

Project Name: Subdivision Online Public Report Application System

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

Department: Real Estate

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

# Concept Statement

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## Description

**Brief description of the proposed project:**

The DRE proposes to implement a web-based system to fully automate the filing of Subdivision public report applications. Currently, applications are submitted in paper form and manually processed prior to issuance of approved paper public reports. Implementation of this proposed system will streamline the application approval process; address customer dissatisfaction with the duration of the current process; create an electronic repository of all legacy reports; and improve service to the public by availability of searchable online public reports.

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## Need Statement

**High Level Functional Requirements:**

The proposed project will support the electronic receipt, review, and issuance of Subdivision public reports, as well as continued support of manual process, as needed. It will leverage the existing DRE Document Imaging System to enable the conversion of new paper reports into a searchable online library accessible to the public. The scanning and indexing of legacy public reports will be outsourced. It will take advantage of the existing knowledge base developed with the creation of DRE's eLicensing System.

**What is Driving This Need?**

This proposed system will address the needs to: Streamline application process; reduce key data entry; reduce scanning and physical storage of paper documents; reduce cost of mailing application deficiency reports and approved public reports; reduce duplication and mailing costs of requests for public reports; reduce printing costs; support Governor's *Transparency in Government* initiative; use technology to enhance productivity and services to the public.

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

In the event of a disaster in the Sacramento and/or Los Angeles District Offices, DRE runs the risk of losing some or all of its existing public reports files, which are currently in paper and microfilm formats. Currently, no backups of this information exist, so recovery of destroyed hard copies and microfilm would not be possible.

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## Benefit Statement

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### Intangible Benefits

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

The proposed system will enhance the efficiency of the Subdivision public report application approval process by enabling customers to initiate the applications online, thereby greatly reducing need to manually process them. It will enable information to automatically be overlaid into the Department's Enterprise Information System (EIS). It will enable the Department to expand its online repository of information to its employees, customers, and the public in general.

**Other Intangible Benefits:**

This project will enable the Department to further its realization of the Governor's Transparency in Government initiative. It will also foster customer good will by creating a system that is available 24x7, thus allowing customers to more easily interact with the Department with regards to the public reports approval process.

### Tangible Benefits

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

No revenue will be generated by this proposed system.

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

Cost savings will be realized in the following areas: Reduce man-hours required for the application approval process; reduce key data entry needs; reduce scanning and physical storage of paper documents; reduce cost of mailing application deficiency reports and approved public reports; reduce man-hours required to respond to inquiries by phone; reduce duplication and mailing costs of requests for public reports; and reduce printing costs.

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**Cost Avoidance** (describe the cost and how avoided):  
 Once the proposed system is fully realized, the Department will be able to avoid the following costs: Storage of hard copy documents; man-hours to perform key data entry, manually respond to phone requests for status of applications, manually process deficiencies and final reports, and reproduce copies of public reports; costs of printing supplies, such as paper, toner, and envelopes; costs of postage.

**Risk Avoidance** (describe the risk and how avoided):  
 By creating an online repository of public report applications and approved final reports, a solution that includes off-site storage of backups, the Department will avoid the risk of not being able to document public reports in the event of a disaster.

**Improved Services:**  
 Once implemented, it is estimated that the following service improvements will be realized: Reduction in processing of public report applications; reduction in the time to respond to phone requests manually; ability to search public reports online; reduce the time it takes to receive a copy of a public report.

### 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:** DRE Publications Section  
*Describe the nature of the impact:*  
 This project will require revisions to existing DRE forms and/or creation of new forms.

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**Entity:** DRE Information Technology Services (ITS) Section

*Describe the nature of the impact:*

This project will require creation of a new online system; revisions to existing EIS and Imaging systems; and revisions to DRE Website; as well as ongoing support, management, and maintenance of new hardware and software.

**Entity:** DRE Licensing Support Section

*Describe the nature of the impact:*

This project will require the expansion of the support offered to the existing Licensing Document Imaging System to include other Program Areas.

**Entity:**

*Describe the nature of the impact:*

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### Solution Alternatives

#### Alternative 1:

The DRE will utilize existing equipment, software, and staff in the Licensing Support Section for conversion of all legacy paper and film documents, as well as new paper documents. In-house ITS resources will be used to design, develop, implement, and maintain a new web-based system, as well as make to enhancements the Department's EIS and Document Imaging Systems.

#### Technical Considerations for Alternative 1:

This option overburdens the existing Document Imaging System resources, adversely impacting the processing of licensee documentation. Due to amount of existing paper documents, it would take over 8 years to complete the legacy document backlog from both Subdivision offices and remain current with new public reports. It would delay reallocation of existing storage space and reduce Licensing scan resources by 33% processing the backlog. It would delay access to new public reports, which would have to be sent to License Support to process.

ROM Cost: \$2,805,000 to \$3,740,000

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

#### Alternative 2:

The DRE will utilize staff in Subdivisions to process all new, legacy paper and film documents. License Support staff will process documents on film. In-house ITS resources will be used to design, develop, implement, and maintain a new web-based system, as well as make enhancements to the Department's EIS and Document Imaging Systems.

#### Technical Considerations for Alternative 2:

This option will require hardware/software purchases, staff, and extensive training in all paper processes and administration in the two Subdivision offices. Once trained, it would take Sacramento approximately 15 months and Los Angeles 53 months to complete backlog and remain current with the new documents. It would require conversion of one microfiche scanner to a film scanner, thereby reducing available Licensing scan resources 33%. It would take over 10 years to convert filmed documents.

ROM Cost: \$1,725,000 to \$2,300,000

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

#### Alternative 3:

The DRE will utilize Subdivisions to scan new documents. License Support will complete the workflow processes for new documents. The scanning and

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indexing of legacy paper and film documents will be outsourced. In-house ITS resources will be used to design, develop, implement, and maintain a new web-based system, as well as make enhancements to the Department's EIS and Document Imaging Systems.

### Technical Considerations for Alternative 3:

This option will require hardware/software purchases, staff, and training in scan processes. Licensing Support Section would expect an increase of about 20% in verification workload and minimal increase in indexing additional paper. Outsourcing would require Subdivisions staff time to box paper and film for pickup. Public report availability would be delayed.

ROM Cost: \$1,101,000 to \$2,203,000

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

## Recommendation

### Comparison:

Alternative 1	ROM Cost			Risk
All Licensing Solution	\$2,805,000	-	\$3,740,000	<i>Many years to complete; risk loss of paper/film documents.</i>
Alternative 2	ROM Cost			Risk
All Subdivisions Solution	\$1,725,000	-	\$2,300,000	<i>Many years to complete; risk loss of paper/film documents.</i>
Alternative 3	ROM Cost			Risk
Shared Effort Solution	\$1,101,000	-	\$2,203,000	<i>Fewer years to complete; less risk of loss of documents.</i>

### Conclusions:

1	Best to outsource scanning/indexing of legacy paper and film documents.
2	Best to minimize burden on existing Licensing Document Imaging System.
3	Best to utilize existing ITS knowledge of web-based systems, as well as in-house enhancements to existing EIS and Imaging Systems.
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**Recommendation:**

Recommend the system described under Alternative 3 be approved for design, development, implementation, and maintenance.

### 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 checked="" type="checkbox"/> Web Based	Num. of New Databases:	1
Technology	<input type="checkbox"/> New <input type="checkbox"/> New to Staff <input checked="" type="checkbox"/> In-House Experience	Interfaces:	Internal
Implementation	<input type="checkbox"/> Central Site <input checked="" 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 checked="" type="checkbox"/> In House		
<b>Procurement Approach:</b> Procurements of hardware and software will be done from available DGS eProcurement vehicles and/or open market, whichever if applicable. Contractor support will be required to scan and index the legacy public reports.			Number of Procurements:  up to 10
Open Procurement?	Yes	Delegated Procurement?	Yes
Scope of Contract	<input type="checkbox"/> Development <input type="checkbox"/> Implementation <input type="checkbox"/> M & O <input checked="" type="checkbox"/> Other: Contractor support to scan/index documents.		
Anticipated Length of Contract:	1	Years /	0 extensions for 0 years