ID	Requirement	Category	Sub-Category	Criticality
C.D.1	The solution should provide other means of communication to eliminate nearly all forms where allowable by law.	Communications		Desirable
C.D.2	The solution should provide functionality for electronic document communication with members.	Communications		Desirable
C.D.3	The solution should support full-text indexing of incoming documents such as via OCR (optical character recognition).	Communications		Desirable
C.D.4	The solution should allow users to print documents locally.	Communications		Desirable
C.D.5	The solution should provide worker triggered integrated communication options such as email and SMS text.	Communications		Desirable
C.D.6	The system should automatically save and associate emails, calls, chats, and other communication to the appropriate case.	Communications		Desirable
C.D.7	The system should allow for members to view all of their own electronic and form communication with CSSD.	Communications		Desirable
C.D.8	The system should provide functionality to schedule appointments.	Communications		Desirable
C.M.1	The solution must include integrated document imaging.	Communications		Mandatory
C.M.2	The system must log activity for stored documents, including indexing/re-indexing and physical document manipulations.	Communications		Mandatory
C.M.3	The solution must provide appropriate case, person, and financial information in a customer portal.	Communications		Mandatory
C.M.4	The solution must provide appropriate case, person, and financial information for an employer portal.	Communications		Mandatory
C.M.5	Document indexing must support associations to members, cases, and support orders.	Communications		Mandatory
C.M.6	The system must automatically send notices and initiate next required actions for case management activities.	Communications		Mandatory
C.M.7	The solution must store document data for easy retrieval by authorized users.	Communications		Mandatory
C.M.8	The system must allow uploaded documents to be inserted into outgoing form packets.	Communications		Mandatory
C.M.9	The system must include a portal or external access for tribes to apply for service.	Communications		Mandatory
C.M.10	The solution must have the capability to re-index, remove, replace, and append documents.	Communications		Mandatory
C.M.11	The system must integrate with USPS to process certified mail labels, tracking, and receipt signatures.	Communications		Mandatory
C.M.12	The solution must have the capability of sending batch documents to a central printing facility.	Communications		Mandatory
C.M.13	The solution must account for Family Violence Indicator on a case when communicating with members.	Communications		Mandatory
C.M.14	The system must allow deletion of notices that have not yet been printed.	Communications		Mandatory
C.M.15	The solution must provide clear, accurate information to members when issuing alerts and notifications (such nearing the deadline to submit information).	Communications		Mandatory
C.M.16	The solution must include barcode generation compliant with USPS Secure Destruction requirements.	Communications		Mandatory
C.M.17	The solution must include a method for case members to electronically update to CSSD information such as their address and phone number.	Communications		Mandatory
C.M.18	The system must include a method for insurance companies to verify if a claimant has a case.	Communications		Mandatory
C.M.19	The solution must provide appropriate case, person, and financial information for an integrated Interactive Voice Response (IVR) System.	Communications		Mandatory
C.M.20	The system must allow for forms generated to a single recipient to be combined before sending them.	Communications		Mandatory
C.M.21	The solution must accommodate common document formats for returned or uploaded documents.	Communications		Mandatory
CM.EN.D.1	The system should automate the review process for Supplemental Security Income (SSI).	Case Management	Enforcement	Desirable
CM.EN.D.2	The solution should automatically submit accurate garnishment files to the PFD office in accordance with state requirements.	Case Management	Enforcement	Desirable
CM.EN.D.3	The solution should automatically suspend interest and enforcement actions only while the case meets the applicable criteria where the non-custodial parent is paid biweekly and has less than one month's support obligation in arrears by the first of the month.	Case Management	Enforcement	Desirable
CM.EN.D.4	The solution should support and track criminal nonsupport actions.	Case Management	Enforcement	Desirable

CM.EN.D.5	The solution should include a method to alert the worker if the case meets configurable criteria for case settlement.	Case Management	Enforcement	Desirable
CM.EN.D.6	The system should integrate with the Fast Levy program.	Case Management	Enforcement	Desirable
CM.EN.D.7	The solution should include a method to alert the worker if the case meets configurable criteria for forgiveness of arrears case actions.	Case Management	Enforcement	Desirable
CM.EN.D.8	The solution desirable include a method to alert the worker if the case meets configurable criteria to default a vacate order.	Case Management	Enforcement	Desirable
CM.EN.D.9	The solution should include a method to alert the worker if the case meets configurable criteria for criminal non-support.	Case Management	Enforcement	Desirable
CM.EN.D.10	The solution must automate lien enforcement actions based on case criteria and relevant statutes, regulations, and agency policies.	Case Management	Enforcement	Mandatory
CM.EN.D.11	The solution must automate passport revocation enforcement actions based on case criteria and relevant statutes, regulations, and agency policies.	Case Management	Enforcement	Mandatory
CM.EN.D.12	The solution must automate driver's license suspension enforcement actions based on case criteria and relevant statutes, regulations, and agency policies.	Case Management	Enforcement	Mandatory
CM.EN.D.13	The solution must automate professional license suspension enforcement actions based on case criteria and relevant statutes, regulations, and agency policies.	Case Management	Enforcement	Mandatory
CM.EN.M.1	The solution must automate income withholding enforcement actions based on case criteria and relevant statutes, regulations, and agency policies.	Case Management	Enforcement	Mandatory
CM.EN.M.2	The solution must automate electronic income withholding orders enforcement actions based on case criteria and relevant statutes, regulations, and agency policies.	Case Management	Enforcement	Mandatory
CM.EN.M.3	The solution must support the enforcement of spousal support.	Case Management	Enforcement	Mandatory
CM.EN.M.4	The solution must automate reporting to credit reporting agencies enforcement actions based on case criteria and relevant statutes, regulations, and agency policies.	Case Management	Enforcement	Mandatory
CM.EN.M.5	The solution must automate IRS collection enforcement actions based on case criteria and relevant statutes, regulations, and agency policies.	Case Management	Enforcement	Mandatory
CM.EN.M.6	The solution must support Unemployment Compensation Intercept where the action is appropriate under state guidelines.	Case Management	Enforcement	Mandatory
CM.EN.M.7	The solution must automatically identify IV-D cases where the noncustodial parent receives Supplementary Security Income (SSI) and Social Security Disability Income (SSDI) and prevent garnishment.	Case Management	Enforcement	Mandatory
CM.EN.M.8	The solution must submit and receive information electronically about insurance matches in the OCSE Insurance Match program.	Case Management	Enforcement	Mandatory
CM.EN.M.9	The solution must automate the National Medical Support Notice (NMSN) process.	Case Management	Enforcement	Mandatory
CM.EN.M.10	The solution must support Alaska Native Claims Settlement Act (ANSCA) support orders.	Case Management	Enforcement	Mandatory
CM.EN.M.11	The solution must support Permanent Fund Dividend (PFD) support orders.	Case Management	Enforcement	Mandatory
CM.EN.M.12	The solution must support Administrative Enforcement-Interstate (AEI).	Case Management	Enforcement	Mandatory
CM.EN.M.13	The solution must include a guided workflow for the agency's Financial Institution Data Match (FIDM) enforcement process.	Case Management	Enforcement	Mandatory
CM.ES.D.1	The solution should provide functionality to track scheduled hearings and results with the court systems.	Case Management	Establishment	Desirable
CM.ES.D.2	The solution should support the automation and monitoring the status of serving child support orders.	Case Management	Establishment	Desirable
CM.ES.M.1	The solution must support establishing, modifying, and processing administrative child support orders.	Case Management	Establishment	Mandatory
CM.ES.M.2	The solution must support processing of court issued child support orders on cases with and without administrative child support orders on the case.	Case Management	Establishment	Mandatory
CM.ES.M.3	The system must automatically create cases based on complete applications or referrals when no existing case found and application meets certain conditions.	Case Management	Establishment	Mandatory
CM.ES.M.4	The solution must support the automation of the paternity establishment process based on laws, administrative rules, and monitor the process.	Case Management	Establishment	Mandatory
CM.ES.M.5	The solution must support genetic testing to establish paternity administratively.	Case Management	Establishment	Mandatory

CM.ES.M.6	The solution must incorporate the approved child support guidelines to automatically calculate the support obligation amount, whether the order is being initially established, modified through review and adjustment, or recalculating support for a prior period.	Case Management	Establishment	Mandatory
CM.ES.M.7	The solution must support multiple child support orders on a case.	Case Management	Establishment	Mandatory
CM.ES.M.8	The solution must accept and process online applications.	Case Management	Establishment	Mandatory
CM.ES.M.9	The solution must automate medical support processes including health insurance tracking on the case.	Case Management	Establishment	Mandatory
CM.ES.M.10	The system must include an automated process for electronic review for modification of an order (ELMO) which notifies members of the right to request a modification every three years based on case conditions.	Case Management	Establishment	Mandatory
CM.F.D.1	The system should include configuration options to determine how distribution rules are applied.	Case Management	Financials	Desirable
CM.F.M.1	The solution must accurately and quickly handle complex financials specific to child support needs including cases with multiple payees.	Case Management	Financials	Mandatory
CM.F.M.2	The solution must be able to void, reverse, and redistribute payments.	Case Management	Financials	Mandatory
CM.F.M.3	The solution must automatically set up charging accounts for current support, past due support, and future support with the appropriate debt types.	Case Management	Financials	Mandatory
CM.F.M.4	The solution must allow for automated and manual means to set and release appropriate types of holds to prevent funds from being allocated, distributed, or disbursed, pursuant to federal regulations, state statute, and administrative rules.	Case Management	Financials	Mandatory
CM.F.M.5	The solution must accurately calculate the cumulative amount of unreimbursed assistance (URA).	Case Management	Financials	Mandatory
CM.F.M.6	The solution must generate checks for disbursement within required layout and specifications.	Case Management	Financials	Mandatory
CM.F.M.7	The solution must generate, send, receive, and process files from all financial interfaces and process received files complying with ACH rules, regulations and format requirements including domestic and international ACH functionality.	Case Management	Financials	Mandatory
CM.F.M.8	The solution must include interest calculations per the relevant laws and regulations.	Case Management	Financials	Mandatory
CM.F.M.9	The solution must include automatic handling of the annual fee.	Case Management	Financials	Mandatory
CM.F.M.10	The solution must include easy modifications to the financials amounts.	Case Management	Financials	Mandatory
CM.F.M.11	The solution must provide a unified financial record on each case.	Case Management	Financials	Mandatory
CM.F.M.12	The solution must provide check re-issuing capability.	Case Management	Financials	Mandatory
CM.F.M.13	The solution must provide check voiding capability.	Case Management	Financials	Mandatory
CM.F.M.14	The solution must support all payments being disbursed from the SDU. This includes disbursements by paper check, EFT/EDI, interstate transfer, or other means.	Case Management	Financials	Mandatory
CM.F.M.15	The solution must include a process to hold and disburse receipts identified to unclaimed property per each state's retention policy.	Case Management	Financials	Mandatory
CM.F.M.16	The solution must support automatic allocation, distribution, disbursement, and adjustments to payments of support for both IV-D and non-IV-D cases.	Case Management	Financials	Mandatory
CM.F.M.17	The solution must support automation to audit the amounts owed and paid in a case's financial record.	Case Management	Financials	Mandatory
CM.F.M.18	The system must include functionality for all child support related credits including medical credits, visitation credits, and direct pay credits.	Case Management	Financials	Mandatory
CM.F.M.19	The system must automatically process refunds and money holding based on case criteria and configurable processing rules.	Case Management	Financials	Mandatory
CM.F.M.20	The system must track life-to-date credits showing whether the credit applied to principal or interest.	Case Management	Financials	Mandatory
CM.F.M.21	The solution must produce receipts for in-office payments.	Case Management	Financials	Mandatory
CM.F.M.22	The solution must support administrative offset.	Case Management	Financials	Mandatory
CM.F.M.23	The solution must include integrated excess payment recoupment strategies.	Case Management	Financials	Mandatory
CM.F.M.24	The solution must be able to integrate multiple financial adjustments in a single case update.	Case Management	Financials	Mandatory
CM.F.M.25	The system must include financial functions such as bank reconciliation and daily balance updates without the need for external programs.	Case Management	Financials	Mandatory
CM.F.M.26	The solution must support order entry and obligation maintenance as circumstances on the case change.	Case Management	Financials	Mandatory

CM.F.M.27	The solution must support the automation of retroactive changes to account charges.	Case Management	Financials	Mandatory
CM.F.M.28	The system must automatically apply holds when there is not a good address for the check recipient and release disbursements holding when a valid address is entered and confirmed.	Case Management	Financials	Mandatory
CM.F.M.29	The system must include month-to-date fields including fee paid amount.	Case Management	Financials	Mandatory
CM.F.M.30	The solution must include an easily configured disbursement workflow that fits the requirements per laws, regulations, and agency processes.	Case Management	Financials	Mandatory
CM.F.M.31	The solution must support multiple payment options (credit card, check, Apple Pay, automated phone payments, etc.).	Case Management	Financials	Mandatory
CM.F.M.32	The system must to the extent feasible automate financials adjustments based on configurable criteria.	Case Management	Financials	Mandatory
CM.G.D.1	The system should include a method to contain additional information associated to a member's address such as a note.	Case Management	General	Desirable
CM.G.D.2	The system should include a method to contain additional information associated to an employer such as a note.	Case Management	General	Desirable
CM.G.D.3	The system should include a method to contain alerts or notes on members that can be accessed by other workers.	Case Management	General	Desirable
CM.G.D.4	The solution should allow the worker to suspend automated system action on a specific case and require manual action to move that case forward.	Case Management	General	Desirable
CM.G.D.5	The solution should be structured for multi-payee cases.	Case Management	General	Desirable
CM.G.D.6	The solution should be proactive in updating and maintaining the accuracy of case data.	Case Management	General	Desirable
CM.G.D.7	The solution should contain an easily accessed, personalized, and intuitive dashboard or view for each staff to monitor their own workload and work completed.	Case Management	General	Desirable
CM.G.D.8	The solution should include data entry validation driven by easily configured business rules.	Case Management	General	Desirable
CM.G.D.9	The solution should automatically clear the alert to workers once the task is complete.	Case Management	General	Desirable
CM.G.D.10	The solution should not generate duplicate alerts to the worker.	Case Management	General	Desirable
CM.G.D.11	The solution should provide a method that equitably assigns tasks amongst several workgroup members based on the existing number of tasks assigned to each team member and/or workgroup. The solution should track and monitor task volumes to allow manual intervention to reallocate resources where appropriate.	Case Management	General	Desirable
CM.G.D.13	The system should analyze previous case actions to verify correct options for manual case actions and form generation.	Case Management	General	Desirable
CM.G.D.15	The system should not have a limit on the number of times an address may be updated in a day.	Case Management	General	Desirable
CM.G.M.1	The solution must include easy case worker workflow and approval process. This must perform routine case functions, keep the caseworker informed of significant case events, monitor case activity, provide case status information, and ensure timely case action.	Case Management	General	Mandatory
CM.G.M.2	The solution must automatically accept, store data from, and process appropriate referrals from the state's Title IV-A Temporary Assistance for Needy Families (TANF).	Case Management	General	Mandatory
CM.G.M.3	The solution must automatically accept, store data from, and process appropriate referrals from the state's Title XIX Medicaid.	Case Management	General	Mandatory
CM.G.M.4	The solution must automatically accept, store data from, and process appropriate referrals from the state's Title IV-E Foster Care.	Case Management	General	Mandatory
CM.G.M.5	The solution must automatically accept, store data from, and process appropriate referrals from the state's non IV-E Foster Care.	Case Management	General	Mandatory
CM.G.M.6	The solution must automatically accept, store data from, and process appropriate referrals from the state's Tribal TANF.	Case Management	General	Mandatory
CM.G.M.7	The solution must automatically generate specific, clear, accurate case notes.	Case Management	General	Mandatory
CM.G.M.8	The solution must contain a screen or view for quick case overview for efficient customer service.	Case Management	General	Mandatory
CM.G.M.9	The solution must update the system for good cause when notified of a change in the good cause status by the IV-A Agency.	Case Management	General	Mandatory
CM.G.M.10	The system must allow for case notes to be appended.	Case Management	General	Mandatory
CM.G.M.11	The solution must automatically accept, store data from, and process appropriate referrals from the state's non-Title IV-E foster care agencies.	Case Management	General	Mandatory

CM.G.M.12	The solution must include a solution to handle Family Violence Indicator (FVI) in a configurable manner to abide agency policies.	Case Management	General	Mandatory
CM.G.M.13	The solution must manage participant address data.	Case Management	General	Mandatory
CM.G.M.14	The solution must manage participant asset data.	Case Management	General	Mandatory
CM.G.M.15	The solution must manage participant case data.	Case Management	General	Mandatory
CM.G.M.16	The solution must manage participant demographic data	Case Management	General	Mandatory
CM.G.M.17	The solution must manage participant income data.	Case Management	General	Mandatory
CM.G.M.18	The solution must maintain the data required for populating the State Case Registry.	Case Management	General	Mandatory
CM.G.M.19	Case notes must be searchable.	Case Management	General	Mandatory
CM.G.M.20	Case notes must be sortable.	Case Management	General	Mandatory
CM.G.M.21	The solution must allow alerts to the worker to be prioritized.	Case Management	General	Mandatory
CM.G.M.22	The solution must allow alerts to the worker to be searched.	Case Management	General	Mandatory
CM.G.M.23	The solution must allow alerts to the worker to be sorted.	Case Management	General	Mandatory
CM.G.M.24	The solution must assign and update case assistance status.	Case Management	General	Mandatory
CM.G.M.25	The solution must assign and update case types.	Case Management	General	Mandatory
CM.G.M.26	The solution must assign and update intergovernmental status.	Case Management	General	Mandatory
CM.G.M.27	The solution must assign and update order status.	Case Management	General	Mandatory
CM.G.M.28	The solution must maintain data for employer data including emails, addresses, and phone numbers.	Case Management	General	Mandatory
CM.G.M.29	The solution must support guided and automated closure of cases.	Case Management	General	Mandatory
CM.G.M.30	The system must include functionality to eliminate data entry and duplicate entry as much as possible.	Case Management	General	Mandatory
CM.IN.D.1	The solution should alert the worker that the obligor resides in a state different that the one we have initiated to.	Case Management	Intergovernmental	Desirable
CM.IN.D.2	The solution should automatically request a status update from the other state when payments have stopped or not been received on cases that have been initiated.	Case Management	Intergovernmental	Desirable
CM.IN.D.3	The solution should include a configurable function to issue automated communication to other states based on case and member criteria.	Case Management	Intergovernmental	Desirable
CM.IN.D.4	The solution should include a method to alert the worker to initiate to another jurisdiction if the case meets configurable criteria.	Case Management	Intergovernmental	Desirable
CM.IN.M.1	The solution must automatically identify IV-D cases where the worker has initiated to another state and prevent garnishment.	Case Management	Intergovernmental	Mandatory
CM.IN.M.2	The solution must support the management of initiating and responding intergovernmental cases (interstate, tribal, and international).	Case Management	Intergovernmental	Mandatory
CM.IN.M.3	The solution must integrate fully with all CSENet transactions to update the case and notify the caseworker as needed without a daily limit.	Case Management	Intergovernmental	Mandatory
CM.IN.M.4	The solution must include a method to directly associate documents in the Electronic Document Exchange to a member and/or case.	Case Management	Intergovernmental	Mandatory
CM.L.D.1	The solution should include a single screen or view where locate status and results can be viewed by the worker.	Case Management	Locate	Desirable
CM.L.D.2	The solution should include a method to eliminate a bad address for a specific member or entity so that automated sources no longer update to that address.	Case Management	Locate	Desirable
CM.L.M.1	The solution must electronically and securely interface with all appropriate sources to obtain and verify locate, asset and other information on the noncustodial/putative parent or custodial parent. This should be in addition to the ability to manually submit a locate request to specified sources.	Case Management	Locate	Mandatory
CM.L.M.2	The solution must automatically scan all cases (regardless of whether the case is in locate status) on a regular basis to include in the locate match process.	Case Management	Locate	Mandatory
CM.L.M.3	The solution must use the National Change of Address (NCOA) database to assist in mailing documents and processing returned mail. Must use the NCOA functionality throughout the system, including but not limited to: - validating addresses on automated entry into the system, - validating addresses on manual entry into the system, - validating addresses before generating documents, - and validating addresses while processing returned mail which may include updating addresses based on information included with the returned mail.	Case Management	Locate	Mandatory
EU.D.1	The system should be intuitive and easy to use for internal and external users.	Ease of Use		Desirable

ID	Description	Category		Priority
EU.D.2	The system should support dashboard options for staff and clients that allow for different profile views that can be easily configured.	Ease of Use		Desirable
EU.D.3	The system should support multiple concurrent sessions.	Ease of Use		Desirable
EU.D.4	The system should provide the ability to have tooltip or mouse-over help/context messages and allow the user to enable or disable this option in the user preference profile.	Ease of Use		Desirable
EU.D.5	The system should include integrated user help and integrated customer service functions such as a chatbot and live customer snapshots.	Ease of Use		Desirable
EU.D.6	The system should include functionality to preview and undo record updates.	Ease of Use		Desirable
EU.D.7	The system should allow path views/workflow charts to be viewable by all staff.	Ease of Use		Desirable
EU.D.8	The system should provide the capabilities for phonetic search algorithms such as Soundex.	Ease of Use		Desirable
EU.D.9	The solution should contain a spell check tool.	Ease of Use		Desirable
EU.D.10	The system should contain a method to reduce the time it takes to enter in commonly used language (e.g. shared paragraph libraries, recommending frequently used text with in specific scenarios, auto populating fields).	Ease of Use		Desirable
EU.D.11	The system should include a method for workers to track their own metrics against configurable goals set by supervisors or admins.	Ease of Use		Desirable
EU.D.12	The system should adhere to consistent screen navigation standards.	Ease of Use		Desirable
EU.D.13	The system should include support for multiple languages.	Ease of Use		Desirable
EU.D.14	The system should adhere to consistent screen standards.	Ease of Use		Desirable
EU.M.1	The system must support a mobile friendly customer service and employer portal.	Ease of Use		Mandatory
EU.M.2	The system must validate data uploaded from external sources.	Ease of Use		Mandatory
EU.M.3	The system must comply with accessibility and readability standards and guidelines, and any addendums and other revisions.	Ease of Use		Mandatory
EU.M.4	The system response time must hold to industry standards during regular business hours.	Ease of Use		Mandatory
EU.M.5	The system must support automatic filtering and sorting of information received by the system or displayed on the system.	Ease of Use		Mandatory
EU.M.6	The system must provide error messages in clear, plain language that indicates the problem and suggests a solution.	Ease of Use		Mandatory
EU.M.7	The system must validate data manually entered into the system.	Ease of Use		Mandatory
EU.M.8	The system must include strong search capabilities throughout the system to include phonic, partial name, cumulative, exact, wild card, Boolean, and fuzzy search.	Ease of Use		Mandatory
EU.O.1	The system may include CSSD approved configurable and toggleable features to incentivize or provide a morale boost for workers similar to gamification strategies.	Ease of Use		Optional
R.D.1	The solution should include functionality for user-defined queries and reports of system data that can then be shared within the agency and have custom alerts to report details.	Reporting		Desirable
R.D.2	The solution should support business intelligence and analysis tools for users at all levels.	Reporting		Desirable
R.D.3	The solution should support creating ad hoc business intelligence reports on any data elements in the system.	Reporting		Desirable
R.D.4	The solution should support exporting lists of data to MS Excel spreadsheets.	Reporting		Desirable
R.D.5	The solution should include a feature which allows a case to be automatically reviewed and evaluated for federal incentives.	Reporting		Desirable
R.D.6	The system should include the capability for "what if" reporting analysis.	Reporting		Desirable
R.M.1	The solution must support federal reports including the 157 report and 34 report must be built into the solution including drill down and correction of allocations.	Reporting		Mandatory
R.M.2	The solution must provide a variety of business intelligence reports to manage the caseload and ensure compliance with laws and regulations.	Reporting		Mandatory
R.M.3	The reports must include a summary of accounting activities and drill down features.	Reporting		Mandatory
R.M.4	The solution must create a history of all manual and automated actions performed through the system.	Reporting		Mandatory
R.M.5	The solution must protect the stored audit records from unauthorized access or modification.	Reporting		Mandatory

R.M.6	The solution must provide search capabilities of related audit records for troubleshooting and investigative purposes.	Reporting		Mandatory
R.M.7	The solution must satisfy industry standard audit requirements, including the availability of the proper audit trails and controls for all processes, such as file balances, record counts, etc.	Reporting		Mandatory
R.M.8	The solution must support the Self-Assessment Review process.	Reporting		Mandatory
R.M.9	The system must be able to create random data set samples within specified parameters.	Reporting		Mandatory
R.M.10	The system must include reports for CSSD's federal incentives statistics.	Reporting		Mandatory
S.D.1	The system should support federated access.	Security		Desirable
S.M.1	The system must protect data designated as IRS federal tax information (FTI) from unauthorized access.	Security		Mandatory
S.M.2	The system must include an isolated data set and process to handle Federal Tax Information (FTI) so it is not mixed in with the other application data until it is verified from another source and no longer FTI.	Security		Mandatory
S.M.3	The system must have automated processes to verify FTI data through other sources before introducing the data into the rest of the application.	Security		Mandatory
S.M.4	The system must be able to restrict individual users from access to specific cases and members that may be a conflict.	Security		Mandatory
S.M.5	The system must be able to separate conflict cases and restrict access.	Security		Mandatory
S.M.6	The system must detect, log, and lock out unauthorized attempts to gain access to system software and data.	Security		Mandatory
S.M.7	The system must monitor access and use for both successful and unsuccessful system access.	Security		Mandatory
S.M.8	The solution must adhere to industry security standards, state security standards, and security requirements detailed in IRS Pub 1075.	Security		Mandatory
S.M.9	The system must include independent security controls in each processing environment (prod, test, dev, etc.) in order to authorize individual user access.	Security		Mandatory
S.M.10	The system must include configurable automatic sign-off and timeout controls.	Security		Mandatory
S.M.11	The system must allow admin or systems staff to test security roles for proper functionality.	Security		Mandatory
S.M.12	The system must provide the ability to show or hide fields depending on user rights and roles.	Security		Mandatory
S.M.13	The system must support deleting user accounts after a configurable number of days.	Security		Mandatory
S.M.14	The system must support inactivating user accounts after a configurable number of days.	Security		Mandatory
S.M.15	The system must provide role-based access controls.	Security		Mandatory
T.D.1	The solution should be an all-in-one approach to avoid requiring additional software to meet the needs of the agency.	Technical		Desirable
T.D.2	The system should contain network load balancing.	Technical		Desirable
T.M.1	The solution must be architected to avoid any single point of failure.	Technical		Mandatory
T.M.2	The system must be designed to easily add, update, and remove interfaces.	Technical		Mandatory
T.M.2	The system must include a batch job management component or tool for scheduling, executing, monitoring, and logging the system batch operations.	Technical		Mandatory
T.M.3	The batch job management component must include a status reporting and alert capability to report the processing statistics for each batch job. The alert function must be capable of immediately notifying system support staff of error conditions or unexpected terminations by a variety of means, including email and text messaging.	Technical		Mandatory
T.M.4	The batch job management component must include online job status reports available for system support staff. The batch job management component must include the capability to define job step contingencies to redirect batch jobs to alternate steps when specified events occur, such as an error or an excessive run duration.	Technical		Mandatory
T.M.5	Batch processes must include rollback and restart capabilities to maintain data integrity and minimize recovery time in the event of system failure.	Technical		Mandatory
T.M.6	Excluding scheduled batch processing or planned maintenance downtime, the internal and external system must be capable of providing 99.80% availability.	Technical		Mandatory

T.M.7	The system must have the ability to generate, send, receive, and process large interface files. Must use this information pursuant to federal regulations, state statute and administrative rules.	Technical		Mandatory
T.M.8	The system must automatically interface with all agency partners including: - Federal partners that process actions such as electronic income withholding orders, the child support lien network, and CSENet; - External entities such as banks, credit bureaus, and child support agencies in other states; - And other agencies within Alaska such as the Department of Labor, Department of Fish and Game, and Unclaimed Property Division.	Technical		Mandatory
T.M.9	The system must provide mechanisms to make the application workflow and business rule elements and parameters accessible to users and able to be modified without changes to the underlying source code.	Technical		Mandatory
T.M.10	The system must include utilization monitoring with alert functionality to detect and anticipate system failures such as low disk space or server shutdown.	Technical		Mandatory
T.M.11	The system must be created using a modern programming language and relational database.	Technical		Mandatory
T.M.12	The system must be compatible with all modern browsers (Edge, Firefox, Chrome, Safari).	Technical		Mandatory
T.M.13	Online processes must employ transactional concepts and automatically rollback to a consistent state in the event of a system failure.	Technical		Mandatory
T.M.14	The system must include record locking techniques for concurrence control and transaction processing.	Technical		Mandatory
T.M.15	The system must include performance-monitoring capabilities to detect and assist with troubleshooting system performance problems.	Technical		Mandatory
T.M.16	The system must support client/public side testing capabilities without impacting production data, statistics, and reporting.	Technical		Mandatory
T.M.17	The system must include the ability to copy portions of the production environment database to the test and staging environments based on specified parameters.	Technical		Mandatory
T.M.18	The system must logically isolate sub-environments (Production, development, Test, Training, etc.) from each other as appropriate.	Technical		Mandatory
T.M.19	The system must provide the ability to configure alerts for a system administrator or systems staff.	Technical		Mandatory
T.M.20	The system processing environments and sub-environments, when fully configured and operating, must not negatively impact the performance of any other processing environments or sub-environments.	Technical		Mandatory
T.M.21	The system must have a method to automatically and accurately schedule batch processes based on federal holidays, state holidays, and bank holidays without manual intervention.	Technical		Mandatory