

California Department of Child Support Services improves service delivery with CGI's innovative strategies for data and analytics modernization



A proven approach for data and analytics and IT modernization helps increase enterprise intelligence for better, faster decisions.

The challenge

With approximately 1 million cases statewide, California Child Support Services is dedicated to assisting parents by providing services to establish parentage and collect child support. The agency has over 650 employees and a 47-member local, county and regional child support agencies network.

The California Child Support Services team had a forward-looking vision to deliver customer service excellence and operational optimization, but faced challenges due to disparate legacy systems and a fragmented data culture. Without access to real-time data, California and its county and regional agencies could not optimize data-driven decisions, which is critical for many families whose children's well-being relies on fast, efficient child support services.

A solution built on CGI's Data2Diamonds framework

California Child Support Services turned to CGI, a longtime trusted partner, to drive its data analytics modernization strategy and improve its strategic alignment. Aligning the department's identified areas for improvement opportunity, CGI leveraged its proven Data2Diamonds (D2D) framework methodology to deliver solutions across three key areas:

- **Strategic management:** Organizational readiness assessment
- **Enterprise intelligence:** Roadmap and strategy development
- **Data management and engineering:** Data governance

Strategic management: Organizational readiness assessment

CGI interviewed key business stakeholders to analyze and document the department's existing digital transformation readiness and develop an understanding of the executive management's change vision. It



Delivering powerful benefits that fuel Child Support Services' mission

Built using CGI's proven Data2Diamonds framework for data and analytics, the solution benefits include:

- Modernized data and analytics architecture
- Increased case worker efficiency
- Enhanced strategic alignment and management
- Improved data literacy, quality and governance model
- Increased enterprise intelligence

helped prioritize iterative architectural, change management and performance management processes for actionable, adaptable and value-driven roadmaps.

Enterprise intelligence: Roadmap and strategy development

Designed to optimize business intelligence, the roadmap included platforms, tools and practices. CGI formulated a plan to define and articulate the department's needs for data transformation maturity and a strategy to realize the changes. The solution included a measurable leadership development plan to mature the internal capabilities and culture at the executive and management levels.

Data management and engineering: Data governance

Building upon strategic management and enterprise intelligence solutions, CGI developed proofs of concept for California to create and optimize an enterprise data architecture for data management and engineering. It leveraged improved data governance, data quality, data ingestion, master data management and adequate data consumption—enabling clarity and accountability of the data to lay the foundation for a greater data-driven culture.

Seizing the art of the possible with a trusted partner

With CGI's trusted partnership, the outlook for improving child support services through advanced analytics shows limitless possibilities. The California Child Support Services team can now leverage leadership dashboards to quickly gain critical insights into operations on how and where to improve strategic management.

Having improved its data and analytics maturity, California Child Support Services is well-positioned to reap the benefits of a modernized IT strategy that aligns with its strategic vision—to continually foster innovation and improve service delivery for child support in California.

To learn more, [connect with CGI today](#).

“[CGI's] guidance in the formation, management and adaptation of a strategic data and analytics roadmap has been key for us to accelerate our capacity towards more data-driven decisions and improvements to our data culture.”

Cassandra Holzhauer

Assistant Director, Office of Strategic Planning, California Child Support Services

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-focused to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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