



U N I V E R S I T Y O F  
SOUTH CAROLINA.

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# Independent Verification and Validation SC Child Support Enforcement System

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# CSES Project Background

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- ❑ SC CSES Project began in the early 1990's but ran into problems that resulted in four years of litigation with a vendor
- ❑ In May 2001 the SC Department of Social Services entered into an interagency agreement with the University of South Carolina to provide IV&V services

# CSES Project Background

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- The interagency agreement focuses on four main areas
  - Project Management Oversight ✓
  - Quality Assurance Oversight ✓
  - Development Oversight
  - Post-Development Oversight

# CSES Project Status

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- Working toward resolution of final issues delaying the release of solicitations for development services
- Request for Qualifications (*RFQ*) to be released soon; followed by release of the Request for Proposal (*RFP*)

# Areas of Positive Impact

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- Value of Project Management
- Standards and Best Practices
- “Big Picture” Analysis
- Stakeholder Acceptance

# Formal Project Management

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- Project management versus software development management
  - Raised awareness of formal disciplines for managing project scope, cost, schedule, and quality
  - Illustrated and emphasized the importance of project communications
- IV&V recommendations used in the establishment of the Project Management Office (*PMO*)

# Standards and Best Practices

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- IV&V has been able to point the project team to resources
  - Relevant standards and best practices
  - Emerging standards
  - Project management tools
  - Free seminars

# "Big Picture" Analysis

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- Independent third-party can generally be more objective regarding the larger view of the project
  - Diversity of contacts has provided insight not readily available through other sources
  - Analysis of broad set of observations has led to identification of important issues
- IV&V reports provide historical documentation of the project over time

# Stakeholder Acceptance

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- Stakeholder participation and acceptance monitored and noted in IV&V reports
  - Attendance at stakeholder meetings
  - Interviews with stakeholders
  - Observing interactions at project meetings
- Many stakeholders value third-party oversight
- Stakeholder communications issues often identified first in IV&V reports

# Conclusion

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- Acceptance of the IV&V team has evolved
  - Initially: *“The only reason you are here is because OCSE requires it”*
  - Currently: *“We are glad you are here”*
- So long as the *Independent Verification and Validation* provider remains *“independent”* it can and will provide valuable services to CSE system projects