Stage 1 Business Analysis

California Department of Technology, SIMM 19A.3 (Ver. 3.0.8, 02/01/2022)

1.1   General Information

1. **Agency or State entity Name: 7100 - Employment Development Department**

2. **Proposal Name and Acronym: Shared Customer Portal Project (SCP Project)**

3. **Proposal Description: (Provide a brief description of your proposal in 500 characters or less.)**

   This proposal targets improvements to the Shared Customer Portal (aka Benefit Programs Online or BPO), modernizing the Employment Development Department's (EDD) existing BPO portal to provide customers with a secure, and customer centric experience to access UI, DI, and overpayment services.

4. **Proposed Project Execution Start Date: 7/1/2022**

5. **S1BA Version Number: Version 1**

1.2   Submittal Information

1. **Contact Information**

   Contact Name: John Yu

   Contact Email: john.yu@edd.ca.gov

   Contact Phone: (916) 214-5345

2. **Submission Type: New Submission**

   If Withdraw, select Reason: Choose an item.

   If Other, specify reason here: Click or tap here to enter text.

   Sections Changed, if an update or resubmission: (List all sections changed.)

   All sections.

   Summary of Changes: (Summarize updates made.)

Click or tap here to enter text.

3. **Attach <u>Project Approval Executive Transmittal</u> to your email submission.**

4. **Attach <u>Stage 1 Project Reportability Assessment</u> to your email submission.**

1.3 Business Sponsorship

1. **Executive Sponsor**

   Title: Director

   Name: Nancy Farias

2. **Executive Project Champion**

   Title: Chief Deputy Director

   Name: Amy Faulkner

3. **Project Sponsors**

   Title: Division Chief for UI Support Division, Unemployment Insurance Branch

   Name: Diane Underwood

   Business Program Area: Unemployment Insurance Branch

   Title: Division Chief for DI Central Office, Disability Insurance Branch

   Name: Melissa Stone

   Business Program Area: Disability Insurance Branch

   Title: Division Chief for Tax Support Division, Tax Branch

   Name: Paula Sloan

   Business Program Area: Tax Branch

   Title: Division Chief for Production Development Division, Information Technology Branch

   Name: Adam Brunner

   Business Program Area: Information Technology Branch

   Title: Division Chief for Infrastructure Services Division, Information Technology Branch

   Name: Ramiro Carrazco

   Business Program Area: Information Technology Branch

   Title: Deputy Director, Public Affairs Branch

   Name: Loree Levy

1.4   Stakeholder Assessment

The Stakeholder Assessment is designed to give the project team an overview of communication channels that the department needs to manage throughout the project. More stakeholders may result in increased complexity to a project.

1. **Indicate which of the following are interested in this proposal and/or the outcome of the project. (Select 'Yes' or 'No' for each.)**

   Department: Yes

   Other Departments/State Entities: Yes

   Public: Yes

   Federal Entities: No

   Governor's Office: Yes

   Legislature: Yes

   Media: Yes

   Local Entities: No

   Special Interest Groups: Yes

   Other: No

2. **Describe how each group marked 'Yes' will be involved in the planning process.**

   The project team is engaging participation from each of the impacted groups in the planning and implementation of the project.

   EDD

   UIB, DIB, PFL and Tax Branch

   UIB, DIB/PFL, and Tax deputy directors serve as members of the Shared Customer Portal Steering Committee. UIB, DIB/PFL, and Tax division chiefs serve as project sponsors involved from planning through implementation. Project sponsors provide input into project planning activities, including: project charter development, project scope, organization chart, and customer journey mapping.

   UIB, DIB, PFL and Tax, subject matter experts (SMEs) are assigned for planning efforts, including developing the product backlog, epics, and user stories.

   ITB Branch

   ITB deputy director serves as members of the Shared Customer Portal Steering Committee. ITB division chiefs serve as project sponsors involved from planning through implementation. Project

sponsors provide input into project planning activities, including: project charter development, project scope, organization chart, and customer journey mapping.

ITB subject matter experts (SMEs) are assigned for planning efforts, including developing the product backlog, epics, and user stories.

ITB's enterprise architect (EA) will be engaged to assist with conceptual discovery and analysis, gap analysis, identification of business capabilities required for the business program(s), technical road mapping, reducing technical diversity and strategic alignment analysis and recommendations as well as coordinating a common understanding and agreement of all these things to stakeholders.

ISO

The EDD Information Security Office (ISO) plays a critical role in ensuring the Department's information assets, resources, and facilities are properly protected. The EDD ISO has been a critical partner in planning and technology solution selection for the Shared Customer Portal. ISO is and will continue to be engaged in planning, requirements and design decisions. ISO has been assigned specific roles on the project's Technical RACI diagram, will be responsible for review and approval of the solutions System Security Plan (SSP) and will set the requirements for and conduct the Penetration Testing for the solution.

Public Affairs Branch (PAB)

PAB provides outreach, marketing, communication, and training services to promote the use and understanding of the EDD's programs and services in support of the strategic goals and objectives of the Department including governance over public content. Deputy Director and designees provide input into the planning and development efforts with a primary focus towards the customer experience. Customer Experience team will ensure customer needs, usability and accessibility are all addressed in the design and development of a customer-centric portal by providing Governance to the content decisions and conducting usability testing throughout the process in concert with IT's Usability Experience team.

PAB will also be engaged in planning and response to the media, as well as development of messaging, marketing, and public educational materials and information.

PAB deputy director serves as members of the Shared Customer Portal Steering Committee and as the project sponsor involved from planning through implementation. The project sponsor provides input into project planning activities, including: project charter development, project scope, organization chart, and customer journey mapping.

PAB customer experience subject matter experts (SMEs) are assigned for planning efforts, including developing the product backlog, epics, and user stories.

Administration Branch

The Administration Branch serves as an operational arm of the Director to implement administrative actions consistent with executive level direction, including budget, personnel, facilities, and mailing/printing services. The Administration Branch provides expert advice in project planning activities such as Budget Change Proposal (BCP) development, Financial

Analysis Worksheets (FAW), human resources/staff hiring, procurement. The branch determines funding requirements, allocates resources, monitors program expenditures on the project, and also represents EDD on budget hearing. The Administration Branch operates the Document Management Division (DMD) which includes mailing/printing services, mail opening, sorting, document imaging, data capture and transmission, document storage and retrieval, cashiering, and fund allocation services. Administration is not involved in the day-to-day project planning.

Other Agencies/State Entities

Labor and Workforce Development Agency (LWDA)

LWDA is an executive branch agency that oversees the Employment Development Department. LWDA provides oversight and advisory guidance on the project. LWDA provides feedback in the customer journey that is essential to planning process.

Governor's Office

The project's Executive Project Sponsor and Project Sponsors engage the Governor's Office in strategic planning discussions and decisions.

Legislature

The Legislature, with the support of the Legislative Analyst's Office, reviews and approves BCP funding from planning and throughout the project lifecycle.

California Department of Technology (CDT) – Office of Statewide Project Delivery

CDT will provide project approval, oversight, including potential project delegation for the Shared Customer Portal project.

CDT Office of Information Security (OIS)

The CDT OIS has been engaged in planning and solution option discussions for the Shared Customer Portal Project, providing insight and best practices related to modern Identity and access and CRM solution options. OIS will continue to be consulted throughout the project.

Department of Finance (DOF)

DOF reviews and approves Budget Change Proposals (BCP) during the planning process.

External Entities

The EDD has determined the following external entities may be impacted by this proposal. External entities will need to be engaged during the project. However, the EDD does not anticipate any of the entities identified below to have decision making authority during the project lifecycle nor to be included in the steering committee meetings.

The below external entities will be consulted on design and feature options that are pertinent to their group during the planning process:

Claimants

The UI, DI and PFL claimants are the largest group of external entities impacted by this proposal. This group consists primarily of unemployed, underemployed, disabled, or employees who need time off to bond with a new child or to care for a seriously-ill family member who require temporary financial assistance. Claimants can submit and receive information through the telephone, fax, online, mobile, in-person, and through paper channels.

Employers

Requests for former and current employee information and program information are sent daily between the UIB/DIB and employers via telephone, fax, online, mobile, and through paper channels.

Medical Providers

All SDI claims require medical certifications. This can be done through Optical Character Recognition forms, bulk filing, or through electronic filing. Medical providers that are registered with SDI Online are able to log in using the username and password they provided when establishing an account.

Advocate Groups

The EDD has determined the following advocate groups may be impacted by this proposal. Advocate groups will need to be engaged during the project. However, the EDD does not anticipate any of the entities identified below to have decision making authority during the project lifecycle nor to be included in the steering committee meetings.

The below advocate groups will be consulted on design and feature options that are pertinent to their group during the planning process:

Asian Law Caucus

Asian Law Caucus is nation's first legal and civil rights organization serving low-income, immigrant, and underserved Asian American and Pacific Islander communities. Within that political umbrella are shared histories and stories, as well as unique systemic inequities and barriers to justice and freedom for different ethnicities. The Caucus fights for justice and equity which is deeply informed by and in solidarity with fights for liberation by and for Black, Indigenous, and Latinx communities.

California Labor Federation

The California Labor Federation is dedicated to promoting and defending the interests of working people and their families for the betterment of California's communities. From legislative campaigns to grassroots organizing, their affiliates are actively engaged in every aspect of California's economy and government. Most of the affiliated unions are also active with central labor councils or building trades councils at the county or regional level.

Centro Binacional para el Desarrollo Indígena Oaxaqueño

Centro Binacional para el Desarrollo Indígena Oaxaqueño (CBDIO) is dedicated to implement projects on worker's rights, which provides orientation, education, training, counseling and

referrals. The organization has also promoted intensive training on professional ethics of indigenous interpreters, to serve as a medium of communication between monolingual indigenous migrants and various government agencies and other entities.

California Rural Legal Assistance

California Rural Legal Assistance (CRLA) provides free civil legal services to low-income residents of California's rural counties. They fight for justice and individual rights alongside the most exploited communities of our society.

Disability Rights Education and Defense

Disability Rights Education and Defense Fund (DREDF), is a leading national civil rights law and policy center directed by individuals with disabilities and parents who have children with disabilities. Such economic and social disenfranchisement is not an inevitable consequence of the physical and mental limitations imposed by disability. They say it is the result of society's historic response to those limitations: lack of accessibility in the built environment and policies that encourage or even require exclusion, segregation, and institutionalization.

Los Angeles Alliance for a New Economy

Los Angeles Alliance for a New Economy (LAANE) is a nationally recognized advocacy organization dedicated to building a new economy for all. Combining dynamic research, innovative public policy, and strategic organizing of broad alliances, LAANE promotes a new economic approach based on good jobs, thriving communities, and a healthy environment.

Mixteco Indigena Community Organizing Project

Mixteco Indigena Community Organizing Project (Mixteco) supports, organizes and empowers the indigenous migrant communities in California's Central Coast.

Neighborhood Legal Services of Los Angeles County

Neighborhood Legal Services of Los Angeles County (NLSLA) aims to unravel entrenched disparities that have resulted from longstanding injustice, systemic racism and institutionalized inequality. Each year NLSLA provides free assistance to more than 150,000 individuals and families through innovative projects that expand access to justice and address the most critical needs of people living in poverty throughout Los Angeles.

Center for Worker's Rights

The Center for Worker's Rights strives to improve working conditions, reduce barriers to secure employment and remedy workplace injustices for low wage workers and their families in the greater Sacramento area.

Working Partnerships USA

Working Partnerships USA is a community organization bringing together the power of grassroots organizing and public policy innovation to drive the movement for a just economy, tackling the root causes of inequality and poverty by leading collaborative campaigns for quality jobs, healthy communities, equitable growth and vibrant democracy. They build the capacity of workers, low-income neighborhoods and communities of color to lead and govern.

1.5   Business Program

1. **Business Program Name:**

   The Employment Development Department (EDD) administers several multi-billion dollar benefit programs, including the Unemployment Insurance (UI), Paid Family Leave (PFL), and State Disability Insurance (SDI) programs that provide financial stability to workers and communities.

2. **Program Background and Context:** (Provide a brief overview of the entity's business program(s) current operations.)

   The EDD provides a variety of services to businesses, workers, and job seekers. EDD administers several multi-billion dollar benefit programs including the Unemployment Insurance, Disability Insurance, and Paid Family Leave programs that provide financial stability to workers and their communities. We also provide critical employment service programs to Californians, collect the state's labor market information and employment data, and serve as one of the nation's largest tax agencies through our collection of payroll taxes.

   The mission of EDD is to enhance California's economic growth and prosperity by collaboratively delivering valuable and innovative services to meet the evolving need of employers, workers, and job seekers.

   Single account

   The new EDD customer portal will replace the existing Benefit Programs Online (BPO) portal used by customers to create an online account with EDD and access UI, DI, and overpayment services and may be expanded in the future to include e-Services for Businesses, CalJOBS, and other online services. The long term vision for the Shared Customer Portal and EDDNext is to provide a single Customer Relationship Management (CRM) Platform to manage identity, access and account management for claimants, medical providers, employers and job seekers alike. Release 1 of the Shared Customer Portal is focused on a shift to a modern, flexible, cloud based Identity Management platform coupled with a shift from the current in-housed developed Benefit Programs Online (BPO) Portal to a Software as a Service (SaaS) CRM. Release 1 will provide the technical infrastructure necessary to expand single sign on (SSO) in future releases while offering increased security and an improved customer experience.

   Unemployment Insurance Branch

   The UI program was established as part of the Social Security Act of 1935. The UI program is based on federal law, administered by the states, and financed by UI tax contributions from employers. The UI Branch (UIB) administers the employer-funded UI program, a short-term wage replacement program for unemployed individuals. The mission of the UIB is to provide

comprehensive UI services to California's workers and employers. These services sustain economic prosperity in California communities, provide income replacement, and assist in the re-employment of workers. The UIB's major functions include filing UI claims, determining eligibility, and paying benefits timely and accurately; analyzing and applying applicable federal and state laws; performing program administration and oversight, including developing and implementing program policy and procedures; planning and developing automation projects; accounting for UI and DI benefits; and maintaining the integrity of the UI program and UI Trust Fund.

Disability Insurance Branch

The DI Branch (DIB) administers the SDI program, which provides short-term partial-wage replacement benefits to eligible California workers who need time off work due to a disability. The SDI program is comprised of the following components: DI, PFL, Voluntary Plan (VP), Non-Industrial Disability Insurance (NDI), and Disability Insurance Elective Coverage (DIEC).

The DI benefits are provided to eligible California workers who are unable to work and have a loss of wages due to a non-work-related illness or injury, or due to pregnancy or childbirth. The PFL benefits are provided to eligible workers who need to take time off work to care for a seriously ill family member, bond with a new minor child or participate in a qualifying event because of a family member's military deployment. The VP is a private short-term DI coverage that an employer may offer to its California employees as a legal alternative to the mandatory state plan coverage. The NDI provides short-term DI benefits for excluded employees; rank-and-file employees in bargaining units 2, 5, 6, 7, 8, 9, 10, 12, 13, 16, 18, and 19; state employees who are active members of the Public Employees' Retirement System; state officers; and employees of the legislature not covered by the state plan. The DIEC Program is an optional program for business owners and self-employed individuals who are not required to pay into the SDI but want to be covered by the DI and PFL.

Tax Branch

The Tax Branch is one of the largest tax collection agencies in the United States. The Branch handles all the customer service, education, administrative, and enforcement functions for the collection, accounting, and audit of Unemployment Insurance (UI) and Employment Training Tax (ETT) contributions, and Disability Insurance (DI) and Personal Income Tax (PIT) withholding. Additionally, Tax Branch works with California's 1.5 million employers to collect employment taxes and data to support the employment security, PIT, and child support programs, and to ensure that employment taxes and information are reported promptly and accurately.

3. **How will this proposed project impact the product or services supported by the department?**

The Shared Customer Portal project will modernize the EDD's Benefit Programs Online portal to provide customers with:

- Secured, customer centric experience to access UI, DI, and overpayment services.
- Simplified, streamlined, secure account creation process, which will make it easier for customers to manage and access their account.
- Improved self-service options to create, update, and manage their account profile.

- Improved Identity, Access and Credential Management (ICAM) by integrating the Shared Customer Portal with the latest IAM technology to strengthen security posture.

Shared Customer Portal has identified the following OCM activities to date:

- Customer outreach for updated logon procedures and Multi Factor Authentication requirements and set up
- Staff training on new solutions for technical and program staff
- Updated job and training aids required for customer support throughout the organization

The project will continue to identify policy and procedure changes as requirements and designs are finalized.

1.6 Project Justification

1. **Strategic Business Alignment**

   Enterprise Architect

   Title: Enterprise Architect

   Name: Richard Ha

   Strategic Plan Last Updated? 2017-2021 (See Attachment A)

   Strategic Business Goal: Responsible Service: Negotiate clear commitments with stakeholders and focus on priorities. CDT's Vision 2023 Goal: Ensure public services are equitable and inclusive.

   Alignment: The Shared Customer Portal project is well aligned to the strategic business goal as it focuses on improvements for the customer experience so they may access their benefits. This will lead reductions in in call center volumes related to issues with logins, passwords, security questions and general account management. The chosen solutions provide accessibility improvements that are aligned with CDT's vision for equitable and inclusive public services. The project's engagement of external stakeholders, including advocacy groups, in the planning process aligns with goals for equity inclusivity.

   Business Drivers: "Customer Centered Services to Citizens" and "Efficiencies to Program Operations for Improved Customer Experience"
   Objectives: 1, 2, 3

   Strategic Business Goal: Sustainable Business Operations: Align system operations, administration, resources, and business processes with strategic priorities and budgetary parameters. CDT's Vision 2023 Goal is to deliver easy-to-use, fast, dependable, and secure public services.

   Alignment: The Shared Customer Portal project is well aligned to the strategic business goal as it provides customers with a secure and customer-centric experience to access UI, DI, and overpayment services.

Business Drivers: "Customer Centered Services to Citizens" and "Efficiencies to Program Operations for Improved Customer Experience"

Objectives: 1, 2, 3

Strategic Business Goal: Technological Innovation: Invest in our future by supporting appropriate technology solutions, and CDT's Vision 2023 Goal to deliver easy-to-use, fast, dependable and secure public services.
Alignment: The Shared Customer Portal project is well aligned to the strategic business goal as it introduces modern, cloud-based, software-as-a-service (SaaS) technology while providing improved security and customer experience for users.

Business Drivers: "Technology Refresh" and "Protect Claimant Identity and Reduce Fraud."
Objectives: 1

Mandate(s): None

Bill Number/Code, if applicable: Click or tap here to enter text.

Add the Bill language that includes system-relevant requirements:

Click or tap here to enter text.

2. **Business Driver(s)**

Financial Benefit: No

Increased Revenue: No

Cost Savings: No

Cost Avoidance: No

Cost Recovery: No

Will the state incur a financial penalty or sanction if this proposal is not implemented? No
If the answer to the above question is "Yes," please explain: N/A

Improvement

Better Services to the People of California: Yes

Efficiencies to Program Operations: Yes

Improved Equity, Diversity, and/or Inclusivity: No

Improved Health and/or Human Safety: No

Improved Information Security: Yes

Improved Business Continuity: Yes

Improved Technology Recovery: Yes

Technology Refresh: Yes

Technology End of Life: No

1.7   Business Outcomes Desired

Executive Summary of the Business Problem or Opportunity:

Today, customers create online accounts with EDD by providing their email address when registering with Benefits Programs Online (BPO). Additional activities (e.g., data collection, identity verification, profile updates) are handled within the benefit applications which creates silos of customer data that can be out of sync across programs and services. The current log-in process is unnecessarily complex without offering security benefits for the customer, as indicated in the Strike Team recommendations.

The Shared Customer Portal proposes to optimize the portal into a simplified, streamlined, secure account creation process, which will make it easier for customers to manage and access their account. The Shared Customer Portal is focused on a shift to a modern, flexible, cloud based Identity, Access and Credential Management (ICAM) platform coupled with a shift from the current in-house developed BPO to a cloud-based CRM. Shared Customer Portal will provide the technical infrastructure necessary to expand single sign on (SSO) in future releases while offering increased security and an improved customer experience.

Objective ID: 1

Objective: Implement a modern, cloud-based, identity and access management infrastructure that supports customer access through the Shared Customer Portal.

Metric 1.1: Technical infrastructure in place for identity and access management for the Shared Customer Portal.

Baseline: Current infrastructure is outdated, on-premises, and does not allow for modern security features (e.g., multi-factor authentication).

Target Result: By the end of the Shared Customer Portal project, deliver a modern, cloud-based, identity and access management infrastructure that supports customer access through the Shared Customer Portal.

Objective ID: 2

Objective: Increase security by providing multi-factor authentication for a more secure log in.

Metric 2.1: Multi-factor authentication method

Baseline: Log in is user ID and password only. Legacy does not include multi-factored authentication.

Target Result: By the end of the project, claimant will be able to log in using user ID and a multi-factor authentication method.

Objective ID: 3

Objective: Reduce average number of claimant calls to the EDD Call Center due to: locked account, password reset, email updates, and log in assistance.

Metric 3.1: Average number of claimant calls to the EDD Call Center due to: locked account, password reset, email updates, and log in assistance.

Baseline: UI 2022 year-to-date average:

Locked account: 61 calls per month

Password reset: 2,141 calls per month

Log in assistance: 1,094 calls per month

Email update: 1,023 calls per month

COVID

UI during Covid (March 2020 – March 2021) average:

Locked account: 452 calls per month

Password reset: 4235 calls per month

Log in assistance: 2578 calls per month

Email update: 2503 calls per month

DI and PFL do not have a baseline for these types of calls.

Target Result:

18 months after project implementation, the monthly average number of calls will be reduced to the following by program area:

UI:

Locked account: 10% reduction in calls per month

Password reset: 10% reduction in calls per month

Log in assistance: 5% reduction in calls per month

Email update: 10% reduction in calls per month

DI/PFL TBD**

*UI is refining the target rate for CSC metrics. Project team will revisit target results in Stage 4.

**DI and PFL are unable to provide the target rate for the CSC metrics at this time. The DI Branch just added a new command center in late February of this year and the new command center is in the beginning stages of establishing their KPIs. The KPIs need to be set before targets. Project team will revisit target results in Stage 4.

1.8   Project Management

1. **Project Management Risk Score: .7 (See Attachment B)**

   (Attach a completed <u>Statewide Information Management Manual (SIMM) Section 45 Appendix A</u> to the email submission.)

2. **Project Approval Lifecycle Completion and Project Execution Capacity Assessment**

   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)?

   Answer: Yes

   Does the Agency/state entity anticipate this proposal will result in the creation of new business processes or changes to existing business processes?

   Answer (No, New, Existing, or Both)**:** Both New and Existing Processes

1.9   Initial Complexity Assessment

1. **Business Complexity Score:** 2.2 (See Attachment C)

   (Attach a completed <u>SIMM Section 45 Appendix C</u> to the email submission.)

2. **Noncompliance Issues:** (Indicate if your current operations include noncompliance issues and provide a narrative explaining how the business process is noncompliant.)

   Programmatic regulations: No

   HIPAA/CIIS/FTI/PII/PCI: No

   Security: No

   ADA: No

   Other: No

   Not Applicable: No

   Noncompliance Description:

   N/A

3. **Additional Assessment Criteria**

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

   How many locations and total users is the project anticipated to affect?

   Number of locations: 61

Approximate number of internal end-users: ~ 7875 internal end users based on current staff levels.

Approximate number of external end-users: ~1.46 million based on averages over the last three years.

Expected Number of Transactions/Business Events (per month): ~1.5 to 5 million

Note: amounts fluctuate due to the health of the economy, particularly in the UI area.

1.10 Funding

Planning

1. Does the Agency/state entity anticipate requesting additional resources through a budget action to *complete planning* through the project approval lifecycle framework? Yes

    If Yes, when will a budget action be submitted to your Agency/DOF for planning dollars?

    5/11/2022

2. Please provide the Funding Source(s) and dates funds for planning will be made available:

    Annual BCP requesting equal funding by the General Fund and the Unemployment Compensation Disability Fund. Funding is available for FY 2022-23 and is being requested via BCP for FY 2022-23.

Project Implementation Funding

1. Has the funding source(s) been identified for *project implementation*? Yes

    If known, please provide the Funding Source(s) and dates funds for implementation will be made available:

    Annual BCP requesting equal funding by the General Fund and the Unemployment Compensation Disability Fund. Funding for implementation is being requested via BCP for FY 2022-23.

    Will a budget action be submitted to your Agency/DOF? Yes

    If "Yes" is selected, specify when this BCP will be submitted: 05/11/2022

2. Please provide a rough order of magnitude (ROM) estimate as to the total cost of the project: Between $10 Million and $50 Million

End of agency/state entity document.

Please ensure ADA compliance before submitting this document to CDT.

When ready, submit Stage 1 and all attachments in an email to ProjectOversight@state.ca.gov.

Department of Technology Use Only

Original "New Submission" Date: 8/12/2022

Form Received Date: 8/12/2022

Form Accepted Date: 8/12/2022

Form Status: Completed

Form Status Date: 8/12/2022

Form Disposition: Approved

   If Other, specify: Click or tap here to enter text.

Form Disposition Date: 8/12/2022

Department of Technology Project Number (0000-000): 7100-236