

# CA - PMM

**Project Name:** Web Access for Certified Copies of Birth and Death Certificates (WACC)  
**OCIO Project #:** \_\_\_\_\_  
**Department:** California Department of Public Health (CDPH)  
**Revision Date:** 9/13/10

## Concept Statement

### Description

**Brief description of the proposed project:**

Funding Source: 100% Health Statistics Special Fund (HSSF 0099)

Center: Health Information and Strategic Planning (HISP)

Start Date: 12/01/2013

End Date: 06/30/2015

Is BCP Needed: Yes (FY 12/13)

CDPH 2008-2010 Strategic Plan: 5

CA IT Strategic Plan: 1 (1, 2, 3, 4) and 2 (1, 3)

AIMS: 2 (1, 2, 3, 4), 3 (1, 2) and 4 (2, 3, 4)

Project Description: Create a web portal for the submission of requests for obtaining certified copies of birth and death records from the State Office of Vital Records. Fulfilling request for certified copies of vital records is one of the primary business functions in the Office of Vital Records. The current paper based request and application process is slow, inefficient, and generates a large volume of work handling error and questions. The automation of this request process would greatly improve the process, streamline, and simplify the process and provide this service in an improved and more efficient manner.

### Need Statement

**High Level Capabilities Needed:**

Build a web application to allow customers the ability to request and pay for certified copies of birth and death certificates over the Internet. This system would transmit the request to the CHS CRTS II system and allow the seamless transmission of the request from the customer to vital records staff processing the request for certified copies.

IT Projects will meet the requirements for accessibility for disabled persons as stipulated in the IT Policy Letter (ITPL) 10-10; State Administrative Manual (SAM) Sections 4819.2 and 4833; and Statewide Information Management Manual (SIMM) Sections 20, 25, 30.

**What is Driving This Need?**

The workload involved in handling, sorting, copying and processing mailed requests overwhelms the vital records staff. Staff routinely processed several hundred thousand pieces of mail yearly. The need to decrease and streamline the certified copy request process is essential to improving the timeliness and efficiency in the vital records office.

# CA - PMM

**Project Name:** Web Access for Certified Copies of Birth and Death Certificates (WACC)

**OCIO Project #:**

**Department:** California Department of Public Health (CDPH)

**Revision Date:** 9/13/10

## Concept Statement

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

Workload continues to increase and mail volumes continue to rise. If the current process continues the vital records office will continue to fall behind in processing requests. If workload and process improvements cannot be obtained customer service will suffer and the vital records customers will experience longer delays in the processing of their requests for certified copies of vital record documents.

## Benefit Statement

### Intangible Benefits

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

Replace a key data entry process with data collected directly from the customer. Would require no paper documents, no scanning or archiving of paper request forms. This project will streamline the certified copy request process and improve productivity.

#### Other Intangible Benefits:

- Improved customer service.
- Decreased printing cost for forms and applications.
- This automation effort will meet the State strategic concept # 2 and fulfill technology's potential to transform lives.
- This automation will make it easier, and quicker to apply for a certified copy of a vital event record via an on-line application and payment process.

This project supports the California IT Strategic Concepts and Strategies as follows:

#### Concept 1. IT As Reliable As Electricity

1. Make IT more reliable for state customers
2. Make IT processes more efficient
3. Create secure transactions for our state customers
4. Meet a higher standard of service

#### Concept 2. Fulfilling Technology's Potential to Transform Lives

1. Establish a service oriented culture
3. Open new channels for services to Californians

# CA - PMM

**Project Name:** Web Access for Certified Copies of Birth and Death Certificates (WACC)

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

**Department:** California Department of Public Health (CDPH)

**Revision Date:** 9/13/10

## Concept Statement

### Tangible Benefits

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

Makes the State Office accessible for requests for vital records documents and make requesting documents through the office easier and quicker. This could lead to more requests coming to the state office and an associated increase in revenue. Estimated revenue increase could be \$25,000 to \$ 50,000 per year.

Handling of checks and money is decreased with electronic credit card banking. The current process generates over \$100,000 in fees and revenues and the automation of this process would save on the cost of handling and processing of these checks.

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

This project will generate saving on staff time and processing time and will decrease errors and the number of follow ups. IT will also decrease "lost" requests and the associated time and cost saving. This could save an estimated \$100,000 in workload and follow-up per year.

**Cost Avoidance** (describe the cost and how avoided):

N/A

**Risk Avoidance** (describe the risk and how avoided):

N/A

**Improved Services:**

Streamlines the request process and enables requests to be processed more quickly and efficiently. The estimated savings due to improved services could be as high as \$25,000 to \$50,000 annually.

# CA - PMM

**Project Name:** Web Access for Certified Copies of Birth and Death Certificates (WACC)

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

**Department:** California Department of Public Health (CDPH)

**Revision Date:** 9/13/10

## Concept Statement

### Consistency

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

### Impact to Other Agencies

#### Nature of Impact to Other Agencies

<b>Agency:</b>
<i>Describe the nature of the impact:</i>
N/A

<b>Agency:</b>
<i>Describe the nature of the impact:</i>
N/A

<b>Agency:</b>
<i>Describe the nature of the impact:</i>
N/A

# CA - PMM

**Project Name:** Web Access for Certified Copies of Birth and Death Certificates (WACC)

**OCIO Project #:** [Redacted]

**Department:** California Department of Public Health (CDPH)

**Revision Date:** 9/13/10

## Concept Statement

<b>Agency:</b>
<i>Describe the nature of the impact:</i>
N/A

### Solution Alternatives

<b>Alternative 1:</b>
Alternative Description: Add staffing to increase the level of service nearly equivalent to the automation efforts. Would need approximately 15 to 20 additional PY plus associated equipment and space.

<b>Technical Considerations for Alternative 1:</b>
Hosting Location: OTech Additional workstation and software license cost, technically simple to complete. High cost for staffing.
ROM Cost:     \$1,193,500     to     \$3,580,500           Note: high end of range must not exceed 200% of low end of range

<b>Alternative 2:</b>
Alternative Description: Develop a web-based application to allow submission of certified requests.

# CA - PMM

**Project Name:** Web Access for Certified Copies of Birth and Death Certificates (WACC)

**OCIO Project #:** [Redacted]

**Department:** California Department of Public Health (CDPH)

**Revision Date:** 9/13/10

## Concept Statement

### Technical Considerations for Alternative 2:

Hosting Location: OTech  
 Implement an N-tier architecture utilizing existing infrastructure. Application will be developed using the department standard application development methodologies.

ROM Cost: \$1,019,500 to \$3,058,500 **Note: high end of range must not exceed 200% of low end of range**

### Alternative 3:

Other Alternatives will be discussed during the Feasibility Study and documented in the Feasibility Study Report (FSR).

### Technical Considerations for Alternative 3:

Technical considerations for other Alternatives will be discussed during the Feasibility Study and documented in the FSR.

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

## Recommendation

### Comparison:

Alternative 1	ROM Cost			Risk
	\$1,193,500	-	\$3,580,500	<i>Costly and inefficient</i>
Alternative 2	ROM Cost			Risk
N-Tier	\$1,019,500	-	\$3,058,500	
Alternative 3	ROM Cost			Risk
	\$0	-	\$0	

# CA - PMM

**Project Name:** Web Access for Certified Copies of Birth and Death Certificates (WACC)

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

**Department:** California Department of Public Health (CDPH)

**Revision Date:** 9/13/10

## Concept Statement

### Conclusions:

1	Funding Source: 100% Health Statistics Special Fund (HSSF 0099)
2	
3	
4	

### Recommendation:

Implement solution alternative 2. This solution supports CDPH 2008-2010 Strategic Plan Goals: 5 and CA IT Strategic Plan Concepts and Strategies: 1 (1, 2, 3, 4) and 2 (1, 3), and AIMS: 2 (1, 2, 3, 4), 3 (1, 2) and 4 (2, 3, 4).

### Project Approach *(if known)*

<b>System Complexity:</b>		System Business Hours: <i>(e.g., 24x7, 9am-5pm)</i> :		9am to 5pm	
Architecture	<input type="checkbox"/> Mainframe	<input checked="" type="checkbox"/> Client Server	<input checked="" type="checkbox"/> Web Based	Num. of New Databases:	3
Technology	<input checked="" type="checkbox"/> New	<input type="checkbox"/> New to Staff	<input checked="" type="checkbox"/> In-House Experience	Interfaces:	External
Implementation	<input checked="" type="checkbox"/> Central Site	<input type="checkbox"/> Phased Roll-out		Num. of Sites:	1
M & O Support	<input checked="" type="checkbox"/> Contractor	<input checked="" type="checkbox"/> Data Center	<input checked="" type="checkbox"/> Project	<input checked="" type="checkbox"/> In House	
Procurement Approach: RFP				Number of Procurements:  1	
Open Procurement?		Delegated Procurement?		Yes No	
Scope of Contract	<input checked="" type="checkbox"/> Development	<input checked="" type="checkbox"/> Implementation	<input checked="" type="checkbox"/> M & O	<input type="checkbox"/> Other:	
Anticipated Length of Contract:		2		Years / extensions for 0 years	