



**Australian Government**

**Department of Education, Employment and Workplace Relations**

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# **Child Care Management System**

## **CCMS Registered 3<sup>rd</sup> Party Software Certification Guideline**

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**Version 1.0**

## Glossary

CCMS Certification	The official terminology for processes undertaken and symbols provided as assurance that software has been tested to ensure services are not prevented from complying with key legislative obligations because of the software they use.
CCMS Registration	The mandatory requirement that all software undertake registration and that software providers execute a deed of business assurance [the CCMS Business Assurance Statement]
CCMS Accreditation	Unofficial terminology used by some service and software providers. Formal Accreditation is out of scope of CCMS software certification
CCMS Approved Software	Informal term used to describe CCMS Registered Software

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## 1. Background

With the introduction of the CCMS all CCB Approved Child Care Services were legislatively required to use CCMS registered software. CCMS registration ensures that a particular software product is capable of interacting technically with the CCMS Interface.

The implementation for all child care services moving from Centrelink Child Care Operating System (COS) to the new CCMS was completed on 30 June 2009. The software certification process will provide an additional layer of assurance which will complement the current CCMS registration process and will be directed towards confirming that 3<sup>rd</sup> party software complies with relevant legislative requirements under the A New Tax System (Family Assistance) (Administration) Act 1999 (the Act).

## 2. Purpose

This document outlines the approach DEEWR will implement in providing CCMS Certification for specific software products of CCMS Registered 3<sup>rd</sup> Party Software Providers ("Software Providers"). It needs to be read in conjunction with the *CCMS 3<sup>rd</sup> Party Registered Software Certification Test Plan* ("CCMS Certification Test Plan").

## 3. Objectives

CCMS Certification indicates that:

- The Certified CCMS software product has successfully passed various tests designed to ascertain compliance with certain functions in relation to the Act and related policies and objectives of DEEWR; and
- DEEWR'S standards and requirements are met in relation to those functions, policies and objectives.

## 4. Certification Approach

CCMS Certification is based on DEEWR's interpretation of the relevant legislation (including the Act) which may be subject to change. Significant changes to the relevant legislation or DEEWR's interpretation of the relevant legislation may mean that certified software has to be re-tested in order to retain its CCMS Certification in line with the amended legislation or the revised interpretation.

Key features of the approach to software CCMS Certification are:

- CCMS Certification testing to commence April 2010 and will be based on test scenarios detailed in the CCMS Certification Test Plan (Version 1.0). The testing process is intended to evolve over time and thus the CCMS Certification Test Plan may be updated from time to time by DEEWR;
- If the CCMS Certification Test Plan is updated, certified software products may have to be re-tested in accordance with the new CCMS Certification Test Plan to retain their CCMS Certification;
- CCMS Certification is voluntary for Software Providers and will occur in addition to the required CCMS registration;
- CCMS Certification is for specific product versions and specific child care service types;
- CCMS Certification can only be sought for a software product (and version) that is currently CCMS registered software;
- CCMS Certification will expire 12 months from the date certification is granted unless extended in writing by DEEWR;

- Software products need to be re-certified if the software version needs to be re-registered;
- After the CCMS Certification is achieved, details of the certified software (including the particular version, and the relevant child care service type(s)) will be published on DEEWR's CCMS website and other locations as advised by DEEWR;
- CCMS Certification will entitle the certified software to carry a Commonwealth symbol of CCMS Certification (subject to signature of the CCMS Certification licence agreement) in relation to the relevant child care service type(s); and
- Software Providers will be required to sign a Deed of Application prior to testing.

## 5. Applying for Certification

Software Providers should email a completed and signed Deed of Application to DEEWR at [CCMS@deewr.gov.au](mailto:CCMS@deewr.gov.au) to nominate for CCMS Certification. DEEWR will schedule the certification testing.

A copy of the Deed of Application is set out at Attachment A to this document.

## 6. Testing Method

Certification testing will be undertaken on-site at DEEWR in Canberra.

The application and system function testing will utilise a laptop loaded with the software version to be certified and will be run against the CCMS Software Test [SWT] environment. Software Providers are responsible for providing the laptop loaded with the relevant software.

## 7. Test Plan

CCMS software products will be tested against three categories of functionality. These categories include:

- Fraud Control;
- Data Integrity; and
- Information Access.

Upon application for certification, DEEWR will provide the CCMS Certification Test Plan which will include:

- Scenario
- Responsibilities for completing each step of the scenario
- Expected results
- Evidence requirements eg Software user training manual

Where a single test case does not receive a "pass" [successful] result, then the overall test outcome will be that certification for the product will be "Held Over" [i.e. the product will not receive CCMS Certification]. Software Providers will need to resubmit an amended version in order to be re-tested and (if that amended version passes the tests) receive CCMS Certification.

## 8. Scope of CCMS Certification Testing

### 8.1. In Scope

- a) System functionality – including but not limited to
  - Validations/expected results in terms of acceptance / rejection
  - Mandatory fields
  - Error messages - Any updates, changes to those returned from CCMS

- Any additional error messages in application
  - Do override facilities exist for specified fields
  - Are override facilities prevented for specified fields e.g. all data returned from CCMS where process should be Cancel and re-submit
  - Ensure that customisation not allowed for specified fields?
- b) Content of user training materials that relates directly to system functionality;
  - c) Content of product support scripts/materials and support staff training that relates directly to system functionality;
  - d) Content of built in help files and error messages in terms of correct legislative references, if any, and compliance to legislation;
  - e) Data security and system log-in access; and
  - f) Certification of New Releases of Registered Software products to complement the assurances that are currently available through CCMS registration.

## 8.2. Out of Scope

The CCMS Certification testing will not test for, or take into account:

- a) System Useability<sup>1</sup> e.g. Screen layouts
- b) Availability, quality or customer focus of software product support
- c) Quality of training products in terms of presentation, layout, media, usability/readability of materials
- d) Availability of training at specific locations etc
- e) Software Provider/ developer knowledge of legislation and policy
- f) Software developer qualifications
- g) Ability of software support staff to deal with general IT literacy levels
- h) Interfaces to other business systems e.g. General Ledger
- i) Bug-fixes

DEEWR will not provide any Commonwealth funding to child care services or Software Providers to meet or defray any costs that individuals or organisations may incur in relation to the introduction or continued operation of CCMS Certification

CCMS Certification is not a formalised Accreditation program and Software Providers must not represent it as such to any person.

## 9. Changes to CCMS Certified software

Software Providers must notify DEEWR of any changes to the software once it has CCMS Certification (regardless of how minor or 'cosmetic' such changes are). DEEWR will determine whether, as a result of such changes, the software must undergo re-testing to ensure it should retain its CCMS Certification.

## 10. Re-Certification

CCMS Certification is specific to the software version that was tested; a new version of that software cannot carry the CCMS Certification symbol until that version has either successfully undergone the re-certification process, or it has been agreed by DEEWR that re-certification is not required for the new version.

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<sup>1</sup> other than to the extent that such issues prevent or materially disrupt the testing process.

CCMS Certification for each version also expires on the date being 12 months from when certification is granted, unless extended by DEEWR as set out below. In order for the version to continue carry the CCMS Certification symbol you must ensure that the version is re-certified prior to the expiry date.

Recertification may be required at other times, for example where there are changes to the certified version (see paragraph 9), where certification is withdrawn as a result to changes to legislation, or where DEEWR implements a revised CCMS Certification Test Plan and requires recertification against that revised Plan.

DEEWR may extend the expiry date of the CCMS Certification for a particular software product by written notice to the Software Provider.

## **11. Deed of Application**

Software Providers will be required to sign a Deed of Application (“DoA”) prior to testing.

When the signed DoA has been returned to DEEWR, testing has been successfully completed and the licence agreement discussed below is signed, the Software Provider’s company details, specific version of software and service type will be published on the DEEWR website.

## **12. Licence Agreement**

Software Providers that have received CCMS Certification will be entitled to use the symbol of CCMS Certification provided they sign a licence agreement for such use. The licence agreement is set out at Attachment B to this document. Software Providers may sign the licence agreement prior to testing, but DEEWR will only sign the licence agreement (and the licence agreement will only be effective) once the software has passed CCMS Certification testing.

## **13. Revoking Certification**

The Department reserves the right to withdraw CCMS Certification immediately upon:

- any changes to the relevant family assistance law, including the Act (including any changes to the interpretation of the relevant family assistance law);
- alteration of the software product that has not been notified to DEEWR by the Applicant;
- alteration of the software product such that it requires re-testing, and the altered software product does not pass that re-testing; and
- the Software Provider has represented to the public or any person that the CCMS Certification means the software product is recommended by DEEWR or the Commonwealth, or otherwise misrepresented to the public or any person what CCMS Certification means.

## **14. Effect of expiry or withdrawal of Certification**

Withdrawal or expiry of CCMS Certification will terminate the Software Provider’s licence to use the CCMS Certification symbol.

Upon withdrawal or expiry of CCMS Certification, the Software Provider must notify users of the withdrawal or expiry.

DEEWR may also notify users, potential users and/or the public that the CCMS Certification for the relevant software product has expired or been withdrawn (as applicable).

## **ATTACHMENT A - Deed of Application**

Separate document.

## **ATTACHMENT B - Licence Agreement**

Separate document.