

# CA - PMM

**Project Name:** Document Imaging and Management System

**OCIO Project #:** \_\_\_\_\_

**Department:** Real Estate Appraisers

**Revision Date:** \_\_\_\_\_

## Concept Statement

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### Description

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**Brief description of the proposed project:**

The Office of Real Estate Appraisers (OREA) currently accepts printed forms from parties and other departments. We already have a project delegated and underway to accept and process all applications online. We now wish to embark on a project to add the capacity to scan and store legacy paper records for the past 3 years. As well, we will continue to accept paper based application perhaps for the coming decade, so we will need to manage that media intelligently.

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### Need Statement

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**High Level Functional Requirements:**

We will need a system for scanning paper documentation, storing it, organizing it, assign it to a digital record, and a method to retrieve it whenever we need to.

**What is Driving This Need?**

Streamline the processes we follow for processing applications, reduce storage of paper documents, increase organizational efficiency.

**Risk to the Organization if This Work is Not Done:**

If we do not move towards a paperless workflow we will be left behind in the level of service we provide to the citizens of the State of California. As new generations replace the old, they will expect more and more that services will be accessible from the convenience of their personal and business computers, connected to the internet.

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## Benefit Statement

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### Intangible Benefits

**Process Improvements** (describe the nature of the process improvement):

We hope to improve the workflow for receiving and recording documents arriving in our office. We expect to improve customer service and decrease application processing time.

**Other Intangible Benefits:**

We hope to improve the work environment of our staff, and we hope to increase their skill level, and open them up to new possibilities for delivering customer service.

### Tangible Benefits

**Revenue Generation** (describe how revenue will be generated):

No revenue will be generated by this process.

**Cost Savings** (describe how cost will be reduced):

Reduced hours worked on each application (saved when the tech does not need to leave their desk to access a file) Reduced time to process the applications we receive as the technician will be able to email any files submitted to the applicant, speeding the resolution of application deficiencies.

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**Cost Avoidance** (describe the cost and how avoided):  
 Reduced storage costs for document storage at the state storage facility. If we reduce our burden to that facility we hit our bottom line, and we hit their bottom line.

**Risk Avoidance** (describe the risk and how avoided):  
 The risk to keeping a paper based workflow is complacency. We need to inspire our staff and our state to always be innovating and improving services. It's the wave of the future. We must avoid the risk of complacency.

**Improved Services:**  
 We will increase our customer satisfaction as our staff become proficient at recalling any document on a constituents file, from their desk (no delays walking to a file room).

### Consistency

"No" Responses 		Rationale	Action Required
Enterprise Architecture	Yes		
Business Plan	Yes		
Strategic Plan	Yes		

### Impact to Other Entities

#### Nature of Impact to Other Entities

**Entity:**  
*Describe the nature of the impact:*  
 We will decrease our dependence on the Documents Retention Facility, and we will recycle more.

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**Entity:**  
*Describe the nature of the impact:*  
OREA will need to train staff on the system. Staff will be impacted.

**Entity:**  
*Describe the nature of the impact:*

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### Solution Alternatives

#### Alternative 1:

Outsource the administration and maintenance of imaging documents.

#### Technical Considerations for Alternative 1:

Implement new procedures for this change in workflow.

ROM Cost: \_\_\_\_\_ to \_\_\_\_\_

Note: high end of range must not exceed 200% of low end of range

#### Alternative 2:

Utilize the existing FileMaker based license administration solution in-house, and develop it to handle records containing the digital images.

#### Technical Considerations for Alternative 2:

The FileMaker system would need to be modified and no existing model for this kind of implementation was located to evaluate feasibility of this working well with a FileMaker based system, and the volume of paper we will image.

ROM Cost: \_\_\_\_\_ to \_\_\_\_\_

Note: high end of range must not exceed 200% of low end of range

#### Alternative 3:

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Technical Considerations for Alternative 3:	
ROM Cost: _____ to _____	Note: high end of range must not exceed 200% of low end of range

### Recommendation

**Comparison:**

Alternative 1	ROM Cost	Risk
	\$0 - \$0	
Alternative 2	ROM Cost	Risk
	\$0 - \$0	
Alternative 3	ROM Cost	Risk
	\$0 - \$0	

**Conclusions:**

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2	
3	
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**Recommendation:**

We consider this to be a small project. There are not good alternatives to scanning and tracking the images within our Real Estate Appraisers Licensing system. We expect a system such as this to ROM at \$170,000. We recommend that we are supported in our effort to modernize our document management with this system.

### Project Approach *(if known)*

<b>System Complexity:</b>		System Business Hours: <i>(e.g., 24x7, 9am-5pm)</i> : 24x7	
Architecture	<input type="checkbox"/> Mainframe <input type="checkbox"/> Client Server <input type="checkbox"/> Web Based	Num. of New Databases:	0
Technology	<input type="checkbox"/> New <input type="checkbox"/> New to Staff <input type="checkbox"/> In-House Experience	Interfaces:	Internal
Implementation	<input type="checkbox"/> Central Site <input type="checkbox"/> Phased Roll-out	Num. of Sites:	1
M & O Support	<input type="checkbox"/> Contractor <input type="checkbox"/> Data Center <input type="checkbox"/> Project <input type="checkbox"/> In House		
Procurement Approach:			Number of Procurements:
Open Procurement?      No      Delegated Procurement?			
Scope of Contract	<input type="checkbox"/> Development <input type="checkbox"/> Implementation <input type="checkbox"/> M & O <input type="checkbox"/> Other:		
Anticipated Length of Contract:	1      Years /	extensions for	years