

Project Name: UI/DI Case Management System

OCIO Project #: [REDACTED]

Department: California Unemployment Insurance Appeals Board

Revision Date: 9/1/10

Concept Statement

Description

Brief description of the proposed project:

CUIAB currently uses an in-house developed Case Management System for the unemployment insurance appeals process. This system limits CUIAB's ability to interface with the public and other agency departments. CUIAB is proposing to deploy a new Case Management System that meets the current and future needs of internal and external users through a highly integratable and adaptable centralized web-based system.

Need Statement

High Level Capabilities Needed:

An integrated solution addressing the key business and technology needs for Benefits, Tax and Appeals. The ability to deliver on the vision of "one stop career centers," where the departments of the Labor and Workforce Development Agency pool their resources. Solution must support the intake, hearings, and decision processes, including work allocation and work scheduling, notice generation, and evidence collection and management.

What is Driving This Need?

The inability to adapt to the dynamic social and economic environment, changing legislative requirements, and demand for higher service levels due to outdated technology and legacy systems. Lack of Agency-wide system integration leads to reduced customer service. Inability of CUIAB to consistently meet federal time lapse requirements.

Risk to the Organization if This Work is Not Done:

Limited ability to meet Agency integration goals.
Limited ability to interface with public.
Inability of CUIAB to consistently meet federal time lapse requirements.

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Benefit Statement

Intangible Benefits

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

Reliable and efficient data entry, resulting in reduced error rates and faster case resolution leading to better service.
Integration with other Labor and Workforce Agency departments.
Better security of data.
Automated workflow (scheduling, mailing, etc.).

Other Intangible Benefits:

Accurate tracking of appeals cases and associated documents.
Reduced risk using pre-built, appeals-specific components.
Reduced implementation costs, implementation timeline and rapid deployment.
Reduced staff training costs.

Tangible Benefits

Revenue Generation (describe how revenue will be generated):

This is not a revenue generating process.

Cost Savings (describe how cost will be reduced):

Unknown at this time.

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Cost Avoidance (describe the cost and how avoided):

Unknown at this time.

Risk Avoidance (describe the risk and how avoided):

Unknown at this time

Improved Services:

The ability to better adapt to the dynamic social and economic environment, changing legislative requirements, and demand for higher service levels. Agency-wide system integration leads to improved customer service. Improves CUIAB's ability to consistently meet federal time lapse requirements.

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

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Agency: EDD

Describe the nature of the impact:

Improved ability to integrate with EDD

Agency:

Describe the nature of the impact:

Agency:

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Solution Alternatives

Alternative 1:

Commercial off the shelf (COTS) software

This solution will use COTS software that is currently in use or will be used by other state or local agencies. The COTS software will provide primary case management and workflow functionality for the proposed solution.

Technical Considerations for Alternative 1:

An acceptable amount of customization may be necessary to meet CUIAB's business requirements.

Hardware and licenses required.

CUIAB will need to contract a project manager and oversight manager to implement the system in collaboration with CUIAB staff.

Will be simultaneously deployed to all departments within CUIAB.

ROM Cost:	\$1,000,000	to	\$2,000,000	Note: high end of range must not exceed 200% of low end of range
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Alternative 2:

In-house developed system

This alternative proposes in-house development of a new Case Management System to fully meet CUIAB and Agency needs.

Technical Considerations for Alternative 2:

Extensive system development will be required.

Phases to include: designing, coding, and testing of the system.

Internal and external resources need to be made available to meet project deadlines and budget.

Installation and configuration of software such as DBMs, development tools, reporting, security, and other tolls required.

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ROM Cost: \$750,000 to \$1,000,000 | Note: high end of range must not exceed 200% of low end of range

Alternative 3:

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
COTS	\$1,000,000	-	\$2,000,000	<i>Using COTS solution may not meet all</i>
Alternative 2	ROM Cost			Risk
In-house development	\$750,000	-	\$1,000,000	<i>More time consuming; unproven solution.</i>
Alternative 3	ROM Cost			Risk
	\$0	-	\$0	

Conclusions:

1	
2	
3	
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Recommendation:

A commercial off-the-shelf solution is recommended should one meet CUIAB's requirements. COTS solutions have been proven to be an efficient, cost-effective method to replace legacy, in-house developed systems that are inherently difficult to maintain and integrate.

Concept 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"/> Returned to Sponsor
Procurement Approach: <i>(consult with OSI Procurement Center)</i>				Number
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