

Project Name: Appeals E-Services System

OCIO Project #: [Redacted]

Department: California Unemployment Insurance Appeals Board

Revision Date: 9/1/10

Concept Statement

Description

Brief description of the proposed project:

The CUAIB E-Services project is based on providing electronic services to customers over the internet. Some of the service options desired are; the filing of an appeal, appeals case review, decision notifications, and case status inquiries. The system will be available to all case participants such as employee, employer, and employer representatives. The system could also provide the option of uploading of case documents by case participants,

Need Statement

High Level Capabilities Needed:

The system must use industry standard data security safe gaurds for accessing information over the web.
The system must provide robust security and data confidentiality.

What is Driving This Need?

The inability of CUIAB to consistently meet appeals federal time lapse requirements due to increased customer demand for services in conjunction with inefficient business processes is driving the need for moving to an electronic process for processing appeals.

Risk to the Organization if This Work is Not Done:

Inability to deliver mandated services in an efficient and cost-effective manner may result in loss of federal funding.

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Benefit Statement

Intangible Benefits

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

Other Intangible Benefits:

Tangible Benefits

Revenue Generation (describe how revenue will be generated):
This is not a revenue generating project.

Cost Savings (describe how cost will be reduced):

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Cost Avoidance (describe the cost and how avoided):

N/A

Risk Avoidance (describe the risk and how avoided):

N/A

Improved Services:

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:
Describe the nature of the impact:
There is no tangible effect on other agencies.

Agency:
Describe the nature of the impact:

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Solution Alternatives

Alternative 1:

Use outside vendors for developing the ew-services system

Technical Considerations for Alternative 1:

ROM Cost: \$1,500,000 to \$3,000,000 | Note: high end of range must not exceed 200% of low end of range

Alternative 2:

In-house developed e-services system.

Technical Considerations for Alternative 2:

ROM Cost: \$750,000 to \$1,500,000 | Note: high end of range must not exceed 200% of low end of range

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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
	\$1,500,000 - \$3,000,000	
Alternative 2	ROM Cost	Risk
	\$750,000 - \$1,500,000	
Alternative 3	ROM Cost	Risk
	\$0 - \$0	

Conclusions:

1	
2	
3	
4	

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Recommendation:

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