

CA - PMM

Project Name: CCLD E-Commerce Business Portal

OCIO Project #:

Department: California Department of Social Services

Revision Date: 9/22/10

Concept Statement

Description

Brief description of the proposed project:

Expand the current CCLD consumer information website to provide consumers with an online e-commerce business portal.

Need Statement

High Level Functional Requirements:

Expand existing online services and establish an e-commerce portal to support business interaction between licensing and the public or licensees.

What is Driving This Need?

Given the size and increasing complexity of the CCLD program requirements and resource limitations, an e-commerce portal is required. The portal for e-commerce will replace current paper-based systems and improve services to licensees and license applicants.

Risk to the Organization if This Work is Not Done:

The continued use of current paper-based systems will delay the delivery of critical services to licensees and applicants for licensure.

CA - PMM

Project Name: CCLD E-Commerce Business Portal
OCIO Project #: _____
Department: California Department of Social Services
Revision Date: 9/22/10

Concept Statement

Benefit Statement

Intangible Benefits

Process Improvements (describe the nature of the process improvement):
Real-time updating of license information such as special incident reporting, changes in facility staff, prompt payment of civil penalties, a more efficient application process and the delivery of uniform pre-licensing information and forms to applicants.

Other Intangible Benefits:
The implementation of a CCLD e-commerce portal would improve services for licensees and those wishing to apply for licensure as licensees will be able to perform several critical business functions online. The license application process will be streamlined as applicants will be able to obtain all of the information needed and complete application forms on-line. Additionally, the development of consumer friendly e-commerce portal would improve the image of the Department.

Tangible Benefits

Revenue Generation (describe how revenue will be generated):

Cost Savings (describe how cost will be reduced):

CA - PMM

Project Name: CCLD E-Commerce Business Portal
 OCIO Project #:
 Department: California Department of Social Services
 Revision Date: 9/22/10

Concept Statement

Cost Avoidance (describe the cost and how avoided):

Risk Avoidance (describe the risk and how avoided):

Improved Services:

Consistency

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

Impact to Other Agencies

Nature of Impact to Other Agencies

Agency:
 Describe the nature of the impact:

CA - PMM

Project Name: CCLD E-Commerce Business Portal

OCIO Project #:

Department: California Department of Social Services

Revision Date: 9/22/10

Concept Statement

Agency:
<i>Describe the nature of the impact:</i>

Agency:
<i>Describe the nature of the impact:</i>

Agency:
<i>Describe the nature of the impact:</i>

CA - PMM

Project Name: CCLD E-Commerce Business Portal
OCIO Project #: _____
Department: California Department of Social Services
Revision Date: 9/22/10

Concept Statement

Solution Alternatives

Alternative 1:	
Unknown at this time.	

Technical Considerations for Alternative 1:	
ROM Cost:	to
Note: high end of range must not exceed 200% of low end of range	

Alternative 2:	

Technical Considerations for Alternative 2:	
ROM Cost:	to
Note: high end of range must not exceed 200% of low end of range	

Alternative 3:	

CA - PMM

Project Name: CCLD E-Commerce Business Portal
OCIO Project #: _____
Department: California Department of Social Services
Revision Date: 9/22/10

Concept Statement

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:

1	
2	
3	
4	

CA - PMM

Project Name: CCLD E-Commerce Business Portal

OCIO Project #: _____

Department: California Department of Social Services

Revision Date: 9/22/10

Concept Statement

Recommendation:

Project Approach *(if known)*

System Complexity:		System Business Hours: <i>(e.g., 24x7, 9am-5pm)</i> :		
Architecture	<input type="checkbox"/> Mainframe <input type="checkbox"/> Client Server <input type="checkbox"/> Web Based			Num. of New Databases: _____
Technology	<input type="checkbox"/> New <input type="checkbox"/> New to Staff <input type="checkbox"/> In-House Experience			Interfaces: _____
Implementation	<input type="checkbox"/> Central Site <input type="checkbox"/> Phased Roll-out			Num. of Sites: _____
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?		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:		Years /	extensions for	years