Microsoft Dynamics 365

Child Support Services

Accelerator Solution

Presented by IBM and Grays Peak Strategies

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Our Understanding of your Goals

Leverage new technology to provide a modern and intuitive user experience:

➢ **External Portal / Knowledge Base - FAQ / Feedback**
➢ **Modern Cases Management Process / User Experience**
➢ **Teams/Collaboration**
➢ **Payment Calculator**
➢ **Individual and Management Dashboards**
➢ **Integration to Federal and State External Systems**
➢ **Enhanced Reporting Capabilities**
➢ **Constituent Outreach**
➢ **Document Management**
➢ **Mobile App Capabilities**
➢ **Data formatting & Integrity**

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Current Pain Points

We understand these are common challenges states are facing today:

1. Lack of system documentation resulting in a poor user experience (UX) for new application users

2. Hosting infrastructure issues

3. Difficulty maintaining/creating integrations with external systems

4. Data duplication/duplicate records

5. Data load issues requiring manual intervention

6. Intermittent system issues from aging infrastructure

7. Security and permission issues requiring application code changes

Our Solution: Microsoft Dynamics 365 Platform

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Users

Browser/Web App

Outlook

Mobile Services

PowerApps Portal

Platform

MICROSOFT BING

MICROSOFT YAMMER

MICROSOFT S4B

MICROSOFT OFF GROUPS

SaaS

MICROSOFT WORD

MICROSOFT EXCEL

MICROSOFT PROJECT

MICROSOFT SHAREPOINT

MICROSOFT ONENOTE

Web Services

Microsoft Dynamics 365 Application

User Interface

Dashboards & Reports

Outlook Integration

Community Portals

Forms & Views

BPM

Business Process

Business Rules

Workflow & Approvals

Scheduling

Data

Search

Document Management

Relational Management

Security

Integration

Native MS Office

Mobile Apps

Social Engagement

Web Services API

Dynamics Core Features

+ Power Platform

Power BI
Business analytics

Power Apps
Application development

Power Automate
Process automation

Power Virtual Agents
Intelligent virtual agents

4

Persona Driven Demonstration Scenarios

Peter Johnson
Custodial Parent

Peter needs to be able to…

- Access the external portal to submit a IV-D Application

- Access the external portal for knowledge base and case submission

- Check status of case, provide required information, stay informed/in contact

Linda Johnson
Non-Custodial Parent

Linda needs to be able to...

- Provide required information for case management process

- Potentially access the external portal for knowledge base articles

Christina
Georgia DCFS CSR

Christina needs to be able to...

- Access new cases added to her team's queue

- Review and update case records to move them through the business process

- Review case metrics on personalized dashboards

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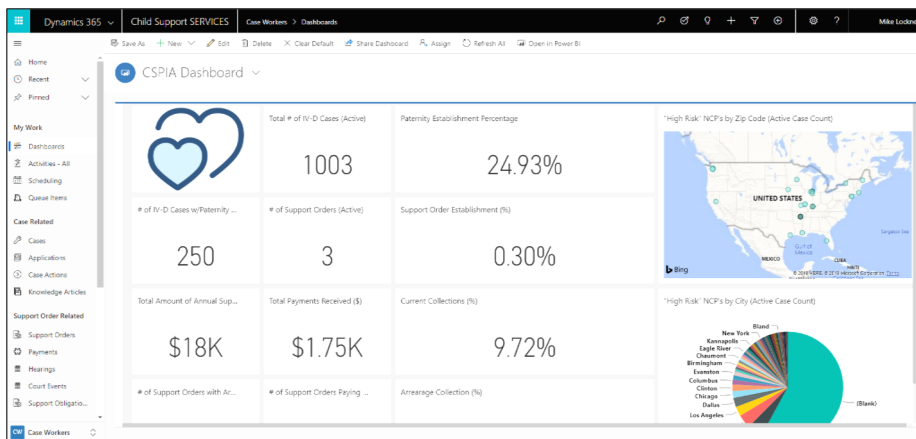GRAYS PEAK STRATEGIES
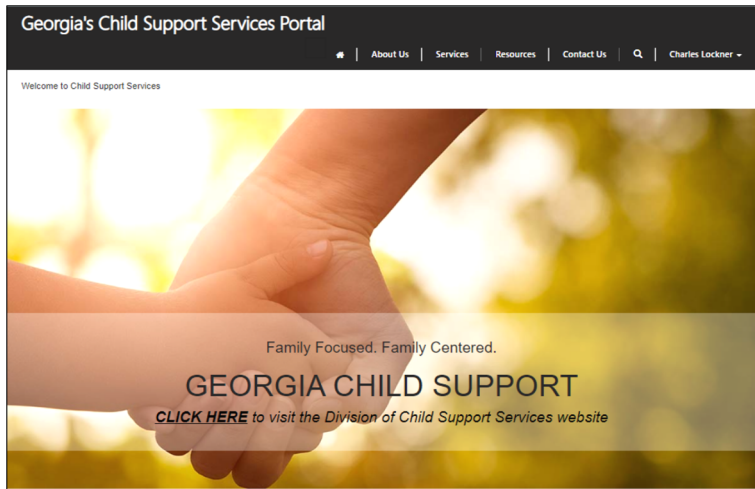
Jocelyn
Georgia DCFS CSR Manager

Serena needs to be able to...

- Access management dashboards to review her team's performance and case statuses

- Identify and act on high profile cases

- Collaborate with team members

System Demo

Georgia's Child Support Services Portal

CSPIA Dashboard

Peter Johnson
Custodial Parent

Peter accesses external portal to submit a IV-D Application which initiates a child support Case

Christina Good
DCFS CSR

Christina receives the child support Case in her team's Queue.
Assigns to herself and works it from Case Initiation through Enforcement.

Jocelyn
CSR Manager

Serena manages her team's Cases from her management dashboard and assists Christina via collaboration tools.

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GRAYS PEAK STRATEGIES

Next Steps

- Timeline for implementation RFP
  - State and Federal Funding
- When feasibility study Will be available
- Additional capabilities you want to see demoed?
- App in a day workshop