

**Iowa Department of Human Services
ICAR Modernization Request for Information
RFI # BOC-23-010
Responses to Respondents' Questions**

1. **Q:** Has the [Agency] determined its desired infrastructure target state, and whether it will be in the Cloud or on-premises?

A: Please refer to Section 1.4.5, *ICAR Future State*, in the RFI. The Agency will consider options regarding cloud versus on-premises or a combination of both.

2. **Q:** If the [Agency] prefers a Cloud target state is there a preferred Cloud vendor?

A: The Dept. of Human Services currently uses two vendors, Azure and AWS, and is also looking at a migration to Oracle Cloud for another application. Preference would be Azure.

3. **Q:** Is it the [Agency's] intention to manage operations for the entire target state or would the [Agency] consider any managed services?

A: It is the Agency's intent to manage operations after production go-live and retirement of the legacy system.

4. **Q:** Does the [Agency] have a complete regression test for the ICAR system and any applicable downstream systems?

A: This is under development. However, to complete the regression plan, the Agency needs to understand the replatforming strategy/plan.

5. **Q:** Can the [Agency] share any basic metrics for the ICAR system (i.e., transactions, MIPS (processor measurement?), end users, sizes of code bases (our number of programs/dialogs)) such that we can more effectively share best practices in our response.

A: Batch programs: 1,387 (954 batch jobs)
Online dialogs: 363 screens; 733 ADS dialogs

For month of November 2022 (19 business days):

Batch transactions: 15,057,131

Online transactions: 152,209

End Users: The Child Support Recovery Unit (CSRU) includes 486 staff members who are all authorized users of ICAR located in 20 field offices across 99 counties. In addition to CSRU staff, limited ICAR access is granted to 1,352 users in the State of Iowa's IV-A (Family Investment Program; FIP), IV-E (Foster Care), and Medicaid agencies.

MIPS: The Agency is currently unable to provide this information for this specific system. Our LPAR has 366 MIPS available.

6. **Q:** Are there any timeline expectations and/or regulatory pressures that would need to be considered as part of a vendor's proposed migration strategy?

A: The Agency's intent is to replatform and not rewrite the application due to federal re-certification requirements imposed if the application is rewritten.

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7. **Q:** Are there any dependencies that would influence a vendor's proposed migration strategy (i.e. major projects/initiatives, licensing, service renewals)?

A: There will be a code freeze during the replatforming. However, there could be federal or state mandates that would require changes. Currently, we are not aware of any such forthcoming changes that may potentially occur during this time.

8. **Q:** What are the [Agency's] desired business outcomes / success metrics for investing in a migration?

A: When shifting from mainframe platform to .NET and SQL, the Agency doesn't lose any business functionality; that there will be no negative impact to system availability; and the Agency would like to realize a 25% decrease in the amount of time to complete batch cycles.

9. **Q:** What [Agency] resources (such as System Data Architect / SME) will be available to aid the vendor to perform source data analysis to identify critical data needed for conversion and migration to MS SQL Server?

A: System architect/SME, business SME, and IT staff.

10. **Q:** Can the [Agency] provide a list of the existing screens used in ICAR and a detailed description of their function?

A: Please see Exhibit A, *Listing of Current ICAR Screens*, which includes maps and the map name from the ADS Application.

There are 317 screens/maps + 46 screens that are linked from another dialog and not in the application. Total 363 screens. Some screens may be called two different names depending on how the screen is accessed, but listed only once in this chart.

11. **Q:** What types of forms are batch generated vs. generated locally on user's PCs?

A: **Generate in Batch:**

- Adobe forms using Adobe Enterprise Manager (AEM): Approximately 55 Adobe forms
- Non-Adobe forms go through the Agency's custom-built online forms module for distribution:
 - 5 forms print at the Agency's centralized batch printing operation (Hoover).
 - 1 form prints at the Agency's employer call center (EPICS).
 - 16 forms are sent to field office printers across the state. These are designated mainframe printers for each office to which forms can be sent.
 - 1 pre-printed special form that Hoover loads into printer – address information is passed to the form.

Generate Locally/Online:

- 309 forms are created from an online/screen action and generate through the Agency's custom form generation process. These forms print directly on the users' printers.

Please also refer to Section 1.4.3, *Forms Generation*, in the RFI.

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12. **Q:** Can we get a list of current ICAR interfaces and their detailed description?

A: The Agency shares several files between different agencies/systems and external entities:

- Internal to DHS: 45 files with 19 agencies
- Internal to State: 42 files with 18 agencies
- External (outside DHS and State of Iowa): 33 files with 19 agencies/states including several financial institutions and cell phone companies
- Federal agencies: 20 files with 10 federal agencies
- Web Services: 45 files; 15 web services

13. **Q:** Can we get a list of current ICAR batch jobs and their description?

A: There are approximately 954 batch jobs (1,387 batch programs) currently in production; the Agency is unable to provide a list.

14. **Q:** How many users are there on ICAR? How many offices/counties are there that utilize ICAR?

A: The Child Support Recovery Unit (CSRU) includes 486 staff members who are all authorized users of ICAR located in 20 field offices across 99 counties. In addition to CSRU staff, limited ICAR access is granted to 1,352 users in the State of Iowa's IV-A (Family Investment Program; FIP), IV-E (Foster Care), and Medicaid agencies.

15. **Q:** Can you please describe your current Collections and Disbursement module?

A: Payments are received from multiple sources and loaded to accounts using virtual coupons to determine the proper payment allocation which includes distribution to families, FIP, Medicaid, Interstate FIP, Interstate Medicaid, Interstate Family, and Foster Care. The system processes both IV-D and non-IV-D payments to families.

Payors are assigned a unique ID and payments split between cases linked to the payor ID based on the obligation percentage and arrears. Payments must contain correct case numbers to automatically apply or the payment will reject and SDU staff must manually process. Payments are received and loaded from two websites (employer and customer service), flat files from other State of Iowa agencies, the IRS, and a file from the payment processing system (checks and EFT). In addition, the system also creates a file for on-demand payments which interfaces with the IVR, and staff can manually add payments to cases when necessary.

After all payments are applied, a file is created containing payments and addresses for warrants and banking information for direct deposit. It also contains the pre-note information to send to the financial institution for direct deposit and auto-withdrawal.

16. **Q:** Do you have a SDU and if so are you planning to upgrade the infrastructure for the same as part of the RFP?

A: Iowa's state disbursement unit (SDU) is the Agency's Collection Services Center. There are no plans to upgrade that infrastructure as part of the ICAR modernization. There are pieces of this infrastructure that interface with ICAR – those pieces on ICAR will be modernized.

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17. **Q:** Is [the Agency] open for considering **Replacement strategy** instead of **Re-platforming**, by replacing its legacy ICAR system with a more specialized and standardized COTS or SaaS Solution for Child Support Enforcement, aligned to [the Agency's] preferred technology stack for the new modernized CSE system?

A: The Agency will consider all options to meet the desired solution. However, for this RFI, we are focusing on replatforming strategies.

18. **Q:** What is the tentative timeline that [the Agency] is looking for entire Replatforming effort?

A: The Agency prefers to stay within a 2–3-year window.

19. **Q:** Can [the Agency] provide indicative budget for this initiative to modernize (Replatform) the ICAR system?

A: If the Agency decides to issue an RFP based on the information received from this RFI, that information may be provided at that time.

20. **Q:** Is [the Agency] open for considering cloud-hosted solution, if so do you have any preferences for cloud providers such as Azure or AWS or GCP? Do you have any existing tenants with MS Azure?

A: The Dept. of Human Services currently uses two vendors, Azure and AWS, and is also looking at a migration to Oracle Cloud for another application. Preference would be Azure. The Agency has a tenant for Azure.

21. **Q:** What is the integration platform (such as ESB, MuleSoft, Dell Boomi etc.) exists in the current environment?

A: Currently within the ICAR applications, the Agency is not utilizing any integrated services. However, other areas of the Dept. of Human Services are using integration services.

22. **Q:** What is the IAM provider (Microsoft AD or Azure AD) or similar enterprise wide Identity and Access Management solution is in place to authenticate Agency/internal business users?

A: The Dept. of Human Services is using Azure B2C for external. For internal, Azure AD. The State of Iowa's internal AD is Okta.

23. **Q:** Does the [Agency] also have a public facing Web portal which can be leveraged by the Custodial Parent and Non Custodial Parents? And if so, what is the technology involved?

A: Yes, the Agency has a customer website: <https://childsupport.ia.gov>

Technologies:

User Interface: Angular 1.4, HTML 5, CSS 3

Business Layer: .NET 4.8, C# 7.3, Entity Framework 6

Database: SQL Server 2016

24. **Q:** Is [the Agency] open to reviewing/updating the overall application (considering there have been many changes over the years) leveraging more modern design principles?

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A: The Agency intends to focus on replatforming. To ensure that functionality can be met, the Agency will consider modern design principles on a case-by-case basis.

25. **Q:** Is the agency expecting a 1:1 mapping of ADSO screens to C#/Angular or will the vendor be allowed to rewrite to better support modern interface designs?

A: The Agency intends to focus on replatforming. To ensure that functionality can be met, the Agency will consider modern design principles on a case-by-case basis.

26. **Q:** On page 5 [of the RFI], you mention that Azure Cloud is a part of your currently technology. Can you describe how you are currently using Azure?

A: O365 is in the tenant; a few applications have been built with a front-end in Azure and a backend in SQL on prem. The Dept. of Human Services is currently working on a modernization project where front- and backend will be in Azure.

27. **Q:** Can you discuss any strategy you might have for using the Cloud for hosting the solution in the future?

A: The Agency is currently using a cloud fit strategy.

28. **Q:** Can you describe your current operations and maintenance team? How large is your team and what are the key skills do they have?

A: The Agency's child support application team consists of 7 mainframe developers and 6 web developers.

29. **Q:** Please confirm that "re-platforming" in this context means converting the ICAR system's ADSO, COBOL, JCL and other mainframe languages to C# and other Windows framework languages, and migrating IDMS data to SQL Server without changing the functionality of the system.

A: Yes, that is the Agency's planned future state.

30. **Q:** What role [do] the 7 Assembler programs play in the system? E.g. sorting, detailed calculations, date manipulation, etc.

A: S079H991: BUILDS LEGAL AND MAILING NAME FOR PERSON based off first, middle, last, suffix

S079H992: MODIFIES THE TIME/DATE/USER ON DATABASE RECORDS – tracks when the last time the record was stored or modified and who did it.

S079H996: SOUNDEX CALCULATION – can search on names that sound similar

S479J140: SET AN INDICATOR (SCR) ON CASE-4207 RECORD when stored or modified

S479J141: SET AN INDICATOR (SCR) ON PERSON-4205 RECORD when stored or modified

S479J142: SET AN INDICATOR(SCR) ON CORTORD-4208 RECORD when stored or modified

S479J143: SET AN INDICATOR (SCR) ON LOCATE-4303 RECORD when stored or modified

31. **Q:** The Current State inventory mentions both Control-M and a custom job scheduler, GenJCL. For the target state, do you expect to continue using Control-M or another commercial scheduler to schedule batch functionality and do you expect the modernization vendor to port GenJCL jobs to the target scheduler?

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A: Control-M for the job scheduler. Based on the current roadmap, the Agency doesn't believe we will need the vendor to port over our batch job scheduling to Control-M from GenJCL.

32. Q: Does GenJCL dynamically generate JCL?

A: Within our GenJCL, it never generates new JCL dynamically. GenJCL can be created:

Batch: By using the office that is designated to receive a report or form, a program builds JCL within the necessary job(s) and loads the information into a file which will release the print to the internal reader.

Online Screens: Some screens have a batch job to process the information. The dialog will create the job card necessary to process the information that is needed, and it will use WRITE PRINT to create each of the necessary lines to create the JCL in the mainframe batch session. Using the information that is passed, the JCL is set up to execute a PROC that is created on the batch side and submits the JCL in real time.

33. Q: Regarding the screen-scraping process, does the screen scraper authenticate to the ICAR mainframe system or does it run under the current user's session?

A: Current user's session.

34. Q: Is the target system expected to maintain the screen-scraping interface or can the vendor modify the C# programs running on users' PCs to access the data required by the form and the return code using a web services API?

A: The vendor can modify.

35. Q: Can the target Dedicated, High-Availability servers for The SQL database, Business Logic and API server be hosted in a public cloud? If so, does the Agency have a preferred public cloud vendor (e.g. Azure, GCP, AWS, Oracle)?

A: The Dept. of Human Services currently uses two vendors, Azure and AWS, and is also looking at a migration to Oracle Cloud for another application. Preference would be Azure.

36. Q: On what platform is Adobe Enterprise Manager deployed? Does the Agency expect to maintain AEM after the modernization?

A: Windows 2016, JBoss version. The Agency will continue with the AEM platform after the modernization.

37. Q: Does the audit data capture described execute on mainframe and can you describe how the auditing data capture works?

A: When specific mainframe database records are modified by a user on-screen, a trigger record is created containing the audit logging data. The data is captured on mainframe and written to a mainframe file. The mainframe file is FTPed to SQL server and loaded via SSIS.

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38. **Q:** What tools, software and processes does your current path to production consist of?

A: Environment

Mainframe z/OS Version 2.5
IDMS Database Version 19.0.03

Terminal Emulator

Rocket TE, Version 10.1.0.3802 64 bit (screen scraping, macros, form generation wrapper)

Programming Languages

COBOL, Version 4.2
Assembler, last assembled version unknown; current version installed HLASM R6.0
Culprit, Version 19.0

Security

RACF, Version 2.3, upgrading to 2.5.1
Screen and field level security classes within ADS

Mainframe tools

JCL z/OS version 2.5
Panvalet, Version 146SP00
SyncSort, Version 3.1.4.0RO
Xpeditor, Version 17.02

IDMS Tools

ADSO, Version 19.0.03 (same as IDMS version)
Mapc, Version 19.0.03 (same as IDMS version)
ADSC, Version 19.0.03 (same as IDMS version)
ADSA, Version 19.0.03 (same as IDMS version)
DME, Version 19.0.03 (same as IDMS version)
IDMS screen and field level security classes

Batch Job Scheduling

GenJCL – in-house custom batch job scheduler
Control-M, Version 9.0.20.200

File Transfer Protocols/Tools

FTP
MoveIT
CyberFusion/MFT Version 7.2.0
Connect:Direct/NDM, Version 6.1

Dialogs/Online: IT staff code changes in a test system using version control. Code is moved to version one for production staging when it is approved for implementation. A migration report is run, and a request is made to the State of Iowa's Office of the Chief Information Officer (OCIO) database group who will migrate the code from version one to production.

Batch: Programs and JCL are maintained in Panvalet. Production versions are under the 8-character name and are protected to prevent any changes to them. Changes are made using versioning. Once approved, the IT manager will protect the code. A designated state staff person will rename the current production version to '00' so it can be retained, and rename the new changes to the production name (removing the version #). They will compile it and record in a document all programs that were cataloged, who it was cataloged for, and the reason why (e.g., service request, production problem log, etc.).

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For all the above, when the changes are ready to go to production, the business unit must sign off on any changes that affect system functionality. A program comparison must be done between the changed version and production version and is used for standards approval. These comparisons are maintained on our server to document the actual changes. Migration of code to production will then be approved by the IT manager.

39. Q: What extant tools are you using to achieve security, resiliency and reliability when developing and maintaining the ICAR application?

A: ICAR uses a Network Entry System (NES) security system along with Resource Access Control Facility (RACF) procedures through the Customer Information Control System (CICS) to control access and use of the ICAR system.

The user utilizes their assigned logon ID along with a unique password to sign in. Once authenticated, the user may access ICAR or other mainframe applications if they have been granted the security to do so.

Once users are on the mainframe, user access to functionality in ICAR is controlled through security classes on each screen. The security classes are grouped so that frequently used screens with basic information are in a specified security class while highly specialized screens are in different classes to limit access to those screens. Using this approach, authorized users only have access to the information needed to accomplish their job-related duties.

ICAR also contains an additional level of security on some screens. This level of security protects specific fields. This allows the security team to grant access to view some screens but limits the users who may update the information. This is based off a 4-digit unique user ID that is assigned to our field staff with designation attached to it if they are allowed to update each of these specific fields or not.

40. Q: With which [Agency] teams (app, platform, security, etc.) would the awarded vendor work?

A: Project Management Office, Architect, Application Development, Infrastructure, Security, Data Analytics, and Intelligence.

41. Q: What is [the Agency's] partnership concept between vendor and Iowa programmers during project execution?

A: Close collaboration.

42. Q: Is [the Agency] willing and able to practice pair programming, whereby a [vendor] programmer and an [Agency] programmer work on the same problem, at the same time, on the same computer, with the goal of producing high quality software quickly?

A: The Agency may consider this approach.

43. Q: How are vendor responses scored?

A: This is an RFI and there is no scoring. If the Agency decides to issue an RFP based on the information received from this RFI, there will be scoring-related information in the RFP.

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44. **Q:** On first inspection, this RFI appears to be line-for-line rewrite of existing application code. In the event [vendor] and [the Agency] collaboratively discover opportunities to improve processes and code, is [the Agency] open to making changes?

A: The Agency intends to focus on replatforming. To ensure that functionality can be met, the Agency will consider modern design principles on a case-by-case basis.

45. **Q:** To accelerate improved outcomes for Iowa citizens, does [the Agency] plan to make material improvements to the ICAR application?

A: The Agency will not be changing functionality. A rewrite of the application or any part will require a federal re-certification.

46. **Q:** Who is the person at [the Agency] who is responsible for policy and with whom we would partner to understand and implement business-oriented policy objectives with respect to the ICAR application?

A: The Agency's business unit will provide subject matter experts.

47. **Q:** Has [the Agency] conducted prior modernization activities with respect to ICAR? If so, can you detail the process and outcomes?

A: The Agency has not conducted any such prior "modernization activities."

48. **Q:** If this RFI greenlights a solicitation, what is the estimated timeframe for procurement?

A: 6–12 months.

49. **Q:** What is the estimated contract value for these services?

A: If the Agency decides to issue an RFP based on the information received from this RFI, that information may be provided at that time.

50. **Q:** Is there a current vendor providing these services? If so, how may I obtain copies of any contract documents?

A: There is not a current vendor providing these services.

Exhibit A

Listing of Current ICAR Screens

ADMIN	F479HA01	ADMIN ESTABLISHMENT
ADMIN2	F479HA04	ADMIN ESTABLISHMENT 2
ADPAT	F479HA50	ADMINISTRATIVE PATERNITY
ADPAT2	F479HA51	ADMINISTRATIVE PATERNITY - 2
ADPAT3	F479HA52	ADMINISTRATIVE PATERNITY - 3
GENTEST	F479HA60	GENTIC TESTING RESULTS
BOND	F479HB01	BONDS
PAYEE	F479HC01	PAYEE
PAYOR	F479HC02	PAYOR
CHILDLST	F479HC03	CHILDREN LIST
CASE	F479HC04	CASE
COURTORD	F479HC05	COURT ORDER
CHILD	F479HC06	CHILD
PETRESP	F479HC07	PETITIONER RESPONDENT
PRLIST	F479HC08	PETITIONER RESPONDENT LIST
OBLIG	F479HC09	OBLIGATION DETAILS
OBLIGADJ	F479HC10	OBLIGATION ADJUSTMENTS
SUSPENSE	F479HC11	PERIODS OF SUSPENSION
CPEMP	F479HC12	PAYEE EMPLOYER
COLAADJ	F479HC13	COLA ADJUSTMENT
LOBLGHST	F479HC14	LINK OBLIGATION HISTORY
NAMESRCH	F479HC15	NAME SEARCH
OBLIGDST	F479HC16	OBLIGATION DISTRIBUTION
SUSP	F479HC17	SUSPENSION DETAILS
PAYOR2	F479HC22	PAYOR2
OBLIGLST	F479HC28	OBLIGATION LIST
ADDCPI	F479HC30	ADD CONSUMER PRICE INDEX
VCPI	F479HC31	VIEW CONSUMER PRICE INDEX
VCOLA	F479HC32	VIEW COST OF LIVING ALLOW.
DISTHST	F479HC33	DISTRIBUTION HISTORY
EMPLOYRM	F479HC40	EMPLOYER MAINTENANCE
PAYEE2	F479HC43	PAYEE2 SCREEN
COURTOR2	F479HC44	COURTOR2
CHILD2	F479HC46	CHILD2
DEVHST	F479HC48	DEVIATION HISTORY
CONTEMPT	F479HC50	CONTEMPT
CALBLD2	F479HC53	CALBLD2
CASESTAT	F479HC54	CASE PROCESS STATUS
SEEKEMP	F479HC55	SEEK EMPLOYMENT
CASESPEC	F479HC57	CALENDAR FLAG SPEC TABLE
CASEDET	F479HC58	CALENDAR FLAG SPEC DETAIL
CASESUM	F479HC59	CALENDAR FLAG SPEC SUMMARY
NAMEINFO	F479HC61	NAME SEARCH INFORMATION
ADDRESSM	F479HC62	ADDRESS MAINTENANCE
ADDRESSB	F479HC63	BROWSE INITIATING ADDRESSES
WORKERG	F479HC67	BROWSE WORKERS BY GEOGRAPHY
CHILDHST	F479HC68	CHILD HISTORY
DISTRICT	F479HC69	DISTRICT CODE MAINTENANCE
COUNTY	F479HC70	COUNTY CODE MAINTENANCE
CITY	F479HC71	CITY CODE MAINTENANCE
PECONTAC	F479HC78	PAYEE CONTACT
CALBLD	F479HC80	CALENDAR CREATE/UPDATE
CALCASE	F479HC81	CALENDAR FLAG VIEW
SECGRP	F479HC87	SECURITY GROUP MANTENANCE
LINKSECD	F479HC88	SECURITY DIALOG LINK
PEWEBIVR	F479HC92	PAYEE CUSTOMER WEB IVR
PATAFF1	F479HC98	PATERNITY AFFIDAVIT 1
PATAFF2	F479HC99	PATERNITY AFFIDAVIT 2
WARRANT	F479HD01	CANCELLED WARRANTS
VWARRANT	F479HD04	VIEW ONLY WARRANT
FCODES	F479HD10	NON-SUPPORT DEBT CODES
FDEBTS	F479HD11	NON-SUPPORT DEBTS
FTHIRD	F479HD12	THIRD PARTY INFORMATION
FPAYMENT	F479HD13	NON-SUPPORT PAYMENTS
FINQUIRY	F479HD14	NON-SUPPORT DEBT INQUIRY

Exhibit A

Listing of Current ICAR Screens

FDETAIL	F479HD15	FEES DETAIL
FDEBTPAY	F479HD18	DEBT REPAYMENT INFORMATION
HCDEBT	F479HD20	HARD TO COLLECT DEBT
HCPYMNT	F479HD21	HARD TO COLLECT PAYMENTS
OTHRRCP	F479HD22	OTHER RECIPIENT DATA ENTRY
OTHRDEBT	F479HD24	OTHER RECIPIENT DEBTS
OTHRSRCH	F479HD27	OTHER RECIPIENT NAME SEARCH
OTHRAF	F479HD30	OTHER RECIPIENT AF SELECTION
OTHRCASE	F479HD31	OTHER RECIPIENT CASE LIST
MPAYMIW	F479HE01	EMPLOYER SEARCH
MPAYMIW1	F479HE02	EMPLOYEE SEARCH
MPAYMIW2	F479HE03	EMPLOYEE MIW PAYMENT
FBLDPCT	F479HE05	BLOOD TEST PERCENTAGE PAID
EMPLRLST	F479HE10	NON COMPLIANT EMPLOYER LIST
EMPLRMNT	F479HE11	NON COMPLIANT EMPLOYER MAINT
EMPLOYR2	F479HE20	EMPLOYER MAINTENANCE 2
FORMLIST	F479HF01	LIST AND DESCRIPTION OF FORM
FORMBLD	F479HF02	FORM RECORD CREATE/UPDATE
FORMTITL	F479HF03	FORM TITLE CREATE/UPDATE
FORMTEXT	F479HF04	FORM TEXT CREATE/UPDATE
FORMVAR	F479HF05	FORM VARIABLE CREATE/UPDATE
FORMFOOT	F479HF06	FORM FOOTING CREATE/UPDATE
FORMVIEW	F479HF07	FORMS VARIABLE VIEW/UPDATE
FORMGEN	F479HF08	FORMS GENERATION
FORMOVAR	F479HF09	ONLINE FORM VARIABLE UPDATE
FORMOSEL	F479HF10	LIST/SELECT ICAR FORMS
FORMBAT	F479HF11	BATCH FORM VARIABLE UPDATE
FORMOGEN	F479HF13	ONLINE FORMS GENERATION
FORMODWN	F479HF14	PC FORMS DATA DOWNLOAD
GUIDLINE	F479HG10	GUIDELINE SELECTION MENU
GUIDEDEP	F479HG11	GUIDELINE DEPENDANTS
GUIDEFIN	F479HG12	GUIDELINE FINANCIAL
GUIDECHG	F479HG13	GUIDELINE CHANGE
GUIDEFC	F479HG14	GUIDELINE FOSTER CARE
GUIDEDWN	F479HG15	GUIDELINE DOWNLOAD
GUIDEUP	F479HG16	GUIDELINE UPLOAD
GUIDEACR	F479HG17	GUIDELINE ACR
DLDOWN	F479HG21	GUIDELINES DOWNLOAD
GLLIST	F479HG22	GUIDELINES UPLOAD SELECTOR
GUIDEMED	F479HG23	GUIDELINE MEDICAL SUPPORT
HISTSRCH	F479HH01	CASE HISTORY NAME SEARCH
CASEHIST	F479HH02	CASE HISTORY INFORMATION
INTERSTA	F479HI01	INTERSTATE CONTACT SCREEN A
INTHIST	F479HI02	INTERSTATE HISTORY
INTERST4	F479HI11	INTERSTATE CONTACT SCREEN 4
INTERST2	F479HI14	INTERSTATE TRANSMITTAL 2
INTERST3	F479HI17	INTERSTATE TRANSMITTAL 3
INTERS32	F479HI21	INTERSTATE TRANSMITTAL3-PG 2
INTSUM	F479HI23	INTERSTATE SUMMARY
INTADDR	F479HI24	INTERSTATE ADDR LINK SCREEN
INTERS22	F479HI25	INTERSTATE TRANSMITTAL2-PG 2
COURTSUM	F479HI40	OTHER STATE'S COURT ORDER
CNAGREE	F479HI47	UPDATE INTERSTATE AGREEMENTS
MSGSUM	F479HI48	CSENET TEXT MESSAGE LOOKUP
HEADER	F479HI60	HEADER
IWO	F479HI61	IWO MAIN DRIVER
IWO2	F479HI62	INCOME WITHHOLDING ORDERS 2
IWN	F479HI63	INCOME WITHHOLDING NOTICE
HARDSHIP	F479HI64	IWO HARDSHIP SCREEN
IWODIST	F479HI85	IWO DISTRIBUTION PERCENTAGE
LOCREQ	F479HI87	LOCATE REQUEST
REFERRAL	F479HI91	INCOMING INTERSTATE REFERRAL
ACK	F479HI95	ACKNOWLEDGEMENT
MESSAGES	F479HI98	CSENET MESSAGES
REFSRCH	F479HI99	REFERRAL SEARCH

Exhibit A

Listing of Current ICAR Screens

IRG	F479HJ10	IRG
LOCATE	F479HL01	PARENT LOCATE
CPEMPVER	F479HL02	PAYEE EMPLOYER VERIFICATION
ADDVER	F479HL03	ADDRESS VERIFICATION
ATTORNEY	F479HL08	PAYOR ATTORNEY
ASSET	F479HL13	ASSET VERIFICATION SCREEN
ADMLEVY	F479HL16	ADMINISTRATIVE LEVY
ASSET2	F479HL20	ASSET2
PUMP	F479HL24	PUBLIC UTILITIES MATCH
APAUTLOC	F479HL25	ABSENT PARENT AUTO LOCATE
XREFVER	F479HL29	CROSS REFERENCEING VERIF
ADMODSUM	F479HL30	MODIFICATION SUMMARY
ADMOD1	F479HL31	ADMIN MODIFICATION - ADMOD1
ADMOD2	F479HL32	ADMIN MODIFICATION - ADMOD2
ADMOD3	F479HL33	ADMIN MODIFICATION - ADMOD3
ADMOD4	F479HL34	ADMIN MODIFICATION - ADMOD4
COLA	F479HL35	COST OF LIVING ALTERATION
COLCAL	F479HL36	COLA CALCULATIONS (COLCAL)
XREFVERC	F479HL46	CROSS REF VERIF CHILD
REVSUM	F479HL50	REVIEW SUMMARY
REVIEW1	F479HL51	ADMIN REVIEW AND ADJUST - 1
REVIEW2	F479HL52	ADMIN REVIEW AND ADJUST - 2
REVIEW3	F479HL53	ADMIN REVIEW AND ADJUST - 3
REVIEW4	F479HL54	ADMIN REVIEW AND ADJUST - 4
LTPARTY	F479HL55	LINK THIRD PARTY
COSELECT	F479HL56	COURT ORDER SELECT
LOCDB	F479HL62	LOCATION DATABASE
LOCDEMO	F479HL63	DEMOGRAPHIC
LOCSSD	F479HL64	SOCIAL SECURITY DISABILITY
LOCSSI	F479HL65	SUPPLEMENTAL SECURITY INCOME
LOCPRISN	F479HL66	PRISONER
ECELL	F479HL69	E-MAIL AND CELL PHONE SCREEN
LISAN	F479HL70	LICENSE SANCTION
LISAN2	F479HL73	LICENSE SANCTION 2
LSAGENCY	F479HL74	LICENSE SANCTION AGENCY TBL
FPLSSUM	F479HL75	FPLS SUMMARY
ADDSUM	F479HL78	ADDRESS SUMMARY SCREEN
EMPSUM	F479HL79	EMPLOYER SUMMARY SCREEN
NFDLOC	F479HL80	CENTRAL REGISTRY LOCATE REQ
NFDRESP	F479HL81	CENT REG LOCATE REQ RESPONSE
FEDBEN	F479HL89	FEDERAL BENEFITS
UNAXMSG	F479HM00	CONFIDENTIALITY & SECURITY
MAINMENU	F479HM01	MAIN MENU
CORMENU	F479HM02	CORRECTIONS SUBSYSTEM MENU
CRMENU	F479HM03	CENTRAL REGISTRY MENU
FORMS	F479HM04	FORMS MAIN MENU
FEES	F479HM05	FEES AND COST MAIN MENU
NARRMENU	F479HM06	NARR,STATUS,CALENDAR MENU
CATS	F479HM07	CASE AGING AND TRACKING
MEDICAL	F479HM10	MEDICAL COVERAGE
INSURER	F479HM13	INSURANCE CARRIERS
VMEDICAL	F479HM14	VIEW MEDICAL INFO
MEDSUM	F479HM16	MEDSUM SCREEN
MEDSUM2	F479HM17	MEDSUM2
MEDMTQ23	F479HM27	MEDICAL MOTION TO QUASH
HIUPD	F479HM34	HEALTH INSURANCE UPDATE
MEDSUM3	F479HM35	MEDSUM 3
MEDINFO	F479HM37	MEDICAL INFORMATION
CPMEDSAT	F479HM38	PAYEE MEDICAL SATISFACTION
NARRBLD	F479HN01	NARRATIVE CREATE/UPDATE
LNARCASE	F479HN02	LINK NARRCASE
NARRTRAN	F479HN03	CASE NARRATIVE TRANSFER
NARRDUP	F479HN05	CASE NARRATIVE DUPLICATE
PATEST	F479HP01	PATERNITY
PATEST2	F479HP02	PATERNITY SCREEN TWO

Exhibit A

Listing of Current ICAR Screens

PATEST3	F479HP03	PATERNITY SCREEN THREE
POSTMST	F479HP50	POSTMASTER ADDRESS
IPAR1	F479HP60	IPAR1
IPAR2	F479HP61	IPAR2
IPARSRCH	F479HP62	IPAR SEARCH
IPAR3	F479HP63	IPAR3
IPAR5	F479HP65	IPAR5
PAYOREFT	F479HR01	PAYOR EFT
BALADJCS	F479HR02	BALANCE ADJUSTMENTS--CS
LINKPAYH	F479HR03	PAYHIST LINK
CONVT	F479HR05	CENTRAL OFFICE CONVERT
REJECT	F479HR07	REJECT
COUPPAY	F479HR08	COUPON PAYMENT
CONVERT	F479HR09	CONVERSION PAYMENTS
COUPON	F479HR10	COUPON ACCOUNT UPDATE
COUPDIST	F479HR11	COUPON DISTRIBUTION
FIPSEFT	F479HR12	FIPS EFT ADD/UPDATE
PAYEEFT	F479HR13	PAYEE EFT AUTHORIZATION
RECEIPT	F479HR15	REGULAR CASH RECEIPTS
TRANSFER	F479HR16	TRANSFER REGULAR RECEIPTS
NSFCHECK	F479HR17	RETURNED ITEMS
ADJUST	F479HR18	CASH RECEIPTS AND ADJUSTMENT
PAYDIST	F479HR20	PAYMENT DISTRIBUTION SEARCH
SPECABS	F479HR21	SPECIAL ABSTRACTS
SPECAB1	F479HR22	SPECIAL ABSTRACT DETAILS
REJDLT	F479HR25	DELETE REJECTED RECEIPTS
VOLTFR	F479HR26	VOLUNTARY PAYMENT TRANSFER
BALADJFC	F479HR37	BALANCE ADJUSTMENTS--FC
OFFSET	F479HR39	FEDERAL OFFSET PROCESSING
PRSPECAB	F479HR40	SPECAB REQUEST PROCESS
PRREFUND	F479HR41	REFUND REQUEST PROCESS
CSCQ	F479HR42	REFUND/SPECAB CSC QUEUE
REGION	F479HR43	APPROVAL AUTHORITY MAINT.
COUPPA	F479HR45	COUPON PAYMENT
REFCOMM	F479HR46	REFUND ATTACHMENTS
CASEMTCH	F479HR50	IABC/FACS/ICAR CASE MATCH
REFER2	F479HR51	IABC/FACS/ICAR NCP DATA
REFER3	F479HR52	IABC/FACS/ICAR OBL/PMT/INS
LINK	F479HR55	LINK TO IABC
FROMLINK	F479HR56	RETURN FROM ICSC
REMRROUP	F479HR59	RE/MR COUPON ACCT UPDATE
FCRSUM	F479HR60	FEDERAL CASE REGIST. SUMMARY
FTISUM	F479HR61	FTISUM
REFCARD	F479HR65	PAYOR REFUND CARD
CRREPORT	F479HR70	CREDIT REPORTING REFERRAL
RISKDETL	F479HR81	RISK DETAIL UPDATE
VPAYREC	F479HR83	VIEW PAY RECORDS
VPAYHIST	F479HR84	VIEW PAYMENT HISTORY
PAYPRINT	F479HR88	PAYMENT RECORD PRINTING
OFFPAY	F479HR89	OFFICE PAYMENTS
OFFRVW	F479HR90	OFFRVW
CSCPROC	F479HR91	CSCPROC
PYMTSRCH	F479HR92	PYMTSRCH
FIPS	F479HS01	FIPS
ASSIGN	F479HS02	ASSIGNMENT INQUIRY/UPDATE
STEPINQ	F479HS03	STEPCHANGE INQUIRY
NEGADJ	F479HS04	NEGATIVE RECEIPT ADJUSTMENTS
BALANCE	F479HS05	BALANCE BY ACCOUNT TYPE
OBLCOR	F479HS06	OBLIGATION CORRECTION
UPPADET	F479HS07	UNDEFINED
STEPCHG	F479HS08	STEPCHANGE UPDATE
NOTICE	F479HS13	NOTIFICATION LETTER
VCUPON	F479HS14	VIEW COUPONS
VFIPS	F479HS15	VIEWING FIPS CODE
LOOKUP	F479HS16	PAYMENT LOOK UP SCREEN

Exhibit A

Listing of Current ICAR Screens

CANREF	F479HS17	CANCEL REFUND CHECKS
WORKER	F479HS18	WORKER MAINTENANCE
CASELOAD	F479HS19	CASE LOAD TABLE MAINTENANCE
REFREJ	F479HS20	REFUND REJECT SCREEN
VCORTORD	F479HS21	VIEW COURT ORDERS
VOBLIG	F479HS22	VIEW OBLIGATION DETAILS
VCASE	F479HS23	VIEW CASE
VOBLGLST	F479HS24	VIEW OBLIGATION LIST
VSPECAB1	F479HS26	VEIW SPECIAL ABSTRACT DETAIL
CASSIGN	F479HS27	CHILD ASSIGNMENT INQ/UPD
BALANCE2	F479HS28	BALANCE BY COUPON ASSIGNMENT
CASEFALT	F479HS29	CASE LOAD DEFAULT TBL MAINT.
SUPPNOTE	F479HS30	NOTICE OF SUPPORT COLLECTED
VFCM	F479HS31	UPPA FCM MONTHLY DETAIL
WORKLST	F479HS34	OFFICE WORKER LISTING
WORKER2	F479HS35	WOKER 2 MANINTENANCE
PRINTER	F479HS36	PRINTER MAINTENANCE SCREEN
VUPPA	F479HS37	UPPA BALANCE
SUPPASA	F479HS40	SUPVSR APPR/DEL UPPA ABSTRAC
YTDBAL	F479HS42	YEAR TO DATE BALANCE
SECENF	F479HS50	SECONDARY ENFORCEMENT
STATBLD	F479HS55	STATUS CREATE/UPDATE
VSTATUS	F479HS56	VIEW STATUS SCREEN
LIENS	F479HS65	LIENS MONITOR/ENFORCEMENT
FIMAINTE	F479HS70	FINANCIAL INST MAINTENANCE
FINAME	F479HS71	FINANCIAL INST NAME SEARCH
SAMAINTE	F479HS80	SELF-ASSESSMENT EVENT UPDATE
ANNFEE	F479HS81	ANNUAL FEE INFORMATION
FIPSUM	F479HS82	FIPS SUMMARY SCREEN
SECREQ	F479HS85	SECURITY REQUEST SCREEN
VWORKER	F479HS86	VIEW WORKER MAINTENANCE
TOBIWORK	F479HT10	TOBI WORK LIST
TOBISRCH	F479HT12	TOBI PERSON SEARCH
EFAMGRP	F479HT14	ELIAS FAMILY GROUP/TOBI
IFAMGRP	F479HT16	ICAR FAMILY GROUP/TOBI
CONFIRM	F479HT18	TOBI CASE CONFIRMATION
RSNCODEM	F479HT20	TOBI REASON CODE MAINTENANCE
TURESA	F479HU01	TEMP URESA
URESA2	F479HU02	URESA SCREEN TWO
DCO	F479HU10	DETERMINE CONTROLLING ORDER
DCO2	F479HU13	DETERMINE CONTROL ORDER - 2
REGIST	F479HU20	COURT ORDER REGISTRATION
UIFSA	F479HU30	OUTGOING UIFSA
UIFSA2	F479HU33	OUTGOING UIFSA - 2
UIFSA3	F479HU36	OUTGOING UIFSA - 3
UIFSA4	F479HU39	OUTGOING UIFSA - 4
SUSC1	F479HV01	SUSPENSION CONSENT - 1
SUSP1	F479HV03	SUSPENSION PAYOR REQUEST - 1
SUSC2	F479HV05	SUSPENSION CONSENT - 2
SUSP2	F479HV07	SUSPENSION PAYOR REQUEST - 2
MULTORD	F479HV25	MULTORD SCREEN
MULTORD2	F479HV26	MULTORD2 SCREEN
PARTIAL	F479HV30	PARTIAL SCREEN
PARTIAL2	F479HV31	PARTIAL2 SCREEN
PARENTOP	F479HV50	PARENT OPPORTUNITIES
CASEDET2	F479HV58	CASEDET2 SCREEN
VDISTRIC	F479HV69	CANCELLED WARRANT VIEW ONLY