

Project Name: Electronic Requester Information Abstract Services

OCIO Project #: _____

Department: Employment Development Department ISO

Revision Date: _____

Concept Statement

Description

Brief description of the proposed project:

The Employment Development Department (EDD) currently provides both paper and electronic confidential information abstracts to external, legally authorized governmental agencies and requesters. This project would replace an aged, and difficult to maintain, 1970's Mainframe batch processing system with access to confidential information via secure file transfer processes and authorized on-line services. Full accountability for external requester account agreements, electronic access, requester authentication, authorization, and a detailed audit trail of activity would be established.

Need Statement

High Level Capabilities Needed:

Provide secure e-Services access to low and high volume abstract requesters. Establish full accountability over all information disclosed and released to external requesters. Provide immediate information abstracts to most low-volume requesters. Ensure efficient and timely requests to large volume requesters.

What is Driving This Need?

To align with EDD strategic plan goals in supporting and enhancing services for Californians and businesses, enhancing information and IT security, reducing state operational costs (leveraging, consolidation, new technology, etc.), improving the reliability and performance of IT infrastructure, enhancing human capital management, supporting state and agency priorities and business direction.

Risk to the Organization if This Work is Not Done:

- Customers: Failure to provide legislatively mandated information to customers per contract agreement
- Information Security: Availability, accuracy and integrity of information reliant upon and produced by circa 1970 technology
- Risk Management: Inherent risk of information disclosure from improper handling or mailing of unencrypted abstract products.

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Benefit Statement

Intangible Benefits

Process Improvements (describe the nature of the process improvement):
By virtue of E-customers doing the request/entry work, staff costs and effort will be reduced in processing requests once a contract has been established and the customer is in the system. The system will replace the effort of handling, printing, packaging and shipping by mail room staff and the electronic process will speed the production, delivery time, and eliminate the staff time required to print and file hard copy requests.

Other Intangible Benefits:
Services alignment with EDD Source Data Systems, (e.g. DI, UI, TAX automation), leverage new automation technologies, (e.g. Identity Management, .NET Application Development).

Tangible Benefits

Revenue Generation (describe how revenue will be generated):
Federal law and State administrative policy require the EDD to recoup costs. The customer currently pays the costs that EDD calculates based upon an outdated 1996 rate structure for programming, producing and distributing ABS products. A new rate structure will be developed to reflect current costs and services.

Cost Savings (describe how cost will be reduced):
The electronic processing significantly reduces manual data entry and mainframe computer batch processing costs as well as costs associated with output processing, packaging, and shipping abstract products.

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Cost Avoidance (describe the cost and how avoided):
 Staff time will be reduced due to system enhancements; system failures and problem analysis, handling and shipping errors; and manual safeguard controls. These savings are passed along to the customer who pays for the ABS product(s).

Risk Avoidance (describe the risk and how avoided):
 Unencrypted abstract products containing confidential data will be replaced by electronic encrypted media decreasing the risk of improper information disclosure. Antiquated batch programs will be replaced by modern technology with redundancy to ensure accuracy, integrity, availability, information security and tracking of requester account agreements, electronic access, requester authentication authorization, and audit trail activities.

Improved Services:
 Electronic processing eliminates manual processing time in order to handle entry and outputs, to package and ship abstract products and allow customer access to their data on an as-needed basis. Electronic processing was requested by customers who were asked in a survey how EDD might improve 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:
Several agencies have voiced their desire to access EDD information electronically so the change is viewed as a positive one with low impact. The EDD contracts with over one hundred ABS customers such as DSS, and DHCS to name a couple. (too many customers to list in this template)

Agency: _____
Describe the nature of the impact:
Small agencies, such as Housing Agencies (HA) will have immediate access to required EDD information in order to make HA eligibility determinations.

Agency: _____
Describe the nature of the impact:
County and court agencies will have immediate access to required EDD information to perform revenue recovery and court ordered restitution.

Agency: _____
Describe the nature of the impact:
The DI and UI customers will have on-line access to annual 1099G statements.

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Solution Alternatives

Alternative 1:

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Technical Considerations for Alternative 1:

--

ROM Cost:

to

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

Alternative 2:

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Technical Considerations for Alternative 2:

--

ROM Cost:

to

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
	\$0 - \$0	
Alternative 2	ROM Cost	Risk
	\$0 - \$0	
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 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