SYSTEM SUPPORT INTERAGENCY AGREEMENT
BETWEEN
THE DEPARTMENT OF REVENUE, CHILD SUPPORT ENFORCEMENT PROGRAM
AND
THE DEPARTMENT OF CHILDREN AND FAMILIES

This agreement is made and entered into by and between the Department of Revenue, Child Support Enforcement Program (CSE) and the Department of Children and Families (DCF).

I.   PURPOSE OF THE AGREEMENT

The Florida On-line Recipient Integrated Data Access system (FLORIDA) supports the information needs of multiple users. The purpose of this document is to define services, level of performance, costs, and responsibilities of both agencies relating to the services provided by Department of Children and Families (DCF) to the Department of Revenue, Child Support Enforcement Program (CSE).

CSE is dependent on the FLORIDA system to provide accurate and timely data to support case activities, generate data/reports necessary to meet CSE performance measures, and applicable DOR strategic initiatives.

The DCF operated and maintained FLORIDA system is required to support performance levels and reporting requirements mandated by the federal Office of Child Support Enforcement. Each state's percentage of federal incentive dollars is calculated based on performance levels in five program areas: paternity establishment, support order establishment, current collections, arrearage collections, and cost effectiveness. Failure to meet performance levels in any of these programs may result in financial penalties to CSE and Temporary Assistance for Needy Families

II.   LEGAL AUTHORITY

Legal authority for this agreement is found in s. 39.803, F.S. (2000), s. 213.053(15), F.S. (2000), s. 215.22(d), F.S. (2000), s. 287.058(1)(a))-(f), F.S. s. 409.2554, F.S. s. 409.2557, F.S., s. 409.25575, F.S. s. 409.2561 F.S. (2000), s. 409.2569 F.S. (2000), s. 409.2577, F.S. (1998), s. 409.2579, F.S. s. 409.2599, F.S. Chapter 741, F.S. 42 U.S.C. ss. 651 et seq. 45 C.F.R. Parts 92-93, 45 C.F.R. Parts. 300-307 and the Internal Revenue Code Sections 6103(a), 6103(1)(8), 7213, 7213A, 7431(a) and Internal Revenue Code Publication 1075.

III.   CONFIDENTIALITY

The confidentiality of CSE related information will be maintained in accordance with federal and state statutes, IRS guidelines, and regulations and policy governing the Department of Revenue, and the Department of Children and Families.

IV. **ACCESS TO THE FLORIDA SYSTEM AND CSE DATA BY DCF, CSE, CONTRACTOR, AND EXTERNAL STAFF**

A. The CSE and DCF will coordinate, develop, and enforce policies and procedures relating to the use of and access to CSE information, in any format, contained on the FLORIDA system.

B. DCF will provide to CSE access to all information, screens, and/or reports located on the FLORIDA system as required to carry out its statutory duties under state and federal laws, rules, and regulations governing CSE as the designated Title IV-D agency for the State of Florida.

C. All requests for FLORIDA system security profiles that provide access to CSE related data must first be reviewed and approved by CSE. Unless prior approval from CSE is obtained, FLORIDA system security profiles accessing CSE related data are not to be processed by DCF/IS security staff. Access to CSE FLORIDA data may be provided to other state agencies that have specific statutory authority to access CSE information. CSE is the only authority who may grant access to this information. DCF will not grant access to a requesting agency, their staff and/or contractor without first obtaining an interagency agreement, contract, or written authorization provided by CSE. After all conditions have been met, CSE will grant DCF the authority to provide to the requesting agency access to the specific screens and/or information as stated in the written agreement between CSE and the requesting authority.

D. Other states' Title IV-D Child Support Enforcement Programs who are authorized by statute to receive CSE information are exempt from the requirements as stated in this section.

E. Any person who is authorized to access CSE information is required to sign the FLORIDA DEPARTMENT OF CHILDREN & FAMILIES SECURITY AGREEMENT FORM (CF 114, most recent version) and complete Security Awareness Training, and view "Stop UNAX in Its Tracks". Each completed form is forwarded by CSE to the DCF Security Officer and a copy/report sent to the CSE Security Officer after security access to FLORIDA is processed. Accidental disclosure should be reported to DCF and CSE security officers.

V. **FEDERAL TAX INFORMATION ACCESS, SAFEGUARDING AND DISCLOSURE OF**-

A. Access to Federal Tax Information is governed by s. 409.25575, 409.25995 and Chapter 815. Florida Statutes; Internal Revenue Code, ss. 6103(a), 61003(l)(6), 6103(l)(8), 7213, 7213A, 743l(a), and Internal Revenue Service Publication 1075.

B. Both agencies shall be and remain in compliance with requirements of the Internal Revenue Codes 6103(p)(4)(e). Access to Federal Tax Information (FTI) is strictly limited to a need to know basis.

C. Access to CSE FTI related data must first be reviewed and approved by CSE. Until such authorization is received from CSE, access to CSE FTI related data is not to occur.

D. Contract and state staff access to CSE FTI related data will be monitored by CSE for access to on-lines, TSO files, and reports for browsing, updates and/or deletions.

E. Applicable portions of DCF security and system internal and external audits, reviews and/or inspections relative to CSE data will provided to DOR.

VI. CSE AUTOMATED MANAGEMENT SYSTEM PROJECT

The design, development and incremental implementation of the CSE Automated Management System (CAMS) will impact CSE functionality on FLORIDA and require ongoing information exchange with FLORIDA through a bi-directional CAMS/FLORIDA interface. Maintaining communication between CSE and DCF staff is essential to the success of the CAMS, and information sharing is of mutual benefit.

A. CSE and DCF will maintain open communication for systems issues that impact the functionality of FLORIDA and CAMS.

 1. CSE will advise DCF of CAMS implementation schedule information and events
 2. DCF will participate in the technical design of the FLORIDA-CAMS interface
 3. CSE will advise DCF of the overall technical design of CAMS

B. CSE will continue to require an interface with FLORIDA for:

 1. Federally required interface between Child Support Enforcement Program and Public Assistance Programs
 2. Performance of CSE related data exchange functions

C. CSE will continue to require FLORIDA support including:

 1. Software maintenance and updates
 2. System operation, maintenance, and update services

D. CSE will assume funding responsibility for modifications to FLORIDA as required for CAMS implementation.

E. CAMS Project will work directly with DCF systems staff to resolve issues, maintain communication, and provide updates on the CAMS system status.

F. FLORIDA Management Team will be kept informed of issues relating to the implementation of CAMS.

G. CSE and DCF will work together to assess the overall impact of CAMS on the FLORIDA system and user agencies.

VII.   DISASTER PREPAREDNESS

If the Governor of the State of Florida, by Executive Order, declares a state of emergency in Leon County that requires the shutting down of essential services provided by state agencies, the State of Florida Disaster Preparedness Plan shall go into effect. Part of the Department of Revenue's plan includes maintaining communication with DCF to facilitate the resumption of essential services for CSE processes.

A. CSE has two Critical Business Processes that must be maintained with a minimum of disruption:

1. Collection and distribution of child support checks
2. Customer Service

B. The DCF Chief Information Officer or designee, and the CSE Deputy Director or designees, must maintain ongoing communication concerning:

1. Possible disruption of services
2. Pending disruption of services
3. Immediate termination of services

C. Each agency shall appoint a systems communication coordinator who is responsible for maintaining open communication with their counterpart to coordinate the exchange of information required to facilitate the resumption of FLORIDA services to CSE customers.

D. The systems communication coordinator from each agency will coordinate the type of communication method to be used. They must ensure that the communication device remain operational in preparation for FLORIDA system failure.

E. The system communication coordinator from each agency will be required to have the following:

1. The telephone and/or cell phone numbers of their counterpart
2. A back up coordinator list to include telephone and/or cell phone numbers
3. Each coordinator will keep in an accessible location, a copy of each agencies disaster plan.

F. Systems requirements for implementation of the systems portion of the Disaster Plan are detailed in Attachment 1, Service Level Procedures, B. Computer Operations and Data Center Management Services, Section IX, entitled: Disaster Recovery Plan.

VIII. EQUIPMENT

For mainframe, other mainframe-related, or network equipment acquisitions of value greater than $5,000 per device which are necessary for the continued operations of the FLORIDA system, and for which funding is derived from allocable funding of those agencies participating in the FLORIDA system, and titled within the FLAIR Property Subsystem shall remain with the Department of Children and Families for the purposes of depreciation capture. The allowable monthly depreciation for such equipment shall be charged back through the current federally approved Data Processing Cost Allocation Plan based on current allocation factors to allow each agency to properly claim the appropriate depreciation expense for Federal reporting and earning purposes.

IX. DATA PROCESSING SERVICES PROVIDED BY DCF TO CSE

Data processing services are provided by DCF to CSE. Each agency has clear responsibilities relating to application support services, computer operations, technical support services, DCF contract tester services, and their associated performance levels. A description of the required services and performance levels are specified in the service level provisions included in Attachment 1: Service Level Procedures.

X. BUDGET PLANNING PROCESS

The Budget Planning process requires cooperation between our agencies to insure that funds are made available to reimburse DCF for services provided.

A. DCF and CSE must coordinate the Legislative Budget Request (LBR) for the DOR portion of the FLORIDA system. DCF will provide CSE a forecast of funding requirements by July 31 for use in preparing the LBR.

B. The DCF Legislative Budget Request for the DOR portion of the FLORIDA system will contain the same language as the DOR Legislative Budget Request for the DOR portion of the FLORIDA system.

C. In the event of a mid-year budget reduction resulting from action in a Special Session of the Legislature or an Executive Order of the Governor, either of which impacts the FLORIDA base funding, DCF and DOR will work together to develop an equitable reduction plan, if needed.

D. For services provided under the terms of this agreement, DCF will provide CSE with the opportunity to review and comment on any DCF AAPD (Annual Advance Planning Document) and/or APDU (Advance Planning Document Update) prior to DCF submitting the final document to the Administration for Children and Families. DCF shall provide CSE a copy of the final document.

E. For services provided under the terms of this agreement, CSE will provide DCF with the opportunity to review and comment on any CSE AAPD (Annual Advance Planning Document) and/or APDU (Advance Planning Document Update) prior to CSE submitting the final document to the federal Office of Child Support Enforcement (OCSE). CSE shall provide DCF a copy of the final document.

F. CSE will provide to DCF in writing, any LBR issues impacting funding for DCF. This coordination will be completed as timely as circumstances permit but not later than two weeks prior to the submission of the DOR LBR.

XI. BUDGET EXECUTION

Invoices submitted by DCF to DOR for reimbursement must meet the following requirements:

A. Costs under this section will be consistent with all monies appropriated and allocated for the CSE portion of the FLORIDA system. (see Attachment 2)

B. Specific Other Cost Accumulator (OCA) codes will be used to indicate the funding source for all invoiced items. The OCA codes will aggregate all charges and be used on all invoices. If additional OCAs are needed, DCF staff in coordination with DOR staff will establish the needed OCAs as soon as possible. Failure to provide the OCA codes as a part of the invoice will result in the invoice being returned to DCF for correction. Common modules billing procedures will ensure:

   1. FLORIDA software project activity assigned to common functionality and charged to the 4FLAA OCA code must be of a nature that directly, or indirectly, benefits the Child Support Enforcement Program
   2. Federal regulations prohibit the Program from sharing the incurred expense of the project if it does not benefit the Program
   3. A FLORIDA software project shall not be charged to the 4FLAA OCA Code unless prior approval is received from the Program's Process Manager of the System Support Process
   4. The service level objective is that 100% of the software projects assigned to common functionality have their time accurately charged to the 4FLAA OCA code.

C. Direct costs will be invoiced to reflect actual DCF expenditures. Overhead costs will be invoiced as a separate line item. The overhead costs allocation will be based on the federally approved cost allocation plan.

D. DCF and CSE will jointly conduct a monthly variance analysis comparing actual expenditures to planned expenditures. The goal of the analysis will be to determine if sufficient funds are available for the year based upon actual expenditure rates. DCF shall not invoice DOR for amounts that exceed the Legislative Appropriation unless services are anticipated to exceed the Legislative Appropriation and DCF, in concert

with DOR, jointly submit a budget amendment for additional funds. DCF will not submit additional invoices until additional appropriations are received.

XII. REIMBURSEMENT PROCESS

The Department of Revenue is charged with receiving, reviewing, and approving and/or disapproving invoices submitted by DCF to CSE for services provided under the terms of this agreement.

A. All requests for reimbursement must be submitted in sufficient detail for pre-audit and post audit review.

B. All requests for reimbursement must be submitted to include the date the invoice was created, the timeframe for which the service was rendered, and other specific requirements as stated in this agreement to include but not limited to, Section IX, Budget Execution.

C. FLORIDA software project activity assigned to common functionality will be charged as follows:
   1. CSE related work will be billed to the 4FLAS OCA code.
   2. DCF related work will be billed to the appropriate non-CSE OCA code.

D. All requests for reimbursement will be processed in accordance with Section 215.422, F. S.

E. Invoices approved for payment to DCF from CSE will be reimbursed from funds allocated for this purpose. See Attachment 2: Reimbursement for Services Provided for FY (current fiscal year).

F. DCF will provide to CSE the invoices for June, the fifth quarter adjustment, and the fifth quarter "allocated" costs for the fiscal year by mid-August. This is necessitated by the statutory date change to September 30 for reversion of certified forward funds for prior year.

XIII. ENTIRE AGREEMENT AND AMENDMENTS

This AGREEMENT represents the entire AGREEMENT of the parties and supersedes all previous agreements between the parties. Any changes to this agreement shall only be valid when they are written and signed by the authorized signatories.

XIV. PERIOD OF PERFORMANCE

This agreement shall begin July 1, 2006 or on the date on which the agreement is signed by both parties, whichever is later, and end on June 30, 2008. This agreement may be renewed on a yearly basis for a maximum of two additional years. Renewal is contingent upon availability of funds and the concurrence of both parties.

XV.   CANCELLATION

The agreement may be terminated by either party, in writing upon no less than forty-five (45) calendar days' notice. Said notice shall be delivered by certified mail, return receipt requested. Termination at will may not occur where prohibited by state or federal law.

IN WITNESS WHERE OF, the Department of Revenue and the Department of Children and Families agree to the terms and conditions of this agreement as set forth in this document, the signatories being authorized to contract for the Department of Children and Families and the Director of Administrative Services being authorized to contract for the Department of Revenue.

DEPARTMENT OF REVENUE

BY: *Nancy Louise Kelley*

Nancy Louise Kelley, Director
Administrative Services

DATE: **5-30-06**

Office of the General Counsel
Department of Revenue
Legal Review

BY: *Joan K. Kal*

DATE: 5/23/06

DEPARTMENT OF CHILDREN AND FAMILIES

BY: *Kim W. Brock*

Kim Brock, Chief Information Officer

DATE: 6/5/06

**Department of Revenue, Child Support Enforcement
And
Department of Children and Families, Information Systems**

Service Level Procedures

Purpose

The FLORIDA (Florida On-line Recipient Integrated Data Access) system supports the information needs of multiple user agencies within the State of Florida, including the Agency for Health Care Administration, the Agency for Workforce Innovation, the Department of Revenue, the Department of Health, and the Department of Children and Families. The Service Level Procedures (SLP) which exist between the between the Department of Revenue and the Department of Children and Families clarify the interagency relationship and expectations as it pertains to data processing services for the FLORIDA system. It delineates services required, the desired level of performance, and the responsibilities of each party involved with the SLP.

Services

A. Application Support Service

The application support service includes all applications development and maintenance efforts required to support CSE related functionality and data of the FLORIDA system (i.e. any functionality used by the CSE program). All application support processes for the FLORIDA System will be done in accordance with the DCF/IS Development Methodology and in compliance with Information Systems Standard Operating Procedures and Information Systems Public Assistance and Revenue (ISPAR) Standard Practice Documents, and information presented in its website pages.

The following processes support the application support service for the FLORIDA System:

I.   Resource Management

This process includes planning for human resource needs, recruitment of resources, allocation of resources, reporting of resource utilization, and resource contract management.

A.   All assigned personnel will meet or exceed the required Training and Experience (T&E) requirements for the position that they occupy.

Lead: DCF/IS for FLORIDA technical staff

Measure: The ratio of staff satisfying minimum T&E for the assigned position to the number of assigned positions filled.

Lead: DOR/CSE for business analyst staff assigned to the FLORIDA system.

Measure: The ratio of staff satisfying minimum T&E for the assigned position to the number of assigned positions filled.

B. The number of technical positions (state and contract) assigned to the support and maintenance of the child support enforcement application component of the FLORIDA system will equal 100% of the positions funded by the legislature (expressed in FTE's). Staff funded by the legislature to provide application support to the Child Support Enforcement Program shall only be assigned to perform child support enforcement related application support as prioritized by the Program.

Lead: DCF/IS

Measure: The ratio of technical positions assigned to CSE related application support activity to the number of technical positions funded for the Child Support Enforcement Program.

C. The vacancy rate among authorized contract positions allocated to support the FLORIDA child support enforcement application should not exceed 10% of the allocated positions, with the exception of mutually agreed upon situations.

Lead: DCF/IS

Measure: The ratio of the number of positions filled to the number of authorized positions based on available funding for the Child Support Enforcement Program.

D. CSE shall develop performance expectations for contract tester resources provided to CSE by DCF. Copies of quarterly performance evaluations for the DCF/DOR contract tester staff will be provided to DCF.

E. DCF will evaluate state and contract staff providing services to DOR based on established performance expectations. CSE may, at any time, provide input related to performance of staff assigned to CSE related application support activities.

II. **Software Documentation**

This section describes the requirements for documenting any and all modifications to the application software of the child support enforcement component of the FLORIDA system.

In accordance with an established system development methodology, all system functionality modifications are documented. When new code is written, or old code is modified, the appropriate documentation will be completed to reflect the applied coding modification.

A. The service level objective is that the required documentation be completed prior to the software project migrating into the acceptance testing phase of the project.

B. Once the acceptance test phase of the project has been successfully completed the following acceptance test documentation is to be delivered to the DCF/IS project manager verifying that the software project is ready for migration into the FLORIDA production environment.

- Test plan
- Test scripts
- Test results

C. The measurement objective is that 90% of modifications applied to the application code will have supporting technical documentation reflecting the modification completed.

Lead: DCF/IS.

Measure: The ratio of software projects in which technical documentation of the coding was provided, minus those wherein a waiver was approved, to the number of software projects wherein application coding was performed.

D. The objective of this service level procedure is waived if it is mutually agreed upon by both agencies that a specified software project be allowed to migrate into the production implementation phase of the project prior to the completion and approval of any and all associated software or acceptance testing documentation.

E. The measurement objective is that no more than 10% of FLORIDA software projects will have waiver provisions imposed before the software is promoted into the production environment of the FLORIDA system.

Lead: DCF/IS

Measure: The ratio of the number of software projects wherein documentation requirements are waived to the number of software projects implemented into the FLORIDA production environment.

III. Software Development Methodology

The section describes the requirement for a structured system development methodology to be followed when designing, coding and testing software projects associated with the child support enforcement application component of the FLORIDA system.

A. A structured information system development methodology will be applied to software changes resulting in standardized technical deliverables.

B. The measurement objective is 90% of application software projects conform to the structured information system development methodology for developing technical deliverables approved by DCF/IS.

    Lead: DCF/IS for generating technical deliverables.

    Measure: The ratio of software projects adhering to a structured methodology to the number of FLORIDA software projects initiated.

C. Technical document deliverables received by the Child Support Enforcement Program will be reviewed within five business days to ensure the business requirements and objective of the software project is satisfied.

D. The measurement objective is that technical documents will be reviewed within five business days of receipt 90% of the time. The objective of this service level agreement is waived if it is mutually agreed upon by both agencies that a specified software project, due to the complexity of its objective, be allowed to exceed the stated five business day turnaround requirement by a mutually agreed upon timeframe.

    Lead: DOR/CSE for reviewing technical deliverables.

    Measure: The ratio of the number of documents reviewed within five business days to the number of technical documents received by the Child Support Enforcement Program for review; minus those wherein the five business day review requirement is mutually agreed to be extended for a specified period.

E. Prioritized business requirements submitted by DOR/CSE to DCF/IS staff will be reviewed within five business days of receipt.

F.   The measurement objective is that the business requirement document will be reviewed within five business days of receipt 90% of the time. The objective of this service level agreement is waived if it is mutually agreed upon by both agencies that a specified software project, due to the complexity of it's objective, be allowed to exceed the stated five business day turnaround requirement by a mutually agreed upon timeframe.

Lead: DOR/CSE

Measure: The ratio of the number of assigned PRLs reviewed within five business days minus those where the five business day review requirement is mutually agreed to be extended, to the number of assigned PRLs received by DCF/IS.

IV.   Project Management

This section describes the requirement to adhere to a structured project management lifecycle in planning, performing and monitoring child support enforcement application software projects for the FLORIDA system.

A.   A software project is defined as any request or requirement to modify the application code contained within the FLORIDA system. Each modification of the application code shall be requested by submission of an Information System Service Request (ISSR).

B.   DOR/CSE and DCF/IS will jointly develop and maintain project plans related to the FLORIDA application software projects initiated by the Child Support Enforcement Program. Each party will develop estimates and detailed work plans for their respective areas.

C.   For each associated ISSR the Child Support Enforcement Program staff will be responsible for the following project plan deliverables:

- Child Support Enforcement Program staff allocated to the initiated project.
- Time duration estimate for the completion of the business requirements.
- Time duration estimate for the completion of the operational procedures and training phase.
- Time duration estimate for the completion of the acceptance test planning phase.
- Time duration estimate for the completion of the acceptance test detail design phase.
- Time duration estimate for the completion of the acceptance test execution phase.
- Projected production implementation date for the project.

D.	For each associated ISSR DCF/IS staff will be responsible for the following project plan deliverables:

- DCF/IS staff allocated to the initiated project.
- Time duration estimate for the completion of the analysis phase of the project.
- Time duration estimate for the completion of the design phase of the project.
- Time duration estimate for the completion of the coding phase of the project.
- Time duration estimate for the completion of the unit and system-testing phase of the project.
- Projected of promotion date of application code to the acceptance test region of the FLORIDA system.

E.	The service level objective is that DOR/CSE will develop and maintain an MS project plan for initiated software projects 90% of the time. The objective of this service level agreement is waived if it is mutually agreed upon by both agencies that a specified software project plan is not required to implement a related software project.

Lead:		DOR/CSE

Measure:	The ratio of the number of software projects that had a baselined project plan with the above referenced deliverables to the number of software projects completed.

F.	The service level objective is that DCF/IS will develop and maintain an MS project plan for initiated software projects 90% of the time. The objective of this service level agreement is waived if it is mutually agreed upon by both agencies that a specified software project plan is not required to implement a related software project.

Lead:		DCF/IS

Measure:	The ratio of the number of software projects that had a baselined project plan with the above referenced deliverables to the number of software projects completed.

G.	The service level objective is that 90% of all projects undertaken will be delivered to the Program Office for Acceptance Testing within the number of days estimated in the baselined project plan for coding and unit/integration testing. The projected acceptance test delivery date shall be inclusive of any and all submitted and approved change control requests to the project.

Lead:		DCF/IS

<table>
<tr><td>Measure:</td><td>The ratio of the number of software projects delivered for acceptance testing to the number of software projects with a projected acceptance test delivery date.</td></tr>
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H.   The service level objective is that 90% of all projects undertaken will have acceptance testing completed and projected production implementation date achieved as estimated in the baselined project plan. The projected production implementation date shall be inclusive of any and all submitted test discrepancy reports that must be resolved prior to production implementation.

<table>
<tr><td>Lead:</td><td>DOR/CSE</td></tr>
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<table>
<tr><td>Measure:</td><td>The ratio of application software projects with an achieved projected acceptance test delivery date to those software projects accepted for production implementation.</td></tr>
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V.   Requirements Management

This process includes capturing, leveling, and prioritizing requirements, including the establishment of implementation deadlines. Leveling refers to the grouping of similar requirements and eliminating redundancy between requirements.

A.   Business requirement documents submitted to DCF/IS by the Child Support Enforcement Program will conform to the approved DOR structured business requirements definition methodology for application projects.

B.   The service level objective is that 100% of all projects undertaken will have documented business requirements delivered to DCF/IS.

<table>
<tr><td>Lead:</td><td>DOR/CSE</td></tr>
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<table>
<tr><td>Measure:</td><td>The ratio of the number of software projects for which documented business requirements have been delivered to DCF/IS to the number of software projects initiated by the Child Support Enforcement Program.</td></tr>
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C.   Upon submittal of the business requirements to DCF/IS, change requests to the requirements will be strictly controlled by the DOR approved business requirement change control procedure.

D.   The service level objective is that no more than 10% of the projects wherein the business requirements have been approved by the CSE stakeholder and submitted to DCF IS will not have change control requests submitted.

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<tr><td>Lead:</td><td>DOR/CSE</td></tr>
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Measure: The ratio of change control requests received to the number of prioritized software projects assigned to technical staff for analysis, design and coding activity.

VI. Analysis of Business Requirements

A. All submitted and prioritized Information System Service Requests (ISSR) must have an analysis of the requirements performed, per established documented software methodology procedures, to determine the scope of effort of the request.

B. The scope of effort information should include technical staff resources to be used, impact to the system, coding and unit and integration testing projected time estimates.

C. The service level objective is that 100% of all projects undertaken will have an analysis of the business requirements completed and delivered to the CSE Program.

Lead: DCF/IS

Measure: The ratio of the number of ISSRs that have had analysis of the requirements delivered to the CSE Program Office to the number of ISSRs submitted.

VII. Software Unit and System Testing

A. All code that is written or modified will be unit and system tested in an appropriate system environment before it is migrated into the acceptance test region.

B. The unit and system testing will be done based upon the defined and documented business and technical requirements associated with the software project.

C. Documentation of the test scenarios and the results of performed system/integration testing, per established documented software methodology procedures, will be provided to System Support Process staff of the Child Support Enforcement Program for review and approval.

D. The service level objective is that 100% of all projects undertaken will have both unit and system testing successfully completed, as required in the DCF/IS established software development methodology, and approved by DOR/CSE prior to migration of software into the acceptance test region.

Lead: DCF/IS

Measure: The ratio of the number of software projects in which unit and system testing has been successfully performed to the number of software projects implemented into the FLORIDA production environment.

VIII.   Acceptance Testing

A.   All code that is written or modified will have acceptance testing performed prior to migration to the production region. The acceptance testing will be performed based upon a structured testing methodology and will be based upon the documented business and technical requirements of the project.

B.   The service level objective is that 100% of all projects undertaken will have acceptance testing successfully completed prior to migration of software into the production region.

Lead: DOR/CSE

Measure: The ratio of the number of software projects in which acceptance testing has been successfully performed to the number of software projects initiated.

C.   Documentation of the test scenarios and results of performed acceptance testing, per established documented software methodology procedures, will be provided to the DCF/IS project manager/lead of the software project.

IX.   Release Management Process

A.   To ensure system stability and predictability, and to avoid introducing frequent changes to the FLORIDA production environment, modifications to the FLORIDA application will be maintained in the form of scheduled software releases. This is referred to as the "Release Management Process" as defined in DCF/IS operating procedures.

B.   A Release Management Board, comprised of representatives from the technical and user community, will be responsible for managing the Release Management Process.

C.   As determined by the Release Management Board, promotion of software releases to the FLORIDA production environment will be performed on a monthly basis. A monthly software release calendar will be developed and maintained by the Release Management Board.

D.   Migration of software outside of the established monthly software release calendar will not occur unless it has received the express approval of the Release Management Board.

E.   The service level objective is that 100% of the software projects promoted into the FLORIDA production environment will be reviewed and approved by the Release Management Board.

Lead: DCF/IS

Measure: The ratio of the number of application projects approved by the Release Management Board to the number of FLORIDA application projects promoted into the production region.

B.   Computer Operations and Data Center Management Services

The computer operations and data center management service includes all activity related to operations, technical support, and data center management. These processes include on-line and batch system operations, production control, forms printing, mail preparation and distribution, security administration, wide area network maintenance and support, hardware acquisition and maintenance, initiating and managing a contract for disaster recovery, and conducting a 48-hour test period per year at the off site location used for disaster recovery tests.

I.   Testing Region Support

A.   Designated testing regions or environments will be provided for testing to be conducted by the Child Support Enforcement Program staff. These regions will have full support to operate both the online and batch subsystem in as near a production-like environment as possible.

B.   The service level objective is that the acceptance test region will be available for testing by the Child Support Enforcement Program 95% of the scheduled time.

Lead: DCF/IS

Measure: Percentage of time during the month when the test region was available for testing by the Child Support Enforcement Program.

II.   Accuracy of Output

A.   Batch cycles and jobs will run on schedule, in the proper sequence, according to a mutually agreed upon DCF/IS FLORIDA system schedule.

B.   The quality of the data generated will be assured by the integrity of the jobs and batch cycle runs, with no more than two percent of the runs either not producing complete data due to abends, or not producing complete or appropriate data due to operational errors.

Lead: DCF/IS

Measure: Total number of abends and improperly run jobs and batches that do not produce required data or produce incorrect data as a percentage of the total jobs and batch cycles.

III.   Availability of the On-line System

A.   Access to the on-line system will be will be available according to the mutually agreed upon published DCF/IS FLORIDA system schedule.

B.   Any modification to the on-line system schedule will be presented by the requesting party and discussed at the weekly Change Control meeting. Concurrence of the modification to the on-line system schedule must be obtained from the Child Support Enforcement Program to ensure an adverse impact to the Program's operational schedule will not occur as a result of the online schedule modification. Therefore, a Child Support Enforcement representative is expected to attend weekly Change Control meetings.

C.   Online availability is the percentage of time the computer data can be accessed by the Child Support Enforcement Program user during regularly scheduled work hours.

D.   The service level objective is to have the on-line system available 97% of the time. In the event of unavailability the DCF Help Desk should immediately notify the Child Support Enforcement Program's System Support Process Manager.

Lead: DCF/IS

Measure: The ratio of the number of minutes the FLORIDA system is available in a calendar month to the number of scheduled minutes in the month**.**

E.   All system outages will be monitored, tracked and resolved per established DCF/IS operating procedures.

IV. On-line Abends (abnormal ending)

A. An online abend (or abnormal termination) occurs when the program does not run to completion upon initially being executed or in the process of accepting data input from the user. An abend indicates that the program tried to do something that the software considers an invalid operation. Thus the on-line screen, and the business functionality it provides, is not available to the user.

B. It is mutually agreed upon by both agencies that on-line abends are recognized as critical events and will be considered a top-priority item for resolution.

C. The service level objective is if an on-line abend occurs, the abend is resolved within one business day 90% of the time from the time of the abend.

   Lead: DCF/IS

   Measure: The ratio of on-line abends resolved within one business day to the number of on-line abends.

V. Response time

A. The on-line response time refers to the average time that elapses between when an "enter" key is pressed on a remote terminal or PC and that device receives the first presentation of a screen from the CPU.

B. The service level objective is an average end user response time of no more than seconds for any on-line transaction will be achieved 97% of the measured intervals during a calendar month.

   Lead: DCF/IS

   Measure: Average elapsed time between depressing the enter/function key and receiving presentation of computer response by type of transaction processed during the month.

VI. Scheduled Database Reorganization Activities

A. To ensure maximum operational efficiency database reorganization activities will be scheduled on a monthly basis. To minimize impact to normal business activities the database reorganization activities will occur per the established schedule published by DCF/IS.

B. Modification to the database reorganization schedule will be presented by the requesting party and discussed at the weekly Change Control meeting.

C.   Concurrence to the modification to the database reorganization schedule must be obtained from the Child Support Enforcement Program to ensure an adverse impact to the Program's operational schedule will not occur as a result of the schedule modification.

VII.   Batch Processing Schedule and Output

A.   The batch processing schedule includes all batch jobs scheduled in the daily, weekly, bi-weekly, monthly, month-end, quarterly and annual cycle; along with special jobs scheduled on request of the Child Support Enforcement Program.

B.   The service level objective is that the scheduled batch cycles will successfully complete as scheduled 97% of the time.

Lead: DCF/IS

Measure: The ratio of scheduled batch cycles completed within the defined batch processing window to the number of scheduled batch cycles.

C.   Output delivery refers to the percent of time batch reports/files are delivered on time to the intended customer. Of particular concern is the delivery of the check file to the Florida Association of Clerks and Comptrollers (FACC) CLERC system. The normal delivery time is by 7:00 a.m. Monday – Friday.

D.   The service level objective is that the check file will be transmitted to the CLERC system on schedule 97% of the time, minus the number of times the FACC collection file is received from the CLERC system after 9:00 p.m. of the weekday the file is to be processed. Days when IRS processing causes the FM batch cycle to run late and the CSE check file is not transmitted by 7:00a.m., will not be included in the calculation of the PAM.

Lead: DCF/IS

Measure: The ratio of batch cycle check files transmitted on time minus the number of FACC Collection Files received late, as a percentage of total batch cycle check files scheduled and transmitted.

VIII.   Notice Printing, Mail Preparation and Distribution

A.   All notices generated by the FLORIDA batch cycles are to be printed and mailed within two business days after notice generation of the batch cycle

B.   The service level objective is that all notices will be mailed within two business days after notice generation by the batch cycle 95% of the time.

Lead: DCF/IS

Measure: The ratio of notices mailed within two business days of generation to the number of notices generated by the FLORIDA system.

C. DCF will contract for mailing services for notices. DOR will ensure that postage is paid per invoice for DOR notices processed under the mailing services contract.

IX. Disaster Recovery Plan

A. A disaster recovery plan that provides detailed actions to be taken in the event of a natural or man-made disaster shall be maintained. The disaster recovery plan will include:

- Documentation of backup arrangements.
- An established processing priority system.
- Arrangements for use of an off-site back-up (or hot site) facility.
- Periodic testing of the backup procedures/hot site facility.
- Open communication between DCF System Communication Coordinator and the CSE and CSE System Support Process Manager.

B. The Department of Revenue will be an active member of the Department of Children & Families Hot Site Test Team, will attend the meetings, and will have a vote in the decision making process which determines make-up of each Hot Site Test and the test dates. Each year the Hot Site Test Team has a planning meeting in which they develop a recommendation for the next Hot Site Test, which is approved by DCF Technology Center Management. The team takes into consideration the changing Operating System and Application System environments and recommends a Hot Site Test which will most optimally ensure that the Technology Center can recover from a disaster.

Every attempt will be made to conduct one Hot Site Test annually to test the CSE components of the FLORIDA System. If additional funds are required to ensure completion CSE will be given the opportunity to provide those funds, in order to execute the following steps:

- Load IBM Operating System and Communication Systems at the hot-site computer facility.

- Load pre-determined retroactive production data at the hot-site computer facility for the purpose of testing the FLORIDA application functions.

- Bring the IBM on-line system up and perform transactions to verify that the loading of the retroactive production data was successful and that the on-line systems function correctly.

- Execute batch cycles to ensure that they can run successfully.

- Bring the on-line system up after execution of the batch cycles to verify the accuracy of the output generated by those batch cycles.

Periodically, this test may be taken one step further to insure connectivity back to the State of Florida. When this is done, the first step below is normally added to the test outlined above.

- Connect the IBM system at the hot-site computer facility to the State of Florida Backbone Network. Staff at various locations around the State of Florida perform on-line updates with data being stored at the hot-site computer facility.

- This test to insure connectivity back to the State of Florida may be expanded to include additional batch cycles and on-line verification of those batch cycles if test time permits. The feasibility of doing this in conjunction with the other tests can be discussed at the planning meeting. If the remaining test time is marginal after accomplishing all of the earlier tests, these additional tests could be classified as secondary goals of the overall test.

C. Each agency is required to notify the other agency if there is a change in critical personnel who are part of the Disaster Recovery Team.

D. Each agency is required to notify the other agency of changes to system functionality that affects disaster recovery.

X. Help Desk Operations

A. This process will provide telephone assistance for FLORIDA technical problems and FLORIDA System questions or issues.

Lead: DCF/IS

Measure: The DCF Statewide Help Desk will respond to DOR/CSE requests for assistance on all calls related to FLORIDA application issues, password re-sets, and technical assistance as follows:

- Password resets and technical assistance will be provided within one hour 85% of the time while the customer is on the phone (First Call Resolution)
- Application issues will be referred to the CSE Tier 2 support unit the same day 85% of the time.

B.   Issues not solved by the DCF Help Desk will be referred to the DOR/CSE Help Desk Ticket Unit (Tier 2) for resolution. The Data Center administrative tool (service center) will be utilized to accomplish this task.

Lead: DCF/IS

Measure: DCF Statewide Help Desk calls for DOR/CSE customers that are assigned to the CSE Help Desk Ticket unit will have a Service Center Incident ticket number assigned which will be given to the caller during the same business day for referencing.

C.   The DCF Statewide Help Desk will provide CSE with standard Help Desk reports on a monthly basis.

Lead: DCF/IS

XI.   Security Access Requests

A.   The DCF Data Security Unit will provide services to process security access requests into the FLORIDA application system for CSE system users.

Lead: DCF/IS

Measure: DCF/IS will provide CSE with daily support to process access requests into and out of the FLORIDA system by adding/deleting RACF user IDs. Access requests shall be processed within 48 business hours of receipt barring any irregularities in the request.

ATTACHMENT 2

REIMBURSEMENT FOR SERVICES PROVIDED FOR FY 2006-2007

A. Payment of services provided for FY 2006-2007

    1. CSE shall reimburse at 100% up to $20,397,366
        for operation and maintenance of the FLORIDA
        system as well as for additional technical and testing
        staff

    2. CSE shall reimburse up to $10,022
        for the CLERC system

B. No funds will be paid that exceed the amounts specified in this agreement unless otherwise agreed to in writing and signed by the authorized signatory and attached to this agreement as an amendment.

C. The DOR's performance and obligation to pay under this agreement is contingent upon adequate funding by the Legislature.

D. Section 287.058(1)(a)-(f), F. S., is incorporated by reference.