

OCSE O&M and Continuous Improvements

OCSE Software Changes

Release 20-01 – Minor

February 2020

Release Specifications

Version 1.0

Administration for Children and Families
Office of Child Support Enforcement
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Washington, DC 20201

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1. Change User Activity Status to Download When User Downloads a Document (CLI-7953)

1.1 Summary of Changes

We will enhance the Child Support Portal (Portal) by providing the correct user activity status on the Portal Audit Log when users download portable document format (PDF) files from one of the following applications on the Portal:

- Locate
- Department of Defense (DoD) Entitlement
- Query Interstate Cases for Kids (QUICK)

The user activity status in this log will change from Print to Download.

1.2 Background

When a user downloads a PDF file from one of the applications listed above, the download is reported in the monthly Portal Audit Log we send to states, which follows IRS and federal guidelines. Currently, the log shows Print when a user downloads a file. We will revise this log by providing the correct user activity status. When this enhancement is in production, the log will show Download.

1.3 Description of Changes

This enhancement will clarify the user activity status on the Portal Audit Log by changing Print to Download when users download PDF files from the applications listed above. To view an example log, see Figure 1-2.

1.4 Impact on States

States will not need to change their systems to take advantage of this enhancement. Because this release will go into production in mid-February 2020, the March Portal Audit Log will show both Print and Download in the Activity column; Figure 1-1 shows an example March log.

1.5 State Testing

No testing is required.

1.6 Page Enhancements

Figure 1-1 shows an example March 2020 Portal Audit Log. Because this release will go into production in mid-February 2020, the Activity column will show Print before the release is in production and Download after the release is in production.

User ID	Audit Date	Application	Web Page	Activity	SSN	Case ID	FTI Data Viewed
slouthew	2020-02-10 11:21:08.934875	DoD Entitlement	Response Status	Print			No
jwchryst	2020-02-10 11:21:39.098076	DoD Entitlement	Response Status	View			No
jwchryst	2020-02-10 11:21:51.556880	DoD Entitlement	Response Search	Read/Render Page			No
jwchryst	2020-02-10 11:22:00.505709	DoD Entitlement	Response Search	Search			No
jwchryst	2020-02-10 11:22:00.777969	DoD Entitlement	Response Status	View			No
jwchryst	2020-02-10 11:22:04.187092	DoD Entitlement	Response Status	Search			No
slouthew	2020-02-24 11:22:04.444511	DoD Entitlement	Response Status	Download			No
jwchryst	2020-02-24 11:22:49.349788	DoD Entitlement	Response Status	View			No
jwchryst	2020-02-24 11:22:57.559721	DoD Entitlement	DoD Request	Read/Render Page			No
jwchryst	2020-02-24 11:23:07.321946	DoD Entitlement	DoD Request	Not Found			No
jwchryst	2020-02-24 11:23:14.818447	DoD Entitlement	DoD Request	Read/Render Page			No

Figure 1-1: Example March 2020 Portal Audit Log with Print and Download Activity Status

Starting with the April 2020 Portal Audit Log, when users download a PDF file from one of the applications noted, their activity will display as Download in the Activity column. Figure 1-2 provides an example.

User ID	Audit Date	Application	Web Page	Activity	SSN	Case ID	FTI Data Viewed
slouthew	2020-03-15 11:21:08.934875	DoD Entitlement	Response Status	Download			No
jwchryst	2020-03-15 11:21:39.098076	DoD Entitlement	Response Status	View			No
jwchryst	2020-03-15 11:21:51.556880	DoD Entitlement	Response Search	Read/Render Page			No
jwchryst	2020-03-15 11:22:00.505709	DoD Entitlement	Response Search	Search			No
jwchryst	2020-03-15 11:22:00.777969	DoD Entitlement	Response Status	View			No
jwchryst	2020-03-15 11:22:04.187092	DoD Entitlement	Response Status	Search			No
slouthew	2020-03-15 11:22:04.444511	DoD Entitlement	Response Status	Download			No
jwchryst	2020-03-15 11:22:49.349788	DoD Entitlement	Response Status	View			No
jwchryst	2020-03-15 11:22:57.559721	DoD Entitlement	DoD Request	Read/Render Page			No
jwchryst	2020-03-15 11:23:07.321946	DoD Entitlement	DoD Request	Not Found			No
jwchryst	2020-03-15 11:23:14.818447	DoD Entitlement	DoD Request	Read/Render Page			No

Figure 1-2: Example April 2020 Portal Audit Log with Download Activity Status

1.7 Release Date

February 2020.

1.8 Contact Information

If you have questions about these changes, contact the Portal Help Desk at csportal@acf.hhs.gov or 800-258-2736.

2. Create New Role for SSRS/EPP State Users (EMP-8136)

2.1 Summary of Changes

We are enhancing the State Statistical Reporting System (SSRS) application to add a new role for users to access Employer Participation Project (EPP) reports that have no personally identifiable information (PII).

2.2 Background

This enhancement will allow states to limit user access to EPP reports with PII on the Portal yet allow user access to EPP reports that do not have PII.

2.3 Description of Changes

By assigning state users the new RH role, states will allow users who need to access EPP reports with PII and prevent access by users who must not view this information.

2.4 Impact on States

This enhancement will have the following impact on states:

- States will need to do the following:
 - Review the existing users' roles.
 - Remove roles RD and RG from all users not authorized to view EPP reports that contain PII information.
 - Add the new RH role for users authorized to view only EPP reports without PII.
- State technical staff will make the necessary changes.

2.5 State Testing

No testing is required.

2.6 Release Date

February 2020.

2.7 Contact Information

If you have questions about these changes, contact the Portal Help Desk at csportal@acf.hhs.gov or 800-258-2736.

3. Modify the Tax Offset Fraud Referral Upload Process on the Portal (FCE-6815)

3.1 Summary of Changes

We are enhancing the Federal Collection and Enforcement (FCE) application to add a standard template for states' fraud referral files sent to the IRS for investigation. As part of this enhancement, validation editing of the state's fraud file will be moved to a batch process. The nightly process that validates trace numbers in fraud referral files will not change.

This change to a standardized fraud referral file will improve the processing of these files.

3.2 Background

OCSE implemented the FCE upload and download process for fraud referral files sent to the IRS for investigation as part of Release 13-02; for more information on this process, go to <https://www.acf.hhs.gov/css/resource/fos-release-13-02-minor-specifications>. This enhancement is in response to a user uploading an incorrectly formatted fraud referral file.

3.3 Description of Changes

OCSE is requiring states to use an Excel template for fraud referral files (see Figure 3-1). This template, which includes column headers, will be available on the revised FCE File Upload page (see Figure 3-2).

We will validate file headers during batch processing. The batch validation process will run hourly each day, including weekends and holidays, from 8 a.m. ET to 7 p.m. ET. After the batch validation process runs against fraud referral files, state users will receive an email confirming the file upload, record count, and validation errors if applicable. The current process states use to upload and download fraud referral files is not changing. We will continue to send fraud referral files to the IRS on Friday evenings.

3.4 Impact on States

This enhancement will have the following impact on states:

- The new standard Excel template for fraud referral files will be available on the FCE File Upload page. State users must download a copy of the new template and use it to upload fraud referrals.
- State users will receive a confirmation email within one hour of uploading their fraud referral file (or the next day for files uploaded after 7 p.m. ET). If this file fails validation edits, it will be rejected, and the state must upload a new or corrected file.

3.5 State Testing

No testing is required.

3.6 Template and Page Enhancements

Figure 3-1 shows the Excel template for fraud referral files that will be available on the FCE File Upload page.

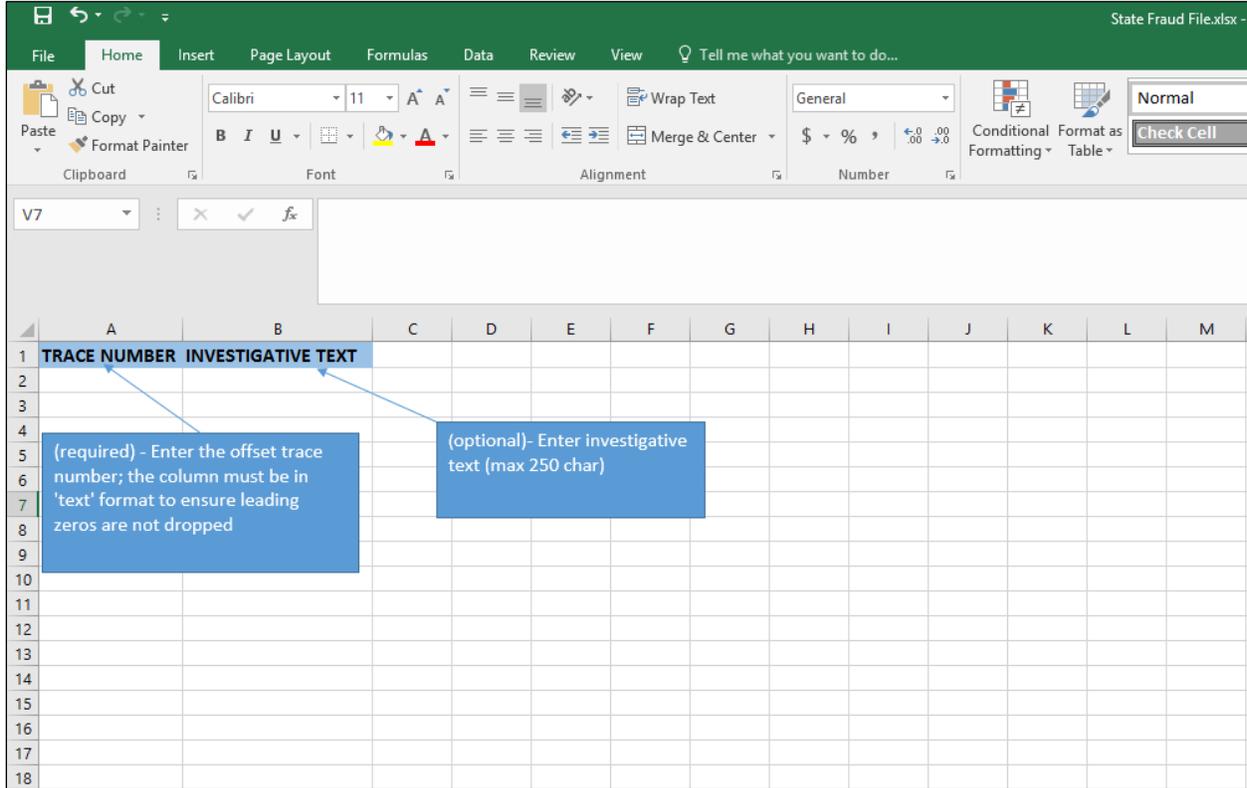


Figure 3-1: Fraud Referral File Template

Figure 3-2 shows the FCE File Upload page where state users can download the template for fraud referral files.

Office of Child Support Enforcement Child Support Portal

CHILD SUPPORT PORTAL

Secured Environment

Home Feedback | Print | FAQ | Logout

Federal Collection and Enforcement

- Case Query
- Trace Number Query
- Address Query
- Pre-Offset Notice Query
- Local Contact Address Query
- Local Contact Address Update
- Transaction Submission
- Online Transaction Maintenance
- File Upload
- File Download

File Upload

* Indicates required field

File Selection

* File Type:

* Email:

* File: No file chosen

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Figure 3-2: FCE File Upload Page

To download the State Fraud referral template, state users must take the following steps on the FCE File Upload page:

1. Select the **State Fraud File** button at the bottom of the page.
2. Complete the fraud referral template.
3. Upload the template:
 - a. For **File Type**, select **Fraud**.
 - b. Enter the state user's email address.
 - c. Select **Choose File**.
 - d. Select **Upload**.

3.7 Release Date

February 2020. This CR was moved from Release 19-04.

3.8 Contact Information

If you have questions about these changes, contact the Federal Collection and Enforcement Unit at scollections@acf.hhs.gov or 202-401-9389.