



Stage 1 Business Analysis

California Department of Technology, SIMM 19A.3 (Ver. 3.0.9, 02/01/2022)

1.1 General Information

1. **Agency or State Entity Name:** 4265 - Public Health, Department of

If Agency/State entity is not in the list, enter here with the [organization code](#).

[Click or tap here to enter text.](#)

2. **Proposal Name and Acronym:** Personnel Action Tracker Hub (PATH) Proof of Concept (POC)

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

California Department of Public Health (CDPH) proposes to advance efforts to modernize and streamline the Human Resources Division's (HRD) Request for Personnel Action process by transitioning the Personnel Action Tracker Hub (PATH) to a unified, standardized platform that supports improved tracking, routing, and oversight of personnel actions.

Project Planning Start Date: 10/1/2025

4. **Proposed Project Execution Start Date:** 8/3/2026

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

1.2 Submittal Information

6. **Contact Information**

Contact Name: Tina Sanford

Contact Email: Tina.Sanford@cdph.ca.gov

Contact Phone: (916) 591-8151

7. **Submission Type:** New Submission

If Withdraw, select Reason: [Choose an item](#).

If Other, specify reason here:

Sections Changed, if this is a Submission Update: (List all sections changed.)

N/A (initial submission)

Summary of Changes: (Summarize updates made.)

N/A (initial submission)

8. Attach [Project Approval Executive Transmittal](#) to your email submission.

9. Attach [Stage 1 Project Reportability Assessment](#) to your email submission.

1.3 Business Sponsorship

10. Executive Champion (Sponsor)

Title: [Deputy Director, Human Resources Division](#)

Name: [Kristanna Rivera](#)

Business Program Area: [Human Resources Division \(HRD\)](#)

11. Business Owner

Title: [Deputy Director, Human Resources Division](#)

Name: [Kristanna Rivera](#)

Business Program Area: [Human Resources Division \(HRD\)](#)

12. Product Owner

Title: [Assistant Deputy Director, Human Resources Division](#)

Name: [Erin LaBonty Saechew](#)

Business Program Area: [Human Resources Division \(HRD\)](#)

13. Product Owner

Title: [Employee Relations and Resource Branch Chief](#)

Name: [Caroline Weinrich](#)

Business Program Area: [Human Resources Division \(HRD\)](#)

TIP: Copy and paste or click the + button in the lower right corner on any section to add additional Executive Champions, Business Owners, or Product Owners with their related Business Program Areas as needed.

1.4 Stakeholder Assessment

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

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

State Entity Only: Yes

Other Departments/State Entities: Yes

Public: No

Federal Entities: No

Governor's Office: No

Legislature: No

Media: No

Local Entities: No

Special Interest Groups: No

Other: Yes

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

HRD is the CDPH administrative business area sponsoring this proposal. HRD subject matter experts contribute the workflow knowledge, the personnel-action business rules, and the acceptance criteria for the workflow. HRD subject matter experts also participate directly in user acceptance testing across all RPA workflow types and in deployment and cutover activities, providing test execution, business validation, end-user training, and readiness support through go live.

The **Information Technology Services Division (ITSD)** Enterprise Project Management Office (ePMO) provides project management support, with a designated Project Manager and Project Director who own the S1BA submission and the project execution. HRD's Program Project Manager serves as the day-to-day HRD-side liaison to ePMO. ITSD's technical staff support data migration, integration, security review, and platform configuration during the planning process

Other Departments and State Entities:

The **California Department of Human Resources (CalHR)** is consulted on the personnel rules and classification standards that govern every. The RPA workflow continues to enforce CalHR standards in the new platform like-for-like, so CalHR involvement in planning is limited to confirming the standards are correctly carried forward.

The **State Controller's Office (SCO)** is the downstream recipient of personnel action data via the existing integration. SCO is engaged during planning to confirm that no change in receiving format is contemplated and that the integration carries forward.

CalHHS Agency will be involved by reviewing planning efforts and related artifacts and will work with the department and with the California Department of Technology to align planning requirements with project risk. Additionally, to the extent that the work being proposed represents a Strategic capability for CalHHS, CalHHS will engage in the planning process to understand the technical approaches that might be leveraged or enhanced by other CalHHS efforts.

1.5 Business Program

16. Business Program Name: Human Resources Division (HRD)

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

The HRD administers the RPA workflow, the activity through which CDPH initiates and processes every personnel transaction at the Department. The RPA workflow currently operates on the SNOW HRSD module and is workforce-wide in scope: every CDPH position change traverses it, covering appointments, reclassifications/redirections, appointments to blanket positions, separations, and related transactions (establishing and abolishing positions, and other administrative actions such as Duty Statement Change, Location Change, Tenure/Tine Base Change and Promotion in Place) These actions are initiated by program-area Personnel Liaisons within CDPH Centers, Divisions, and Offices, with HRD Position Control initiating position establishment and abolishment.

HRD governs the RPA workflow under CalHR personnel rules and classification standards. Approved RPA actions flow to the State Controller's Office (SCO) for downstream personnel record-keeping. Current annual RPA volume is approximately 2,400.

The business problem is the high recurring cost of maintaining the current platform, approximately \$1,017,150 per year, together with the SNOW HRSD license expiring September 22, 2026. This requires CDPH to sustain the RPA process at a lower ongoing cost and without disruption to personnel processing.

18. How will this proposed project impact the product or services supported by the state entity?

This effort will not change the products or services HRD provides. The RPA process, its business rules, and its outputs remain the same; the objective is to reduce the Department's ongoing cost of maintaining the workflow. HRD will manage training, UAT, and data migration with partner support, and updated SOPs and user guides will be issued before go-live. Operational roles remain unchanged. Any enhancements beyond this migration will be addressed through a future PAL effort. At go-live, the solution will operate under its formal name: the Personnel Action Tracker Hub (PATH).

TIP: Copy and paste or click the + button in the lower right corner to add Business Programs, with background and context and impact descriptions as needed.

1.6 Project Justification

1. Strategic Business Alignment

Enterprise Architect

Title: [Business Architect / Enterprise Architect, CDPH](#)

Name: [Gary Hashisaka](#)

Strategic Plan Last Updated? [3/6/2026](#)

Strategic Business Goal: [Strategic Priority 4 – Develop and Support Our People](#)

Alignment:

Objective:

- [Strengthen our workforce capacity to meet public health improvement demands in California.](#)

Strategies:

- [Develop systems and processes to streamline hiring, recruitment and provide various pathways to access public health careers.](#)
- [Implement a modern recruitment and hiring system that attracts top talent reflecting the diversity of California.](#)

Enter any content that you want to repeat, including other content controls. You can also insert this control around table rows in order to repeat parts of a table.

TIP: Copy and paste or click the + button in the lower right corner to add Strategic Business Goals and Alignments as needed.

Mandate(s): [None](#)

Bill Number/Code, if applicable: [N/A](#)

Add the Bill language that includes system-relevant requirements:

[Not applicable. No legislative mandate drives this proposal.](#)

TIP: Copy and paste or click the + button in the lower right corner to add Bill Numbers/Codes and relevant language as needed.

2. Business Driver(s)

Financial Benefit: [Yes](#)

Increased Revenue: [No](#)

Cost Savings: Yes

Cost Avoidance: Yes

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: No

Efficiencies to Program Operations: Yes

Improved Equity, Diversity, and/or Inclusivity: No

Improved Health and/or Human Safety: No

Improved Information Security: No

Improved Business Continuity: No

Improved Technology Recovery: No

Technology Refresh: No

Technology End of Life: No

1.7 Business Outcomes Desired

Executive Summary of the Business Problem or Opportunity:

Overview:

The Human Resources Division (HRD) manages CDPH's Request for Personnel Action (RPA) process, which tracks every staff change across the Department: from hiring and promotions to separations. Today, this workflow operates in the ServiceNow HRSD module, implemented under a prior PAL effort, and costs CDPH approximately \$1,017,150 annually.

An opportunity exists for CDPH to significantly reduce ongoing platform licensing costs by transitioning the RPA workflow to a modern enterprise platform. By moving off ServiceNow, CDPH could lower its annual costs by about 50% while maintaining the same functionality and service levels.

Project Costs and Funding:

- Current state: CDPH pays roughly \$1,017,150 per year for ServiceNow licensing and maintenance.
- The existing ServiceNow license expires on September 22, 2026.

This opportunity positions CDPH to reduce recurring costs, and maintain continuity of HR operations.

Objective ID: 1.0 (Cost Savings)

Objective: Reduce CDPH's annual platform licensing cost for the HR Request for Personnel Action workflow.

Metric: Annual recurring license cost paid by CDPH for the platform that hosts the HR RPA workflow.

Baseline: \$1,017,150 annual SNOW license and M&O costs.

Target Result: A 50% reduction in ongoing annual licensing cost. CDPH operating cost for the PATH

Objective ID: 2.0 (Support Timely Processing of RPA)

Objective: Enable HRD to independently administer the RPA process with zero operational disruption.

Metric: Achieve a 100% process-execution accuracy rate following implementation

Baseline: All RPA functions currently performed in SNOW.

Target Result: Within three months of implementation, all required RPA business processes are fully operational and performing in production.

TIP: Copy and paste or click the + button in the lower right corner to add Objectives as needed. Please number for reference.

TIP: Objectives should identify WHAT needs to be achieved or solved. Each objective should identify HOW the problem statement can be solved and must have a target result that is specific, measurable, attainable, realistic, and time-bound. Objective must cover the specific. Metric and Baseline must detail how the objective is measurable. Target Result needs to support the attainable, realistic, and time-bound requirements.

1.8 Project Management

1. Project Management Risk Score: 1.0

Follow the instructions in [Statewide Information Management Manual \(SIMM\) Section 45 Appendix B Project Management Risk Assessment Preparation Instructions](#).

Attach a completed [Statewide Information Management Manual \(SIMM\) Section 45 Appendix A Project Management Risk Assessment Template](#) 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): Existing Processes

1.9 Initial Complexity Assessment

1. Complexity Assessment (Business Score): 1.1

Follow the instructions in the [Statewide Information Management Manual \(SIMM\) Section 45 Appendix D Complexity Assessment Instructions](#).

Attach a completed [Statewide Information Management Manual \(SIMM\) Section 45 Appendix C Complexity Assessment Template](#) to the email submission.

NOTE: Business complexity is initially completed in PAL Stage 1. Technical complexity is initially completed in PAL Stage 2.

2. Noncompliance Issues: Indicate if your current operations include noncompliance issues and provide a narrative explaining how the business process is non-compliant.

Programmatic regulations: No

HIPAA/CIIS/FTI/PII/PCI: No

Security: No

ADA: No

Other: No

Not Applicable: Yes

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: 2: home-based plus Sacramento headquarters. Affected user population is workforce-wide because every CDPH position change traverses the workflow.

Estimated Number of Transactions/Business Events (per cycle): Approximately 2,400 per year.

Approximate number of internal end-users: Approximately 1,200 internal users.

Approximate number of external end-users: 0

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? [No](#)

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

[Click or tap to enter a date.](#)

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

[Microsoft ECIF funding was available during planning activities in early October 2025.](#)

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:

[Microsoft ECIF funding for POC and implementation activities is available from October 2025 through August 2026.](#)

Will a budget action be submitted to your Agency/DOF? [No](#)

If "Yes" is selected, specify when this BCP will be submitted:

2. Please provide a rough order of magnitude (ROM) estimate as to the total cost of the project: [Less than \\$10 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: 08/27/2026

Form Received Date: [08/27/2026](#)

Form Accepted Date: [08/27/2026](#)

Form Status: [Completed](#)

Form Status Date: [08/27/2026](#)

Form Disposition: [Approved](#)

If Other, specify: [Click or tap here to enter text.](#)

Form Disposition Date: [08/27/2026](#)

Department of Technology Project Number (0000-000): [4265-101](#)