



## Tech Debt | Automated Child Support Enforcement System (ACSES) Project FAQ

This FAQ is a living document and will continue to be updated as more information becomes available. If you have a question not answered in this FAQ, email Sean Kennedy at [sean.kennedy@state.co.us](mailto:sean.kennedy@state.co.us).

### General Information

#### 1. What is the Automated Child Support Enforcement System (ACSES) Project?

The Colorado Department of Human Services (CDHS) ACSES system is a 40-year-old application used in most jurisdictions throughout Colorado to collect and redistribute child support. As part of our ongoing process of eliminating technical debt for the State, we are improving the website, enhancing Adobe PDF functionality and updating software on the ACSES website to ensure the technology meets security standards. This allows the application to continuously update with the necessary functionality to deliver child support services.

#### 2. What is the benefit of completing this work?

Improving the ACSES website will increase reliability, efficiency, maintainability and security. The software will be updated to meet new security and accessibility standards. It will be mobile-friendly, providing an improved user experience for those using a mobile device to access the website.

The website software will be updated for enhanced vendor support. Security enhancements will better protect ACSES website users and the state.

Modernization will include upgrading the application's tools to improve its ability to produce Adobe PDF documents for viewing and printing.

As a result of the ACSES modernization, the Colorado Department of Human Services (CDHS) will

be able to set long-term use goals for the application, allowing them to move forward with improvements and enhancements that they would like to add over time. This, too, will constantly improve the experience of state and county child support workers and partners when using this application to assist Coloradans with their child support needs.

### **3. Who is affected?**

These changes will affect the Colorado Department of Human Services (CDHS) in the following state and county areas:

- County child support workers
- Custodial and non-custodial parties in child support cases

CDHS is working with the OIT project team to test and ensure functionality associated with these updates before they are released to end users, where applicable. This further ensures that the changes do not significantly impact users of the ACSES website.

The CDHS and the Colorado Department of Corrections (DOC) users will see positive changes due to this work. The website updates will improve security, but the users should expect to see only minor changes to the visual aspects of the site. There are no anticipated impacts on the use and functionality.

The website will look different for mobile users - the website will now be mobile-friendly and meet accessibility standards. Coloradans can now easily access the child support (ACSES) website on a personal computer or mobile device.

### **4. When will this happen?**

The estimated project completion date is scheduled for June 2024.

For more information about the OIT Tech Debt Remediation effort, please visit the [ReimagineIT website](#).