



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:	Employment Development Department
Organization Code:	7100
Proposal Name:	California Job Opening Browse System (CalJOBS) Modernization
Proposal Description:	The Employment Development Department (EDD) Workforce Services Branch (WSB), a department within the Labor and Workforce Development Agency (LWDA), proposes to modernize CalJOBS to make the system more user-friendly for all stakeholders, more customizable to the department's needs, and include robust reporting features to meet the needs of system users. The modernization effort will enable the system to better facilitate the administration and reporting requirements for state and federal programs.
When do you want to start this project?:	5/1/2025
Department of Technology Project Number:	7100-234

1.2 Submittal Information

Contact Information:	
Contact First Name	Contact Last Name
Javier	Romero
Contact Email	Contact Phone Number
Javier.Romero@edd.ca.gov	916-651-6051
Submission Date:	5/1/2023
Version Number:	2 [Update Submission (Post-Approval)]
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
Deputy Director	Javier	Romero	Workforce Services Branch
<i>Select + to add additional Executive Sponsors</i>			
Business Owners			
Title	First Name	Last Name	Business Program Area
Deputy Division Chief	Nicole	Laktash	Workforce Services Branch
<i>Select + to add additional Business Owners</i>			
Program Background and Context			

The Workforce Innovation and Opportunity Act (WIOA), signed into law on July 22, 2014, is landmark legislation that is designed to strengthen and improve our nation's public workforce system and help get Americans, including youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire and retain skilled workers. In California, the LWDA offers a variety of comprehensive services and programs at no cost to users. Through the America's Job Center of California (AJCC), these offerings are designed to benefit all job seekers, including laid off workers, youth, workers looking for better opportunities, veterans, and individuals with disabilities. The CalJOBS system is California's online resource to help job seekers and employers navigate the state's workforce services, as well as track the WSB administered program activities. CalJOBS uses a Virtual OneStop solution, a Commercial-off-the-shelf solution hosted by Geographic Solutions, Inc. (GSI). This solution offers over 50 functional modules and components.



Stage 1 Business Analysis

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

There are four primary types of CalJOBS users and the functions available to them in the system:

1. Job Seekers: Over one million unique users in Program Year (PY) 2019 (July 1, 2019 – June 30, 2020)
 - a. Find education and training programs.
 - b. Complete career and skills assessments.
 - c. Customize and conduct job searches.
 - d. Create different résumés and cover letters for specific jobs or career paths.
 - e. Research employers and learn about the job market.
 - f. Set up Virtual Recruiter alerts for job openings.
 - g. Apply for job openings.
 - h. Find information about Unemployment Insurance (UI) and other program services.
 - i. Use the mobile app using Google Play or the App Store.
 - j. Most UI customers are required to register for CalJOBS and post a résumé.
2. Employers: Over 28,000 unique users in PY 2019
 - a. Post job openings.
 - b. Conduct quality candidate résumé searches.
 - c. Set up Virtual Recruiter alerts for candidate matches.
 - d. Contact candidates via communications center.
 - e. Access Labor Market Information.
3. Training Providers: Over 1,200 unique training providers in PY 2019
 - a. Apply to be on California's Eligible Training Provider List (ETPL).
 - b. Once approved, training providers can enter training programs to be listed on the ETPL.
4. Staff: Over 4,200 unique staff users in PY 2019
 - a. Document program activities provided to job seekers and employers.
 - b. Access reports on job seeker, training, employer, and program activities.
 - c. Conduct candidate and job referrals.
 - d. Utilize case management tools, like the Individual Employment Plan.
 - e. Track grant and program costs.
 - f. Schedule events and track attendance for workshops and job fairs.

On May 5, 2014, the final phase of CalJOBS was implemented, which created the State of California's WIOA Title IB and Wagner-Peyser Act federally recognized "system of record" for participant tracking and reporting of WSB administered programs. As the system of record, CalJOBS provides a unified and streamlined intake and case management system that enables co-enrollment across programs, while reducing the duplication of services provided to AJCC clients.

CalJOBS currently tracks and provides the following reports:

1. WIOA Title IB Programs
 - a. Adult
 - b. Dislocated Worker
 - c. Youth
2. WIOA Title III Wagner-Peyser Act
3. Trade Adjustment Assistance (TAA)
4. Jobs for Veterans State Grant
5. National Dislocated Worker Grants
6. Monitor Advocate Office
7. National Farmworker Jobs Program (for two California grantees)
8. State funded initiatives
9. Other federally funded initiatives
10. Locally funded initiatives



Stage 1 Business Analysis

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

Due to CalJOBS being so critical to the programs it supports, there cannot be a time period where the system is unavailable to its users. The CalJOBS system will be available and will run in parallel until the new proposed solution is fully implemented.

1.4 Stakeholders

Key Stakeholders

Org. Name	Name
Workforce Services Branch (WSB)	Javier Romero
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 WSB is required to implement the system to be in compliance with the law. Because of this, WSB staff utilize the system on a daily basis, oversee the system, and provide system support for internal users. The project will impact all WSB staff who use the system, especially units involved in the development, and those tasked with implementing the solution.

How will the Stakeholders participate in the project?

Various staff and management within the Central Office Workforce Services Division will contribute to help set business rules and system requirements, act as subject matter experts (SMEs), conduct testing, and provide training to staff and stakeholders on the use of the solution. Specifically, the CalJOBS Project Unit will be dedicated to the project and the PAL process. They will attend any relevant meetings, solidify business rules and requirements, conduct market research, review bids and select a solution, and coordinate testing efforts. Once the solution is implemented, the CalJOBS Operations Unit will oversee the day-to-day operations of the system. They will also provide historical knowledge on the existing system to help set business and system requirements.

Org. Name	Name
Department of Labor (DOL) Employment and Training Agency (ETA)	Carol Padovan
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 DOL will be impacted by the project because they periodically evaluate the system and program data. The DOL will use the solution the EDD chooses to conduct their evaluations. In addition, the solution EDD select impacts the quality of data they receive in EDD's reports.

How will the Stakeholders participate in the project?

The EDD administers federal programs funded by the DOL ETA, therefore the DOL ETA will serve as consultants regarding business rules and system requirements to ensure the solution meets their requirements. The DOL ETA will also utilize the solution periodically after implementation for audits of the system and program data to ensure it meets their requirements for data collection, reporting, and ADA compliance.

Org. Name	Name
California Labor and Workforce Development Agency (LWDA)	Stewart Knox
Internal or External?	<input 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 LWDA will be impacted because they oversee the EDD to ensure CalJOBS meets federal and state requirements. The project will impact the solution that allows the EDD to report the data that demonstrates the EDD is meeting those requirements.		
How will the Stakeholders participate in the project?		
The LWDA will be consulted to ensure the solution meets the business requirements and aligns with the needs of the workforce system. The LWDA will attend meetings with WSB on project progress, and review project bids.		
Org. Name	Name	
California Workforce Development Board (CWDB)	Tim Rainey	
Internal or External?	<input type="checkbox"/> Internal <input checked="" type="checkbox"/> External	
When is the Stakeholder impacted?		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
How are Stakeholders impacted?		
The CWDB will be impacted because they oversee policies for some workforce programs funded by the EDD. The CWDB will ensure that the solution selected aligns with the agency's policies. In addition, the CWDB will utilize the solution through the tracking of state-funded initiatives.		
How will the Stakeholders participate in the project?		
The CWDB will be consulted to ensure the solution supports and is in alignment with state workforce policies, the overall vision for the workforce system, and meets state level reporting needs. The CWDB will participate in business requirement and system building sessions, as well as review project bids.		
Org. Name	Name	
Information Technology Branch (ITB)	Rita Gass	
Internal or External?	<input checked="" type="checkbox"/> Internal <input type="checkbox"/> External	
When is the Stakeholder impacted?		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
How are Stakeholders impacted?		
The ITB will be impacted because they support CalJOBS and some system applications, like the UI mandated workshops. ITB is also responsible for ensuring IT project and procurement adherence to State policies. As such, they will need to ensure the solution meets enterprise requirements, like security, State project approval and procurement processes.		
How will the Stakeholders participate in the project?		
The ITB will participate in the project by assisting with the completion of the Project Approval Lifecycle documentation, and acting as or assigning a project manager. ITB is also the contract holder for the solution, so they will be involved in the contract process as well as billing invoices. They will also participate in system security testing, IT Service Management activities, and 2nd and 3rd tier help desk support related to the solution.		
Org. Name	Name	
Local Workforce Development Areas (Local Areas)	45 Local Areas across the state, some examples include: Alameda County Workforce Development Board Los Angeles City North Central Counties Consortium Sacramento Employment and Training Agency Yolo County Health and Human Services Agency	
Internal or External?	<input type="checkbox"/> Internal <input checked="" type="checkbox"/> External	



Stage 1 Business Analysis

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

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 Local Areas will be impacted by this project because they utilize CalJOBS daily to track and report on their program activities. Local Area staff will require training on any new solution functionality to ensure they can continue to correctly report program activities.		
How will the Stakeholders participate in the project?		
The Local Areas will serve as consultants and participate in workgroups that gather information on their local business requirements of a workforce system. They will serve as SMEs on local programs and functionality, and will assist with system testing.		
Org. Name	Name	
Unemployment Insurance Branch (UIB)	Grecia Staton	
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 type="checkbox"/>	<input checked="" type="checkbox"/>
How are Stakeholders impacted?		
The UIB will be impacted because they use CalJOBS for some UI program requirements and their associated data. For example, UI's requirement of UI claimants to register for work and have an active résumé in CalJOBS, and the use of CalJOBS to track their UI mandated workshop attendance.		
How will the Stakeholders participate in the project?		
The UIB will approve system processes that affect their UI mandated workshops, including the UI starter record and Reemployment Services and Eligibility Assessment attendance tracking. They will serve as SMEs on UI functionality to ensure the solution meets UI business requirements.		
Org. Name	Name	
Tax Branch	Pamela Geitner	
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 Tax Branch will be impacted because the CalJOBS system interfaces with the Accounting and Compliance Enterprise System (ACES), which is used to verify employer data. This interface is crucial to employer functionality and reporting requirements in CalJOBS.		
How will the Stakeholders participate in the project?		
Tax Branch will participate in business requirements gathering and approve system processes that affect the ACES interface.		
Org. Name	Name	
Administration Branch	Tad Allred	
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"/>



Stage 1 Business Analysis

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

How are Stakeholders impacted?

The Administration Branch will be impacted because data from CalJOBS is used for federally mandated fiscal reporting. The new solution will need to accommodate the Administration Branch's fiscal reporting requirements.

How will the Stakeholders participate in the project?

The Administration Branch's Fiscal Programs Division will participate in meetings to determine system requirements related to the fiscal needs of the solution. The fiscal functionality includes subrecipient cash request and expenditure reporting functionality. They will serve as SMEs on the cash functionality, and will participate in system testing.

Org. Name	Name
Public Affairs Branch (PAB)	Loree Levy
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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

How are Stakeholders impacted?

The PAB will be impacted because they assist with the marketing efforts and branding of CalJOBS, including home page design, color schemes, and logos, to workforce professionals and the public. The new solution may cause the PAB to launch a new marketing campaign and branding efforts.

How will the Stakeholders participate in the project?

The PAB will make recommendations on how the new solution should appear to its users, including ADA compliance. They will attend meetings with WSB to establish branding and marketing for the implementation of a new solution. The PAB will also provide ongoing support if the home page needs to be modified after implementation.

Org. Name	Name
Other EDD Staff Users	WSB Field Divisions
Community Based Organizations	Various
Employment Training Panel	Reg R. Javier
Department of Industrial Relations, Division of Apprenticeship Standards	Eric Rood
California Human Development	Thomas Stuebner
Internal or External?	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

How are Stakeholders impacted?

Other staff users including, EDD WSB Field Divisions, Community Based Organizations, Employment Training Panel, Division of Apprenticeship Standards, and California Human Development will be impacted because they use CalJOBS to track grant initiatives, verify program information, and list training providers. The new solution will need to accommodate their needs.

How will the Stakeholders participate in the project?

Other staff users may be consulted to ensure the solution meets requirements for their grant and program initiatives, and participate in system testing.

Org. Name	Name
General Public	Individuals, Employers, and Training Providers
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 type="checkbox"/>	<input 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 are Stakeholders impacted?

General public will be impacted because they use CalJOBS to engage in the workforce system and labor exchange. System changes or updates will impact how they use the system.

How will the Stakeholders participate in the project?

The general public will not participate in the project.

Select + to add additional Stakeholders

1.5 Business Program

Org. Name

WSB

Name

Javier Romero

When is the unit impacted?

Input to the Business Process



During the Business Process



Output of the Business Process



How is the business program unit impacted?

The WSB is required to implement the system to be in compliance with the law. Because of this, WSB staff utilize the system on a daily basis, oversee the system, and provide system support for internal users. The project will impact all WSB staff who use the system, especially units involved in the development, and those tasked with implementing the solution.

How will the business program participate in the project?

Various staff and management within the Central Office Workforce Services Division will contribute to help set business rules and system requirements, act as SMEs, conduct testing, and provide training to staff and stakeholders on the use of the solution. Specifically, the CalJOBS Project Unit will be dedicated to the project and the PAL process. They will attend any relevant meetings, solidify business rules and requirements, conduct market research, review bids and select a solution, and coordinate testing efforts. Once the solution is implemented, the CalJOBS Operations Unit will oversee the day-to-day operations of the system. They will also provide historical knowledge on the existing solution to help set business and system requirements.

Org. Name

LWDA

Name

Stewart Knox

When is the unit impacted?

Input to the Business Process



During the Business Process



Output of the Business Process



How is the business program unit impacted?

The LWDA will be impacted because they oversee the EDD to ensure CalJOBS meets federal and state requirements. The project will impact the system that allows the EDD to report the data that demonstrates the EDD is meeting those requirements.

How will the business program participate in the project?

The LWDA will be consulted to ensure the solution meets the business requirements and aligns with the needs of the workforce system. The LWDA will attend meetings with WSB on project progress, and review project bids.

Org. Name

CWDB

Name

Tim Rainey

When is the unit impacted?

Input to the Business Process



During the Business Process



Output of the Business Process



How is the business program unit impacted?

The CWDB will be impacted because they oversee policies for some workforce programs funded by the EDD. The CWDB will ensure that the solution selected aligns with the agency's policies. In addition, the CWDB will utilize the system through the tracking of state-funded initiatives.

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 CWDB will be consulted to ensure the solution supports and is in alignment with state workforce policies, the overall vision for the workforce system, and meets state level reporting needs. The CWDB will participate in business requirement and system building sessions, as well as review project bids.

Org. Name	Name
ITB	Rita Gass

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 ITB will be impacted because they support CalJOBS and some system applications, like the UI mandated workshops. Because of this, they will need to ensure the solution meets enterprise requirements, like security and compliance.

How will the business program participate in the project?
The ITB will participate in the project by assisting with the completion of the Project Approval Lifecycle documentation, and acting as or assigning a project manager. ITB is also the contract holder for the system, so they will be involved in the contract process as well as billing invoices. They will also participate in system security testing, IT Service Management activities, and 2nd and 3rd tier help desk support related to the solution.

Org. Name	Name
Local Areas	45 Local Areas across the state, some examples include: Alameda County Workforce Development Board Los Angeles City North Central Counties Consortium Sacramento Employment and Training Agency Yolo County Health and Human Services Agency

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 Local Areas will be impacted by this project because they utilize CalJOBS daily to track and report on their program activities. Local Area staff will require training on any new system functionality to ensure they can continue to correctly report program activities.

How will the business program participate in the project?
The Local Areas will serve as consultants and participate in workgroups that gather information on their local business requirements of a workforce system. They will serve as SMEs on local programs and functionality, and will assist with system testing.

Org. Name	Name
UIB	Grecia Staton

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 UIB will be impacted because they use CalJOBS for some UI program requirements and their associated data. For example, UI's requirement of UI claimants to register for work and have an active résumé in CalJOBS, and the use of CalJOBS to track their UI mandated workshop attendance.

How will the business program participate in the project?
The UIB will approve system processes that affect their UI mandated workshops, including the UI starter record and Reemployment Services and Eligibility Assessment attendance tracking. They will serve as SMEs on UI functionality to ensure the solution meets UI business requirements.

Org. Name	Name
Tax Branch	Pamela Geitner



Stage 1 Business Analysis

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

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 Tax Branch will be impacted because CalJOBS interfaces with the Accounting and Compliance Enterprise System (ACES), which is used to verify employer data. This interface is crucial to employer functionality and reporting requirements in CalJOBS.		
How will the business program participate in the project?		
Tax Branch will participate in business requirements gathering and approve system processes that affect the ACES interface. The ACES team also provide ongoing support for the intergration after implementation.		
Org. Name	Name	
Administration Branch	Tad Allred	
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 Administration Branch will be impacted because data from CalJOBS is used for federally mandated fiscal reporting. The new solution will need to accommodate the Admininstration Branch's fiscal reporting requirements.		
How will the business program participate in the project?		
The Administration Branch's Fiscal Programs Division will participate in meetings to determine system requirements related to the fiscal needs of the system. The fiscal functionality includes subrecipient cash request and expenditure reporting functionality. They will serve as SMEs on the cash functionality, and will participate in system testing.		
Org. Name	Name	
Public Affairs Branch (PAB)	Loree Levy	
When is the unit impacted?		
Input to the Business Process	During the Business Process	Output of the Business Process
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
How is the business program unit impacted?		
The PAB will be impacted because they assist with the marketing efforts and branding of CalJOBS, including home page design, color schemes, and logos, to workforce professionals and the public. The new solution may cause the PAB to launch a new marketing campaign and branding efforts.		
How will the business program participate in the project?		
The PAB will make recommendations on how the new solution should appear to its users, including ADA compliance. They will attend meetings with WSB to establish and approve branding and marketing for the implementation of a new solution. The PAB will also provide ongoing support if the home page needs to be modified after implementation.		
Org. Name	Name	
Other EDD Staff Users	WSB Field Divisions	
Community Based Organizations	Various	
Employment Training Panel	Reg R. Javier	
Department of Industrial Relations, Division of Apprenticeship Standards	Eric Rood	
California Human Development	Thomas Stuebner	
When is the unit impacted?		
Input to the Business Process	During the Business Process	Output of the Business Process
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
How is the business program unit impacted?		
Other staff users including, EDD WSB Field Divisions, Community Based Organizations, Employment Training Panel, Division of Apprenticeship Standards, and California Human Development will be impacted because they use CalJOBS to		



Stage 1 Business Analysis

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

track grant initiatives, verify program information, and list training providers. The new solution will need to accommodate their needs.

How will the business program participate in the project?

Other staff users may be consulted to ensure the solution meets requirements for their grant and program initiatives, and participate in system testing.

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

Mandate(s)

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

Strategic Business Alignment

Strategic Plan Last Updated?	1/1/2017
Strategic Business Goal	Alignment
Responsible Service	Creating a more simple and user-friendly solution, California will be able to support and provide workforce services to jobseekers and employers in a more efficient and beneficial way.
Strategic Business Goal	Alignment
Technological Innovation	The modernization of CalJOBS will benefit staff and the general public through enhanced technology that supports the delivery of workforce services both virtually, and in person.

Select + to add additional Business Goals and Alignment

Executive Summary of the Business Problem or Opportunity

The EDD's needs are not being met by the current solution as the functionality is not user friendly, and the lack of flexibility within the system does not meet California's specific needs. The problem was identified through the WSB's interactions with the vendor over the last few years, as well as customer surveys and staff feedback. The problem is a byproduct of the type of solution offered by the vendor, a Commercial-off-the-shelf system. Because of this, some functionality cannot be changed due to its impact on other customers of the product. It has become increasingly difficult to make changes to meet state mandates, and department needs in a timely manner. This problem impacts all stakeholders and causes some Local Areas to purchase additional technology solutions to supplement their needs.



Stage 1 Business Analysis

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

One of the areas for improvement is the ability to create and run custom reports quickly and easily. Due to the diversity and large number of stakeholders with varied interests, the ability to easily create custom reports is critical to enable stakeholders to make data-informed decisions.

Another area of opportunity for improvement is the method used to capture, maintain, and report ETPL data. Training providers should be able to apply to be on the ETPL in a user-friendly way that only requires information that is relevant and required by federal or California policy. In addition, the information collected on the ETPL should be able to be easily managed and reported accurately to the DOL on an annual basis.

Through the enhancement and investment in a technology solution, the WSB will be better positioned to meet the needs and provide essential services to the people of California. In addition to the current contract with Geographic Solutions, Inc. ending in the next few years, it is especially important to consider this proposal, as the need for workforce services is urgent, due to the economic impact of the novel Coronavirus (COVID-19).

This technology solution will include confidential, personal identifiable information, and wage data. This is a public facing system that needs to be available 24 hours per day for jobseekers and employers, and Monday-Friday during business hours for staff users.

The EDD will be better positioned to meet the needs of all stakeholders and enhance the level of service available to the people of California by implementing a CalJOBS system that meets the identified major areas.

Business Problem or Opportunity and Objectives Table

Problem ID	Problems/Opportunities
1	The new solution will be a competitive labor exchange system that will provide tools to users and connect job seekers and employers.
Objective ID	1.1
Objectives	Increase the number of repeat individuals (job seekers) by 15% within three years of implementation.
Metric	Number of repeat individual users.
Baseline	580,000
Target	667,000 (15% increase)
Measurement Method	Utilization of system logs.
Objective ID	1.2
Objectives	Increase the number of repeat employers by 15% within three years of implementation.
Metric	Number of repeat employer users.
Baseline	11,000
Target	12,650 (15% increase)
Measurement Method	Utilization of system logs.
<i>Select + to add additional Objectives</i>	
2	The solution is not adaptable to future changes in service delivery models.
Objective ID	2.1
Objectives	New functionality can be added, or existing functionality can be changed within three months of the formal request.
Metric	Average time in weeks.
Baseline	35 weeks (average from 1/1/16 – 04/15/23)
Target	12 weeks
Measurement Method	Time from point of request for change to point when change is successfully tested in the production environment.



Stage 1 Business Analysis

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

Select + to add additional Objectives

3	Reporting and data collection efficiency; Reports are limited, complicated, and cannot be customized. The data collection requirements for training providers applying to be on the ETPL are burdensome, and the maintenance of the ETPL data produces inaccurate reports.
Objective ID	3.1
Objectives	The solution will have reporting capability that is easy to use, simple and highly customizable at the end user level (e.g., drag and drop type functionality).
Metric	Time
Baseline	54 weeks
Target	Less than 1 week
Measurement Method	Measurement of actuals against expected target time
Objective ID	3.2
Objectives	The solution shall reduce the data collection requirements for providers and programs to adhere to federal and state requirements, and produce timely and report accuracy is within 1%.
Metric	Time and accuracy
Baseline	30 min for data collection and report accuracy at 59%
Target	10 min for data collection and report accuracy is within 1%
Measurement Method	Measurement of actuals against expected target time.
4	The continued use of the legacy technology increases the risk of limited user experience due to higher probability of downtime, security breaches and lack of agility.
Objective ID	4.1
Objectives	The solution shall have less downtime, fewer security breaches and be more agile.
Metric	Amount of time addressing critical items related to both system functionality and security
Baseline	16 days
Target	72 hours
Measurement Method	Time from point of incident reported to point when incident is successfully resolved in the production environment.

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)?

☒ Yes ☐ No ☐ Clear

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

☐ No ☐ New Processes ☐ Existing Processes ☒ Both New and Existing ☐ Clear

1.7 Project Management

Project Management Risk Score:	0.5
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.



Stage 1 Business Analysis

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

Existing Data Governance and Data

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.

The EDD has defined business data owners, data custodians and is in the process of establishing an enterprise data governance body. The EDD expects to have a fully functioning enterprise data management governance body as part of the CalJOBS Modernization. The EDD has technology specific data standards (e.g. for IBM DB2 and Microsoft SQL Server databases).

☐ Unknown
☐ Yes
☒ No
☐ Clear

If applicable, include the data governance org chart as an attachment to your email submission.

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.

The EDD has formally defined, documented, implemented, and maintained data governance policies such as:

- Processes and procedures to grant employees and vendors access to data based on the need, as dictated by the job duties/contract deliverables. These processes and procedures vary depending on the type of data accessed.
- Processes and procedures in place that govern the on-boarding and off-boarding of employees/vendors in terms of access to the EDD systems.
- Established standards and agreements for granting access to any 3rd party requestor.
- Mandatory disclosure statements that each employee/vendor must read, sign, and adhere to.

☐ Unknown
☒ Yes
☐ No
☐ Clear

If applicable, include the data governance policies as an attachment to your email submission.

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.

The EDD has data security policies, standards, controls, and procedures that are formally defined, documented, implemented, and maintained such as:

- The overarching security policy that the EDD adheres to is based on the State Administrative Manual Section 5300, which leverages the National Institute for Standards and Technology Section 800-53 for control guidance for moderate impact system.

☐ Unknown
☒ Yes
☐ No
☐ Clear

If applicable, include the documented security policies, standards, and controls as an attachment to your email submission.



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 latest update to the EDD information security and privacy policy has been concluded and was published 9/13/18. • A mature release management process to properly manage and control access and changes to data assets. • A privacy policy that meets regulatory requirements for privacy and confidentiality. • A business impact assessment and the privacy impact assessment, which ensure that the privacy and confidentiality needs of all stakeholders are met and that the data/information classifications are identified. <p>Further, the EDD is subject to periodic mandated information security program audits and independent security assessments. The EDD remedies any findings of those within the established guidelines and uses the findings to fine-tune existing policy and procedures.</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>The EDD has user accessibility policies, standards, controls, and procedures that are formally defined, documented, implemented, and maintained such as:</p> <ul style="list-style-type: none"> • The EDD websites adhere to both the web accessibility standards in California Government Code 11135, which adopted the Section 508 standards issued by the United States Access Board, and the Priority 1 and 2 level checkpoints of the Web Content Accessibility Guidelines 2.0 (WCAG 2.0 "AA" Conformance Level) developed by the World Wide Web Consortium (W3C). • The EDD websites practice good usability principles and must adhere to California's usability standards for website development. <p>It is the EDD's policy to provide access to its programs, services, and facilities to persons with disabilities in accordance with the ADA.</p>	<div> <input type="radio"/> Unknown <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="button" value="Clear"/> </div>	<p>If applicable, include the documented accessibility policies, standards, and controls as an attachment to your email submission.</p>



Stage 1 Business Analysis

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

5. Do you have existing data that you are going to want to access in your new solution?	<input type="radio"/> Unknown <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Clear	If applicable, include the data migration plan as an attachment to your email submission.
6. If data migration is required, please rate the quality of the data.	Few issues identified with the existing data	

1.8 Criticality Assessment

Business Criticality

Legislative Mandates:	N/A <input checked="" type="checkbox"/>	
Bill Number(s)/Code(s):		
Language that includes system relevant requirements:		
Business Complexity Score	2.7	Include the completed SIMM 45 Appendix C as an attachment to your email submission.

Noncompliance Issues

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

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 is the proposed project start date?	5/1/2025
2. Is this proposal anticipated to have high public visibility?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Clear

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

California job seekers, employers, training and education providers, workforce staff and executives, and other workforce participants use the system. The project outcomes will be noticed by the variety of system users. In addition, the solution progress and outcomes will be noticed by the Federal Department of Labor and the California Labor and Workforce Development Agency.

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?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Clear

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

The proposal will affect multiple business program staff in multiple geographic locations. There are more than 150 offices throughout the state with approximately 1,000 EDD staff and 3,000 partner staff who will utilize the solution.

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?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> 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:	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear
3. Has the funding source(s) been identified for this proposal?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Clear



Stage 1 Business Analysis

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

FUNDING SOURCE		FUND AVAILABILITY DATE
General Fund	<input type="checkbox"/>	Date Picker
Special Fund	<input type="checkbox"/>	Date Picker
Federal Fund	<input checked="" type="checkbox"/>	7/1/2024
Reimbursement	<input type="checkbox"/>	Date Picker
Bond Fund	<input type="checkbox"/>	Date Picker
Other Fund	<input checked="" type="checkbox"/>	7/1/2024
If "Other Fund" is checked, specify the funding:		State Contingent Funds

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? If "No," this initiative is not an IT project and is not required to complete the Project Approval Lifecycle.	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Clear
2. Does the activity meet the definition of Maintenance or Operations found in SAM Section 4819.2? 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.	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear
3. Has the project/effort been previously approved and considered an ongoing IT activity identified in SAM Section 4819.2, 4819.40? If "Yes," this initiative is not required to complete the Project Approval Lifecycle. Please report this workload on the Agency Portfolio Report.	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear
4. Is the project directly associated with any of the following as defined by SAM Section 4812.32? 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. If "Yes," this initiative is not required to complete the Project Approval Lifecycle. Please report this workload on the Agency Portfolio Report.	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear
5. Is the primary objective of the project to acquire desktop and mobile computing commodities as defined by SAM Section 4819.34, 4989? 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.	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear



Stage 1 Business Analysis

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

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 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.	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear
7. Will the project require a Budget Action to be completed?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear
8. Is it anticipated that the project will exceed the delegated cost threshold assigned by CDT as identified in SIMM 10?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Clear
9. Are there any previously imposed conditions place on the state entity or this project by the CDT (e.g., Corrective Action Plan)? If "Yes," provide the details regarding the conditions below.	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear
10. Is the system specifically mandated by legislation?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Clear

Department of Technology Use Only

Original "New Submission" Date	09/10/2021	
Form Received Date	07/14/2023	
Form Accepted Date	07/14/2023	
Form Status	Completed	
Form Status Date	07/10/2023	
Form Disposition	Approved	If "Other," specify:
Form Disposition Date	07/10/2023	