

# CA - PMM

**Project Name:** Correspondence Tracking Project

**OCIO Project #:**

**Department:** California Department of Social Services

**Revision Date:**

## Concept Statement

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### Description

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**Brief description of the proposed project:**

Develop a Departmental correspondence and assignment tracking system with components for: collaboration, search, document sharing and workflow processing. The project will include analysis and assessment, development of business requirements, proposed recommendation, design, development and implementation.

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### Need Statement

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**High Level Capabilities Needed:**

Restrict confidential documents; automatic notification of assignment; automatic reminder before due date; overdue reminder; automatic 10 day turnaround on some documents; ability to assign further into the organization; approver sign-offs (initials). The solution will be browser based with the ability to handle up to 2000 correspondence and assignment items per month.

**What is Driving This Need?**

This project is being driven by the paperless office initiative and the need for an effective coorespondence and assignement tracking system to replace the many disparate tracking systems that no longer meet the needs of the Department.

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

The risk to Department is the ineffective routing and tracking of correspondence and assignments which will impact staff and executive's ability to effectively respond to requests and correspondence at all levels. Requests and correspondence come from and go to the Governor, Agency, OCIO, Directors, Deputies, etc.

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## Benefit Statement

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### Intangible Benefits

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

More effective correspondence and assignment routing and tracking. More efficient management of assignments and correspondence resulting in better resource management. Save time (hand walking documents/correspondence); save paper

**Other Intangible Benefits:**

Improve process for assigning and tracking correspondence/documents. Timely assignments and routing and timely response to the routers and requesters.

### Tangible Benefits

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

This system will not generate revenues

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

Will save paper, time and diskette costs. Will save resource time by better managing assignments.

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

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

**Improved Services:**  
 The process will be improved for staff dealing with assigned correspondence and documents. With the improved system and automatic reminders, the public, advocates, etc., will receive responses in a timely manner.

### 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

**Agency:** Health and Human Services Agency  
*Describe the nature of the impact:*  
 Better able to track correspondence to and from Agency

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

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### Solution Alternatives

#### Alternative 1:

Develop a correspondence and assignment tracking system.

#### Technical Considerations for Alternative 1:

ROM Cost:

to

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

#### Alternative 2:

Continue to rely on manual processes and the disparate and inefficient automated processes to management Departmental correspondence and assignments.

#### Technical Considerations for Alternative 2:

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:**

Develop a Departmental browser based document and assignment tracking system with components for: collaboration, search, document sharing and workflow processing.

### Concept Approach (if known)

<b>System Complexity:</b>		System Business Hours: (e.g., 24x7, 9am-5pm) : 24x7	
Architecture	<input type="checkbox"/> Mainframe <input type="checkbox"/> Client Server <input checked="" type="checkbox"/> Web Based	Num. of New Databases: _____	
Technology	<input type="checkbox"/> New <input checked="" type="checkbox"/> New to Staff <input type="checkbox"/> In-House Experience	Interfaces: _____	
Implementation	<input type="checkbox"/> Central Site <input checked="" 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"/> Returned to Sponsor		
Procurement Approach: (consult with OSI Procurement Center)			Number of Procurements: _____
Open Procurement?		Delegated Procurement?	
Scope of Contract	<input checked="" 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	