

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

March 14, 2011

MEMORANDUM

What's Inside:

Faces System
Change Request
Process

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND
CHILDREN'S DIVISION STAFF

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: FACES SYSTEM CHANGE REQUEST PROCESS

DISCUSSION:

To improve the efficiency and effectiveness of the FACES Change Control Board and the System Change Request process, it is necessary to make some changes in the process. The process described in this memo takes effect immediately and supersedes the process established in FMS04-46.

A "systems change" is defined as any change impacting any automated system (e.g., FACES) used by Children's Division and foster care case management staff, regardless of how minor or insignificant the change may seem. The attached Systems Change Request form is revised to more efficiently and effectively communicate the details of the requested change, identify the impact(s) and clearly record all necessary approvals.

In the past, the Change Control Board has considered any request regardless of whether it was submitted in accordance with established procedures on the proper form with the appropriate signatures. Effective immediately, only Systems Change Request submitted on the proper form with all the appropriate signatures will be considered.

Systems Change Requests may be initiated by any CD field staff, contracted case management staff or a Central Office staff. It is the responsibility of the originator to route the System Change Request for all appropriate signatures. The authorizing parties may terminate any request during this process if, in their opinion, there is not sufficient information, the proposed change conflicts with approved CD processes or policy, or if the justification to process the request is

insufficient. Feedback regarding that decision should be provided to the originator.

Completed, signed requests are to be forwarded to the attention of Janie Niekamp, Central Office FACES Unit. Upon receipt in Central Office, the proposed change will be added to the [System Change Request Log](#). A new Central Office Advisory Group has been formed to review each request to make recommendations regarding the appropriateness and the priority of the request. Recommendations will be added to the [System Change Request Log](#) for review by Executive Staff and the Change Control Board.

The Change Control Board will continue to meet quarterly and be responsible for reviewing requests, deciding to approve or reject, and to prioritize approved requests. The [System Change Request Log](#) will be updated regularly to communicate the progress of requests.

User input regarding system functionality and usability is critical. Staff are encouraged to submit System Change Requests through the process described above that will make systems better tools to support the business process.

NECESSARY ACTION: 1. Review this memorandum with all Children’s Division staff. 2. All questions should be cleared through normal supervisory channels and directed to:	
PDS CONTACT: FACES Help Desk 1-800-392-8725, option #3	PROGRAM MANAGER: Leanne Leason (573) 526-0700 Leanne.Leason@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS: N/A	
FORMS AND INSTRUCTIONS CD-34	
REFERENCE DOCUMENTS AND RESOURCES N/A	
RELATED STATUTE N/A	
ADMINISTRATIVE RULE N/A	

COUNCIL ON ACCREDITATION (COA) STANDARDS

N/A

CHILD AND FAMILY SERVICES REVIEW (CFSR)

N/A

PROTECTIVE FACTORS

N/A

FACES REQUIREMENTS

As outlined in memo