



MTS History

2000: Interim final rule for tribal child support programs published

2002-2005: Tribal Systems Workgroup studied feasibility of automating tribal child support programs, developed essential system requirements, and created the general system design

2004: Final rule for tribal child support programs published (45 CFR Part 309)

2006: Feasibility study, market study and cost-benefit analysis completed

2007: Concurrence of ACF Assistant Secretary to build MTS; software development begins

2009: Forest County Potawatomi Community selected to pilot test the MTS

2010: Modoc Tribe of Oklahoma joins pilot testing; tribal system regulations published (45 CFR Part 310)

2012: MTS Pilot ended

2013: MTS Launch planning begins

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Spring has Sprung



At least it has in Washington DC! OCSE's Division of State and Tribal Systems (DSTS) is hard at work. As we celebrate the blossoms outside, we are getting ready for the next implementation of the Model Tribal System (MTS) scheduled to begin this summer. This month's newsletter focuses on the preparations we are making to build the rollout plan, develop help desk services, and form a change control board. We provide details on how long a typical MTS implementation can take and give you the latest computer and server specifications recently released.

Help Desk Support for MTS



DSTS has been diligently working on internal training to ready the organization for the MTS rollout. We are in the process of setting up two help desks:

- 1) An IT Help Desk that will provide technical support to tribal IT staff on the installation, maintenance, and operation of the MTS.
- 2) An End User Support Help Desk, that will support MTS users and answer general questions on navigating the system.

Both help desks will be powered by Skype and will allow callers to transfer control of their system to the help desk operator. DSTS has been training help desk resources and is setting up the technical infrastructure. Both desks will be operational by our next implementation this summer.

In addition to help desks, we are also in the final stages of preparing user guides for caseworkers, financial workers, and security administrators. These user guides highlight the MTS functions and outline step-by-step how each function is completed. Each guide includes the business functions for a specific user:

- The Caseworker's Guide includes case management, locate, paternity establishment, order establishment and enforcement.
- The Financial Worker's Guide includes account summary, account setup, recoupment accounts, adjustments, batch creation, posting collections, deposits and check printing.
- The Security Administrator Guide includes role management, user management, navigation management and caseworker management.

Once completed, we will make these guides available on our website.





How Long Does it Take to Implement the MTS?

We receive this question quite often, so we thought we'd provide an example of a high-level schedule for a tribe with approximately 50 cases. Our experience is that the tribe could complete the implementation phases and convert their 50 cases to the MTS within six months.

It's important to know that this is merely an example used for illustrative purposes. Tribes can expect implementation time to vary based on caseload and other factors.

With 50 cases, your six-month project may look something like this

	Jan	Feb	Mar	Apr	May	Jun
Planning and Acquisition						
Installation Preparation						
Installation and Preliminary Test						
Document Preparation						
Conversion						

Implementation Phases	Activities Included
1 Planning and Acquisition	<ul style="list-style-type: none"> • Write your APD • Get your APD approved, evaluate your existing IT infrastructure • Acquire any needed hardware and software
2 Installation Preparation	<ul style="list-style-type: none"> • Review current business practices and document your "as is" process • Document the need for new or updated business processes • Gain stakeholder approval of new processes
3 Installation and Preliminary Test	<ul style="list-style-type: none"> • Install the physical MTS test, production and development environments • Review configuration options and set up the desired configuration • Develop test data and enter it into the MTS for testing • Run preliminary tests to ensure that the system was configured appropriately
4 Document Preparation	<ul style="list-style-type: none"> • Identify all documents that will need to be created or modified to support tribal business processes • Create/Update existing MTS document templates to align with tribal practices • Create test data needed to test the documents • Create new templates as needed • Review completed documents and verify them with needed stakeholders
5 Conversion	<ul style="list-style-type: none"> • Train staff who will be using the MTS • Institute a help desk to assist users • Convert cases from the tribes existing system to the MTS (either manually or automatically) • Review the converted data to ensure that the data transferred correctly • Fix or enter any data that was not converted or was not converted completely



MTS Server and Workstation Specifications Updated



We often receive questions about systems, like: What kind of computer do I need? What kind of server is big enough to

support MTS? To answer these questions, DSTS published specifications to help tribes with hardware and software purchase decisions. We recently updated the specifications to keep pace with innovations in memory and software upgrades. Our goal is to help you purchase equipment that will last as long as possible and meet the needs of your child support programs.

When purchasing computers and laptops for the MTS, you will need to check the specifications of the new equipment against our recommendations:

- Processor: Intel Core i7 or better
- Memory: 4GB RAM 32-bit or better
- Hard Drive: 500 GB SATA 7,200 or 10,000 rpm
- Optical Drive: DVD+R/RW or better
- Display: 19" or larger 1280x1024 minimum resolution WSVGA monitor with 128KB graphics memory or better with DVI or HDMI
- Software: Windows 7, MS Office 2010 Professional, Acrobat Reader 10 or higher, Norton Internet Security (or similar), Internet Explorer 8 (or better), Adobe Flash Player 11 or higher (Web browser plug-in).

For the complete list of computer hardware requirements, visit: <http://www.acf.hhs.gov/programs/css/resource/personal-computer-specification>

We often see applications requesting computer equipment with only 350 GB of hard drive space and with smaller monitor sizes. It is important that all of the above criteria are met. The larger display will allow you to navigate the MTS without excessive scrolling to the right or left to see screen elements. The added hard drive space will allow your system to run faster.

Another area that tribes often overlook is the software requirements. You will need MS Office Professional. While the student/home editions are cheaper, we have found that the professional software is the best fit for child support programs, and it will allow you the most capabilities as your office grows. Please remember that you need copies of software for each computer, or a license for installing the software on multiple computers.

When purchasing servers, the processor, memory and hard disk space are also important. To support the MTS, you will need a server that meets the following specifications:

- Processor: Xeon Quad core 2.66 GHz 64-bit or better
- Memory: 8 GB DDR2 6400 or better
- Hard Disk: Dual 500 GB eSATA 7,200 rpm Hard Drives with RAID 1 controller or better
- Networking: 2 x 100/1000 MB Ethernet
- Backup: 72GB Tape/Remote Network Attached Storage or better

Remember that management of sensitive data requires that you implement security procedures to isolate hardware containing relevant information. If the server is to be housed in an enclosed location, ensure there is proper ventilation and fire suppression. Keep equipment off floors to minimize water and flood damage exposure.

For the complete list of server requirements visit:

<http://www.acf.hhs.gov/programs/css/resource/tribal-server-recommendations>



MTS Definitions



Change Control Board (CCB): The change control board is the entity that will drive all changes to the MTS. Beginning this summer, OCSE will put a plan in place to identify and prioritize system issues or enhancements that must be implemented and tested prior to being rolled out to other tribes. DSTS will lead the CCB whose membership includes all OCSE-supported tribes, consortium leads, and independent tribes. The CCB will meet on a regular basis to evaluate, prioritize, and ultimately vote on change requests, bug fixes, system enhancements and code promotions. We will have more information on this in next month's newsletter.

Hard Disk: A hard disk is part of a unit, often called a disk drive, hard drive, or hard disk drive, that stores and provides relatively quick access to large amounts of data on an electromagnetically charged surface or set of surfaces. Today's computers typically come with a hard disk that contains several billion bytes (gigabytes) of storage.

RAM: Random Access Memory is the most common type of memory found in computers and other devices, such as printers. There are two different types of RAM you will see on computer specifications: DRAM (Dynamic Random Access Memory) and SRAM (Static Random Access Memory). While SRAM is faster, it is much more expensive than DRAM, which is more popularly used.

SATA: Serial Advanced Technology Attachment is an interface that connects the hard drive to your computer.

The OCSE-75 and the MTS



As the OCSE-75 Working Group continues to tailor the form for tribal reporting needs, the MTS production team is gearing up to implement those changes. Once the OCSE-75 form is finalized, DSTS will begin working with the MTS to ensure that all changes are incorporated into the system in a timely manner.

For more information or to offer article ideas

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www.acf.hhs.gov/programs/css/tribal-systems