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**OHIO DEPARTMENT OF JOB & FAMILY SERVICES
OFFICE OF CHILD SUPPORT ENFORCEMENT
SUPPORT ENFORCEMENT TRACKING SYSTEM**

Business and Systems Requirements Document

Document Generation System (DGS)



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Ohio Department of Job & Family Services
Office of Child Support Enforcement
Office of Management Information Services

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BUSINESS REQUIREMENTS**PURPOSE**

The purpose of this initiative is to develop a document generation system for the purpose of generating county specific or state-mandated documents that can include real-time data from Ohio's child support enforcement tracking system (SETS). In addition, state and county staff would have the ability to create and/or make modifications to document templates. This will assist in the management of data and activities that county and state staff complete on a daily basis.

PROBLEM DEFINITION

Currently counties have to manually type SETS data elements on to county-designed documents, or state-mandated forms that are either out-dated, or not available through the system. This is very time-consuming and increases the potential for errors since the data is being manually retyped into documents. In addition, when state-mandated forms need to be changed, the Office of Child Support (OCS) must rely on the Office of Information Services (OIS) to make the changes, including text-only changes. As a result, often forms do not get updated in a timely fashion, or are too costly to update which results in forms that are out of compliance with federal and state regulations and forces county workers to generate them on their own.

OBJECTIVES

- Allow OCS to create and update state-mandated forms and publications that can be populated real-time with SETS data without the reliance of OIS.
- Allow County staff to develop their own county-designed documents that can be populated real-time with SETS data.
- Reduce IT support costs by allowing state and county users to create/modify document templates on their own.
- Reduce labor costs related to manually adding SETS data to documents prior to issuance.

TERMINOLOGY

- **“Document”** will be used when the requirement is general to any document that is created including a Form, Publication, or County-designed Document.
- **“Form”** means, in accordance with IPP 4301 (attached), a specialized state-created document that is used to convey information and/or contains one or more fields for the capture and/or display of variable data. All forms are assigned a unique JFS number.
- **“Publication”** means, in accordance with IPP 4301, any electronic or hard copy material used to market or convey program information about ODJFS and its services.
- **“County-designed document”** means, any document designed and maintained according to county standards by county staff.
- **“County template author”** for the purpose of this document refers to the users at each of the 88 county CSEAs who will have the authorization to create new or modify existing county-designed document templates.
- **“State template author”** for the purpose of this document refers to the users at the state who will have the authorization to create new or modify existing state forms or publications.
- **“Document user”** for the purpose of this document means, the county or state users who will be able to select and generate documents from a list of approved templates.

FUNCTIONAL REQUIREMENTS OF THE SYSTEM

Document Generation System

The Document Generation System (DGS) must be able to accommodate any documents that need to be created by either state or county users. The child support structure in Ohio is state-supervised, county administered. There are 88 counties in Ohio, each with their own child support enforcement agency (CSEA). Currently there is a total of 3607 SETS users that at any given time, may be generating forms through this product. In 2007, an average of 189,660 JFS forms was issued monthly. In 2008, the average monthly figure was 181,345. This is in addition to an average of 4.5 million notices generated annually through batch. This figure does not include the forms that counties have created and have been issuing manually from their desktop that will also be added to the DGS. The requirements below list desired features of the DGS.

1. The Document Generation System (DGS) shall include the following features:
 - 1.1. The ability to produce high-volume, on-demand and batched documents.
 - 1.2. The DGS must be able to interface with Ohio's mainframe child support system known as the "Support Enforcement Tracking System" (SETS).
 - 1.3. The ability for documents to generate at any of the following locations:
 - 1.3.1. The state Office of Child Support (Columbus) real time (immediate print).
 - 1.3.2. At each of the 88 county Child Support Enforcement Agencies real time (immediate print).
 - 1.3.3. DAS Fulfillment Service Center (for mass mailings) in batch. Batch document requests can be requested through the SETS mainframe system or through the DGS.
 - 1.4. The ability to generate a document from the DGS by the following methods:
 - 1.4.1. The user entering the DGS to select a document to generate.
 - 1.4.2. Based on an action the user completed in SETS (or other interfaced data source) that prompts a required document to be completed and generated.
 - 1.5. Allow for state and county users to create user roles/profiles to determine what features of the DGS assigned users shall be able to use or view.
 - 1.5.1. This shall include the ability to mask/redact data elements from identified users/roles.
 - 1.5.2. The system must be accessible in the document view mode by internal state and county users using standard protocols such as HTTP/HTTPS on the internal ODJFS network. The state realizes that users functioning as administrators and/or document authors may need to have an application installed on their desktops. The web part of the application must function using Microsoft Internet Explorer and/or Mozilla Firefox browsers.

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- 1.5.3. The system must allow OCS and County users to independently develop and maintain the document templates.
 - 1.5.4. ODJFS desires the system to have 24 hour availability outside normal scheduled system maintenance windows.
 - 1.5.5. The system must have backup capability on a daily basis. If ODJFS backup tools are used, the ODJFS standard tool is Tivoli Storage Manager v5.5 Enterprise Edition.
 - 1.5.6. ODJFS requires Real-Time system response to non-batch document generation.
 - 1.5.7. The vendor shall demonstrate that the system will complete/process all simple transactions within sub-second response times and all other transactions within 3 – 5 seconds. A data entry screen is defined as a simple transaction; assembling a document with retrieved data could be a medium or complex transaction based on the complexity of the form. These transactions assume that data is available from SETS System.
 - 1.5.8. The vendor shall demonstrate that the system will render a response when the data is uploaded from an external file as rapidly as possible.
 - 1.5.9. Throughput capacity
 - 1.5.10. The vendor shall demonstrate that the system can handle a total of about 4000 users (state and county users).
 - 1.5.11. The vendor shall demonstrate that the system has sufficient design, record locking, and redundancy to allow for an average volume of 200 concurrent DGS users.
 - 1.5.12. The vendor shall demonstrate that the system has sufficient design, record locking, and redundancy to allow for an average volume of 15 concurrent DGS administrators.
 - 1.5.13. The vendor shall demonstrate that the system has sufficient design, record locking, and redundancy to allow for creation of an average volume of 25,000 documents per hour during batch processing of documents. Data extraction time is not included in this calculation.
 - 1.6. The system should have the ability to handle online (OLTP) transactions and batch transactions in parallel. Batch transactions should have a lower priority to allow for continuous real-time availability to print individual documents during normal work hours.
 - 1.7. Control of on-line batch processing by the counties should also be prioritized so on-line document processing has preference.
 - 1.8. ODJFS anticipates the OCS staff levels using the DGS will be 100 administrators, 100 document developers, and 4,000 total users, which includes the administrators and document developers. Approximately 80% of the administrators will also be document developers.

Template Design

The Document Generation System (DGS) must have flexible features allowing for multiple formats and layouts. State JFS forms have a standard format design that must be used for all forms. However, county-designed documents as well as other state-wide publications do not have the same rigidity and other templates may be preferred.

2. The DGS shall include the ability to create document template designs.

2.1. Multiple users shall be able to design document templates including:

2.1.1. Designated state users

2.1.2. Designated county users

2.1.2.1. Each county (88 total) shall be able to design their own county-designed document templates.

2.1.2.2. Counties shall have the ability to share templates (with other counties) with authorization from the county who created the template.

2.2. Document templates shall be able to be created from any of the following options:

2.2.1. A new document template, created within the DGS

2.2.1.1. This shall include the ability to build template fragments

2.2.1.1.1. Each fragment shall be able to be used in different document templates to achieve standardization from one template to the next. (For example, a template author may want to create a header and/or footer that will be used for any document templates created in their county. Or they may have a standard opening/closing paragraph that would be used in multiple templates).

2.2.1.1.2. The template author shall be able to see all document templates that share common template fragments. (This will allow the user to determine the impact of making a change to a template fragment, and all templates that would be impacted by the change).

2.2.2. By importing existing documents (text and images) into a document template.

2.2.2.1. This shall include the ability to convert documents created in Microsoft Word 2007 into a document template with the original formatting preserved.

2.2.2.2. Once text and/or images are imported, the user shall be able to modify the document template.

2.2.2.3. The vendor shall demonstrate that the system has auto-recovery/auto-save mechanism during template creation.

2.3. Design features of the DGS template shall include:

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- 2.3.1. If the template design tool is not Microsoft Word based, the proposed DGS should have the same formatting flexibility provided by Microsoft Word.
 - 2.3.2. Document creation allowing the insertion of graphic text elements.
 - 2.3.2.1. If a document is created in multiple languages, the document user shall be able to select which language the document will issue in.
 - 2.3.3. Spell and grammar check ability.
 - 2.3.4. Option to create single-sided or double-sided documents.
 - 2.3.5. Various font style and size options including the ability to:
 - 2.3.5.1. Italicize
 - 2.3.5.2. Underline
 - 2.3.5.3. Make text bold.
 - 2.3.5.4. Times New Roman font at least 8 point and larger
 - 2.3.5.5. The ability to modify top and bottom margins
 - 2.3.6. Ability to create documents in color.
 - 2.3.6.1. Any document created in color shall have the option of printing in color or black and white.
- Note:** Documents designated to be printed in batch at the DAS fulfillment center can only print in black and white.
- 2.3.7. The ability to maintain space at the top (header) and bottom (footer) of a page for information to be inserted that is separate from the body of the document.
 - 2.3.7.1. This shall include the ability to support multiple headers and footers within the same document.
 - 2.3.7.2. The template author shall have the option of repeating header/footer information on each page of the template, or creating separate headers/footers for each page.
 - 2.3.7.3. The template author shall have the option of including page numbering in a header/footer.
 - 2.3.7.3.1. If this option is selected, each document more than one page in length shall always display “Page X of Y” in the designated header/footer location, where X represents the present page number and Y represents the total number of pages of the form.
 - 2.3.8. The template author shall be able to include general mathematical equations including:
 - 2.3.8.1. Adding/subtracting/multiplying/dividing fields into a results field.

- 2.3.8.2. Calculating percentages
- 2.3.8.3. Rounding
 - 2.3.8.3.1. Monetary amounts shall be truncated after three decimals and then rounded to the second decimal.
- 2.3.9. The ability to create tables and merge and resize cells within a table.
- 2.3.10. The ability to create fields where a data element from a designated interfaced data source shall go.
 - 2.3.10.1. The template author shall select from a list of data elements that are available to be pulled real-time from a data source and populated onto the document.
 - 2.3.10.1.1. This shall include the ability to add data element fields into the header/footer of documents.
 - 2.3.10.1.2. Additional data sources and data elements shall be able to be added to the DGS as needed once in production.
- 2.3.11. The ability to create fill-in fields where the document user shall be required to enter data (that is not available from an interfaced data source).
 - 2.3.11.1. The template author shall be required to enter a description of what data the document user is required to enter.
 - 2.3.11.2. The template author shall be required to indicate if there are any restrictions on the length of the text entered by the document user.
- 2.3.12. The ability to create conditional check boxes that the document user is required to complete if applicable.
- 2.3.13. The template author shall be able to create an electronic signature that can be entered onto a document in a designated signature location.
- 2.3.14. The ability to create mailing addresses suited on the document so that a window envelope may be used and so that no other identifying information is visible.
 - 2.3.14.1. The DGS shall allow for both right and left situated mailing addresses.
- 2.3.15. The template author shall be able to identify documents that generate to more than one party.
 - 2.3.15.1. Once the parties have been identified, the template author shall only be required to create the template once, rather than creating a separate template for each party the document should be issued to.
- 2.3.16. The template author shall be able to identify rules that will allow for identified documents to be bundled together for completion.

- 2.3.16.1. Once the documents are identified (when the template is created), the document user shall be driven through all of the necessary documents that need to be completed prior to issuance.
- 2.3.17. The template author shall be able to identify where the document shall print.
 - 2.3.17.1. State template authors shall be able to select from the following print location options:
 - 2.3.17.1.1. The state Office of Child Support (Columbus, Ohio)
 - 2.3.17.1.2. DAS Fulfillment Service Center – Columbus, Ohio (for mass mailings and batched documents)
 - 2.3.17.1.3. At the county child support enforcement agency. (88 County Offices – Local Printing)
 - 2.3.17.2. County template authors shall only be able to designate documents to print at their local child support enforcement agency.
- 2.3.18. The ability to save a draft template prior to completion.
 - 2.3.18.1. This shall include allowing for multiple draft versions of the same document.
- 2.3.19. The ability to preview a template using test data.

Template Review/Approval Process

3. The DGS shall include an approval process for a newly created template or changes made to an existing template prior to publication.
 - 3.1. Any designated reviewers/approvers shall be able to add comments to the template being reviewed.
 - 3.2. Any designated reviewers shall be able to make changes to the template.
 - 3.2.1. Any changes made shall be tracked (before and after comparison) so that the template creator knows what the recommended changes are to the template.
 - 3.3. All document templates shall display the template status such as:
 - 3.3.1. “Draft”
 - 3.3.2. “Submitted for review”
 - 3.3.3. “Submitted for approval”
 - 3.3.4. “Approved”
- Note:** The approval process must include testing the template and the data that will be imported onto the template with OIS.
- 3.4. The template author shall be able to update document templates as needed.
 - 3.4.1. All document templates shall be versioned in order to maintain, for audit purposes, a history of the changes made and by whom they were made.
 - 3.4.1.1. The template author can create their own versioning system, or
 - 3.4.1.1.1. A county template author shall not be able to include “JFS” in their template versioning.
 - 3.4.1.1.2. The DGS shall include a county identifier to allow two or more counties to use the same versioning process while preventing duplication of version numbers.
 - 3.4.1.2. The DGS shall assign a unique number to each template created, along with subsequent revisions to the document if the template author did not designate their own versioning.
 - 3.4.1.3. Designated users shall be able to view any previous versions of a document template.
- 3.5. The DGS should have an auto-recovery capability for documents in-process.
- 3.6. Once a document is approved, the template author shall be able to designate an effective date for when the document shall be available (published) for use.

- 3.6.1. Any prior version of the document template shall not be available for the document user to use upon the effective date of the new version.
- 3.6.2. If the effective date of the template is the current date, and another version of the same document template was in use during that day prior to the template revision, then the DGS shall be able to show which version of the document template was issued for a particular case.
- 3.6.3. Two versions of the same template shall not be effective on the same date.
- 3.7. The approval process shall include a workflow system that puts the template in the assigned reviewer/approver's cue to work.
 - 3.7.1. A reviewer/approver shall be able to view all outstanding templates currently assigned to them to review/approve.

Document Generation

The requirements below list the desired process for generating a document once a county or state template author has created templates that have been approved for use.

4. The DGS shall include the ability to generate an *approved* document by the following methods:
 - 4.1. The user entering the DGS to select a published document to generate on demand.
 - 4.2. Based on an action the user completed in SETS (or other interfaced data source) that prompts a required document to be completed and generated on demand.
 - 4.3. Based on an action the user completed in SETS (or other interfaced data source) that prompts a required document to be completed and generated in batch.
5. If a user enters the DGS to generate a document on-demand, the following process shall occur:
 - 5.1. Published documents shall display for the document user to select from.
 - 5.1.1. County-designed documents shall display separate from state forms and publications for the document user to select from.
 - 5.1.1.1. State forms designated with a JFS number shall displayed in ascending numeric order.
 - 5.1.1.1.1. The state template author shall be able to identify which state forms will be accessible for county use.
 - 5.1.1.2. State publications shall display in ascending alphabetical order.
 - 5.1.1.2.1. The state template author shall be able to identify which state publications will be accessible for county use.
 - 5.1.1.3. County-designed documents shall display in ascending alphabetical order.
 - 5.1.1.3.1. The document templates created by the county shall only be accessible to the specific county that created the template unless the template was authorized for shared use with additional counties.
 - 5.1.1.3.2. State users shall be able to view county-designed documents published for each county
 - 5.1.1.4. The document user shall be able to create a quick list of documents that they commonly use to select from.
 - 5.1.1.4.1. This list may include both county-designed documents and state created forms and publications.
 - 5.1.2. Once a document is selected, the following steps shall be completed:
 - 5.1.2.1. If the document selected includes case specific data from SETS, the document user shall be prompted to enter the SETS case ID.

5.1.2.1.1. If there are multiple order numbers for the SETS case ID, the document user shall be required to select the applicable order number.

5.1.2.1.1.1. The document user shall also have the option of uploading multiple case/order numbers into the DGS from an approved file type so that a document can be created for multiple cases at the same time.

Note: A restriction may need to be added on how many cases/orders can be uploaded or at what time of day the documents can generate in this circumstance so that other pending print jobs will not be delayed.

5.1.2.1.2. Once the appropriate SETS case ID and order number have been identified, the document shall automatically pull real-time data from the interfaced data source that relates to the case-specific fields on the document.

5.1.2.2. The document user shall then be required to enter any data identified on the template to be completed by the document user.

5.1.2.3. Once all system and document user-required data elements have been completed, the document user shall be able to generate the form.

6. If a document is required to be generated on-demand based on an action the user completed in SETS (or other interfaced data source) the following process shall occur:

6.1. The user shall be driven directly to the published document in the DGS that the user is required to generate immediately after the user completes the action in SETS (or other interfaced data source) that prompts the document to generate.

6.1.1. The document shall populate real-time the case-specific fields with data from the case/order that the user was on that prompted the document to generate.

6.2. The document user shall then be required to enter any data identified on the template to be completed by the document user.

6.3. Once all system and document user-required data elements have been completed, the document user shall be able to generate the form.

6.4. During normal working hours, documents generated on-demand will be given a higher priority than any batch jobs in process.

7. If a document is required to generate based on an action the user completed in SETS (or other interfaced data source) that prompts a required document to be completed and generated in batch the following shall occur:

7.1. The user should not be required to complete any data on the document.

7.2. The document shall populate real-time the case-specific fields with data from the case/order that the document is scheduled to generate for.

7.3. The document shall be scheduled to print in batch.

7.3.1. The document user shall be notified of any reasons why the notice could not issue.

Document Issuance

8. The document user shall have multiple options for issuance including:
 - 8.1. Printing
 - 8.1.1. Each time a state-mandated *form* is printed, a record of printing shall be recorded in SETS. This shall include state-mandated forms generated: (This requirement requires an extensive DGS to SETS communication messaging.)
 - 8.1.1.1. Real Time (This SETS logging may not be required for Real Time printing in the county offices.)
 - 8.1.1.2. In Batch
 - 8.1.1.3. This shall include recording the information on all applicable screens, archives, and continue any alerts processing for any JFS forms printed.
 - 8.2. Faxing – The state would like the capability to produce fax outputs.
 - 8.3. E-mailing – The state would like the capability to produce e-mail outputs.
 - 8.4. Texting – The state would like the capability to produce cell phone text outputs.
 - 8.5. The state or county template author may designate restrictions on document templates on the method(s) of issuance.
 - 8.6. All documents shall be able to be saved as a PDF document that will maintain original formatting of documents created in the DGS once converted to PDF.
9. All documents not generated in batch shall be able to be previewed before generation.
10. The document user shall be able to finalize any document not generated in batch at a later date (work in progress) including all saved data entry.
 - 10.1. The document user shall be able to pull up a list of any documents that are currently identified as “work in progress” that need completed before they can be generated.
11. The user shall have the ability to barcode any documents created for routing and tracking information that allows for the following functionality:
 - 11.1. Recognition and routing of documents without human intervention.
 - 11.2. Recognition and routing of documents (outgoing - individual barcode labels).
 - 11.3. Recognition and routing of returned documents (incoming that can be scanned and assigned to the appropriate case).

ARCHITECTURAL REQUIREMENTS**12. Usability**

12.1. Accessibility

12.1.1. The general view of the system should be accessible by internal state and county users using standard protocols such as HTTP/HTTPS. The system must be an intranet application hosted within ODJFS network. ODJFS realizes that Administrative and Template Design functions may require software residing on the user's desktop PC.

12.1.2. The system should function as a standard web page so that full functionality is available and is accessed through a standard internet browser software with the a minimum of: Microsoft Internet Explorer and Mozilla Firefox as client browser options.

12.1.3. The system must conform the Americans with Disabilities Act requirements.

Federal ADA standards are available at

<http://frwebgate.access.gpo.gov/cgi-bin/get-cfr.cgi?YEAR=current&TITLE=36&PART=1194&SECTION=22&SUBPART=&TYPE=TEXT>

12.2. Operability

12.2.1. The system must allow OCS and County users to independently develop and maintain the document templates. Vendor shall provide user documentation to demonstrate the ease of use of the system.

12.3. Aesthetics

The system should allow for the branding of pages using the ODJFS logo.

13. Reliability

13.1. Availability

13.1.1. The system must have 24 x7 availability outside of the scheduled maintenance window.

13.1.2. The system must have backup functionality to support 24 x 7 system recovery.

13.2. Recoverability

13.2.1. The vendor shall create and execute a backup and recovery plan to enable nightly backup using existing ODJFS backup tools and standards.

14. Performance

14.1. Online/Real-time Response Time

14.1.1. All simple transactions must not exceed sub-second response time; all other transactions must not exceed 3 seconds. A data entry screen is defined as a simple transaction; assembling a document with retrieved data could be a medium or complex transaction based on the complexity of the form. These transactions assume that data is available from SETS System.

14.1.2. The system must return a response when the data is uploaded from an external file as rapidly as possible, but not to exceed 1 second per 100 Kb of data.

14.2. Throughput/Capacity

14.2.1. The vendor shall demonstrate that the system can handle a total of about 4000 users and county users).

14.2.2. The vendor shall demonstrate that the system has sufficient design, record locking, and redundancy to allow for an average volume of 200 concurrent DGS users.

The vendor shall demonstrate that the system has sufficient design, record locking, and redundancy to allow for an average volume of 15 concurrent DGS administrators.

14.2.3. The vendor shall demonstrate that the system has sufficient design, record locking, and redundancy to allow for creation of an average volume of 25,000 documents per hour during batch processing of documents. Data extraction time is not included in this calculation.

14.3. Concurrency

14.3.1. The system should be sized to handle online (OLTP) transactions and batch transactions in parallel with batch transactions given a lower priority during normal work hours to ensure real-time responses for online transactions.

14.4. Recovery Time

14.4.1. The vendor shall demonstrate that the system has auto-recovery/auto-save mechanism during template creation.

14.4.2. The vendor shall demonstrate that the system has a recovery mechanism when interfacing with other systems such as SETS & DAS Fulfillment Service Center.

14.5. System Start-up time and Shutdown time

14.5.1. The vendor must provide system start up and shut down scripts.

14.5.2. The document generation system server must start up in 15 minutes or less.

15. Supportability

15.1. Audit ability

15.1.1. The vendor shall demonstrate that the system has sufficient design, security, record retention, and logging capability to allow for a complete audit trail capture and reporting for every security event. This security event log must capture the following data at minimum: user ID, time\date, logon to and logoff from the system, attempted logins, failed logins, user maintenance)

15.2. Localizability

15.2.1. The system must support the ability to display and print documents using graphic inserts which communicate in languages other than English.

15.3. Maintainability/Upgradeability

15.3.1. The overall design and implementation of this application and system must use standard conventions, understandable to any user.

15.3.2. The system must be based on technology and platforms available and approved in ODJFS.

15.3.3. The custom code modules in the system must use ODJFS approved coding standards.

15.4. Scalability

15.4.1. The system must have a mechanism to handle potential future growth. The vendor shall provide documentation relating to horizontal and vertical growth of the system. Although not a part of this project, ODJFS desires the ability to add other large scale systems similar to SETS to the Document Management System in the future. The Vendor should detail how the system can be up-scaled to double its capacity for the addition of another large system Interface.

16. Interfaces

16.1. Support Enforcement Tracking System (SETS)

16.1.1. The system must interface with SETS to retrieve case/order information in standard XML format.

16.1.2. The system must have the ability to send triggers to SETS System.

16.1.3. The system must have the ability to receive triggers from SETS System.

16.2. DAS Fulfillment Service Center

16.2.1. The system must interface with DAS Fulfillment Service Center for batch mailings of documents.

16.2.2. The system must receive data from DAS Fulfillment Service Center for print confirmation and update SETS system accordingly.

16.2.3. The system should comply with Office of Information Technology (OIT) Policy for DAS Fulfillment Service Center.

16.2.4. The system must have the ability to embed fonts within the assembled document prior to printing.

16.2.5. The system must have the ability to output documents in PDF and AFP formats for the Print Shop interface

16.3. FileNet Content Engine

16.3.1. The system must store all generated documents (state and county) in FileNet Content Engine.

16.3.2. The format for storing the final documents created is PDF and/or PDF/A.

16.4. Novell e-Directory

16.4.1. The system should utilize Novell e-Directory (LDAP) for authentication and high level authorization into the system.

16.5. Enterprise Audit Logging Application (DESIRED FEATURE)

17. System Security Design

17.1. Provisioning and Authentication

17.1.1. State and county users should be authenticated against the ODJFS Novell e-Directory (LDAP). The user ids in e-Directory are re-used when an employee leaves. All user passwords must be masked.

17.1.2. The system should enable the system administrator to configure the number of minutes the system may remain idle before timing out (session expiration or forcing a logoff from the system).

17.1.3. The system should time out (session expiration) if there is no activity for a number of minutes greater than that set by a state administrator.

17.1.4. The system should have a capability to integrate into a web portal.

17.1.4.1. The vendor should provide documentation covering how a there DGS would integrate with a portal.

17.1.5. There shall be a single entry point into the system. All bookmarks will be redirected to this single entry point.

17.2. Authorization

17.2.1. The system should manage authorizations using application resources (application database).

17.2.2. The application resources should be used to authorize both state and county users.

17.2.3. The system security should be role based with roles defining the read, write, update, and approve rights for each component and function of the system. The users would then be assigned to one or multiple roles.

17.2.4. The system should be able to function at a minimum the following roles: System Administrator; State Administrator, State User, Local Agency Administrator, Local Agency User.

17.2.5. The system should allow state users access to all data across service locations and entity types.

17.2.6. The system should be able to add, edit, and delete security roles as well as customize security on a field and page level basis

17.3. Implementation

17.3.1. The system should incorporate standard security protocols that encrypt all information in transit.

18. System Administration

18.1. System Security

18.1.1. The system security must have identity management features that grant access based on a unique user ID and password to all users.

18.1.2. The system security must be role based with roles defining the read, write, update, and approve rights for each component and function of the system. The users would then be assigned to one or multiple roles.

18.1.3. The system should be able to function at a minimum the following roles: System Administrator, Help Desk Administrator, State Administrator, State User, Local Agency Administrator, and Local Agency User.

18.1.4. The system should be able to add, edit, and delete security roles as well as customize security on a field and page level basis.

18.1.5. The system must provide an appropriate level of security to prevent unauthorized access from internal locations.

18.1.6. The system should allow for optional separation of system authority for the individual functional areas. This separation of authority will require that the user that approves the data to be a different user than the one that last modified the data.

18.1.7. The system should employ a layered approach to protecting data.

19. Implementation

19.1. Environment and Specifications

19.1.1. The system must be built, tested, and hosted on ODJFS infrastructure.

19.1.2. The vendor must produce and maintain an Architectural Component Procurement Plan which details all hardware and software required for the Development and Production environments. This document must identify the detailed specifics (e.g., components, size, configurations, quantities, etc.) of all hardware and software components that will be required for these environments.

19.1.3. In addition, it must identify the dates each component will be in operational status. JFS requires a minimum of 90 day lead time from the contract start date for component purchases. All projected hardware/software order and availability dates must be reflected in the project plan at the completion of this document. Any hardware/software procurement plan changes must also be reflected in the project plan as it is updated.

19.2. Development

19.2.1. The vendor shall ensure that ODJFS development and operations staff will receive training and support in the use of all system components.

19.3. Testing and Deployment

19.3.1. The vendor shall test all system functionality including interfaces. System testing must occur in the production environment.

19.3.2. The vendor shall provide a system test plan that includes, at minimum, the following: -

- Test scenarios developed with ODJFS assistance;
- Test scenarios to requirements traceability matrix developed with ODJFS assistance;
- A definition of the scope of the tests, which must include regression testing and load testing. The vendor shall demonstrate how the system test will fully test the system's functions, features, and performance;
- A listing of the inputs to the test, the steps and procedures in the testing process, timelines, and the expected results;
- A description of vendor and state staff roles and responsibilities during testing;
- A description of the defect identification and resolution processes to be executed during the system test.

19.3.3. The vendor shall provide a System Test Results document, which must include all system test results and system recommendation. The document must enable the State to validate that the test has been successfully executed in accordance with the approved system test plan.

19.3.4. The vendor shall support user acceptance testing (UAT) to verify the full functionality and technical usability of the system; including testing the interfaces and system accessibility.

19.3.5. The vendor shall provide a user acceptance test plan that includes, at minimum, the same elements as specified for the system test plan in item 21.4.2 above.

19.3.6. The vendor shall ensure that system testing and load testing support the use of Mercury Quick Test Pro and Mercury Load Runner

19.4. Standards Compliance

19.4.1. Federal ADA standards are available at <http://frwebgate.access.gpo.gov/cgi-bin/get-cfr.cgi?YEAR=current&TITLE=36&PART=1194&SECTION=22&SUBPART=&TYPE=TEXT>

19.5. Training / Documentation

19.5.1. The vendor shall develop training plans for state and county staff, and a curriculum for each role.

19.5.2. The vendor shall ensure that training occurs prior to implementation in production.

19.5.3. The vendor shall provide training materials, including, but not limited to classroom, Web-based online tutorials and electronic documentation (e-documentation).

19.5.4. The vendor shall provide training to state and county DGS System users. State and county training must be role-based and structured to support all security levels within the system.

19.5.5. Training should be based on a Train-the-Trainer model.

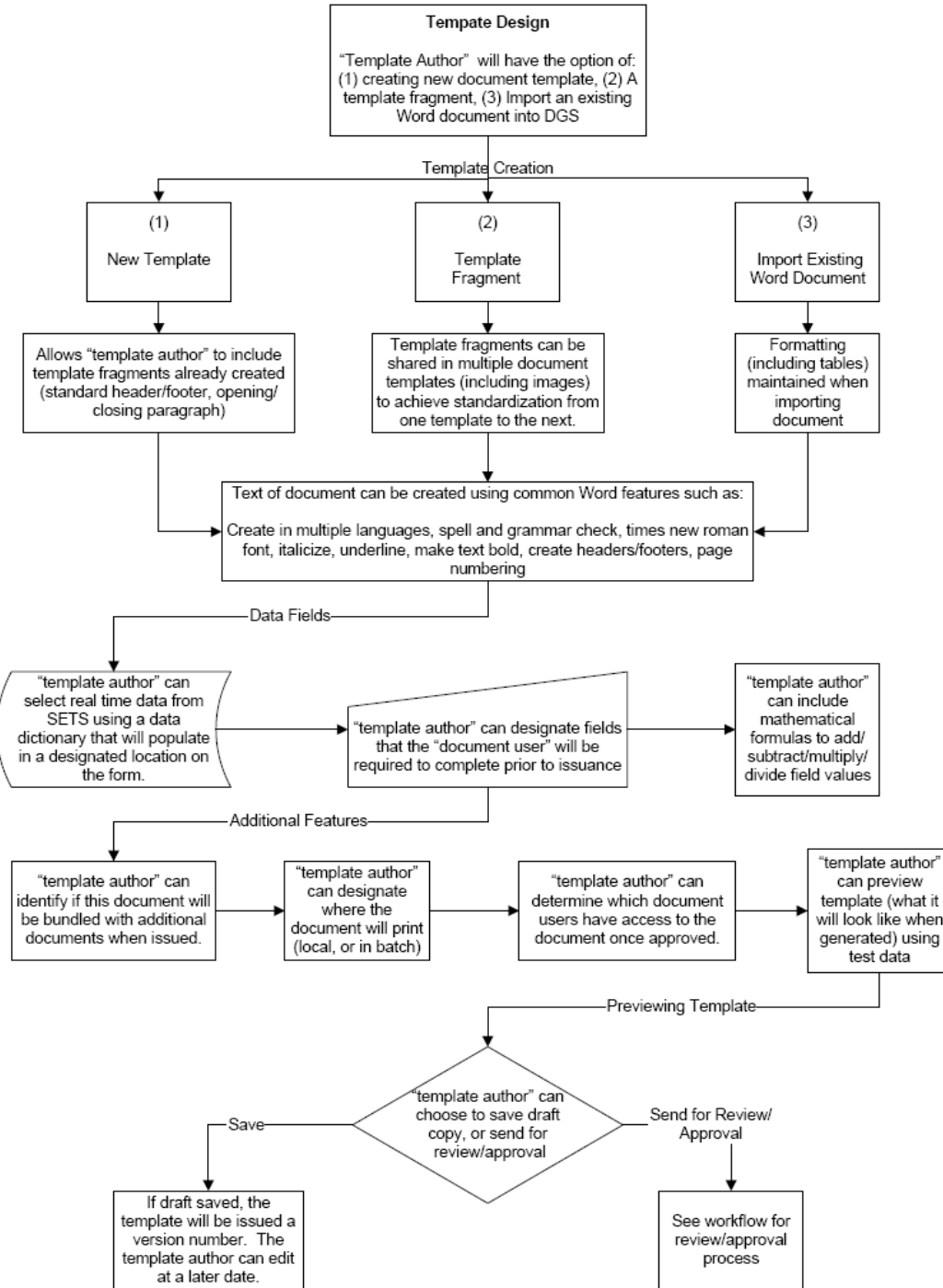
19.5.6. The vendor shall provide training in system administration, system features and system interoperability, process and operations, template development, business process development and modification, reporting, security, system tutorials, and system navigation.

19.5.7. In addition to the training documentation, the vendor shall provide the following documentation: User job aids or quick start guide, detailed system requirements, architecture document, deployment guide, production support and maintenance manual, and a business continuity plan.

APPENDICES

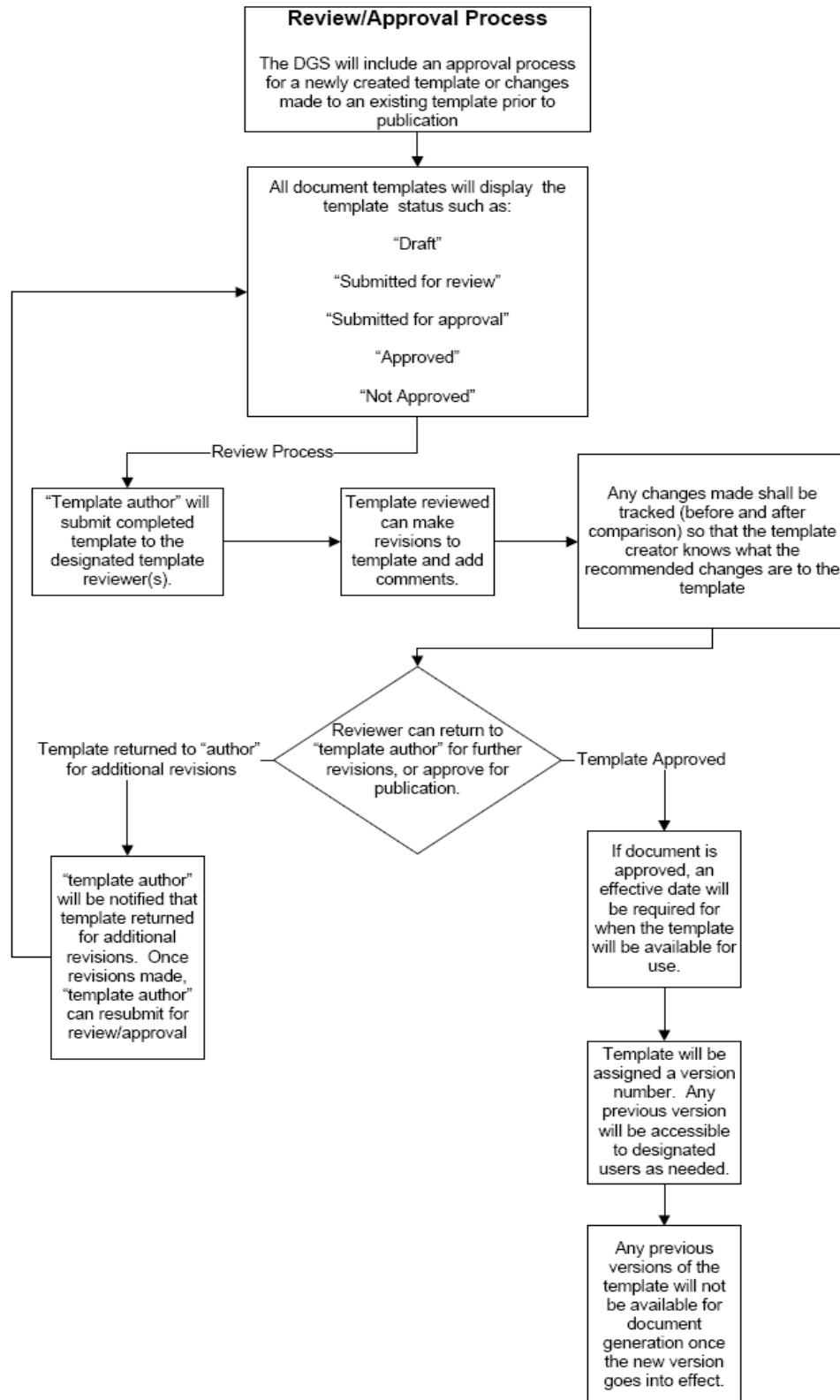
APPENDIX 1 – TEMPLATE DESIGN FLOW

1. Template Design : The Document Generation System (DGS) must have flexible features allowing for multiple formats and layouts.



APPENDIX 2 – REVIEW/APPROVAL PROCESS

2. Review/Approval Process



APPENDIX 3 – DOCUMENT GENERATION

3. Document Generation

