



**INFLUENCE
BUILD
CONNECT**

presents

How to Leverage Software as a Service to Drive Digital Transformation

Tuesday, December 5, 2023

– In partnership with –



ABOUT US



Member Driven

Representing leaders from state, county, and city human services agencies across the country.



Bipartisan

With a focus on building common ground and generating practical solutions that work for people and communities.



MISSION & VISION



Mission

APHSA advances the well-being of individuals, families, and communities nationwide by **influencing** modern approaches to sound policy, **building** the capacity of public agencies to enable healthy families and communities, and **connecting** leaders to accelerate learning and generate practical solutions together.



Vision

Thriving communities built on human potential.



Today's Panelists



Felicia Curcuru

CEO and Co-Founder,
Binti



Dan Webster

Director of
Operations, Utah
Foster Care



Marty Elisco

CEO and Founder,
Augintel



Jim Daugherty

CIO, Illinois
Department of
Children and Family
Services



**Moderator: Duke
Storen**

VP of Child Welfare
Strategy, Binti
Former Commissioner of
Social Services,
Commonwealth of Virginia



Defining Software as a Service (SaaS)

National Institute of Standards and Technology (NIST) in Special Publication (SP) 800-145

The capability provided to the consumer is to use the provider's applications running on a cloud infrastructure. The applications are accessible from various client devices through either a thin client interface, such as a web browser (for example, web-based email), or a program interface. The consumer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage, or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.

U.S. Department of Health and Human Services - SaaS Guidance

[Toolkit: Assessing Cloud Service Modules for Child Welfare Information Systems](#)

(May 2021) - Overview and comparison of Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS)

[Strengthening Technology Support for Recruitment, Approval, and Retention of Foster Homes \(Information Memorandum No. ACFY-CB-IM-20-03\)](#) (March 2020) -

“Title IV-E agencies may use a COTS product in the design of their information system if they receive prior approval from ACF, and if necessary, an APD Waiver as described at ACF-OA-PI13-01.”

[Waiver Process for the Use of Federal Funding for Commercial Off-the-Shelf \(COTS\) Software Products \(Program Instruction ACF-OA-PI-13-01\)](#) (June 2013)

Advantages of SaaS

1. Ease of Access
2. Affordable
3. Rapid deployment and quick time to value
4. Ability to adopt new technologies and innovation - without significant in-house investments
5. Inclusive license cost - enhancements, customer support, white glove configuration, hosting, disaster recovery
6. Reduced IT staff burden
7. Cloud hosted - scalable, secure
8. Avoid technical debt

SaaS Procurement Considerations

1. Maintenance and Operations - Option for SaaS provider to provide O&M under the annual license agreement
2. Source Code/Intellectual property language - COTS waiver recognizes that the SaaS source code is proprietary
3. Include time to value as an evaluation criteria
4. Recognize that avoiding technical debt is an advantage



Thank you!

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