SWIFT Digital Mail Solution

INTAKE REQUEST FORM Template v1.6

Exec Sec

Document Version 1.0

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# Intake Request Form Procedure

The Requestor shall complete and submit the intake form for tasks, such as:

* Enhancements or changes to a current system
* A new system
* Any work that is not already “In Plan”, might require over 40 hours of effort to complete, or might involve new expenditures
* A new ACF/Program Office specific Website
* Authority to Operate (ATO)
* System Decommission

Please email the signed form to: [ACF-OCIO-Project-Intake-Request@acf.hhs.gov](mailto:ACF-OCIO-Project-Intake-Request@acf.hhs.gov)

# ACF OCIO Intake Request Form

## Requestor

|  |  |
| --- | --- |
| **Date** | January X, 2021 |
| **Name/Program Office** | Linda Hitt, Executive Secretariat (Exec Sec) |
| **Phone/Email** | Linda.Hitt@acf.hhs.gov |
| **Project Name** | SWIFT Digital Mail Solution |
| **Name (**Division Director) | Linda Hitt |

## Request Type

|  |  |
| --- | --- |
| Is this an ATO? | No |
| Is this a System Decommission Request? | No |

## Contract

* + 1. Please define the need for contractor support.

|  |  |
| --- | --- |
| Is a contract vehicle required to support this request? | Yes |
| If a contract is in place, what is the number? | None |
| If a contract vehicle is required, enter the name of the contract, or enter ‘NEW’ for a new contract | NEW |

If this is an ATO or System Decommission request, proceed to [section 2.7](#_Constraints)

## Describe the Problem / Need

*Please describe what problem you are you trying to solve. If known at this time, what is the scale or scope of this project? (This does not have to include technical* detail).

|  |
| --- |
| Currently, mail is physically distributed by PSC to Exec Sec and all program offices throughout ACF, requiring staff to physically scan the mail, send to their computers, then pull into the SWIFT system for processing; or to physically deliver the mail to the appropriate office (walking it from floor to floor, as needed). The pandemic demonstrated a need to explore an electronic solution, not only to address the needs created during the telework scenario created by the pandemic, but also to streamline the process moving forward.  Exec Sec is requesting OCIO for assistance to identify a tool to meet the ACF business needs. |

## *Provide examples of when you experience this problem? (if applicable)*

|  |
| --- |
| During pandemic, with minimal staff physically going into the office, mail has accumulated on desks without being processed. IOAS has requested exploration into a system that would deliver mail electronically from the point of entry into HHS/ACF. |

## *If this is a new need, provide scenarios of what you need to do?*

|  |
| --- |
| PSC would open and scan in the mailroom, then transfer the digitalized mail into the SWIFT system. The system would automatically route the resulting controls to the appropriate office based on OCR keyword recognition. |

## 

## Desired Outcome

## *How will this benefit the Program Office and/or ACF? How does this support the overall mission (Program Office/ACF)?*

|  |
| --- |
| Correspondence would be processed more timely for all program offices. If someone were out of the office, correspondence would not sit on any one person’s desk, but could be accessed and processed by anyone with access to the system. Correspondence would not be misplaced or lost. If correspondence needed to be redirected to another office, it could be sent electronically the same day. All program offices could respond to constituents in a more timely manner. |

## *Is there another office that will benefit from this? Is this project in coordination with another effort or program office?*

|  |
| --- |
| PSC communicated to Exec Sec that this change is mutually beneficial. While they would need to make adjustments to current staff duties, it would transfer accountability from their staff (for lost/misplaced mail). It provides an improved electronic search capability, which will reduce the time that ACF staff spend to determine where to direct inquiries. |

## Success Criteria

## *Please define the success related to the desired outcomes. List any potential identifiable measures of project success (e.g., increase quality data reporting by 85%) and how they will be measured.*

|  |
| --- |
| Success is defined by an automated process that will scan/digitalize all mail (reducing time spent by PSC sorting and hand-delivering) and at the time of digitalization, will automatically upload into the SWIFT system (reducing time needed by staff across ACF program offices to scan and upload mail into the system). Success will also be defined with increased accountability and a reduction of misplaced/lost mail. |

## 

## Constraints

## *Please define any constraints for this project. Constraints may include time, legislative regulations or mandates, etc. Please list them here.*

|  |
| --- |
| ATO expires Jan 2021.  This requires agreement from and coordination with PSC.  This requires scanning equipment to be purchased and training of PSC staff on operations of equipment and (possible) software integration. |

## *Time Constraint Details. Please select the specific reason for the time constraint and the deadline date you hope to meet.*

|  |  |
| --- | --- |
| **Reason** | **Date** |
| Needed contract award date | ASAP |
| IT solution implementation date | ASAP |
| Product Implementation date | ASAP |
| Needed Go Live date | ASAP |
| Desired Implementation date | ASAP |

## Funding

## *Please define the funding status to support the request.*

|  |  |
| --- | --- |
| Is this request funded (Yes/No)? | No |
| What is the funded amount? | Not determined yet |

# Roles

Program Offices staff (please identify if known for this request):

|  |  |  |
| --- | --- | --- |
| Role | Title/Position | Member Name |
| Office/Division – ACF Exec Sec | Director | Linda Hitt |
| Program Lead | Deputy Director (Business Owner) | Megan Steel |
| System Owner | Program Specialist | Francisco Romero |
| Budget/Finance | Budget Officer | Ann Taylor |
| Records Management | Records Liaison | Rosella Davis |
| Government Technical Monitor (GTM)\* | Information Technology Specialist |  |
| Program SME \*\* |  |  |
| Program SME \*\* |  |  |

\*to be determined once work is defined, can have multiple GTMs per contract

\*\*as needed

Appendix: Acronyms

The following table provides definitions and explanations for terms and acronyms relevant to the content presented within this document.

| Acronym | Description |
| --- | --- |
| ACF | Administration for Children and Families |
| OCIO | Office of the Chief Information Officer |
| ATO | Authority to Operate |
|  |  |
|  |  |
|  |  |
|  |  |
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|  |  |