

Child Support Services Interactive Voice Response System Replacement **FY2013 Request: \$230,000**
Reference No: 54531

AP/AL: Appropriation

Project Type: Information Technology / Systems / Communication

Category: Health/Human Services

Location: Statewide

House District: Statewide (HD 1-40)

Impact House District: Statewide (HD 1-40)

Contact: Jerry Burnett

Estimated Project Dates: 07/01/2012 - 06/30/2017

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Brief Summary and Statement of Need:

The Child Support Services Division will replace the Interactive Voice Response (IVR) solution currently in use with a system that is integrated into the call center and is actively supported by the vendor. The system replacement will also enable the division to enhance the capabilities of the call center to better serve the public. If the current IVR solution is not replaced in FY13, it will be running in a non-supported and non-maintained environment.

| Funding: | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | Total |
|-----------------|------------------|---------------|---------------|---------------|---------------|---------------|------------------|
| Fed Rcpts | \$151,800 | | | | | | \$151,800 |
| G/F Match | \$78,200 | | | | | | \$78,200 |
| Total: | \$230,000 | \$0 | \$0 | \$0 | \$0 | \$0 | \$230,000 |

| | | | | |
|--|--|---|--|-----------------------------------|
| <input checked="" type="checkbox"/> State Match Required | <input checked="" type="checkbox"/> One-Time Project | <input type="checkbox"/> Phased - new | <input type="checkbox"/> Phased - underway | <input type="checkbox"/> On-Going |
| 34% = Minimum State Match % Required | <input type="checkbox"/> Amendment | <input type="checkbox"/> Mental Health Bill | | |

Operating & Maintenance Costs:

| | <u>Amount</u> | <u>Staff</u> |
|----------------------|---------------|--------------|
| Project Development: | 0 | 0 |
| Ongoing Operating: | 0 | 0 |
| One-Time Startup: | 0 | |
| Totals: | 0 | 0 |

Additional Information / Prior Funding History:

The current IVR application is running on the Enterprise EPOS platform supported by Enterprise Technology Service (ETS). In January 2008, Tier announced the discontinuation of the EPOS products but stated they would continue to support existing implementations for a period of time not to exceed 5 years. For Child Support, this means the existing applications must be migrated from the Tier system to a new environment by January 2013, and possibly before.

This project has received no prior funding.

Project Description/Justification:

What is the purpose of the project?

The purpose is to replace the Interactive Voice Response (IVR) solution with a system that is integrated into our Call Center and is actively supported by the vendor, and to enhance the capabilities of our Call Center. Project funds will purchase the software, support, and professional services necessary to implement our Call Center and Interactive Voice Response (IVR) requirements on Department of Labor's Interactive Intelligence, Customer Interaction Center (CIC) system.

Is this a new systems development project? Or, an upgrade or enhancement to existing department capabilities?

This is a system upgrade and development of a new Interactive Voice Response (IVR) system. The division will reuse existing voice applications and program files where possible, on an existing Department of Labor Infrastructure.

Specifically, what hardware, software, consulting services, or other items will be purchased with this expenditure. Include a line item breakdown.

Software and support: Includes Automated Call Distribution (ACD), Supervisors Quality Monitoring (QM) and Interactive Voice Response (IVR), plus full redundancy of all the aforementioned software items (ACD, QM and IVR).

Professional Services: Includes design, testing, and training on ACD, Supervisors QM and IVR.

How will service to the public measurable improved if this project is funded?

Improved client services are gained with a more effective and reliable Call Center and IVR Infrastructure. Clients can leave a call back number and their position in the queue will be maintained until they are called back. Clients can be routed to functional area experts more quickly.

Does project affect the way in which other public agencies will conduct their business?

No

What are the potential out-year cost implications if this project is approved? (Bandwidth requirements, etc.)

None. There should be no additional needs to what we currently have for an Interactive Voice Response (IVR) and Call Center system.

What will happen if the project is not approved?

If this project is not approved we will be running in a non-supported and non-maintained environment. Failure of the system will place an additional 15,000 to 20,000 calls per month to our Call Center for payment information and therefore reduce the ability to serve our clients efficiently. Failure also causes a second issue for our clients, which is the Interactive Voice Response (IVR) is available 24 hours a day 7 days a week, but our Call Center is only available during normal business hours. Some clients' Call Center experience will be less effective due to reduced Call Center features.