchange/interface must be able to handle both case-specific and person-specific data. The source and destination systems may be case-oriented, person-oriented, or both. This means the basic processing unit is either the case or the persons involved in the case. The basic data groups provided below are generic so as to represent both case and person oriented situations.

**Case Data**

<b>DATA ELEMENT</b>	<b>DESCRIPTION</b>
Docket Number (Court Case Number)	The number assigned to the case filed in a particular court. Also called a case number.
Order Commencement Date	The date that obligations start to accrue.
Date of Order	The date on which the order was established.
Order Action	Indicates if an order is a request from a child support agency for an order of the court or a Court Action, indicating an executed order from the court.
Order Category	Category of the order, including Establish, Modify, Enforce, Modify and Enforce, and Vacate.
Order Type	Child support (initial or modified) or paternity.
Non Monetary Order	Details of the order in which payments are not required.
Monetary Order	Details of the order requiring payments (including maintenance, alimony, medical payments, health insurance, etc).
Order Payor	Name of person required to make the payment(s).
Order Payee	Trustee(s) for the payment; may include child support agency,

DATA ELEMENT	DESCRIPTION
	custodial parents, or direct payments to schools, doctors or other.
Obligation Type	Type of obligation can be monetary or non-monetary, including attending counseling with a child, submission to blood test, one-time payment, arrearage payment, or regular monthly payment.
Amount of Child Support Due	The final decision of the court, resolving the dispute; an opinion; an award.
Frequency of Child Support Payment	The amount of time between payments (e.g., Weekly, Bi-weekly, Semi-monthly, Monthly, Quarterly, Semi-annually, Annually).
End Date/Duration	End date or duration of obligation (e.g., high school graduation).

### Person Data – Obligor

DATA ELEMENT	DESCRIPTION
Obligor Name <ul style="list-style-type: none"> <li>• First Name</li> <li>• Middle Name</li> <li>• Last Name</li> </ul>	Name (at the time the order was issued) of the person owing the duty of support. Also referred to as the non-custodial parent.
Obligor Suffix (Title)	The name suffix (at the time the order was issued), e.g., Jr.
Obligor Now Known As Name <ul style="list-style-type: none"> <li>• First Name</li> <li>• Middle Name</li> <li>• Last Name</li> </ul>	Current name of the person owing the duty of support. Also referred to as the non-custodial parent.
Obligor Now Known As Suffix (Title)	The current name suffix, e.g., Jr.
Obligor Home Address	Home address of the obligor.
Street Address (line 1)	Line 1 of the street address for the obligor.
Street Address (line 2)	Line 2 of the street address for the obligor.
City	City for the obligor.
State	State code for the obligor.
Zip Code 1	The first five digits of the zip code for the obligor.
Zip Code 2	The last four digits of the zip code for the obligor.
Obligor Office Address	Office address of the obligor.
Street Address (line 1)	Line 1 of the street address for the office of the obligor.
Street Address (line 2)	Line 2 of the street address for the office of the obligor.
City	City for the office of the obligor.
State	State code for the office of the obligor.
Zip Code 1	The first five digits of the zip code for the office of the obligor.
Zip Code 2	The last four digits of the zip code for the office of the obligor.
Obligor Social Security number	Social Security number for the obligor.
Obligor Date of Birth	Date of birth (e.g., MMDDYYYY) of the obligor.
Obligor Home Phone Number	Home contact phone number for the obligor.
Obligor Office Phone Number	Office contact phone number for the obligor.
Obligor Email	Email address of the obligor.
Obligor Gender	Gender code for the obligor (e.g., M, F).

DATA ELEMENT	DESCRIPTION
Obligor Attorney Name <ul style="list-style-type: none"> <li>• First Name</li> <li>• Middle Name</li> <li>• Last Name</li> </ul>	Name (as of time order was issued) of the attorney of the obligor.
Obligor Attorney Bar Number	Obligor attorney's bar number.
Obligor Attorney License Authority	Obligor attorney's license authority.
Obligor Attorney Year Admitted to Bar	Obligor attorney's year admitted to the bar.
Obligor Attorney Bar Status	Obligor attorney's bar status (e.g. active, inactive).

### Person Data – Obligee

DATA ELEMENT	DESCRIPTION
Obligee Name <ul style="list-style-type: none"> <li>• First Name</li> <li>• Middle Name</li> <li>• Last Name</li> </ul>	Name (as of time order was issued) of the person to whom a duty of support is owed. Also referred to as the custodial parent when money is owed to the parent who resides with the child.
Obligee Suffix (Title)	The name suffix (as of time order was issued), e.g., Jr.
Obligee Now Know As Name <ul style="list-style-type: none"> <li>• First Name</li> <li>• Middle Name</li> <li>• Last Name</li> </ul>	Current name of the person to whom a duty of support is owed. Also referred to as the custodial parent when money is owed to the parent who resides with the child.
Obligee Now Known As Suffix (Title)	The current name suffix, e.g., Jr.
Obligee Home Address	Home address of the obligee.
Obligee Street Address (line 1)	Line 1 of the street address for the obligee.
Obligee Street Address (line 2)	Line 2 of the street address for the obligee.
Obligee City	City for the obligee.
Obligee State	State code for the obligee.
Obligee Zip Code 1	The first five digits of the zip code for the obligee.
Obligee Zip Code 2	The last four digits of the zip code for the obligee.
Obligee Office Address	Office address of the obligee.
Obligee Street Address (line 1)	Line 1 of the street address for the office of the obligee.
Obligee Street Address (line 2)	Line 2 of the street address for the office of the obligee.
Obligee City	City for the office of the obligee.
Obligee State	State code for the office of the obligee.
Obligee Zip Code 1	The first five digits of the zip code for the office of the obligee.
Obligee Zip Code 2	The last four digits of the zip code for the office of the obligee.
Obligee Social Security number	Social Security number for the obligee.
Obligee Date of Birth	Date of birth (e.g., MMDDYYYY) of the obligee.
Obligee Home Phone Number	Home contact phone number for the obligee.
Obligee Office Phone Number	Office contact phone number for the obligee.
Obligee Email	Email address of the obligee.
Obligee Gender	Gender code for the obligee (e.g., M, F).
Obligee Attorney Name <ul style="list-style-type: none"> <li>• First Name</li> <li>• Middle Name</li> <li>• Last Name</li> </ul>	Name (as of time order was issued) of the attorney of the obligee.
Obligee Attorney Bar Number	Obligee attorney's bar number.
Obligee Attorney License Authority	Obligee attorney's license authority.
Obligee Attorney Year Admitted to Bar	Obligee attorney's year admitted to the bar.
Obligee Attorney Bar Status	Obligee attorney's bar status (e.g. active, inactive).



**Person Data – Child (repeated for each child)**

<b>DATA ELEMENT</b>	<b>DESCRIPTION</b>
Children Names <ul style="list-style-type: none"> <li>• First Name</li> <li>• Middle Name</li> <li>• Last Name</li> </ul>	All children who have not reached the age of emancipation or been legally declared emancipated.
Children Street Addresses (line 1)	Line 1 of the street address for each child.
Children Street Addresses (line 2)	Line 2 of the street address for each child.
Children Cities	City for each child.
Children States	State code for each child.
Children Zip Code 1	The first five digits of the zip code for each child.
Children Zip Code 2	The last four digits of the zip code for each child.
Children Social Security number	Social Security number for each child.
Children Gender	Gender for each child.
Children Dates of Birth	Date of birth (e.g., MMDDYYYY) for each child.

**Financial Data**

<b>DATA ELEMENT</b>	<b>DESCRIPTION</b>
Remitter Name	Name of Person/Organization (e.g. employer) remitting payments to the person entitled to receive the payments.
Remitter Contact Name	Name of person responsible for remitting the payments.
Remitter Street Address (line 1)	Line 1 of the street address for the remitter.
Remitter Street Address (line 2)	Line 2 of the street address for the remitter.
Remitter City	City for the remitter.
Remitter State	State code for the remitter.
Remitter Zip Code 1	The first five digits of the zip code for the remitter.
Remitter Zip Code 2	The last four digits of the zip code for the remitter.
Remitter Phone Number	Contact phone number for the remitter.

**Event Data**

<b>DATA ELEMENT</b>	<b>DESCRIPTION</b>
Court Calendar (scheduled events)	Scheduled events such as court appearance dates.

Requirement 2: The exchange/interface must employ cross-references (i.e., the capability to connect cases to participants).

Requirement 3: The source system fields must be mapped to the destination system fields with respect to format, data type, etc.

Requirement 4: Algorithms must be established to address variances in source and destination field attributes (e.g., if the source system captures a 2-line address field and the destination system captures a 1-line address field, the interface has to recognize and remember those differences).

Requirement 5: The interface must have the ability to recognize and tag data items that are considered confidential.

### **Processing Requirements**

Processing requirements for the exchange/interface between the child support agency and the court/judicial agency are provided in this section.

Requirement 1: The exchange/interface must operate independently of the State and court/judicial systems (e.g., if the interface fails, the child support agency and court/judicial systems are not negatively affected).

Requirement 2: The generation of the data messages to be exchanged must be completed without manual intervention.

Requirement 3: Upon completion of an exchange, a record of the exchange must be generated. A complete audit of all transactions must be provided.

Requirement 4: The conversion of data from source to destination must be done without manual intervention (no manual loading of data).

Requirement 5: The exchange/interface must be initiated based on triggers in the source system as well as by the request of State or court/judicial staff.

Requirement 6: Paper exchange of data will be reduced.

Requirement 7: The exchange/interface must be able to accommodate the following documents and forms and also structure the data for exchange and presentation.

#### Documents/Forms

- Orders and/or Judgments for Support
- Contempt Orders
- Default Orders
- Review and Adjust Orders
- Enforcement Orders

- Continuance Orders
- Discovery Orders
- Orders correcting clerical mistakes
- Orders resolving a motion for review/modification of previous orders
- Appellate Orders
- Petitions or Complaints to Establish Paternity & Support
- Petitions or Motions for Contempt
- Supporting Affidavits
- UIFSA Petitions
- Depositions
- Continuances
- Service of Process

### **Technical Requirements**

Requirements for the exchange/interface between the child support agency and the court/judicial agency regarding technical aspects of the interface are provided in this section.

Requirement 1: The exchange/interface must be hardware independent.

Requirement 2: The exchange/interface must be able to handle multiple source/destination hardware configurations.

Requirement 3: The exchange/interface development language must be open and interpretive.

Requirement 4: The exchange/interface must be able to handle multiple source/destination operating systems and database management systems.

Requirement 5: The exchange/interface will flag incomplete information if sent from the source system (i.e., data requiring verification, authorization, and/or approval will not be exchanged unless flagged as being unverified).

Requirement 6: The exchange/interface must be self-describing (i.e., the structure and content together in each document).

Requirement 7: The exchanged document must be “human readable” (i.e., not requiring special tools to translate symbols or special computer languages into words people can read).

Requirement 8: The exchanged documents must separate data from presentation. When exchanging a document, the document is basically split into its two parts for transmitting. One is the presentation or the actual description that defines the formatting of the document. The second part is the data, a file that contains the actual content of the document. Once the document has

been exchanged, the two parts are brought back together and the original document is reconstructed.

Requirement 9: Any software used in the exchange/interface must not be proprietary.

Requirement 10: A mechanism of connectivity must be in place (e.g., the Internet, intranet, or network).

Requirement 11: A security infrastructure must be in place (e.g., firewalls and controlled access).

Requirement 12: The exchange will be compliant with national data models.

### **Organizational Requirements**

Organizational Requirements for the exchange/interface between the child support agency and the court/judicial agency are provided in this section.

Requirement 1: A workgroup must be established to address standardization of exchange/interface requirements, including but not limited to data, business rules, definitions, and forms.

Requirement 2: The workgroup needs to recognize the unique organizational structures of the State child support agency and the court/judicial agency (e.g., State vs. county-administered, judicial vs. administrative).

### **Operational Requirements**

Operations and on-going maintenance requirements for the exchange/interface between the child support agency and the court/judicial agency are provided in this section.

Requirement 1: Organizational responsibility for the operation and maintenance of the exchange/interface must be assigned/established.

Requirement 2: Resources beyond the initial implementation to support on-going operations and maintenance must be planned.

Requirement 3: Source and destination information technology (IT) organizations must take responsibility for maintaining the transaction file generation function.

### **Legacy Systems Modification Requirements**

Requirements for the exchange/interface between the child support agency and the court/judicial agency pertaining to legacy system modifications are provided in this section.

Requirement 1: The legacy systems must have the capability of creating the data set to be exchanged.

Requirement 2: The legacy systems must have the capability of accepting an electronic update without user intervention.

Requirement 3: The legacy systems must be able to accept both total record updates and partial record updates.

Requirement 4: The legacy systems must notify workers when the exchange/interface updates the database.

Requirement 5: The legacy systems must be able to extract the required data elements from the exchange/interface.

Requirement 6: The legacy systems must be able to report errors triggered by the exchange/interface.

## 6. PROPOSED SOLUTION

*This section documents the alternatives that were considered to meet the project's objectives. The proposed solution is the result of a thorough assessment of alternatives.*

*The process to evaluate alternatives is standard in the business of government Information Technology. The alternatives are identified and defined in a consistent manner to support an assessment against a set of criteria. The primary focus of the analysis is to understand the strengths and weaknesses of the different approaches and determine which solution offers the best potential for success. The sample provided in this document starts with the description of the exchange in terms of requirements.*

The analysis led to the identification of three potential alternatives that meet the requirements.

1. XML-Based Interface
2. System-to-System Interface
3. Imaging/Electronic Document Management

### 6.1 ALTERNATIVE DESCRIPTIONS

*The initial step necessary to conduct an alternatives analysis is to describe each alternative in a standard manner that facilitates assessment and comparison. A suggested approach is to provide the General Description, Data Description, Processing Description, and Technical Description. However, States should follow any proven methods they are comfortable using to describe their alternatives.*

Three alternatives for exchanging data between child support agencies and court/judicial agencies are described below.

#### **ALTERNATIVE 1 – XML-BASED INTERFACE**

##### **General Description**

XML (Extensible Markup Language) provides the ability to exchange information between different operating systems, computer applications and databases.

##### **Data Description**

The data requirements described in the Requirements section are based on the work previously completed in defining an XML structured data formats and national data models, which define document structures with a list of child support and legal elements. This alternative is consistent with the requirements.

## **Processing Description**

XML is a state-of-the-art means to exchange information between diverse hardware, operating system, and application software system environments. Using XML, the source computer takes the data (and separate formatting information as well) to be transmitted and converts it to XML. The XML file is transmitted to the destination computer and converted to the appropriate structure and format of that system. XML accepts the data in standard formats which can be translated into locally specific formats. With the addition of XML Style Sheet Formatting Objects, XSL FO, XML can be transformed into PDF files as needed to be viewed as formatted text with readable prose and printed with exact pagination and formatting.

## **Technical Description**

An XML-based alternative does not require modifications to source or destination environments to ensure homogeneity in the exchange. However, this alternative does require connectivity and transportation mechanisms (e.g., LAN, WAN, or Internet, combined with messaging capabilities) to exchange the files/data packages. XML implementations typically use web services, which provide interactive capabilities. Using web services allow for the sender to immediately know that the message was received. The time stamp receipt shows that the court has successfully received it. Finally, when either the automated processing or the manual clerk review is completed, the child support agency receives the results immediately and can correct and resend if there is an error.

## **ALTERNATIVE 2 – SYSTEM-TO-SYSTEM INTERFACE**

### **General Description**

A System-to-System Interface operates by interfacing the State's court case management system nightly with the Family Support Registry (FSR) system, also known as the State Disbursement Unit (SDU). The FSR system is an extension of the State's Automated Child Support Enforcement System, specifically focused on child support collections managed by the SDU. FSR provides functionality that supports billing, payment processing, disbursements, income assignment issuance, and bank reconciliation.

### **Data Description**

The System-to-System Interface alternative is consistent with the data requirements presented in the Requirements section of this document.

### **Processing Description**

Court clerks enter information and the information is transferred by File Transfer Protocol (FTP) to the child support agency. When the court/judicial system sends a transaction to establish an account for a new order, a new case is automatically generated in the State's central registry. For a new case, no user intervention is required. For modifications to existing orders, user intervention is sometimes required to match data from the court/judicial system with the IV-D cases. Approximately 60 percent of transactions are processed automatically. The data set includes 40-50 data elements.

Fields are marked “mandatory” or “non-mandatory but desired”. An exception report is returned to the court system nightly that indicates rejected records. Corrections are made the next day.

For IV-D cases, hard copies of the orders arrive at the local child support office prior to the electronic transmission. For non-IV-D cases, hard copies of the orders are not required.

### **Technical Description**

The FSR interfacing programs synchronize collections data between it and the child support data. The FSR system is hosted on an IBM AS400 system and uses a private Transmission Control Protocol/Internet Protocol (TCP/IP) frame relay network to transmit data.

## **ALTERNATIVE 3 – IMAGING/ELECTRONIC DOCUMENT TRANSMISSION**

### **General Description**

The Division of Child Support (DCS) began work to use imaging technology to receive and process child support orders from the county clerks. Imaging technology permits the electronic transmission of documents or forms such as court orders from the court to the child support agency.

### **Data Description**

The electronic transmission of a child support order is similar to transmitting a fax or a photographic image over the Internet (a “.GIF” file), thereby avoiding the time delay in physically carrying or mailing the document to the intended recipient. The data and critical information within the document are not parsed or put into a format that software applications can use, either to store or otherwise interpret the information content of the scanned document. However, the State is investigating how to tag and transmit specific data elements contained in the order.

### **Processing Description**

DCS Imaging System uses fax machines and scanners to transport child support orders from the courts to the State’s Division of Child Support. This system began in 1987 and at that time, fax machines were the most advanced communication technology available. Fax machines were leased to 39 counties and by 1997, 100 percent of all orders were transmitted directly to the State office by fax. Also in 1997, with an increase in the volume of child support payment processing, imaging technology was installed to expedite the payment process. A case archive system was built as the Court Order Unit also wanted to utilize the benefits of imaging technology. The system was built on an infrastructure of imaging technology utilizing a phased process. For those counties using fax machines, the paper faxes were forwarded to a fax server. Clerks with imaging systems could export directly into the State system. Fax machines are now being replaced with scanners so that direct imaging will be available to all counties.



## **Technical Description**

This alternative requires imaging hardware, such as scanners. It also requires all parties that are transmitting or receiving information to agree on the format of the electronic image, such as PDF or TIFF. In addition, the mechanism used to tag and extract the relevant data must be agreed upon. An imaging or electronic document transmission system also requires a connectivity capability (e.g., LAN or WAN) and all security issues (such as firewalls) must be addressed.

## **6.2 ALTERNATIVE SOLUTION EVALUATIONS**

*The final step is to evaluate the proposed solution alternatives. The evaluation below includes an evaluation of each alternative in a narrative form as well as in a summary table form.*

In the following paragraphs, each of the alternatives is evaluated within the context of the data, processing, and technical requirements. Key strengths and weaknesses of each alternative are highlighted.

### **Alternative 1 – XML-Based Interface**

#### **Data Requirements**

With the exception of some additional data items derived from interviews, the XML-based solution meets or exceeds the data requirements. XML is designed to facilitate the flexible mapping of data employing maintainable cross-references. XML is a technology specifically designed for exchanging data between systems and environments independently from the hardware and software architectures of the source and destination systems.

#### **Processing Requirements**

The XML interface has no weaknesses related to processing requirements. An XML file is transmitted to the destination computer and converted to the appropriate format of that system. A benefit of XML is that it does not differentiate between the source and destination environments. As part of the national data exchange model, it is proposed that for both sending information to and receiving information from the courts/judicial agency, the child support system provide both data and actual documents in electronic form. XML-formatted documents can be viewed electronically and the XML-tagged data can populate the court/judicial and the child support system's databases.

#### **Technical Requirements**

XML is the ideal solution in terms of meeting the technical requirements. XML is specifically designed to be hardware and software independent. The exchanged data is self-describing and readable by humans. It is also designed to separate data transfer from presentation application (i.e., word processor, web format) and can operate as long as there is a communication path between the source and destination systems.

There does not appear to be any disagreement, from either the previously cited workgroup or the States interviewed, regarding the suitability of an XML-based solution. XML has the underlying

capabilities to best handle the exchange of data between child support agencies and court/judicial agencies. An advantage to implementing an XML-based solution is that the source and destination hardware, operating system, and application system environments can vary. XML is a toolset designed specifically for the needs of information exchange in complex and heterogeneous environments.

## **Alternative 2 – System-to-System Interface**

### **Data Requirements**

This alternative is consistent with the data requirements presented in this document. The technical and business overhead and maintenance issues should be considered in the total cost of ownership and continued effectiveness of a System-to-System Interface.

### **Processing Requirements**

The System-to-System interface operates independently of the State and court systems (i.e., an interface failure does not affect the legacy systems). The conversion of data is completed without user intervention and a record of the exchange is generated. A disadvantage of this approach is the lack of transaction visibility. For example, when data is sent, it may not be known for a few days if it was received correctly, if an error was generated and it needs to be resent, or if there was any response from the court or child support agency. Another issue inherent to a System-to-System Interface is the relative “brittleness” of the interface. If any internal system changes affect the data being exchanged, the interfaces must be modified. Time, money, data accuracy and business processes can all be effected by this.

Some user intervention is required to correct rejected records and for certain data matching and modifications to existing orders. Paper exchange is not significantly reduced. A System-to-System Interface is simple to implement with free software tools and requires little programming.

### **Technical Requirements**

Each system-to-system interface has to be designed, developed, and maintained and is not hardware or software independent.

A mechanism of connectivity is in place, as is a security infrastructure. Also, an exception report is returned to the court system nightly that indicates rejected records.

## **Alternative 3 – Imaging/Electronic Document Transmission**

### **Data Requirements**

A small subset of the required data elements are captured from the imaged document and thus, a mechanism for addressing variations in source and destination field attributes is not available for all the required data elements.

## **Processing Requirements**

The currently implemented process of imaging court orders satisfies the requirements related to independent operation, reduction of paper, and an audit trail and accommodates the documents and forms specified. Two primary benefits of this approach are the elimination of paper and the decrease in the time required to transmit the document by U.S. Postal Service or courier.

## **Technical Requirements**

Although most of the technical requirements have not been addressed, solutions are being planned. Proprietary software has been resolved and connectivity and a security infrastructure are in place.

## **ALTERNATIVES COMPARATIVE EVALUATION**

*Use the table below to rank the alternatives. Sample text that could be included in a business case to explain the table is provided below.*

The table below ranks each alternative versus each of the data, processing, and technical requirements. Each alternative is ranked relative to the other alternatives for each requirement. For each requirement, each alternative is given a ranking of 1, 2, or 3 with 1 being the highest. If two or more alternatives are deemed to be relatively equivalent in meeting a requirement, they receive the same score. The alternatives in the matrix are:

Alt 1 = XML-Based Interface

Alt 2 = System-to-System Interface

Alt 3 = Imaging/Electronic Document Transmission

Note: Lower total scores indicate preferred solution.

Requirements	Alt 1	Alt 2	Alt 3
<b>Data:</b>	<b>Ranking</b>		
1. The exchange/interface must be able to handle data that are structured both by case and person. The source and destination systems are either case or person-oriented, which means that the basic processing unit is either the case or the persons involved in the case.			
2. The exchange/interface must employ cross-references (i.e. the capability to connect cases to participants).			
3. The source system fields must be mapped to the destination system fields with respect to format, data type, etc.			
4. Algorithms must be established to address variances in source and destination field attributes (for example, if the source system captures a 2-line address field and the destination system captures a 1-line address field, the interface has to recognize and remember those differences).			
5. The interface must have the ability to recognize and tag data items that are considered confidential.			
<b>Total for Data</b>			
<b>Processing:</b>	<b>Ranking</b>		
1. The exchange/interface must operate independently of the State and court/judicial systems (for example, if the interface fails, the child support agency and court systems are not negatively affected).			
2. The generation of the files to be exchanged must be completed without user intervention.			
3. Upon completion of an exchange, a record of the exchange must be generated. A complete audit of all transactions must be provided.			
4. The conversion of data from source to destination must be done without user intervention (no manual loading of data).			
5. The exchange/interface must be initiated based on triggers in the source system as well as by the request of State or court staff.			
6. Paper exchange of data will be reduced.			
7. The exchange/interface must be able to accommodate the data contained in the documents and forms and also structure the data for exchange and presentation.			
<b>Total for Processing</b>			
<b>Technical:</b>	<b>Ranking</b>		
1. The exchange/interface must be hardware independent.			
2. The exchange/interface must be able to handle multiple source/destination hardware configurations.			
3. The exchange/interface development language must be open and interpretive.			
4. The exchange/interface must be able to handle multiple source/destination operating systems and database management systems.			
5. The exchange/interface will flag incomplete information if sent from the source system (for example, data requiring verification, authorization, and/or approval will not be exchanged unless flagged as being unverified).			
6. The exchange/interface must be self-describing (i.e., the structure and content together in each document).			
7. The exchanged document must be human readable (i.e., special tools must not be necessary for processing by computers).			
8. The exchanged documents must separate data from presentation.			
9. Any software used in the exchange/interface must not be proprietary.			
10. A mechanism of connectivity must be in place (e.g., the Internet, intranet, network).			
11. A security infrastructure must be in place (e.g., firewalls and controlled access).			
12. The exchange will be compliant with national data models.			
<b>Total for Technical</b>			

Requirements	Alt 1	Alt 2	Alt 3
<b>Total for All Requirements</b>			

## 7. COST ANALYSIS

### 7.1 INTRODUCTION

*For many audiences of a business case, the most critical aspect is if the project’s benefits exceed its cost. Due to the nature of this project, it will prove difficult to conduct a cost analysis that will determine an exact break even point. However, this template provides some suggestions for a cost benefit approach that permits comparison of the previously defined alternatives. The approach defines the costs of implementing each alternative as well as the identification of tangible and intangible benefits. The result is an evaluation that shows which alternative has the lowest relative costs and which has the most potential for achieving the benefits.*

*The template provides a relative assessment (not actual dollars) of costs for the three alternatives to exchange data. Keep in mind that the purpose of the business case is to garner “permission to proceed.” The template also includes a sample of potential benefits related to this project.*

### 7.2 COSTS

*The cost analysis provides a general assessment of the expenses to a State to develop an exchange/interface. The suggested approach is to do a relative comparison of development, implementation, and ongoing costs. It is also suggested that the business case should highlight the fact that the overall cost of this project is low in comparison to other statewide human services system development projects. This also means that just because one of the alternatives is relatively more expensive than the other alternatives, a State should not necessarily exclude it.*

The costs presented here are relevant to each of the alternatives. In the table provided below, each alternative is ranked as (H) if the relative cost of the alternative is high, (M) if the relative cost is medium and (L) if the relative cost is low. The alternatives in the matrix are:

Alt 1 = XML Based Interface

Alt 2 = System-to-System Interface

Alt 3 = Imaging/Electronic Document Transmission

Cost Category	Alt 1	Alt 2	Alt 3
<b>Development/Implementation Costs</b>			
Staff Costs (State/Court Staff, Contractor Staff)			
Hardware			
Software			
Other EDP Supplies			
Miscellaneous			
Training			
Indirect Costs			
<b>Ongoing Costs</b>			
Operations			
Maintenance/Enhancement			

### 7.3 RECOMMENDATION

*This section of the business case contains a recommendation for the alternative that has the lowest relative cost and the potential for the highest benefits. The recommendation shows management that costs and benefits have been considered and the resources being requested to proceed with the project are an investment rather than simply an expenditure. If the organization is considering a phased deployment, this would be a logical place in the business case document to describe the benefits of a phased approach.*

Benefits of developing the selected alternative for an automated information exchange between child support agencies and court/judicial agencies are provided in the table below. The table contains the following items:

- **Benefit** – a name, title, and description of the benefit
- **Rank** – a relative ranking of the benefit in terms of the gain, savings, increase/decrease, etc. potential to State and court/judicial systems
- **Measurement** – the unit(s) used to measure the gain, savings, increase/decrease, etc.
- **Comments** – further description of the benefit, rank, or measurement

Benefit	Rank	Measurement	Comments
Increased Collections	H	\$	Increased collections can be achieved through quicker establishment and enforcement of child support orders.
Positive Impact on Federal Performance Incentives	H	\$	By improving State collections, Federal performance incentives are maximized.
Paper Reduction	L	\$, Time	Dollar savings in paper, postage, storage, courier, etc. can be achieved. Also minimizes staff burden of archiving records and destroying archived records according to State regulations.

<b>Benefit</b>	<b>Rank</b>	<b>Measurement</b>	<b>Comments</b>
Increased Medical Participation	H	\$	Increased medical support can be achieved via quicker delivery of support orders and quicker establishment of medical support, offsetting the government's responsibility for medical coverage for children.
Reduced Data Entry	M	Time	Due to current budget restrictions and hiring freezes, reduced data entry alleviates workload burden, could alleviate the need to backfill positions, and allows staff more time to concentrate on casework (and focus on the more complex cases). Potential to alleviate backlog for child support and court/judicial agencies.
Maximize Existing Staffing Resources	M	Time	Alleviates workload burden and allows staff more time to concentrate on casework. Staff time is saved in distributing and filing paper documents.
Facilitate Access to Current Case Information	M	Time	Alleviates the need for staff (caseworkers, court staff, process servers, attorneys, etc.) to call, fax, or email requests for current case information.
Facilitate State-to-State Data Exchange	H	\$, Time	Improves data exchange between child support agencies and their own court/judicial agencies. Alleviates need for staff to call, fax, or email requests for current case information. Could also improve collections by expediting the process.
Error Reduction	L	Time	Reduces the amount of time staff (child support agency and judicial/legal agency) has to spend to correct data entry errors.

## 8. RISK ASSESSMENT

*The purpose of this section of the template is to assure decision makers that this project will be appropriately managed and risks will be considered and mitigated in a proactive manner. Showing management that risks have been considered prior to project initiation helps to get their commitment to the project. Risk assessment allows the project team to address issues prior to their becoming real problems that may impede project progress or successful completion. Risk assessment is a powerful tool not only as part of a business case but as part of on-going project management. The risk matrix below is approximately 80 percent accurate for a project of this kind. Project management should review and update it as necessary for their specific situation.*

### Risk Management Matrix

Many of the management factors to be considered before to the project moves forward are described in the “Risk Factors Matrix” presented below. Each risk factor will be evaluated at the start of the project and periodically throughout implementation. The risk factors are assessed and ranked according to whether the risk of failure associated with each particular factor is High, Medium, or Low. Mitigation strategies will be determined for all risk factors determined to be High or Medium.

Risk Factors - Strategic					
Risk Factors	High Risk	Medium Risk	Low Risk	Rating H,M,L	Risk Mitigation Strategies
State CS Mission and Goals	Project does not support or relate to any State missions or goals.	Project will indirectly impact State goals or mission.	Project directly supports State goals or mission.	L	<ul style="list-style-type: none"> <li>No action necessary at this time</li> </ul>
Process Impact	Project will directly alter the CS or court business process.	Project will alter parts or have a slight effect on the CS or court business processes	Project will have little or no effect on the CS or court business process	M	<ul style="list-style-type: none"> <li>The impact will be considered during the design of the new system.</li> </ul>
Child Support/Court Clients	Project provides main support of delivery of services to primary child support/court clients.	Project will alter some service delivery to child support/court clients.	Project will have little or no negative effect on delivery of services.	L	<ul style="list-style-type: none"> <li>No action necessary at this time</li> </ul>



<b>Risk Factors - Leadership</b>					
<b>Risk Factors</b>	<b>High Risk</b>	<b>Medium Risk</b>	<b>Low Risk</b>	<b>Rating H,M,L</b>	<b>Risk Mitigation Strategies</b>
Executive Management Support	No support for project or major unresolved issues.	Roles and mission issues unresolved or in process of being defined or approved.	Agreed to support project.	M	<ul style="list-style-type: none"> <li>• Get commitment to go forward.</li> </ul>
Performance Objectives	No established performance requirements or requirements that are ill-defined and not measurable.	Some performance questions or uncertainty of performance measures.	Verifiable performance, reasonable requirements, and measures clearly defined.	M	<ul style="list-style-type: none"> <li>• Finalize performance measures for project.</li> <li>• Finalize evaluation plan.</li> </ul>
Commitment to Project	States have little or no support for project.	States express support for project but demonstrate lack of support.	States strongly committed to success of project.	L	<ul style="list-style-type: none"> <li>• No action necessary at this time</li> </ul>

<b>Risk Factors - Management</b>					
<b>Risk Factors</b>	<b>High Risk</b>	<b>Medium Risk</b>	<b>Low Risk</b>	<b>Rating H,M,L</b>	<b>Risk Mitigation Strategies</b>
Detailed Project Plan	Project plan is non-existent.	Project plan is partially completed.	Project plan is in place.	M	<ul style="list-style-type: none"> <li>• Detailed project plan needs to be completed once permission to proceed is given.</li> </ul>
Experience with Similar Projects	No experience with projects of this type.	Moderate experience or experience with different type of projects.	Very experienced with similar projects.	L	<ul style="list-style-type: none"> <li>• No action necessary at this time</li> </ul>
Monitoring/QA Process	No process established or process is ignored.	Process established, not well followed, or is ineffective.	Process well-established, procedures followed, and highly effective.	L	<ul style="list-style-type: none"> <li>• No action necessary at this time</li> </ul>
Project Size and Scope	Rapidly changing size or scope, requirements not defined.	Requirements defined and agreed to but changes to scope expected.	Requirements well established and expected to remain stable.	L	<ul style="list-style-type: none"> <li>• No action necessary at this time</li> </ul>
Deliverable Requirements Defined	No requirements are defined for deliverables or unreasonable requirements.	Some deliverable requirements remain to be defined or are vague and	All deliverable requirements are defined, reasonable, and measurable.	L	<ul style="list-style-type: none"> <li>• No action necessary at this time</li> </ul>

		immeasurable.			
<b>Risk Factors - Financial</b>					
<b>Risk Factor</b>	<b>High Risk</b>	<b>Medium Risk</b>	<b>Low Risk</b>	<b>Rating H,M,L</b>	<b>Risk Mitigation Strategies</b>
Funding Sources and Constraints	Budget allocation in doubt or subject to change without notice.	Some questionable allocations or doubts about availability.	Funds allocated without constraints.	M	<ul style="list-style-type: none"> <li>Funding sources identified; some approval still pending.</li> </ul>
Cost Controls	Cost control system lacking or non-existent.	Cost control system in place but weak in some areas.	Cost controls established, in place, and effective.	L	<ul style="list-style-type: none"> <li>No action necessary at this time</li> </ul>
Economic Justification/Cost Effectiveness	Not justified or cost-effective.	Justification questionable or cost-effectiveness not completely established.	Completely justified and cost-effectiveness proven.	M	<ul style="list-style-type: none"> <li>Cost effectiveness will continue to be evaluated during project.</li> </ul>
Budget Size	Insufficient budget available to complete project as defined.	Questions remain concerning budget.	Sufficient funds available to complete project as currently defined.	L	<ul style="list-style-type: none"> <li>No action necessary at this time</li> </ul>

<b>Risk Factors – User Participation/Considerations</b>					
<b>Risk Factors</b>	<b>High Risk</b>	<b>Medium Risk</b>	<b>Low Risk</b>	<b>Rating H,M,L</b>	<b>Risk Mitigation Strategies</b>
User Training Requirements	Training requirements have not been defined or have not been addressed.	User training needs have been considered but training or training plan is in development.	User training needs are considered, training or training plan in place and in process.	M	<ul style="list-style-type: none"> <li>• Confirm training requirements defined.</li> </ul>
User Acceptance	State participants have not accepted any of the concepts or design details of the system.	State participants have accepted most of the concepts and details of the system and process is in place for user feedback.	State participants have accepted all concepts and details of the system and process is in place for user feedback.	L	<ul style="list-style-type: none"> <li>• No action necessary at this time</li> </ul>
Involvement of Users	Minimal or no State involvement on development team or little user input into process.	State staff on project team play minor roles or have only moderate impact on system.	State staff are highly involved with project team, provide significant input and have significant ownership of system.	L	<ul style="list-style-type: none"> <li>• No action necessary at this time</li> </ul>

<b>Risk Factors – Project Participants</b>					
<b>Risk Factors</b>	<b>High Risk</b>	<b>Medium Risk</b>	<b>Low Risk</b>	<b>Rating H,M,L</b>	<b>Risk Mitigation Strategies</b>
Experience of Staff	Staff has little or no experience with projects of this type and lacks experience with hardware or software.	Project staff has some experience with projects of this type, but lacks experience with hardware or software.	Project staff is highly experienced with projects of this type, and has experience with hardware and/or software.	L	<ul style="list-style-type: none"> <li>No action necessary at this time</li> </ul>
Availability of and Experience with Productivity Tools	Productivity tools not being used or considered.	Productivity tools available but not being used to full potential, or in process of being implemented and training needed.	Productivity tools being used and staff are trained in use of tools.	L	<ul style="list-style-type: none"> <li>No action necessary at this time</li> </ul>
Commitment of Staff	Project staff has little or no commitment to the success of this project.	Project staff is committed to project, but indications are that commitment is not genuine.	Project staff is highly committed to success of project.	L	<ul style="list-style-type: none"> <li>No action necessary at this time</li> </ul>
Expertise with Hardware	New hardware, little experience, different technology.	Technology similar to existing systems, and some in-house experience.	Mature technology, current in-house experience, and high experience ratio.	L	<ul style="list-style-type: none"> <li>No action necessary at this time</li> </ul>
Expertise with Software	New software, and no experience with software or similar products.	Some experience with software or similar product.	High experience ratio with software or similar systems.	L	<ul style="list-style-type: none"> <li>No action necessary at this time</li> </ul>

<b>Risk Factors - Technology</b>					
<b>Risk Factors</b>	<b>High Risk</b>	<b>Medium Risk</b>	<b>Low Risk</b>	<b>Rating H,M,L</b>	<b>Risk Mitigation Strategies</b>
Analysis of Alternatives	Analysis of alternatives not completed, not all alternatives considered, and/or assumptions faulty.	Analysis of alternatives completed, some assumptions are questionable, and alternatives not fully considered.	Analysis of alternatives completed, alternatives and options considered, and assumptions verifiable.	L	<ul style="list-style-type: none"> <li>No action necessary at this time</li> </ul>
Complexity of Requirements	Project is very complex with multiple requirements from many different users; requirements are hard to define.	Project is fairly complex with some requirements more easily defined; several user groups will assist in the design.	Requirements are few and easily defined.	M	<ul style="list-style-type: none"> <li>Some requirements are more complex than others, for example security</li> </ul>
System Integration/ Interfaces	Extensive integration of systems, or exchange of information or interfaces is a major part of project.	Some integration or interfaces required and/or of some importance to project.	Little or no integration or interfaces required.	M	<ul style="list-style-type: none"> <li>Quantity, not complexity, of interfaces drives this risk. All participants will interface with the federal proxy server, but the interface itself is not complex. A phased approach to adding States should curtail this risk.</li> </ul>
Fit with Existing Environment	Introduces new technologies to the environment.	Limited use of new technologies.	Uses proven technology that integrates well.	M	<ul style="list-style-type: none"> <li>Both State and court should confirm technology</li> </ul>
Maturity of Solution	Leading edge (in operation less than one year) or aged technology (over 5 years old).	State-of-the-art (in operation from 1-3 years).	Mature technology established and proven (in operation 3-5 years).	L	<ul style="list-style-type: none"> <li>No action necessary at this time</li> </ul>
Security	Security requirements not defined.	Some security requirements defined, but complex to implement.	All security requirements defined and simple to implement.	M	<ul style="list-style-type: none"> <li>Approval from both State and court security offices necessary.</li> </ul>

## 9. PROJECT PERFORMANCE EVALUATION

*This section of the business case ensures that measurements are in place to track the project's progress. In addition to the proactive steps taken via risk management, the project will perform ongoing evaluations as well as post implementation evaluations to ensure that the project was successful. By State and court/judicial standards, this is not a large project. Therefore, the method for tracking project performance should be defined relative to the project.*

*As the project moves from phase to phase (analysis, design, construction, etc.) key milestones will be identified along with how the project will be measured to ensure the meeting of the milestones. For a project of this size, the milestones will most likely be the deliverables defined for each phase.*

### 9.1 ONGOING ASSESSMENT

*Documenting the project's deliverables as part of the project work plan provides a means of assessing performance. The sample below is a list of the typical deliverables that would be associated with a systems development project.*

<b>Phase</b>	<b>Deliverable</b>
Planning	Project Charter Project Workplan Project Organization and Staffing Project Logistics
Analysis	Requirements Definition Data Requirements Process Requirements Business Rule Definition User Needs Input/Output Analysis
Design	General System Design Detailed System Design Screen Layout Performance Planning Capacity Planning Physical Database Design Input/Output Design
Construction	Code Unit Test System Test

Phase	Deliverable
Implementation/Rollout	User acceptance Test Training Plan Implementation Plan Quality Assurance Plan Pilot State-wide/Court-wide Deployment Performance Evaluation
Maintenance/Operations	Maintenance Enhancement Change Control

## 9.2 PROJECT IMPACT MEASUREMENT

*Upon completion of the exchange/interface roll-out, the impact on the State and court/judicial agency's business should be measured in the context of the project objectives defined earlier. The business case will be produced long before the exchange/interface is completed, so at this point the objectives should be restated and a description of how business processes will be measured should be included.*

The following objectives are the same as the business objectives stated in the Business Case Objectives, Section 3.

- Decrease time for a case to change from locate to maintenance
- Decrease time for paternity to be established, and for an order to be established and enforced
- Increase how quickly a case moves to a paying status
- Decrease delays in order processing, information sharing and payment processing
- Decrease the gap between what is supposed to be paid in child support and what is actually paid
- Improve collections
- Decrease case processing timeframes
- Improve consistency and productivity of case data
- Decrease customer service response time
- Reduce occurrence of inappropriate orders (i.e. default orders)
- Improve communication in inter-jurisdictional cases, such as Tribal/State agency-to-Tribal/State court, Tribe-to-State, State-to-State, etc.

*It is necessary to understand the baseline metrics to determine project success. Therefore, the first step in measuring the success is to establish these baseline metrics. For example, it is necessary to identify the aspect of the functionality to be measured as well as quantifying it (i.e., money, FTEs, time, etc.). Samples of how to document performance against an objective are provided below.*

*Sample 1*

<b>Objective</b>	<b>Baseline</b>	<b>Post Implementation</b>
Decrease time for paternity to be established, order to be established and an order to be enforced.	Total time to complete contempt in child support office – 7 hours, 21 minutes	Total estimated time to complete contempt in child support office – XX hours, XX minutes

*Sample 2*

<b>Objective</b>	<b>Baseline</b>	<b>Post Implementation</b>
Decrease time for paternity to be established, order to be established and an order to be enforced.	Action not contested or hearing not held – 10-15 days by the time the obligor receives a copy of the new order.	Total estimated if uncontested and no hearing is requested – XX days.



# **APPENDIX A: NEW YORK STATE FAMILY COURT INTERFACE**

The following is an example of an interface developed by New York State.

## **BACKGROUND**

The New York State IV-D/Family Court Interface (NYSFCI) is dated September 2, 2005. The NYSFCI is a joint project of the New York State Unified Court System, Office of Court Administration (OCA), and the Office of Temporary and Disability Assistance (OTDA), and the Division of Child Support Enforcement (DCSE). NYSFCI is a real-time electronic interface between two statewide computer systems: the Universal Case Management System (UCMS) developed and maintained by the OCA and the Automated State Support and Tracking System (ASSETS) developed and maintained by the DCSE.

The interface development has been divided into two phases:

## **COURT ORDER PROCESSING (BACK-END)**

Development of the interface began with electronic messages from the court system (UCMS) to the child support system (ASSETS) whenever any court activity is completed. Two main categories of messages are transmitted: documents (as PDFs) and data. Types of PDF files transmitted include Orders, Summonses and Petitions.

The interface began operation in New York City in April, 2004. It has been expanded to include approximately 22 counties. To date, approximately 1.25 million messages have been transmitted over the interface. New York expects to implement the interface for the remaining counties in the next month.

The schema used to support the interface was developed based on two proposed XML standards: 1.) Electronic Court Filing 1.1 Proposed Standard (7/12/2002) and 2.) Draft Child Support XML Standards (11/7/2002). The schema was further modified to accommodate the Child Support Standards Act and to support additional information concerning the outcome of court activities. The schema currently in use to support the interface can be found at:

<http://www.courts.state.ny.us/xml/fci.xsd>

The above schema is also referenced at the following:

<http://www.courts.state.ny.us/xml/outcomes.xsd>

## **ELECTRONIC FILING (FRONT END)**

The exchange/interface is still under development. New York expects to pilot the project sometime in the Spring of 2006 and to base the electronic filing messages on the schema referenced above.

In addition, New York is developing an electronic query and response schema to support access to court information by the child support worker from within ASSETS. At this point, New York does not expect to use the Query and Response Standard (Draft), as these standards are too basic to support its needs. Instead, New York expects to pattern its queries and responses on the existing queries supported in UCMS.

# APPENDIX B: INITIAL REQUEST FOR REMEDY XML DATA MODEL

## GJXDM Information Exchange Package Documentation Generated: June 05, 2006

### XML Schemas

GJXDM Version: 3.0.2

Schema Type	File Name
Subset Schema	Initial Request for Remedy Schema Package\jxdm\3.0.2\jxdm.xsd
Extension Schema	Initial Request for Remedy Schema Package\nc.xsd
Document Schema	Initial Request for Remedy Schema Package\Initial Request for Remedy.xsd

### Document Sections

Name	Description
Certifier	The person certifying the identity and/or that the Stated facts are true (e.g. notary).
Child	The child related to the case.
Court	Court that has current jurisdiction over the case.
Originating Identifiers	The entity that filed the legal document, including the petition.
Petition	
Petitioner	A person or organization who has filed a petition in the court for action.
Petitioner Organization	An organization that has filed a petition in the court for action.
Petitioner Representation	The individual representing the petitioner.
Related Case	A reference to a case that is related to this document.
Respondent	Person or organization who is the answering party in a civil case.
Respondent Representation	The individual who is representing the respondent.
Supporting Documents	Documents attached to the petition as supporting information (e.g. birth certificate of the child, acknowledgment of paternity, etc.).

## Components

Name	Description
Activity Event Identifiers	
Address	The identification of a physical location associated with a person or organization.
Attorney Bar Membership	Details about the bar membership of an attorney (e.g. status, number, year admitted).
Authorization	The digital signature, signature image, or signature block for the judicial officer issuing a court order.
Business Address	A location of an organization.
Certifier Identifiers	Identifiers associated with notary public or other official certifying a document
Child Relationship	
Contact	Telephone and other contact information for an organization or person.
Contact Name	A person with the given contact information.
Court Case Identifiers	Reference numbers or other identifying information regarding a court case.
Court Identifiers	Reference numbers or other identifying information regarding a court or court branches.
Employment	The last known employer of an individual.
External Identifiers	Agency case identifiers assigned by law enforcement, prosecutor, defense representation or others.
Government Issued Identification	Any form of identification issued by a government agency (e.g. Certificate of Degree of Indian Blood, voter registration, passport, State ID).
IV-D Case Identifiers	
Jurisdiction	The legal authority of a court.
Justice Person Identifiers	Identifiers issued to people who are associated with a justice agency (e.g. badge number, bar number, employment name).
Marriage Details	The key descriptors of a marriage.
Name	The name of the person.
Organization Identifier	An identifier of an organization based on the type of organization it is, e.g., for a school, this would be a school identifier, for a lien holder, this would be a lien holder identifier, for a court, this would be a court identifier.
Paternity Details	
Person Identifier Information	Information used to identify a person (e.g. DOB, SS#, sex, etc.).
Petition Details	Details about the petition including requested action and supporting information.
Professional Licenses	
Residential Address	Details about an address for a place where a person lives.

<b>Name</b>	<b>Description</b>
Social Details	Information regarding a person's citizenship, military service status, gang affiliation, and other social details.
Supporting Document Identifiers	
Work Address	Address of an employer

## Elements

<b>Name</b>	<b>Description</b>
Activity Event Code	
Activity Event Date	
Activity Event Description	
Area Code	A dialing code for a State or province for phone numbers in the USA, Canada, Mexico, and the Caribbean.
Authorization Date	Date that a document was signed by an authorized party.
Bar Number	The attorney's unique identifier assigned by a State or bar association to an attorney authorized to practice law.
Bar Status	The status of an attorney's bar membership.
Branch	Name of the branch of a court with facilities in multiple locations.
Building Designation	A number or letters assigned to identify a building in an address.
CDL Status Code	Indicates the current status of a Commercial Drivers License (e.g. suspended, expired).
Case Caption	Official case title for a court record.
Case Category	For trial courts, there are five case categories, representing the highest level of classification: · Civil · Domestic Relations · Criminal · Juvenile · Traffic, Parking, & Local Ordinance Violations
Case File Date	Date case was filed by the Clerk of the Court.
Commission Date	Date a notary public or other document certifier has been appointed.
Commission Expiration Date	Date the appointment of a notary public or other document certifier expires.
Country Name	Name of the country.
County Name	The name of the County or Parish.
Court Case Number	Identification number assigned by the court which relates to the support order (IV-A)
Court Findings Text	A description of the findings of the court.
Court ID	A unique identifier assigned to a court.
Court Name	Official name of the court.
Court ORI	A unique identifier assigned by the National Crime Information Center to a court.
Court Transfer Date	A date that the case has been bound over or had a change of venue.
Date of Birth	A person's date of birth.
Date of Separation	Date that the marriage is considered ended. Often determined by the court, the date

Name	Description
	between the date of your marriage and date of separation will define the length of the marriage.
Digital Signature Certificate	Digital signature (or public key digital signature) is a type of method for authenticating digital information analogous to ordinary physical signatures on paper, but implemented using techniques from the field of public key cryptography.
Digitized Signature Image	Image of a person's signature.
District	Name or identifier of a judicial circuit or district within a court system.
Division	A sub-unit of a court responsible for a particular area of law or legal matters (e.g., criminal, juvenile, civil, traffic).
Divorce Date	The date a court legally terminates a marriage.
Divorce Pending Indicator	Indicates if there is an ongoing divorce case.
Email Address	An email address of a person or organization. Email address for an individual (eIWO)
Employer Identification Number	Indicates Participant's Employer's Federal Employer Identification Number (EIN). (CSENet)
Employer Name	The name of the person organization or corporation that the person is employed by. Indicates the name of the current employer. (CSENet)
Employment Position Name	A title related to a person's profession (e.g. District Attorney, Sheriff, and Judge).
Establishment of Jurisdiction Text	Text that establishes jurisdiction to award custody in a case (e.g. addresses of petitioner and child for the last five years, identification of related and ongoing cases, the home State of the child, and who has current custody).
External Case Identifier	<p>A unique identifier assigned by an organization (e.g. law enforcement, probation, parole, prosecution, other court cases, child support entities) to track a case.</p> <p>Case ID used by your jurisdiction. The identifier of the requesting State-Tribe-territory's case as recorded by the requestor. A case identifier is a value assigned by a State to uniquely identify each IV-D case in the State. (CSENet, QUICK)</p>
External Code Identifier	An alphanumeric code used and assigned locally to agencies to uniquely identify them within that jurisdiction.
Family Violence Indicator	Indicator whether or not there is reasonable evidence that this person is associated with family violence and identifying information must be protected. (QUICK)
Fax Number	A facsimile number of a person or organization. (CSENet)

<b>Name</b>	<b>Description</b>
First Name	First or given name of a person. (CSENet)
Floor	The floor number of a particular building.
Government Issued Identification Number	Unique identifier assigned by the issuing organization.
IV-D Case Identifier	The Case ID used by your jurisdiction. The identifier of the requesting State-Tribeterritory's case as recorded by the requestor. A case identifier is a value assigned by a State to uniquely identify each IV-D case in the State.(CSENet, QUICK)
IV-D Case Type	Type of case in your State (CSENet)
IV-D Case Type Code	Type of case in your State. One of the permitted values is Non IV-D
Identification Number Type	The identification type (e.g. passport, driver's license, military ID, State issued identification).
Information Privacy Text	
Interpreter Required Indicator	Set to true if a person needs an interpreter.
Issuing Country	Indicates the country that the identification was issued from.
Issuing Jurisdiction	The State or other issuing authority (e.g. DoD) from which a form of identification was issued.
Last Name	The last or surname of a person. (CSENet)
License Class Code	A code indicating the types of vehicles a person is licensed to operate (e.g. commercial, private).
License Commercial Class Code	A code identifying the size and/or type of commercial vehicle (e.g. A, B, C) that a licensed driver has been approved to operate.
License Identifier	A unique alphanumeric number associated with membership in a professional association.
License Issuing Authority	The code for the organization issuing the license.
License Type	The type of professional license retained by the holder (e.g. Beauty License, BAR License)
Limited Representation Description	Describes the limited issues for which the representative is providing services.
Location Description	Captures all non-formatted information to identify a location. May represent street address and city, direction of travel, mile markers, cross roads, etc.
Location Unit Identifier	Identifies a specific room in a building (e.g. apartment number, room number).
Marriage Date	Date that two people have been legally joined in matrimony.
Marriage Location	Text description of the location of the marriage.
Middle Name	The middle name (or initial) of a person. The middle name (or initial) represents the second part of the given name of a person. (CSENet, eIWO, QUICK)
Military Indicator	Indicates if a person is currently on active duty in the military
Military Status	The code to indicate a DoD employee's employment type. (FCR)

<b>Name</b>	<b>Description</b>
Municipality Name	Name of a city, township, etc.
Name Prefix	A title or honorific used by a person (e.g., Dr., Judge, General, Ms.).
Name Suffix	A component that is appended after the family name that distinguishes members of a family with the same given, middle, and last name (e.g., Jr, Sr, III), or otherwise qualifies the name (e.g., MD, LLD, PhD).
Organization DBA Name	Name under which the organization is doing business.
Organization Legal Name	The official name of an organization as listed on the IRS Letter of Determination
Other Circumstances Text	Any other circumstances such as visually impaired, hearing impaired, physically impaired, or incarcerated.
Party Reference Identifier	An identifier referencing a specific party.
Paternity Establishment Details	Details including but not limited to date of conception, place of conception, and DNA.
Paternity Indicator	Indicates the status of paternity proceedings. For dependents only (Relationship = D). Valid values for this field are: Y – Paternity status determined N or blank – Paternity status not determined (not disproved) (CSENet Interface Guidance Document V5.0)
Person Full Name	Full name of a person. This may be used to accommodate situations where a person may have more than three names.
Person Relationship Description	Describes the relationship between two people. Examples include any of the following separately or in combination: parent-child, former spouse, self, interested party, or neither. The interested party may include social services, etc.
Petition Disposition Code	
Petition File Date	The date the petition was filed with the court.
Place Acting In Text	For a notary public, when notarization takes place in another county, this field describes that location
Place of Birth	A text description of a person's birth location.
Place of Commission	
Placement	
Postal Code	Postal zip code in an address.
Postbox Number	PO Box Number.
Primary Language	The principal language spoken by the person
Requested Action Code	A code indicating the requested action(s) (e.g. establishment of paternity, modification of support order, establishment of order, etc.).
Requested Action Description	A description of the actions being requested by the petitioner.
Sex Code	The National Crime Information Center code indicating a person's sex.



<b>Name</b>	<b>Description</b>
Signature Block	An electronic signature imputed to a text via one or more of several means (e.g. //John Doe/Magistrate).
Social Security number	A unique identifier assigned to an individual by the Social Security Administration.
State Code	Postal Code of the State in an address.
Street Name	A name of a street.
Street Number	A number that identifies a particular unit or location within a street.
Street Post Directional	A direction that appears after a street name.
Street Pre Directional	A direction that appears before a street name.
Supporting Document Description	A description of the supporting document.
Supporting Document Identifier	A unique identifier for the supporting document.
Supporting Document Type Code	Including but not limited to service of process, establishment of paternity, affidavit (see electronic court filing).
Supporting Grounds Code	A code indicating the underlying grounds for remedies sought for the case.
Supporting Grounds Description	A description indicating the underlying grounds for remedies sought for the case (e.g. respondent is the non-custodial parent and has not provided support, modification is appropriate due to a change in circumstances, health insurance policy, etc.).
Telephone Number Extension	Phone Extension (CSENet)
Telephone Country Code	An international telephone dialing code for a country.
Telephone Number	A full length telephone identifier.
Tribal Affiliation	The name of the State, Tribe or territory that is requesting the information. (QUICK)
Tribe Name	The name given to a unit of sociopolitical organization consisting of a number of families, clans, or other groups who share a common ancestry and culture.

### **Document Local XML Types**

<b>Name</b>	<b>Description</b>
AuthorizationBinaryType (BinaryType)	The binary computer format for the authorization data.
CaseOfficialType (CaseOfficialType)	
CaseType (CaseType)	Contains information about the case parties and filing date.
CertifierType (PersonType)	Identifiers for a document certifier (e.g. Notary Public)
PaternityType (SuperType)	
PersonMarriageDetailsType (ActivityType)	
PersonSocialDetailsType (PersonSocialDetailsType)	A structure containing information regarding a person's social information such as the need for an interpreter.

<b>Name</b>	<b>Description</b>
PersonType (PersonType)	A structure that describes the inherent and frequently associated characteristics of a person.
PetitionDetailType (SuperType)	
SupportingDocumentType (DocumentType)	

### Document Local XML Elements

<b>Name</b>	<b>Description</b>
AuthorizationBinary (AuthorizationBinaryType)	This is an indicator that denotes "true" if an authorization is present.
Case (CaseType)	Information about the case.
CaseDefenseAttorney (CaseOfficialType)	
CaseFilingDate	A date a case was filed.
CaseProsecutionAttorney (PersonType)	
CaseRelatedCase (CaseType)	
CaseRespondentParty.Person (PersonType)	The person, organization, or property in a court case that is required to answer a petition for a court order or write requiring the respondent to take some action, halt an activity, or obey a court's direction. In such matters the moving party (the one filing the petition) is usually called the petitioner. Thus, the respondent is equivalent to a defendant in a lawsuit.
CaseTransfer (ActivityType)	The activity of a case being bound over or having a change of venue.
Certifier (CertifierType)	A notary public or other official certifying a document
CertifierCommissionDate	Date a notary public or other document certifier has been appointed.
CertifierCommissionExpirationDate	Date the appointment of a notary public or other document certifier expires.
CertifierPlaceActingInText (TextType)	For a notary public, when notarization takes place in another county, this field describes that location
CertifierPlaceCommissionText (TextType)	
CourtOrderRequestActor.Person (PersonType)	A person or organization that requested a court order.
DivorcePendingIndicator	Indicates if there is an ongoing divorce case.
ExternalCaseIdentifier (IDType)	A unique identifier assigned by an organization (e.g. law enforcement, probation, parole, prosecution, other court cases, child support entities) to track a case.  Case ID used by your jurisdiction. The identifier of the requesting State-Tribeterritory's case as recorded by the requestor. A case identifier is a value assigned by a State to uniquely identify each IV-D case in the State. (CSENet, QUICK)

Name	Description
FamilyViolenceIndicator	Indicator whether or not there is reasonable evidence that this person is associated with family violence and identifying information must be protected. (QUICK)
IV-DCasIdentifier (IDType)	The Case ID used by your jurisdiction. The identifier of the requesting State-Tribe-territory's case as recorded by the requestor. A case identifier is a value assigned by a State to uniquely identify each IV-D case in the State.(CSENet, QUICK)
IVDCaseTypeCode (TextType)	Type of case in your State. One of the permitted values is Non IV-D Case
IVDCaseTypeText (TextType)	
InterpreterRequiredIndicator	Yes/No flag indicating if a person requires an interpreter.
LimitedRepresentationDescriptionText (TextType)	Describes the limited issues for which the representative is providing services.
MarriageDetails (PersonMarriageDetailsType)	
MarriageLocationText (TextType)	Text description of the location of the marriage.
Paternity (PaternityType)	
PaternityEstablishmentDetails (TextType)	Details including but not limited to date of conception, place of conception, and DNA.
PaternityIndicator	Indicates the status of paternity proceedings. For dependents only (Relationship = D). Valid values for this field are: Y – Paternity status determined N or blank – Paternity status not determined (not disproved) (CSENet Interface Guidance Document V5.0)
PersonChild (PersonType)	
PersonOtherCircumstancesText (TextType)	Any other circumstances such as visually impaired, hearing impaired, physically impaired, or incarcerated.
PersonSocialDetails (PersonSocialDetailsType)	A person's social details such as whether they require an interpreter.
PetitionDetails (PetitionDetailType)	
PetitionEstablishJurisdictionText (TextType)	Text that establishes jurisdiction to award custody in a case (e.g. addresses of petitioner and child for the last five years, identification of related and ongoing cases, the home State of the child, and who has current custody).
PetitionerOrganization (OrganizationType)	
PlacementDetailsText (TextType)	
RequestedActionCode (IDType)	
RequestedActionDescriptionText (TextType)	
SeparationDate	Date that the marriage is considered ended. Often determined by the court, the date between the date of your marriage and date of separation will define the length of the marriage.
SignatureBlock (TextType)	An electronic signature imputed to a text via one or more of several means (e.g. //John Doe/Magistrate).
SupportingDocument	

<b>Name</b>	<b>Description</b>
(SupportingDocumentType)	
SupportingDocumentIdentifier (IDType)	
SupportingDocumentTypeCode (IDType)	
SupportingGroundsCode (IDType)	
SupportingGroundsDescriptionText (TextType)	A description indicating the underlying grounds for remedies sought for the case (e.g. respondent is the non-custodial parent and has not provided support, modification is appropriate due to a change in circumstances, health insurance policy etc.).

# APPENDIX C: CHILD SUPPORT ORDER XML DATA MODEL

## GJXDM Information Exchange Package Documentation Generated: June 05, 2006

### XML Schemas

GJXDM Version: 3.0.2

Schema Type	File Name
Subset Schema	Child Support Order Schema Package\jxdm\3.0.2\jxdm.xsd
Extension Schema	Child Support Order Schema Package\nc.xsd
Document Schema	Child Support Order Schema Package\Child Support Order.xsd

### Document Sections

Name	Description
Child	The child related to the case.
Court	Court that has current jurisdiction over the case.
Court Case	A court case that acts as a container for claims and information relating to a child support case. The court may be administrative, judicial, or quasi-judicial.
Judicial Officer	A judicial official associated with a court case.
Medical Provision	
Monetary Order	Details of the order requiring payments (e.g. maintenance, alimony, medical payments, health insurance, etc.).
Non-Monetary Order	The details of the order (e.g. custody) in which payments are not required.
Order Subject	A person for whose benefit a particular non-monetary order is issued.
Organization Payee	An organization to whom the financial obligation is going.
Payee	The individual to whom the payments will go.
Payor	The individual responsible for the payments.
Petitioner	A person or organization who has filed a petition in the court for action.
Petitioner Organization	An organization that has filed a petition in the court for action.
Petitioner Representation	The individual representing the petitioner.

<b>Name</b>	<b>Description</b>
Respondent	Person or organization who is the answering party in a civil case.
Respondent Representation	The individual who is representing the respondent.

## Components

<b>Name</b>	<b>Description</b>
Address	The identification of a physical location associated with a person or organization.
Alias Name	A former or assumed name (referred to in law enforcement as an "Also Known As" or AKA).
Attorney Bar Membership	Details about the bar membership of an attorney (e.g. status, number, year admitted).
Authorization	The digital signature, signature image, or signature block for the judicial officer issuing a court order.
Business Address	A location of an organization.
Child Relationship	
Contact	Telephone and other contact information for an organization or person.
Contact Name	A person with the given contact information.
Court Case Identifiers	Reference numbers or other identifying information regarding a court case.
Court Identifiers	Reference numbers or other identifying information regarding a court or court branches.
Employment	The last known employer of an individual.
External Identifiers	Agency case identifiers assigned by law enforcement, prosecutor, defense representation or others.
Financial Obligation	The financial obligations of the Respondent.
Government Issued Identification	Any form of identification issued by a government agency (e.g. Certificate of Degree of Indian Blood, voter registration, passport, State ID).
IV-D Case Identifiers	
Insurance Details	Details of Respondent's insurance (e.g. health, dental, etc.).
Jurisdiction	The legal authority of a court.
Justice Person Identifiers	Identifiers issued to people who are associated with a justice agency (e.g. badge number, bar number, employment name).
Name	The name of the person.
Non-Financial Obligation	The non-financial obligations of the Respondent.
Order Details	Obligation Details of the order.
Organization Identifier	An identifier of an organization based on the type of organization it is, e.g., for a school, this would be a school identifier, for a lien holder, this would be a lien holder identifier, for a court, this would be a court identifier.

<b>Name</b>	<b>Description</b>
Paternity Details	
Person Identifier Information	Information used to identify a person (e.g. DOB, SS#, sex, etc.).
Residential Address	Details about an address for a place where a person lives.
Responsible Party	
Social Details	Information regarding a person's citizenship, military service status, gang affiliation, and other social details.
Unreimbursed Percentages	
Work Address	Address of an employer

## Elements

<b>Name</b>	<b>Description</b>
Alias Type	Formerly known as (e.g. maiden name), also known as.
Area Code	A dialing code for a State or province for phone numbers in the USA, Canada, Mexico, and the Caribbean.
Arrears Obligation Amount	The financial obligation amount owed in arrears and/or assigned arrears due to missing previously ordered payments. The total dollar amount of the arrears. (CSENet)
Arrears Payment Amount	The dollar amount owed per each frequency. (CSENet)
Authorization Date	Date that a document was signed by an authorized party.
Bar Number	The attorney's unique identifier assigned by a State or bar association to an attorney authorized to practice law.
Bar Status	The status of an attorney's bar membership.
Branch	Name of the branch of a court with facilities in multiple locations.
Building Designation	A number or letters assigned to identify a building in an address.
CDL Status Code	Indicates the current status of a Commercial Drivers License (e.g. suspended, expired).
Case Caption	Official case title for a court record.
Case Category	For trial courts, there are five case categories, representing the highest level of classification: · Civil · Domestic Relations · Criminal · Juvenile · Traffic, Parking, & Local Ordinance Violations
Case File Date	Date case was filed by the Clerk of the Court.
Commencement Date	The start date of the Respondent's obligations.
Comment	Allowed for textual details.
Country Name	Name of the country.
County Name	The name of the County or Parish.
Court Case Number	Identification number assigned by the court which relates to the support order (IV-A)
Court Findings Text	A description of the findings of the court.

<b>Name</b>	<b>Description</b>
Court ID	A unique identifier assigned to a court.
Court Name	Official name of the court.
Court ORI	A unique identifier assigned by the National Crime Information Center to a court.
Court Transfer Date	A date that the case has been bound over or had a change of venue.
Current Obligation Amount	The sum of all amounts of arrears recorded to a legal obligation to pay past-due support. (QUICK)
Date of Birth	A person's date of birth.
Digital Signature Certificate	Digital signature (or public key digital signature) is a type of method for authenticating digital information analogous to ordinary physical signatures on paper, but implemented using techniques from the field of public key cryptography.
Digitized Signature Image	Image of a person's signature.
District	Name or identifier of a judicial circuit or district within a court system.
Division	A sub-unit of a court responsible for a particular area of law or legal matters (e.g., criminal, juvenile, civil, traffic).
Email Address	An email address of a person or organization. Email address for an individual (eIWO)
Employer Identification Number	Indicates Participant's Employer's Federal Employer Identification Number (EIN). (CSENet)
Employer Name	The name of the person, organization or corporation where the individual is employed. Indicates the name of the current employer. (CSENet)
Employment Position Name	A title related to a person's profession (e.g. District Attorney, Sheriff, and Judge).
End Date/Duration	End date or duration of obligation (e.g. high school graduation).
External Case Identifier	A unique identifier assigned by an organization (e.g. law enforcement, probation, parole, prosecution, other court cases, child support entities) to track a case.  Case ID used by your jurisdiction. The identifier of the requesting State-Tribeterritory's case as recorded by the requestor. A case identifier is a value assigned by a State to uniquely identify each IV-D case in the State. (CSENet, QUICK)
External Code Identifier	An alphanumeric code used and assigned locally to agencies to uniquely identify them within that jurisdiction.
Family Violence Indicator	Indicator whether or not there is reasonable evidence that this person is associated with family violence and identifying information must be protected. (QUICK)



<b>Name</b>	<b>Description</b>
Fax Number	A facsimile number of a person or organization. (CSENet)
Fee Obligation Amount	The total of the unpaid fees charged to the Noncustodial parent (e.g., legal, blood tests, filing) as of the Case Information Extracted Date. This does not include fees charged to the CP. (QUICK)
Financial Support Obligation Type	A type of financial obligation (e.g. child support, maintenance, medical, medical reimbursement).
First Name	First or given name of a person. (CSENet)
Floor	The floor number of a particular building.
Government Issued Identification Number	Unique identifier assigned by the issuing organization.
IV-D Case Identifier	The Case ID used by your jurisdiction. The identifier of the requesting State-Tribe-territory's case as recorded by the requestor. A case identifier is a value assigned by a State to uniquely identify each IV-D case in the State.(CSENet, QUICK)
Identification Number Type	The identification type (e.g. passport, driver's license, military ID, State-issued identification).
Income Attachment Indicator	Yes if any income should be attached, no if otherwise.
Information Privacy Text	
Insurance Carrier Name	Name of insurance organization. Noncustodial parent's medical insurance carrier. (CSENet)
Insurance Status	The status of a person's insurance.
Insurance Type	The type of insurance the respondent possesses.
Interpreter Required Indicator	Set to true if a person needs an interpreter.
Issuing Country	Indicates the country that the identification was issued from.
Issuing Jurisdiction	The State or other issuing authority (e.g. DOD) from which a form of identification was issued.
Judgement Amount	An amount that has been converted to a judgement. This permits remedies not available to nonperfected judgements. The sum of all amounts of arrears recorded to a legal obligation to pay past-due support. (QUICK)
Judicial Officer Identifier	A State or locally generated alphanumeric that is assigned to judicial personnel.
Last Name	The last or surname of a person. (CSENet)
License Class Code	A code indicating the types of vehicles a person is licensed to operate (e.g. commercial, private).
License Commercial Class Code	A code identifying the size and/or type of commercial vehicle (e.g. A, B, C) that a licensed driver has been examined on and approved to operate.
License Issuing Authority	The code for the organization issuing the license.

<b>Name</b>	<b>Description</b>
Limited Representation Description	Describes the limited issues for which the representative is providing services.
Location Description	Captures all non-formatted information to identify a location. May represent street address and city, direction of travel, mile markers, cross roads, location on body, etc.
Location Unit Identifier	Identifies a specific room in a building (e.g. apartment number, room number).
Middle Name	The middle name (or initial) of a person. The middle name (or initial) represents the second part of the given name of a person. (CSENet, eIWO, QUICK)
Military Indicator	Indicates if a person is currently on active duty in the military
Military Status	The code to indicate a DoD employee's employment type. (FCR)
Municipality Name	Name of a city, township, etc.
Name Prefix	A title or honorific used by a person (e.g., Dr., Judge, General, Ms.).
Name Suffix	A component that is appended after the family name that distinguishes members of a family with the same given, middle, and last name (e.g., Jr, Sr, III), or otherwise qualifies the name (e.g., MD, LLD, PhD).
Non-Financial Support Obligation Type	Type of non-financial obligation (e.g. counseling with a child, game, wood, submission to a genetic test, establishment of paternity).
Obligation Frequency	The frequency of child support payment (e.g. Weekly, Bi-Weekly, Semi-Monthly, Monthly, Quarterly, Semi-Annually, Annually). Indicates the frequency of arrears payment (CSENet)
Order Action	Indicates if an order is a request from a child support agency for an order of the court or a Court Action, indicating an executed order from the court.
Order Category	Category of order, including Establish, Modify, Enforce, Modify and Enforce, and Vacate.
Organization DBA Name	Name that the organization is doing business under.
Organization Legal Name	The official name of an organization as listed on the IRS Letter of Determination
Other Circumstances Text	Any other circumstances such as visually impaired, hearing impaired, physically impaired, or incarcerated.
Party Reference Identifier	An identifier referencing a specific party.
Paternity Establishment Details	Details including, but not limited to date of conception, place of conception, and DNA.
Paternity Indicator	Indicates the status of paternity proceedings. For dependents only (Relationship = D). Valid values for this field are: Y – Paternity status determined N or blank – Paternity status not determined (not disproved) (CSENet Interface

Name	Description
	Guidance Document V5.0)
Person Full Name	Full name of a person. This may be used to accommodate situations where a person may have more than three names.
Person Relationship Description	Describes the relationship between two people. Examples include any of the following separately or in combination: parent-child, former spouse, self, interested party, or neither. The interested party may include social services, etc.
Petition Disposition Code	
Place of Birth	A text description of a person's birth location.
Placement	
Policy Number	Insurance policy number.
Postal Code	Postal zip code in an address.
Postbox Number	PO Box Number.
Primary Language	The principal language spoken by the person
Proof of Insurance Indicator	Indicates whether the respondent has demonstrated a proof of insurance.
Representation Type Code	Identifies the type of representation (e.g. court appointed, GAL, retained, Pro Se, advocate).
Retroactive Obligation Amount	A financial obligation owed based on a retroactive effective date based on this order.
Sex Code	The National Crime Information Center code indicating a person's sex.
Signature Block	An electronic signature imputed to a text via one or more of several means (e.g. //John Doe/Magistrate).
Social Security number	A unique identifier assigned to an individual by the Social Security Administration.
State Code	Postal Code of the State in an address.
State Disbursement Unit Payment Flag	
Street Name	A name of a street.
Street Number	A number that identifies a particular unit or location within a street.
Street Post Directional	A direction that appears after a street name.
Street Pre Directional	A direction that appears before a street name.
Telephone Number Extension	Phone Extension (CSENet)
Telephone Country Code	An international telephone dialing code for a country.
Telephone Number	A full length telephone identifier.
Tribal Affiliation	The name of the State, Tribe or territory that is requesting the information. (QUICK)
Tribe Name	The name given to a unit of sociopolitical organization consisting of a number of families, clans, or other groups who share a common ancestry and culture.
Unreimbursed Percent	
Unreimbursed Type	The type of unreimbursed percentage (e.g. medical, tuition).

## Document Local XML Types

Name	Description
AuthorizationBinaryType (BinaryType)	The binary computer format for the authorization data.
CaselfIdentifierType (SuperType)	
CaseOfficialType (CaseOfficialType)	
CaseType (CaseType)	Contains information about the case parties and filing date.
CourtOrderType (CourtOrderType)	A structure that describes details about a direction of a judge.
FinancialObligationType (FinancialObligationType)	This structure contains information on a person's financial obligations as part of the sentence after conviction.
InsuranceType (InsuranceType)	A structure that describes details about the person's or vehicle's insurance.
JudicialOfficialType (JudicialOfficialType)	A structure that contains information regarding the judge's or hearing officer's digital signature.
MedicalProvisionType (SuperType)	
NonMonetaryOrderType (SuperType)	
OrganizationType (OrganizationType)	A structure that describes the organization providing insurance.
PaternityType (SuperType)	
PersonSocialDetailsType (PersonSocialDetailsType)	A structure containing information regarding a person's social information such as the need for an interpreter.
PersonType (PersonType)	A structure that describes the inherent and frequently associated characteristics of a person.
SubjectType (SubjectType)	A structure that describes a person who is involved or suspected of being involved in an incident or criminal activity.

## Document Local XML Elements

Name	Description
ArrearsObligationAmount (AmountType)	
ArrearsPaymentAmount (AmountType)	
AuthorizationBinary (AuthorizationBinaryType)	This is an indicator that denotes "true" if an authorization is present.
Case (CaseType)	Information about the case.
CaseDefenseAttorney (CaseOfficialType)	
CaselfIdentifier (CaselfIdentifierType)	
CaseProsecutionAttorney (PersonType)	
CaseRespondentParty.Person (PersonType)	The person, organization, or property in a court case that is required to answer a petition for a court order or writ requiring the respondent to take some action, halt an activity, or obey a court's direction. In such matters, the moving party (the one filing the petition) is usually called the petitioner. Thus, the respondent is equivalent to a defendant in a lawsuit.

<b>Name</b>	<b>Description</b>
CaseRespondentPartyReference.Child (ReferenceType)	
CaseTransfer (ActivityType)	The activity of a case being bound over or having a change of venue.
CourtOrder (CourtOrderType)	Details about a direction of a judge not included in a judgment, which determines some point or directs some step in proceedings.
CourtOrderDesignatedSubject (SubjectType)	
CourtOrderIssuingJudicialOfficial (JudicialOfficialType)	A judge or other judicial official that issued a court order.
CourtOrderRequestActor.Person (PersonType)	A person or organization that requested a court order.
CourtOrderRequestActorReference.Child (ReferenceType)	
FamilyViolenceIndicator	Indicator whether or not there is reasonable evidence that this person is associated with family violence and identifying information must be protected. (QUICK)
FinancialObligation (FinancialObligationType)	A monetary obligation, e.g., fee, fine, support, restitution, damages, court costs.
IV-DCaselfIdentifier (IDType)	The Case ID used by your jurisdiction. The identifier of the requesting State-Tribe-territory's case as recorded by the requestor. A case identifier is a value assigned by a State to uniquely identify each IV-D case in the State.(CSENet, QUICK)
IncomeAttachmentIndicator	Yes if any income should be attached, no if otherwise.
Insurance (InsuranceType)	Details about a coverage by contract whereby one party agrees to indemnify or guarantee another against loss by a specified contingent event or peril.
InterpreterRequiredIndicator	Yes/No flag indicating if a person requires an interpreter.
JudgementAmount (AmountType)	An amount that has been converted to a judgement. This permits remedies not available to nonperfected judgements.
LimitedRepresentationDescriptionText (TextType)	Describes the limited issues for which the representative is providing services.
MedicalProvision (MedicalProvisionType)	
MedicalProvisionResponsibleParty (PersonType)	
NonFinancialSupportObligationType (TextType)	Type of non-financial obligation (e.g. counseling with a child, game, wood, submission to a genetic test, establishment of paternity).
NonMonetaryOrder (NonMonetaryOrderType)	
ObligationRecipient.Organization (OrganizationType)	
ObligationRecipient.Person (PersonType)	
OrderAction (TextType)	
PartyReferenceIdentifier (IDType)	An identifier referencing a specific party.

<b>Name</b>	<b>Description</b>
Paternity (PaternityType)	
PaternityEstablishmentDetails (TextType)	Details including but not limited to date of conception, place of conception, and DNA.
PaternityIndicator	Indicates the status of paternity proceedings. For dependents only (Relationship = D). Valid values for this field are: Y – Paternity status determined N or blank – Paternity status not determined (not disproved) (CSENet Interface Guidance Document V5.0)
PersonChild (PersonType)	
PersonOtherCircumstancesText (TextType)	Any other circumstances such as visually impaired, hearing impaired, physically impaired, or incarcerated.
PersonSocialDetails (PersonSocialDetailsType)	A person's social details such as whether they require an interpreter.