



## BOM Overview

This procedure is provided as background and educational guidance, not as a step by step guide. It will complement available training material. The procedure will give you an overview of the business operating model (BOM), how the organisation is made up and what activities different teams will do.

The BOM describes how the Child Maintenance Group (CMG) is divided into different business segments. Each business segment is responsible for carrying out specific activities relating to a case.



This procedure uses the terms receiving parent and paying parent.

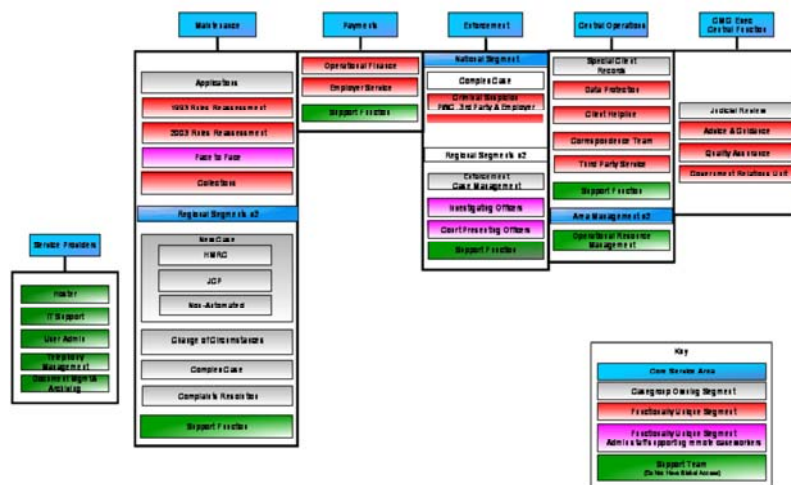
The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

## Business operating model (BOM)

The 2012 scheme operating model handles all new child maintenance cases. It is divided into Great Britain (GB) and Northern Ireland (NI). GB deals with child maintenance cases in England, Scotland and Wales, and NI deals with cases in Northern Ireland.

The 2012 system is then further split up into service segments, which are options/child maintenance choices, maintenance, enforcement, payments services, central client services and corporate affairs. The operating model will evolve and change to reflect the needs of the business. As the caseload increases the BOM will expand to include either additional teams or service segments.

The following diagram of the BOM is for illustrative purposes only, it is not representative of the current version used by the business.



## Casegroups

Casegroups are assigned to regions based on the postcode of the paying parent. If a paying parent has ongoing maintenance then all of the paying parent's other cases will form a single casegroup on the 2012 scheme. Where a paying parent lives will affect whether their casegroup is handled by GB or NI if a paying parent lives in NI, then their casegroup will be managed by NI caseworkers. The receiving parent postcode won't affect this.

## Segment names

Each segment has a specific name, which allows work to be assigned to it. Segment names on the 2012 system follow a logical convention and include the country, the segment description and segment code.



An example of this would be as follows:

- Country = GB

- Segment description = Options Agents
- Segment code = Agents
- 2012 system segment name = FS\_GB\_OPPTS\_OOO\_AGENTS

Changes to the BOM can be made by the service management team. This means team leaders will be able to request changes to teams.

#### NI exceptions

NICMS replaces CMG in Northern Ireland

#### Work Allocation

#### Work Management