

DESIGN Δ DEVELOPMENT Δ OPERATIONS Δ SUPPORT

Systems Research and Development, Inc. (SYSRAD) is an information systems consulting company with over 20 years of specialized experience in supporting government and tribal agencies in the automation of child support enforcement. Our strength is in our proven ability to mobilize the right people, skills and technologies to help child support organizations respond to ongoing changes to technical and regulatory environments.

Our collaboration with nine states and the Federal Office of Child Support Enforcement has given us proven expertise with developing technical solutions specific to child support enforcement issues, and in the regulatory requirements for management and oversight of system development efforts, from Feasibility Studies and Advance Planning Documents (APDs) to Independent Verification and Validation (IV&V) projects. SYSRAD is committed to excellence and creating innovative and flexible solutions for our not-for-profit, State, Tribal, and Federal clients.

Core competencies

Our technology experts and business professionals analyze research, design and implement solutions in the areas of:

- Consulting
- Open-Source Technology
- Regulatory Support

Consulting

Our Consulting services focus on integrated solutions designed to meet the evolving requirements of the State, Federal, and Tribal child support communities. By combining industry best practices with open source technology, we enhance your agency's ability to leverage its business processes to meet changing Federal and State requirements. Consulting services include:

- Planning Support
- Change Management & Facilitation Support
- CMMI Process Development and Assessment Services
- Security Assessment
- Financial/Statistical Analysis
- Training

Technology

Our Technology services focus on developing robust, secure and flexible technology solutions for the child support community. SYSRAD staff has extensive experience with CSE system transfers and development of large-scale state CSE systems, providing key support resulting in successful system certification awards.

Using open-source solutions wherever possible allows us to incorporate and leverage results from established systems, and minimize the effective cost of future changes in regulations and technology.

Our services include:

- Application & Web, Design & Development
- Open Source Technology
- Commercial Off the Shelf (COTS) Integration
- Data Cleansing & Conversion
- Database Design, Development, & Maintenance
- Architecture Solutions
- System monitoring and administration of distributed systems
- Network management and utilization
- Security, storage, capacity review and planning
- Database verification and backup
- ETL data conversion

Regulatory Support

Our Regulatory Support services focus on the responding to evolving Federal agency requirements for automation and interface among and between federal agencies, state child support agencies, and tribal child support agencies, in the areas of:

- Advance Planning Documents (APDs)
- IV-A/IV-D Interface
- IV-D/Medicaid Interface
- Electronic Funds Transfer (EFT)
- State Case Registry
- Federal Case Registry
- National Directory of New Hires
- CSENet
- QUICK
- IRS 1075 Compliance
- Independent Verification & Validation (IV&V)
- Problem tracking and resolution
- Change management
- Systems modifications and enhancements
- Transfer system installation and customization

Past performance

Since 1992, Systems Research and development has provided expert systems automation services to Child Support Enforcement (CSE) programs in nine states and the Federal Office of Child Support Enforcement (OCSE). We have provided key resources for system design and development of the Model Tribal System (MTS) for over 10 years.

SYSRAD staff performed key roles in implementation of four successful State CSE transfers and conversions that resulted in federally certified applications. We have provided design and development expertise to 10 separate State CSE projects in support of system transfer, conversion maintenance, FSA 88 Certification, CSENet, PRWORA and customer service websites. Our staff architected, developed and implemented the first web portals for North Carolina Child Support Enforcement, integrating the application into the state data center utilizing JSP pages, JAVA and DB2. SYSRAD provided design and development services for the Model Tribal System (MTS) made available by the federal Office of Child Support Enforcement to federally approved tribal child support programs. We have successfully implemented and are currently responsible for the operations and maintenance of the CSE systems for 10 independent tribal nations.

SYSRAD staff provided technical services as primary contractor or subcontractor in the following projects:

- OCSE – Model Tribal System
- ACF – TANF On-Line Job Readiness Assessment Application/60 Month Timeframe Eligibility System
- State of North Carolina (ACTS, CSENet, and Web Portal www.ncchildsupport.com)
- State of Michigan (High Volume Assessment System)
- State of Oklahoma (CSNet Project)
- State of Delaware (DACSES Project)
- State of Wisconsin (KIDS Project)
- State of Indiana (ISETS Program)
- Commonwealth of Virginia (APECS Project)
- Virgin Islands (WIC Program)
- State of Louisiana (IV&V oversight)

Differentiators

- Almost 25 years supporting state and federal child support system automation efforts
- Highly skilled technical professionals experienced with state and tribal systems, adding a depth of understanding and the insights required to achieve the unique and complex automation demands of child support enforcement systems
- Exceptional record of satisfying customer requirements with innovative, cost-effective solutions
- Development of first ever child support enforcement system using only open-sourced technology
- Ongoing management and operational support for 10 independent CSE systems
- Performance-based processes
- Proven client relationship management in state and federal environments

Corporate data

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