

Data Hub for Child Welfare

Frequently Asked Questions

General

Why would we consider MarkLogic's data-first approach since we're implementing a CCWIS in the future?

MarkLogic helps solve data challenges in a child welfare practice today, in advance of Comprehensive Child Welfare Information System (CCWIS) modernization and with great velocity and agility. We unify the person data that's scattered across various program data silos and curate the data for a unified and mastered view. A CCWIS implementation will not necessarily deliver important 360° cross program data views to inform decision-making by your caseworkers. MarkLogic provides the benefit of visibility into client participation across other program areas such as TANF and Medicaid. Implementing MarkLogic, with a data-first approach, enables you to solve some key practice problems today, while establishing a solid data foundation to enable more completeness of data in a CCWIS implementation in the future.

How does implementing MarkLogic help with our reporting and analytics?

MarkLogic enables secure data sharing, cross program, cross system and with unified views of enterprise HHS data. This enables reporting and analytics to provide deeper insights from the intelligence that exists in organization-wide data. In contrast:

- Data warehouses often contain data from a specific part of the organization, which means that analytics and reporting can be constrained to this source of data
- Data lakes simply do not provide the enhanced level of security that would enable stakeholders from various program areas to feel comfortable sharing their sensitive client data

Our organization has barriers to sharing data given policy restrictions relating to security and privacy concerns. How have other organizations overcome this challenge?

Concerns with sharing data can stem from the inability to adequately enforce security, i.e., controls on who accesses the data, or a portion of the data, that is shared beyond the boundaries of a department or agency. MarkLogic enables a very granular level of role-based security that provides data only to those granted access, and only to the specific parts of the data their roles are entitled to see. Additionally, MarkLogic's enhanced security includes the ability to protect the shared data with data redaction, data masking, and data encryption while in transit or at rest. MarkLogic enables HHS agencies to safely and confidently share data with the knowledge that your organization's policies will be adhered to, leveraging MarkLogic's certified and proven government-grade security capabilities.

How long will implementation take?

It depends, but generally speaking, MarkLogic implementations are completed up to 4x faster than with traditional or legacy approaches. There are variables such as how many source systems will be ingested, how the data will be used, and the volume of the data. These can all influence the timeline. However, MarkLogic has implemented its Data Hub in complex HHS environments and in record time. One example saw the initial production implementation in 120 days in a southeast state agency. MarkLogic has a long history of implementation timelines that have been orders of magnitude quicker than our customer expectations based on other approaches.

How does implementing the MarkLogic Data Hub for Child Welfare today fit into our longer-term plans of implementing a CCWIS?

This data-first approach is a valid and effective method that will help address your business needs for cross program information today, and additionally aids in enhancing and streamlining the CCWIS modernization efforts when the time comes.



Solution

Is the MarkLogic Data Hub for Child Welfare solution a cloud-only offering?

The MarkLogic Data Hub for Child Welfare is cloud friendly and cloud agnostic (AWS, Azure, etc.). However, if your needs demand an on-premises approach the Data Hub can be implemented in your organizations data center.

Can we implement MarkLogic in our data center?

Yes, the MarkLogic Data Hub for Child Welfare can be implemented in your data center.

Who are the users of the Data Hub for Child Welfare?

The MarkLogic Data Hub for Child Welfare ingests all the data you need from silos and delivers it in a curated and mastered state. Using our Data Hub Central interface, the data can be immediately queried with a powerful Google-like search, and navigated visually by data analysts, researchers, and caseworkers (understanding this is not a typical end user app) needing to research the case across siloed data, well beyond what their SACWIS or CCWIS can deliver. This important capability supports taking a person-centered approach to care delivery. Additionally, the unified data can be easily served to analytic tools (e.g., Tableau, Cognos, etc.), new end user applications (which become easier and quicker to develop), COTS or SaaS applications, data lakes, data warehouses, AI engines, or to any other downstream systems as your business requirements dictate. These consumers of the data can all take advantage of the 360° cross program views provided by MarkLogic.

Is the MarkLogic software a true product, or is it a software asset that's part of a consulting engagement?

MarkLogic is licensed software product. This means that you have a choice of systems integrators (SI), and you're not locked into a long-term SI relationship should you wish to change the service provider over time. Your organization may even decide to have your IT department take over the ongoing maintenance and operations of the environment as a benefit of this product vs. asset approach.

How is the MarkLogic software licensed?

MarkLogic is licensed on a subscription basis. The license metric is CPU cores, with no additional fees for user or server counts.

The Company

How long has MarkLogic been in business?

MarkLogic is a U.S. based company that has been in business over twenty years.

Who are your customers?

MarkLogic services some of the largest organizations in the USA and globally. This list includes large federal government agencies, state level HHS departments, and many large high-profile Fortune 500 companies. You can view a sample of the complete customer list at the following: <https://www.marklogic.com/customers/>

About MarkLogic

MarkLogic helps HHS agencies achieve highly secure and actionable 360° views of their enterprise data, updated in real-time. For more information visit: www.marklogic.com/solutions/industry/state-local-government

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