Operational Concept Description (OCD)

City of Los Angeles
Applicant Resource Center

Team 09

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27th September 2013
## Version History

<table>
<thead>
<tr>
<th>Date</th>
<th>Author</th>
<th>Version</th>
<th>Changes made</th>
<th>Rationale</th>
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<tr>
<td>09/26/13</td>
<td>DN</td>
<td>1.0</td>
<td>• Initial draft for CSCI 577a: Template taken from ICSM EPG course material</td>
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1. Introduction

1.1. Purpose of the OCD

The purpose of the OCD is to capture the vision of the success critical stakeholders of this project.

The success critical stakeholders for this project along with their roles are as follows:

- City of Los Angeles Department of Personnel Public Safety Background & Employment Services Division - owner
- Supervisors, investigating officers, administrators and supporting staff - users
- City IT staff - maintainers
- Members of Team 09 - developers

1.2. Status of the OCD

The version number for this document is 1.0 and the project is currently in the Valuation phase.

Some of the open issues that have to be resolved are as follows:

- Usage of ASP for development
- Availability of COTs to implement any of the components of the system
- The deliverable components within the available time frame (in both cases - when COTs are available or unavailable)
2. Shared Vision

2.1. Overview of the system

Table 1: The Program Model

<table>
<thead>
<tr>
<th>Stakeholders</th>
<th>Initiatives</th>
<th>Value Propositions</th>
<th>Beneficiaries</th>
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<tbody>
<tr>
<td>Developers</td>
<td>• Develop the web based system for reference letters processing</td>
<td>• Reduce the labour involved in processing references letters</td>
<td>• Applicants</td>
</tr>
<tr>
<td>Management and staff of City of LA</td>
<td>• Provide training to the City staff to use the new system</td>
<td>• Expedite application process</td>
<td>• Background investigators</td>
</tr>
<tr>
<td>IT department of the City of LA</td>
<td>• Maintain the web based system</td>
<td>• Reduce administrative costs (postal)</td>
<td>• Managers/Background Investigation Supervisor</td>
</tr>
<tr>
<td></td>
<td>• Advertise the new system</td>
<td>• Decrease paper work</td>
<td>• Supporting Staff</td>
</tr>
<tr>
<td>Applicants</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Background investigators</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Managers/Background Investigation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supervisor</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Supporting Staff</td>
<td></td>
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</table>

Assumption: The new system will be accepted by the staff of the City of Los Angeles

<table>
<thead>
<tr>
<th>Costs</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Time spent by client in giving inputs to development team, evaluating prototypes and training staff.</td>
<td>• Reduced costs (postal charges avoided)</td>
</tr>
<tr>
<td></td>
<td>• Reduced time in sending reference requests and receiving responses</td>
</tr>
<tr>
<td></td>
<td>• Reduced effort for staff due to avoiding paper work and for managers due to electronic assignment of Investigators</td>
</tr>
</tbody>
</table>
2.2. Benefits chain diagram

Figure 1: Benefits Chain Diagram
2.3. System Boundary and Environment

Applications:
- Filling up applicant and references contact details
- Automatically send emails to references
- Filling up of reference letters
- Assignment of applicants to investigators
- Viewing the submission status of reference letters
- Reviewing the reference letters
- Sending reminder emails to references
- Adding, editing and deleting of investigators

Support Infrastructure:
- ASP
- Visual Studio Express
- SQL Developer Express

Figure 2: System Boundary and Environment Diagram
3. Information on Current System

3.1. Infrastructure

The City of LA, Applicant Resource Center performs background investigations of job applicants by reviewing reference letters. This is currently performed manually using postal service.

For the applicants who have been selected, the supporting staff look up the references mentioned in the application and send mails to them enclosing the confidentiality agreement and the reference letter form. These references in turn fill up the forms and send them back to the City of LA listing out other possible references for the same candidate.

Investigating officers are assigned to applicants by the Background Investigation Supervisor. This information is maintained by the Supervisor using spreadsheets.

3.2. Artifacts

The following is a list of physical forms and letters that the current system uses:

- LA City Application Form: This includes the complete questionnaire that the applicant fills out during the application. This includes the list of references that he wish to provide.
- Confidentiality Personal Inquiry: The confidentiality agreement that has to be signed by the references
- Personal Inquiry Questionnaire Police Officer Applicant: The form to be filled up by the reference with the details about the applicant. This form also provides a provision for the reference to list out additional references for the same applicant.

3.3. Current Business Work-flow

![Activity diagram for work-flow of current system]

Figure 3: Activity diagram for work-flow of current system