



Stage 1 Business Analysis

California Department of Technology, SIMM 19A.2 (Rev. 2.4), Revised 4/2/2018

1.1 General Information

Agency or State Entity Name:	California Department of Aging
Organization Code:	4170
Proposal Name:	Data and Relationship Management Project (DARMP)
Proposal Description:	The California Department of Aging is seeking to develop a data relationship management solution to provide the infrastructure to achieve the core objective to modernize and incorporate new technologies to better serve the public, partners and CDA staff. The modernization of CDA's data system will improve and enhance the department's data, business intelligence and relationship management across all CDA programs.
When do you want to start this project?	7/1/2021
Department of Technology Project Number:	4170-019

1.2 Submittal Information

Contact Information:	
Contact First Name	Contact Last Name
Mary	Sibbett
Contact Email	Contact Phone Number
Mary.Sibbett@aging.ca.gov	(916) 419-7557
Submission Date:	2/9/2021
Version Number:	1.0
Project Approval Executive Transmittal	
Attachment:	Include the Project Approval Executive Transmittal as an attachment to your email submission.

1.3 Business Sponsorship

Executive Sponsors			
Title	First Name	Last Name	Business Program Area
Chief Deputy Director	Mark	Beckley	CDA Executive Office
<i>Select + to add additional Executive Sponsors</i>			
Business Owners			
Title	First Name	Last Name	Business Program Area
Program Deputy	Irene	Walela	CDA Division of Long-Term Care and Aging Services
<i>Select + to add additional Business Owners</i>			
Bureau Chief	Michelle	Davis	CDA Division of Long-Term Care and Aging Services
Branch Chief	Wilson	Tam	ADRC Branch
Branch Chief	Mary	Sibbett	Program and Monitoring Branch
Branch Chief			Fiscal Data and Planning Branch
Branch Chief	Lana	Reynolds	Nutrition Services Branch



Stage 1 Business Analysis

California Department of Technology, SIMM 19A.2 (Rev. 2.4), Revised 4/2/2018

Chief Information Officer	Ken	Ketsdever	Information and Technology Branch
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Program Background and Context

The CDA is dedicated to transforming aging for all Californians by means of programs and services that achieve an Age-friendly California for All. Under this vision, the CDA upholds excellence and promotes continuous quality improvement of CDA services for home and community living. A key strategic goal of the California Department of Aging is to modernize CDA for Public, Partners and Employees that fosters an inclusive and diverse environment and secures and enhances resources, tools, and infrastructure necessary to deliver quality services.

Many of CDA's current data processes include time-consuming manual data verification and validation. The inability to collect, communicate and exchange real-time data electronically restricts CDA's decision making ability to address the most urgent need of older Californians and caregivers. CDA's Executives are in full support of the data management solution.

To clarify the data verification and validation and submission process for OAA programs and ADRC the remainder of this section describes a few of the current processes.

The CDA is responsible for overseeing federal programs that provide services to older adults including senior nutrition, information and assistance, family caregiving, legal assistance, and referrals to local services. The CDA is responsible for ensuring compliance with federal laws and statutes governing these programs and reporting data for these programs to the federal Administration for Community Living. In addition, some of these programs require information sharing with other state programs and entities, such as Medi-Cal. Currently, the entities that operate these programs at the local level, use different data reporting platforms to report program data to CDA and CDA uses a different data platform to report required program data to the federal government. Using several different platforms is inefficient as it requires CDA to conduct extensive data cleanup and validation to ensure the data report to the federal government is consistent and reliable. Also, because of the time involved to ensure data reliability, CDA is unable to evaluate data timely to quickly identify program issues, inform program policy decisions, or report to stakeholders the status of the Older Americans Act (OAA) programs. In addition, the current systems current local and State systems were implemented in 2009 and are on older platforms that are challenging and resource intensive to update for changes in federal program or reporting requirements.

1.4 Stakeholders

Key Stakeholders

Org. Name	Name
Area Agencies on Aging (AAAs)	Derrell Kelch
Internal or External?	<input type="checkbox"/> Internal <input checked="" type="checkbox"/> External

When is the Stakeholder impacted?

Input to Business Process	During the Business Process	Output of the Business Process
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

How are Stakeholders impacted?

The AAAs would have the option of using the new enterprise solution that is procured in this project or of integrating their own existing solution with the new statewide solution through an interface to be included in the new solution. Over time, the goal is for all AAAs to migrate to the new solution, but this will require a transition period due to local contracting restrictions and resource availability. Long-term positive impact is anticipated as a new system should be easier to navigate and have faster data reporting for CDA and local agencies to evaluate their performance and make program improvements.

How will the Stakeholders participate in the project?

The AAAs have been involved in defining the program requirements for the system, participating in vendor demos, and testing vendor systems. They will ultimately adopt the new system and receive training from the selected vendor and CDA.

Org. Name	Name
Older Americans Act Programs Branch	Michelle Davis



Stage 1 Business Analysis

California Department of Technology, SIMM 19A.2 (Rev. 2.4), Revised 4/2/2018

Internal or External?			<input checked="" type="checkbox"/> Internal <input type="checkbox"/> External
When is the Stakeholder impacted?			
Input to Business Process	During the Business Process	Output of the Business Process	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
How are Stakeholders impacted?			
<p>The staff and managers for the OAA Programs Branch (OAA-PB) do not have immediate access to data will be using the solution at the state level to review data reported into the system at the local level, reporting data from the system to the federal Administration of Community Living (ACL), and using the data to evaluate program performance, and compliance with federal and state mandates, program issues, and identifying opportunities for improvement. The long-term impacts are expected to be positive because there should be reduced staff time spent on ensuring the consistency of data since the data will be from one platform, changing the system in response to new federal program requirements should be more nimble since only one platform will need to be updated and the technology of the platform will be more modern than the current platform, and the ability to evaluate program performance and report data should be faster.</p>			
How will the Stakeholders participate in the project?			
<p>The OAA-PB serves as the liaison and coordinator with the local AAAs who have been involved in defining system program requirements, participating in vendor demos, and testing vendor systems. The OAA-PB will also provide subject matter expertise for the OAA programs case development, create user stories and with ITB build application interface connections for the existing California Aging Reporting System (CARS) to the new data and relationship management solution. The OAA-PB staff will ultimately be system users and assist local AAA staff on system functionality.</p>			
Org. Name		Name	
Information Technology Branch		Ken Ketsdever	
Internal or External?			<input checked="" type="checkbox"/> Internal <input type="checkbox"/> External
When is the Stakeholder impacted?			
Input to Business Process	During the Business Process	Output of the Business Process	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
How are Stakeholders impacted?			
<p>The CDA has multiple data sources that span the breadth of the programs supported by CDA. Many of these standalone systems are siloed and were not designed with proper Enterprise Architecture or consideration for cross referencing of data. There are two contracted services in addition to the CDA, MPA and COVID-19 Data Dashboards, and five custom solutions built and maintained by CDA ITB. All existing systems were built with limited ability to cross reference data or automate the integration of datasets into the DATA dashboard, Open Portal and other CDA, interagency and statewide data transparency efforts in support of the Administration's goal surrounding data transparency and data drive solutions. This has resulted in responses to data requests being a tedious time-consuming process that inhibits the ability of CDA to participate in the State's Open Data and transparency efforts as well as respond to ad hoc data requests.</p>			
How will the Stakeholders participate in the project?			
<p>The CDA Technology Branch will be participate in this project in four primary areas. First, ITB will be responsible for defining the technical requirements of the system to ensure that the system is compatible with CDA and the State's architecture and integrating the new system into CDA's system architecture including connections to any of CDA's existing databases. Second, ITB will also work with CDT to ensure that the vendor's system is compatible with State requirements such as adherence to SIMM, SAM, and state security requirements. Third the ITB will work with all appropriate stakeholders to ensure the cleaning, validation and migration of existing data. The fourth area will consist of ITBs work with CDA's OAA and Aging and Disability Resource Connection (ADRC) Program Branch and the system vendor on any routine system maintenance needs and any needed system updates in response to any state or federally-required program or reporting changes.</p>			
Org. Name		Name	
Aging and Disability Resource Connection Advisory Committee		Victoria Jump and Ana Acton	
Internal or External?			<input checked="" type="checkbox"/> Internal <input checked="" type="checkbox"/> External
When is the Stakeholder impacted?			



Stage 1 Business Analysis

California Department of Technology, SIMM 19A.2 (Rev. 2.4), Revised 4/2/2018

Input to Business Process	During the Business Process	Output of the Business Process
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

How are Stakeholders impacted?

The Aging and Disability Resource Connection (ADRC) programs provide enhanced information and assistance to older adults include warm referrals to local long-term supports and services providers, care options counseling, short-term service coordination, and facility-to-home transitions. The ADRCs are a partnership between local AAAs and independent living centers. Currently there are six designated and 10 emerging ADRCs that provide services to approximately half of the state. The 2021 Governor's Budget includes additional funding to expand the ADRC system statewide.

The establishment of a statewide ADRC was key recommendation from Aging and Disability stakeholders that helped to develop the Governor's Master Plan for Aging. With a statewide ADRC system, all older adults will have the advantage of having professionals who can help them identify and access a variety of Aging and Disability services in their area that address their individual needs.

Currently, the ADRC utilize several different CRM systems to track information and referrals for their clients. Currently to get statewide data on the type and volume of services provide to ADRC clients, the CDA manually captures this information from local ADRC providers. This counters the State's goal of having a statewide system where CDA can quickly access program data statewide and local programs to monitor performance, identify issues as well as program opportunities so that the programs can continually improve performance. Also, the statewide system would maintain consistency in client information if they move to different regions of the state served by different ADRC providers. Long-term benefits to ADRC providers are expected to be: better data about state and local performance; easier to use and navigate system; and ability to track client data as client's move to different parts of the state.

How will the Stakeholders participate in the project?

The ADRCs will be invited to vendor demos and will be able to test the ADRC functionality of vendor systems. ADRCs would ultimately adopt the new system.

Org. Name	Name
The ADRC Branch	Wilson Tam
Internal or External?	<input checked="" type="checkbox"/> Internal <input type="checkbox"/> External

When is the Stakeholder impacted?

Input to Business Process	During the Business Process	Output of the Business Process
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

How are Stakeholders impacted?

The staff and managers for the ADRC Branch will be using the solution at the state level to review data reported into the system at the local level, reporting data from the system to the federal ACL, and using the data to evaluate program performance, and compliance with federal and state mandates, program issues, and identifying opportunities for improvement. The long-term impacts are expected to be positive as the Branch will be able to quickly review, analyze, and evaluate data from one platform, and any needed system changes should be more nimble since only one platform will need to be updated.

How will the Stakeholders participate in the project?

The ADRC Branch serves as the liaison and coordinator with the local ADRCs. The Branch staff will coordinate vendor demos for the ADRCs, collect their feedback and input, and provide input to the vendors. The ADRC Branch staff will also provide subject matter expertise for the ADRC program case development and create user stories. The ADRC Branch staff will ultimately be system users and assisting local ADRC staff on system functionality.

Org. Name	Name
<i>Select + to add additional Stakeholders</i>	

1.5 Business Program

Org. Name	Name	
CDA OAA-PB	Michelle Davis, Bureau Chief	
When is the unit impacted?		
Input to the Business Process	During the Business Process	Output of the Business Process
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



Stage 1 Business Analysis

California Department of Technology, SIMM 19A.2 (Rev. 2.4), Revised 4/2/2018

How is the business program unit impacted?

The CDA OAA-PB will be able promote and collaborate and strengthen partnerships with the local AAA network and stakeholders by providing a statewide-wide data and decision-support framework that supports program performance and improvement. This will assist CDA in prescribing action when needing to adapt and respond to rapidly developing events and changing conditions.

The AAA partners will be better positioned to anticipate, plan for, and improve delivery of services for the California older adult population with standardized, timelier program and performance data that can be integrated and compared across local programs and statewide. Time-limited federal funds make it possible to purchase and work with a vendor to configure a COTS solution to act as a new enterprise client relationship management system for CDA.

The staff and managers for the OAA Programs Branch will be using the solution at the state level to review data reported into the system at the local level, reporting data from the system to the federal ACL, and using the data to evaluate program performance, ensure compliance with federal and state mandates, identify program issues, and identifying opportunities for improvement. The long-term impacts are expected to be positive because there should be reduced staff time to ensure the consistency of data since the data will be from one platform, changing the system in response to new federal program requirements should be more nimble since only one platform will need to be updated and the technology of the platform will be more modern than the current platform, and the ability to evaluate program performance and report data should be faster.

How will the business program participate in the project?

The CDA will provide subject matter expertise for the Older Americans Act programs case development, create user stories and build application interface connections for the existing California Aging Reporting System (CARS) to the data and relationship management solution.

The CDA OAA-PB staff and local AAA staff have been involved in defining system program requirements, participating in vendor demos, and testing vendor systems. The CDA OAA Program and the local AAA staff will ultimately be users of the new system.

Org. Name	Name
ADRC Branch	Wilson Tam

When is the unit impacted?

Input to the Business Process	During the Business Process	Output of the Business Process
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

How is the business program unit impacted?

The ADRC Branch staff will be able promote and collaborate and strengthen partnerships with the local ADRCs and stakeholders by providing a statewide-wide data and decision-support framework that supports program performance and improvement. This will assist CDA in prescribing action when needing to adapt and respond to rapidly developing events and changing conditions.

How will the business program participate in the project?



Stage 1 Business Analysis

California Department of Technology, SIMM 19A.2 (Rev. 2.4), Revised 4/2/2018

The ADRC Branch serves as the liaison and coordinator with the local ADRCs. The Branch staff will coordinate vendor demos for the ADRCs, collect their feedback and input, and provide input to the vendors. The ADRC Branch staff will also provide subject matter expertise for the ADRC program case development and create user stories. The ADRC Branch staff will ultimately be system users and assisting local ADRC staff on system functionality.

The ADRC partners will be better positioned to anticipate, plan for, and improve delivery of services for the California older adult population with standardized, timelier program and performance data that can be integrated and compared across local programs and statewide. Time-limited federal funds make it possible to purchase and work with a vendor to configure a COTS solution to act as a new enterprise client relationship management system for CDA.

The staff and managers for the ADRC Branch will be using the solution at the state level to review data reported into the system at the local level, reporting data from the system to the federal ACL, and using the data to evaluate program performance, ensure compliance with federal and state mandates, identify program issues, and identifying opportunities for improvement. The long-term impacts are expected to be positive because there should be reduced staff time to ensure the consistency of data since the data will be from one platform, changing the system in response to new federal program requirements should be more nimble since only one platform will need to be updated and the technology of the platform will be more modern than the current platform, and the ability to evaluate program performance and report data should be faster.

Select + to add additional Business Programs

1.6 Business Alignment

Business Driver(s)

Financial Benefit

Increased Revenue	Cost Savings	Cost Avoidance	Cost Recovery
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Mandate(s)

State	Federal
<input type="checkbox"/>	<input checked="" type="checkbox"/>

Improvement

Better Services to Citizens	Efficiencies to Program Operations	Improved Health and/or Human Safety	Technology Refresh
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Security

Improved Information Security	Improved Business Continuity	Improved Technology Recovery	Technology End of Life
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Strategic Business Alignment

Strategic Plan Last Updated?	7/14/2020
Strategic Business Goal	Alignment
CDA Goal 5: <u>Modernize CDA for Public, Partners, and Employees</u> Create a modern CDA that fosters an inclusive and diverse environment and secures and enhances the resources, tools, and infrastructure necessary to deliver quality service.	<ol style="list-style-type: none"> Provides a department-wide data and decision-support framework. Provides the ability to improve operations through the continuous improvement in proactive data analysis



Stage 1 Business Analysis

California Department of Technology, SIMM 19A.2 (Rev. 2.4), Revised 4/2/2018

Strategic Business Goal	Alignment
<p>CDA Goal 2: <u><i>Deliver Quality Services that Increase Choices to Live at Home and in the Community</i></u></p> <p>Uphold excellence & promote continuous quality improvement in all CDA programs & services.</p> <p>Streamline CDA business processes, policies, and procedures to provide better support to local agencies and providers.</p>	<ol style="list-style-type: none"> 1. Develops and promotes a complex network or interconnected system of data access and sharing. 2. Streamlines CDA’s data collection and reporting processes to improve operations.

Strategic Business Goal	Alignment
<i>Select + to add additional Business Goals and Alignment</i>	

Executive Summary of the Business Problem or Opportunity

The Governor’s Master Plan for Aging (MPA) was released on January 6, 2021 with the vision of creating an age-friendly California where everyone in California can age well. Some of the key principles of the MPA are creating data-driven, person-centered solutions for all Californians; that supports, and services will be coordinated and integrated across programs and systems; and that information about Aging services will be transparent and easy to access.

California’s current network of data systems for older adult programs does not support this vision or these goals. CDA and the local agency providers that we oversee use a wide variety of data reporting systems that reside on different platforms and have a varying degree of functionality. It is very challenging to gather statewide data for individual programs because CDA staff need to spend lots of time cleansing and validating data before producing statewide reports. This delays CDA in understanding program issues and opportunities to improve Aging programs. In addition, the lack of integration with other systems makes it extremely difficult to coordinate services and make service referrals to our customers across programs. We are also unable to track the services that customers may or may not be receiving from different Aging programs, which prevents us from creating person-centered solutions for our customers and identifying potential service opportunities that they may be missing.

CDA’s goal is to develop an enterprise client relationship management (CRM) system that can store data from all of the Aging programs that CDA oversees and to integrate with other programs that serve older adults so that CDA can effectively analyze all programs and services that support older adults, identify areas for greater coordination and collaboration across programs, identify areas where older adults may be underserved, and opportunities to improve program services or develop further partnerships to better assist older adults.

The first phase of the project is to develop a CRM for the department OAA and ADRC programs and over time expand to other CDA programs and gradually create interfaces with other programs not under CDA’s purview that serve older adults. It is hoped that this project will help the department to better leverage program data to improve and identify opportunities to expand services, improve coordination and service delivery across programs, and enable the department to create person-centered solutions for older Californians. The department believes this project will enable faster data analysis and evaluation so that we can quickly identify program issues and opportunities. We will gain operational efficiencies through streamlined reporting, and less IT maintenance required to service multiple platforms. Such efficiencies will include reduced program staff time to validate and cleanse data coming from four different systems; reduced IT staff time to make changes to multiple state and local systems in response to federal reporting changes; and potentially reduced license costs due to contracting with a single vendor on a statewide basis.



Stage 1 Business Analysis

California Department of Technology, SIMM 19A.2 (Rev. 2.4), Revised 4/2/2018

Business Problem or Opportunity and Objectives Table	
Problem ID 1	Problems/Opportunities
1	The manual process required to cleanse, verify, validate OAA data delays CDA from analyzing data to ensure quality delivery of services to older Californians and caregivers. A statewide data solution will Improve and decrease the amount of time dedicated to system maintenance and updates to meet federal and State requirements.
Objective ID	1.1
Objectives	Improved CDA staff reporting efficiency. CDA staff spends a significant amount of time verifying, validating and submitting data (Quarterly and annually)
Metric	Number of hours spent cleansing, validating and submitting data
Baseline	Approximately 2004
Target	Approximately 800 annually after one year of implementation
Measurement Method	Subject Matter Expert time study and estimate
Objective ID	1.2
Objectives	Improved CDA IT staff system maintenance efficiency- The current systems are antiquated requiring a great deal of ongoing maintenance and updates to meet new Federal and State requirements.
Metric	Number of hours spent maintaining existing systems
Baseline	3996
Target	888
Measurement Method	Time study, Subject Matter Expert Timing and Estimates
Objective ID	1.3
Objectives	<p>Improved local AAA and ADRC reporting efficiencies</p> <p><u>AAA data reporting efficiencies and improvements:</u></p> <ul style="list-style-type: none"> • Less time spent cleansing and correcting data errors that prohibit acceptance of data into the State’s data collection system (CARS) • Increased ability to develop adhoc special reports that will assist in identifying service desserts. • Streamline local business processes ensuring quick and diverse services to address the needs of the older adults and caregivers. • Less time spent on maintenance and updates to their local data platforms to ensure compliance with federal and State requirements. <p>ADRC Data Reporting Efficiency:</p> <ul style="list-style-type: none"> • The current process for local ADRC partnerships to submit data to CDA includes individual partners submitting data on an Excel spreadsheet to the lead local entity; the lead local entity has to manually pull numbers from individual data reports to compile into one Excel spreadsheet for submission to CDA; and a CDA Analyst reviews and analyzes the report and manually produces a summary report in a separate document for sharing with management and stakeholders. • Upon implementation of CRM, local ADRC partners would be able to electronically compile their data for submission via the same system to CDA. CDA Analyst would be able to automatically pull a report from the same system for sharing with management and stakeholders. <p>ADRC Financial Reporting Efficiency:</p>



Stage 1 Business Analysis

California Department of Technology, SIMM 19A.2 (Rev. 2.4), Revised 4/2/2018

	<ul style="list-style-type: none"> The current process for local ADRC partnerships to submit expenditure reports (ER) and requests for reimbursement (RFR) includes individual partners submitting ER and RFRs on Excel/Word to the lead local entity; the lead local entity has to manually pull numbers from individual ER and RFRs to compile into one Excel/Word document for submission to CDA; and a CDA Analyst reviews the Excel/Word document and processes the ER and RFR using a separate Excel/Word form for submission to CDA Accounting to process payments. Upon implementation of CRM, local ADRC partners would be able to electronically compile their ER and RFR for submission via the same system to CDA. CDA Analyst would be able to automatically process ER and RFRs electronically within the same system for submission to CDA Accounting to process payments.
Metric	Number of hours spent producing reports
Baseline	ADRC: Number of hours spent on entire process is unknown at this time due to lack of time study data.
Target	ADRC: Number of hours is expected to significantly decrease. Need baseline data to determine target.
Measurement Method	Time study
Objective ID	1.4
Objectives	Reduce ITB time spent creating, cleansing data and creating adhoc reports/hours per year
Metric	Number of hours creating/developing adhoc reports
Baseline	1392
Target	444
Measurement Method	Time study, subject matter expertise and estimates.
<i>Select + to add additional Objectives</i>	
<i>Select + to add additional Problems</i>	
Project Approval Lifecycle Completion and Project Execution Capacity Assessment	
1. Does the proposal development or project execution anticipate sharing resources (state staff, vendors, consultants or financial) with other priorities within the Agency/state entity (projects, PALs, or programmatic/technology workload)?	
<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Clear	
2. Does the Agency/ state entity anticipate this proposal will result in the creation of new business processes or	
<input type="radio"/> No <input type="radio"/> New Processes <input type="radio"/> Existing Processes <input checked="" type="radio"/> Both New and Existing <input type="radio"/> Clear	
1.7 Project Management	
Project Management Risk Score:	3.3
Attach completed Statewide Information Management Manual (SIMM) Section 45 Appendix A:	Include the completed SIMM 45 Appendix A as an attachment to your email submission.
Existing Data Governance and Data	



Stage 1 Business Analysis

California Department of Technology, SIMM 19A.2 (Rev. 2.4), Revised 4/2/2018

<p>1. Does the Agency/state entity have an established data governance body with well-defined roles and responsibilities to support data governance activities? If an existing data governance org chart is used, please attach.</p>	<p><input type="radio"/> Unknown <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear</p>	<p>If applicable, include the data governance org chart as an attachment to your email submission.</p>
<p>2. Does the Agency/state entity have data governance policies (data policies, data standards, etc.) formally defined, documented, and implemented? If yes, please attach the existing data governance plan, policies or IT standards used.</p>	<p><input type="radio"/> Unknown <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Clear</p>	<p>If applicable, include the data governance policies as an attachment to your email submission.</p>
<p>3. Does the Agency/state entity have data security policies, standards, controls, and procedures formally defined, documented, and implemented? If yes, please attach the existing documented security policies, standards, and controls used.</p>	<p><input type="radio"/> Unknown <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Clear</p>	<p>If applicable, include the documented security policies, standards, and controls as an attachment to your email submission.</p>
<p>4. Does the Agency/state entity have user accessibility policies, standards, controls, and procedures formally defined, documented, and implemented? If yes, please attach the existing documented policies, accessibility governance plan, and standards used, or provide additional information below.</p>	<p><input type="radio"/> Unknown <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Clear</p>	<p>If applicable, include the documented accessibility policies, standards, and controls as an attachment to your email submission.</p>
<p>5. Do you have existing data that you are going to want to access in your new solution?</p>	<p><input type="radio"/> Unknown <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Clear</p>	<p>If applicable, include the data migration plan as an attachment to your email submission.</p>
<p>6. If data migration is required, please rate the quality of the data.</p>	<p>Significant issues identified with the existing data</p>	

1.8 Criticality Assessment

Business Criticality

<p>Legislative Mandates:</p>	<p>N/A <input checked="" type="checkbox"/></p>	
<p>Bill Number(s)/Code(s):</p>		
<p>Language that includes system relevant requirements:</p>		
<p>Business Complexity Score</p>	<p>1.4</p>	<p>Include the completed SIMM 45 Appendix C as an attachment to your email submission.</p>

Noncompliance Issues

Indicate if your current operations include noncompliance issues and provide a narrative explaining the how the business process is noncompliant.



Stage 1 Business Analysis

California Department of Technology, SIMM 19A.2 (Rev. 2.4), Revised 4/2/2018

Programmatic Regulations	HIPPA/CJIS/FTI/PII/PCI	Security	ADA	Other	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

1. What does the proposed project start date? 7/1/2021

2. Is this proposal anticipated to have high public visibility? Yes No Clear

If "Yes," please identify the dynamics of the anticipated high visibility below:

3. If there is an existing Privacy Information Assessment, include as an attachment to your email submission.

4. Does this proposal affect business program staff located in multiple geographic locations? Yes No Clear

If "Yes," provide an overview of the geographic dynamics below and enter the specific information in the space provided.

33 local AAAs locations statewide with 1,852 staff.

City	State	Number of Locations	Approximate Number of Staff

Select + to add Locations

1.9 Funding

1. Does the Agency/state entity anticipate requesting additional resources through a budget action to complete the project approval lifecycle? Yes No Clear

2. Will the state possibly incur a financial sanction or penalty if this proposal is not implemented? If yes, please identify the financial impact to the state below: Yes No Clear

3. Has the funding source(s) been identified for this proposal? Yes No Clear

FUNDING SOURCE		FUND AVAILABILITY DATE
General Fund	<input checked="" type="checkbox"/>	7/1/2021
Special Fund	<input type="checkbox"/>	Date Picker
Federal Fund	<input checked="" type="checkbox"/>	7/1/2021
Reimbursement	<input type="checkbox"/>	Date Picker
Bond Fund	<input type="checkbox"/>	Date Picker
Other Fund	<input type="checkbox"/>	Date Picker
If "Other Fund" is checked, specify the funding:		

1.10 Reportability Assessment

1. Does the Agency/state entity's IT activity meet the definition of an IT Project found in the State administrative Manual (SAM) Section 4819.2? Yes No Clear
 If "No," this initiative is not an IT project and is not required to complete the Project Approval Lifecycle.



Stage 1 Business Analysis

California Department of Technology, SIMM 19A.2 (Rev. 2.4), Revised 4/2/2018

<p>2. Does the activity meet the definition of Maintenance or Operations found in SAM Section 4819.2?</p> <p>If “Yes,” this initiative is not required to complete the Project Approval Lifecycle. Please report this workload on the Agency Portfolio Report. And provide an explanation below.</p>	<p><input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear</p>
<p>3. Has the project/effort been previously approved and considered an ongoing IT activity identified in SAM Section 4819.2, 4819.40?</p> <p>If “Yes,” this initiative is not required to complete the Project Approval Lifecycle. Please report this workload on the Agency Portfolio Report.</p>	<p><input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear</p>
<p>4. Is the project directly associated with any of the following as defined by SAM Section 4812.32?</p> <p>Single-function process-control systems; analog data collection devices, or telemetry systems; telecommunications equipment used exclusively for voice communications; Voice Over Internet Protocol (VOIP) phone systems; acquisition of printers, scanners and copiers.</p> <p>If “Yes,” this initiative is not required to complete the Project Approval Lifecycle. Please report this workload on the Agency Portfolio Report.</p>	<p><input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear</p>
<p>5. Is the primary objective of the project to acquire desktop and mobile computing commodities as defined by SAM Section 4819.34, 4989?</p> <p>If “Yes,” this initiative is a non-reportable project. Approval of the Project Approval Lifecycle is delegated to the head of the state entity. Submit a copy of the completed, approved Stage 1 Business Analysis to the CDT and track the initiative on the Agency Portfolio Report.</p>	<p><input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear</p>
<p>6. Does the project meet all of the criteria for Commercial-off-the-Shelf (COTS) Software and Cloud Software-as-a-Services (SaaS) delegation as defined in SAM 4819.34, 4989.2 and SIMM 22</p> <p>If “Yes,” this initiative is a non-reportable project. Approval of the Project Approval Lifecycle is delegated to the head of the state entity; however, submit an approved SIMM Section 22 form to CDT.</p>	<p><input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear</p>
<p>7. Will the project require a Budget Action to be completed?</p>	<p><input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Clear</p>
<p>8. Is it anticipated that the project will exceed the delegated cost threshold assigned by CDT as identified in SIMM 10?</p>	<p><input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Clear</p>
<p>9. Are there any previously imposed conditions place on the state entity or this project by the CDT (e.g., Corrective Action Plan)?</p> <p>If “Yes,” provide the details regarding the conditions below.</p>	<p><input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear</p>
<p>10. Is the system specifically mandated by legislation?</p>	<p><input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear</p>

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Stage 1 Business Analysis

California Department of Technology, SIMM 19A.2 (Rev. 2.4), Revised 4/2/2018

Original "New Submission" Date	3/01/2021
Form Received Date	3/01/2021
Form Accepted Date	3/01/2021
Form Status	Completed
Form Status Date	3/01/2021
Form Disposition	Approved If "Other," specify:
Form Disposition Date	3/01/2021