

# Operational Concept Description (OCD)

**E-Lockbox**

**Team 5**

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# Version History

Date	Author	Version	Changes made	Rationale
09/26/13	Eric, Miles	1.0	<ul style="list-style-type: none"> <li>• Initial template has been made</li> <li>• Shared Vision has been added.</li> <li>• Information on current system has been added</li> <li>• Section 1, 2 and 3.1 have been completed</li> </ul>	<ul style="list-style-type: none"> <li>• To build operational concepts for team 5 to deliver the e-lockbox system</li> </ul>
10/12/13	Eric	1.1	<ul style="list-style-type: none"> <li>• Revise shared vision</li> <li>• Section 3.2 have been completed</li> </ul>	<ul style="list-style-type: none"> <li>• To complete all sections based on certain information for foundation phase.</li> </ul>
10/14/13	Eric	2.0	<ul style="list-style-type: none"> <li>• All sections have been completed</li> <li>• Formats of document are revised</li> </ul>	<ul style="list-style-type: none"> <li>• To fulfill the need of FC package and build a foundation of subsequent development.</li> </ul>
10/18/13	Eric	2.1	<ul style="list-style-type: none"> <li>• Updated Benefits Chain, System Boundary, &amp; Business workflow</li> </ul>	<ul style="list-style-type: none"> <li>• Made corrections based on instructor feedback</li> </ul>
12/01/13	Eric	3.0	<ul style="list-style-type: none"> <li>• Revise System Boundary, &amp; Business workflow</li> </ul>	<ul style="list-style-type: none"> <li>• To be consistent with changed requirements</li> </ul>

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# **1. Introduction**

## **1.1 Objectives of the OCD**

This Operational Concept Description (OCD) provides the shared visions and goals of the stakeholders of e-lockbox system for Living Advantage. The success-critical stakeholders of the project are Pamela R. Clay, as the project owner the Living Advantage staff, foster youth and other public agencies, as users, USC Team 5 as developers and the maintainers.

## **1.2 The status of the document**

This is Version 3.0 of the OCD. System boundary diagram and business activity diagram are revised. Some words are also corrected. All sections are complete, ready to be included in the DC package.

## 2. Shared Vision

### 2.1 Overview of the system

**Table 1: The Program Model**

<b>Assumptions</b>			
➤ Foster youth want to have anytime/anywhere electronic access of their vital documents.			
<b>Stakeholders</b>	<b>Initiatives</b>	<b>Value Propositions</b>	<b>Beneficiaries</b>
<ul style="list-style-type: none"> <li>• Developer</li> <li>• Living Advantage</li> <li>• Foster youth</li> <li>• Maintainer</li> </ul>	<ul style="list-style-type: none"> <li>• Develop system</li> <li>• Partner with public agencies</li> <li>• Training staff and foster youth to use this system</li> <li>• Capture data daily and update quarterly</li> <li>• Increase awareness of this system</li> <li>• Provide their vital records</li> <li>• Manage every valid case of foster youth</li> </ul>	<ul style="list-style-type: none"> <li>• Enable identification of foster youth</li> <li>• Easier access to benefits and services</li> <li>• Improved information management process</li> <li>• Better tracking of foster youth</li> <li>• Saving time, space and cost.</li> </ul>	<ul style="list-style-type: none"> <li>• Foster youth</li> <li>• Living Advantage</li> </ul>



## Benefit Chain Diagram

Assumptions:

1. Foster youth want to have anytime/anywhere electronic access of their vital documents.

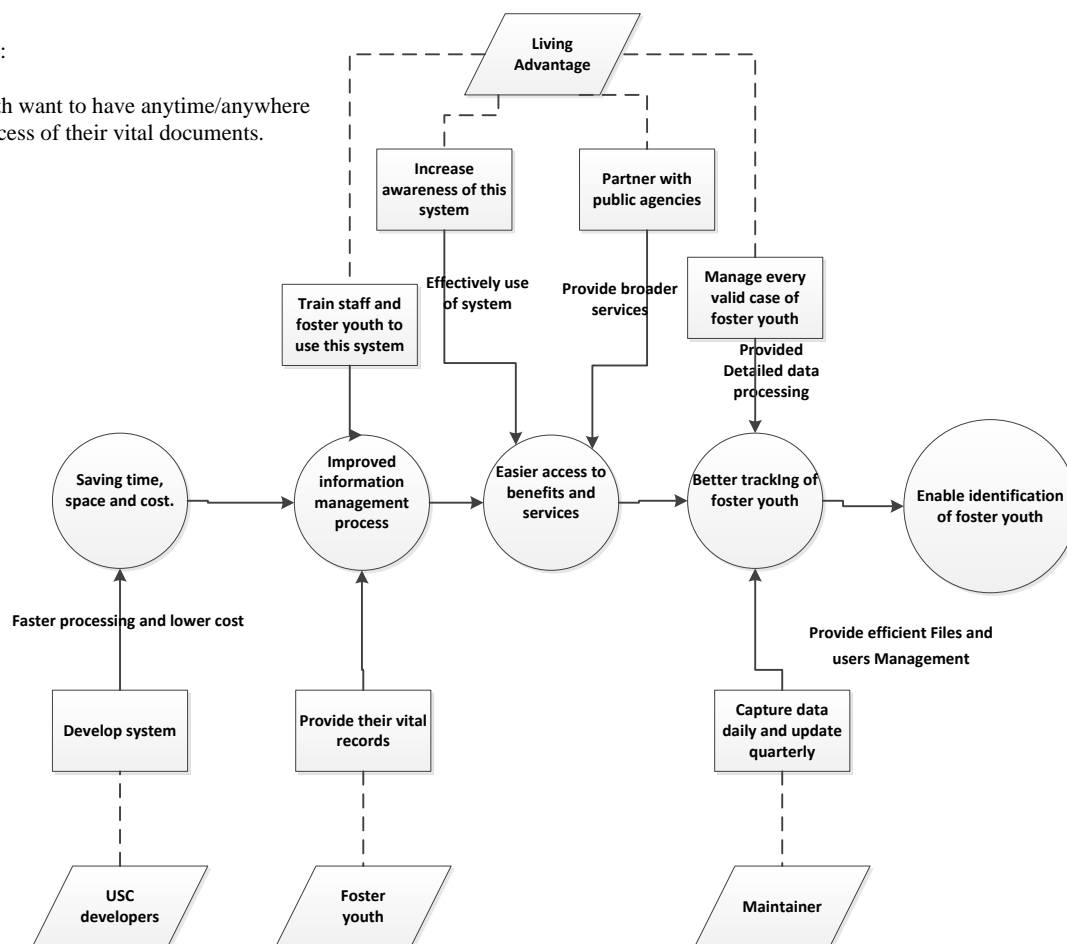
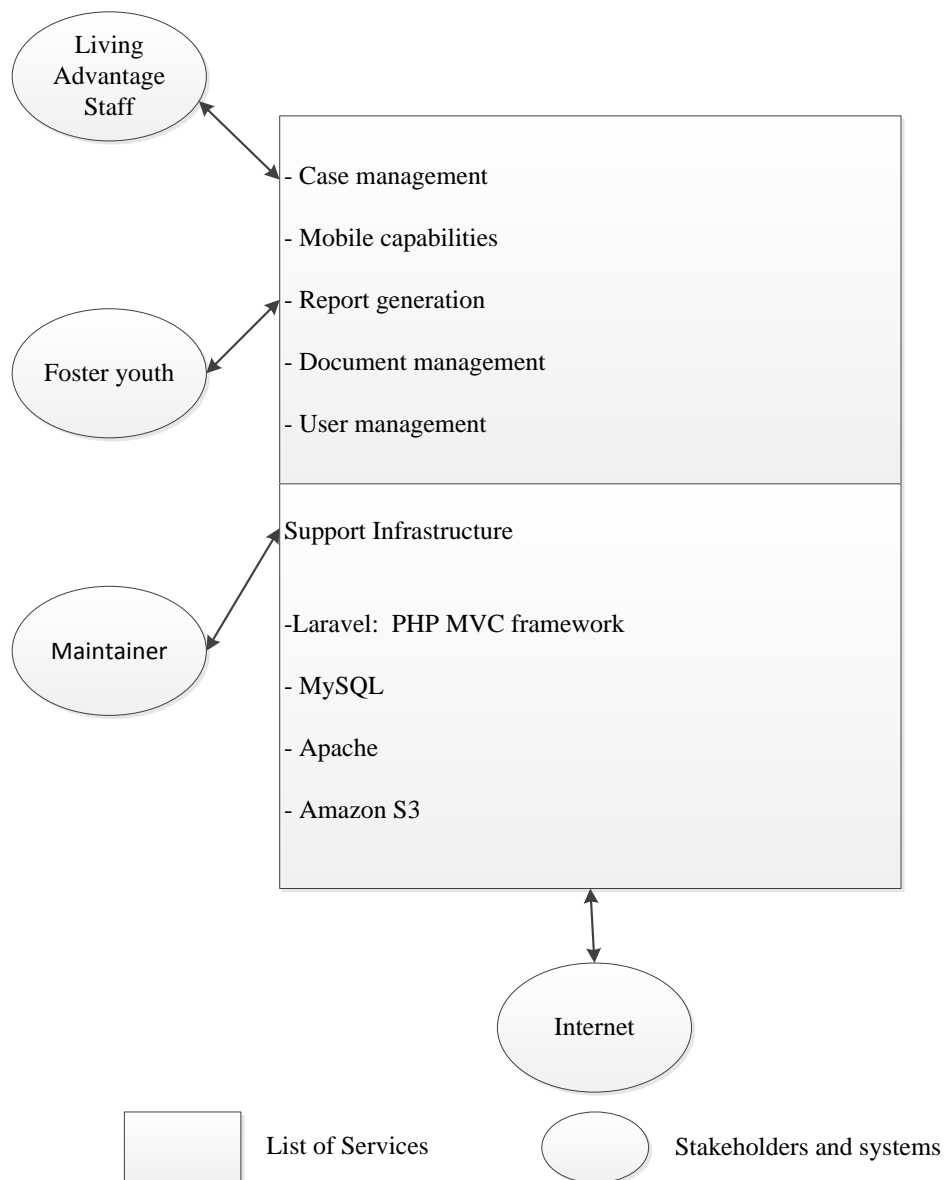


Figure 1 Benefit Chain Diagram

## 2.2 System Boundary and Environment



**Figure 2 System Boundary and Environment Diagram**

## 3. System Transformation

### 3.1 Information on Current System

#### 3.1.1 Infrastructure

Living Advantage already has an e-Lockbox system. Currently, the system can provide 3-5 pieces of vital life documents for up to 500 clients. However, it is implemented on Salesforce.com, which is a global cloud computing company, best known for its customer relationship management (CRM) product. Salesforce.com migrated to Dell servers with AMD processors running Linux from Sun Fire E25K servers with SPARC processors running Solaris. Salesforce.com is providing software and hardware support for Living Advantage.

#### 3.1.2 Artifacts

**Table 2 Artifacts**

<b>Artifact</b>	<b>Description</b>
Current database	Current information of foster youth and their corresponding documents stored in the database.
Background and functional requirements	Introduce the background and big picture of this system and list the functional requirements in a high level.
Documents forms	Templates of online forms.

### 3.1.3 Current Business Workflow

#### 1. Enter vital PII and documents

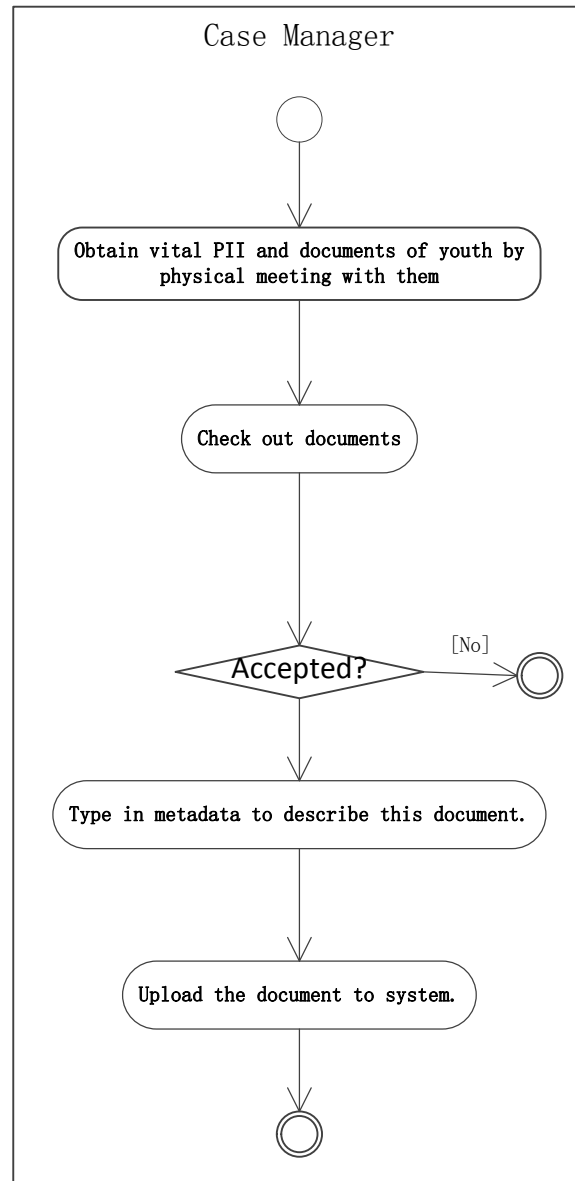


Figure 3: Enter vital PII and documents workflow

## 3.2 System Objectives, Constraints and Priorities

### 3.2.1 Capability Goals

**Table 3: Capability Goals**

Capability Goals	Priority Level
<b>OC-1 Document Management:</b> Vital documents for identification can be (i) viewed and printed via accessing the system by foster youth or (ii) scanned and uploaded by case managers or administrators.	Must have
<b>OC-2 Case Management:</b> Case managers can manage related information of cases in their scope	Must have
<b>OC-3 Report Generation:</b> The system is capable of generating the report of demographic information.	Must have
<b>OC-4 User Management:</b> All kinds of users will be managed by administrators.	Must have
<b>OC-5 Character Recognition:</b> The system can extract information from images of vital documents.	Would like

### 3.2.2 Level of Service Goals

**Table 4: Level of Service Goals**

Level of Service Goals	Priority Level	Referred WinWin Agreements
<b>LOS-1 Availability:</b> This system should be down no more than 12hrs/monthly	Must have	Win-Condition 2768
<b>LOS-2 Capacity:</b> This system should support at least 5000 users and 5 documents for each.	Must have	Win-Condition 2769
<b>LOS-3 Security:</b> All the documents must be accessed by related authority and cannot be fetched directly from server.	Must have	Win-Condition 2770
<b>LOS-4 Mobile Compatibility:</b> This system should be viewable on mobile devices and have similar GUI.	Should have	Win-Condition 2771

### 3.2.3 Organizational Goals

**OG-1:** Enable identification of foster youth

**OG-2:** Easier access to benefits and services

**OG-3:** Improved information management process and

**OG-4:** Better tracking of foster youth

**OG-5:** Saving time, space and cost.

### 3.2.4 Constraints

No constraints.

### 3.2.5 Relation to Current System

**Table 5: Relation to Current System**

Capabilities	Current System	New System
Roles and Responsibilities	Maintained by Salesforce.com	Have Living Advantage staff maintain system including database
User Interactions	Thy system cannot generate demographic information of foster youth.	Case managers can generate demographic information according to their different needs.
Infrastructure	Under the service of Salesforce.com	Living Advantage will have their own software system.
Stakeholder Essentials and Amenities	Current system is a complex and paid, thus difficult to satisfy their specific needs.	Owning their system, they can have specific feature as they want with less money.
Future Capabilities	This system only satisfies the requirements of Living Advantage.	The system will be customized by other public agencies.

## 3.3 Proposed New Operational Concept

### 3.3.1 Element Relationship Diagram

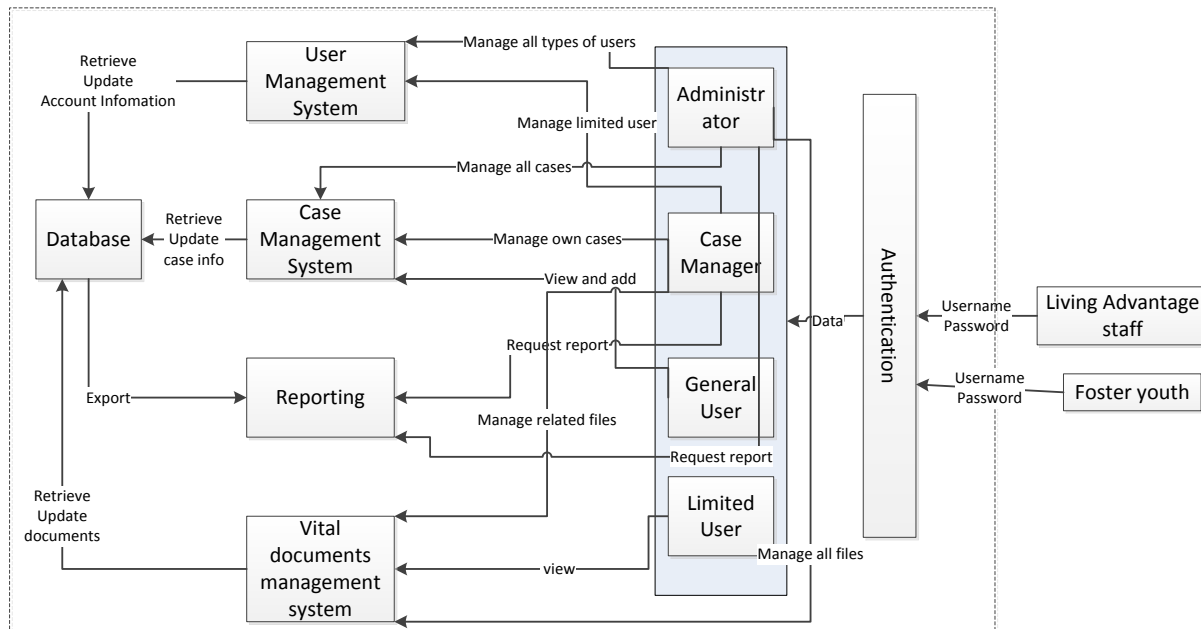
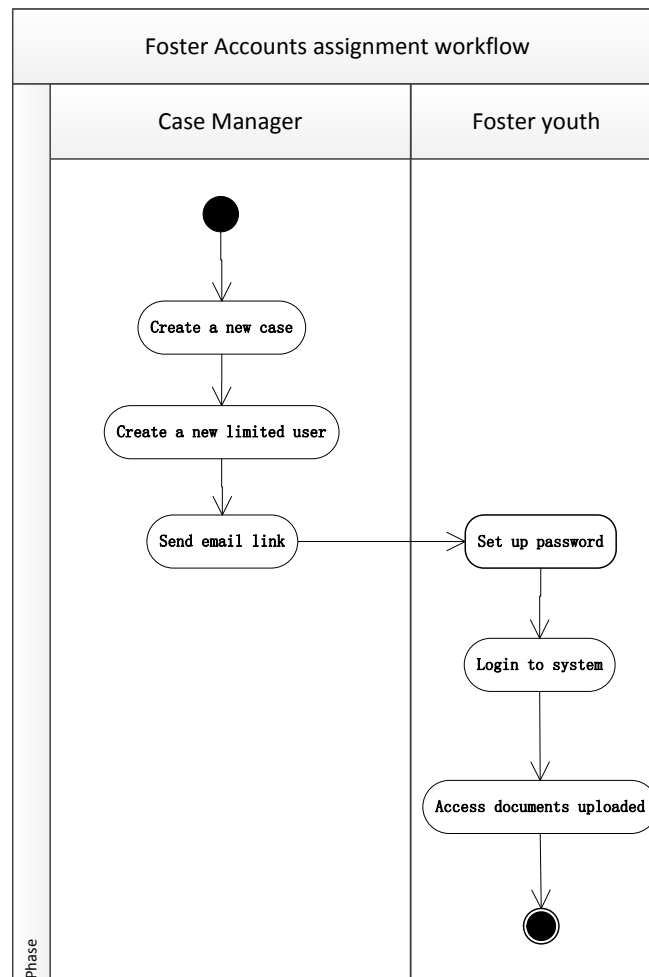


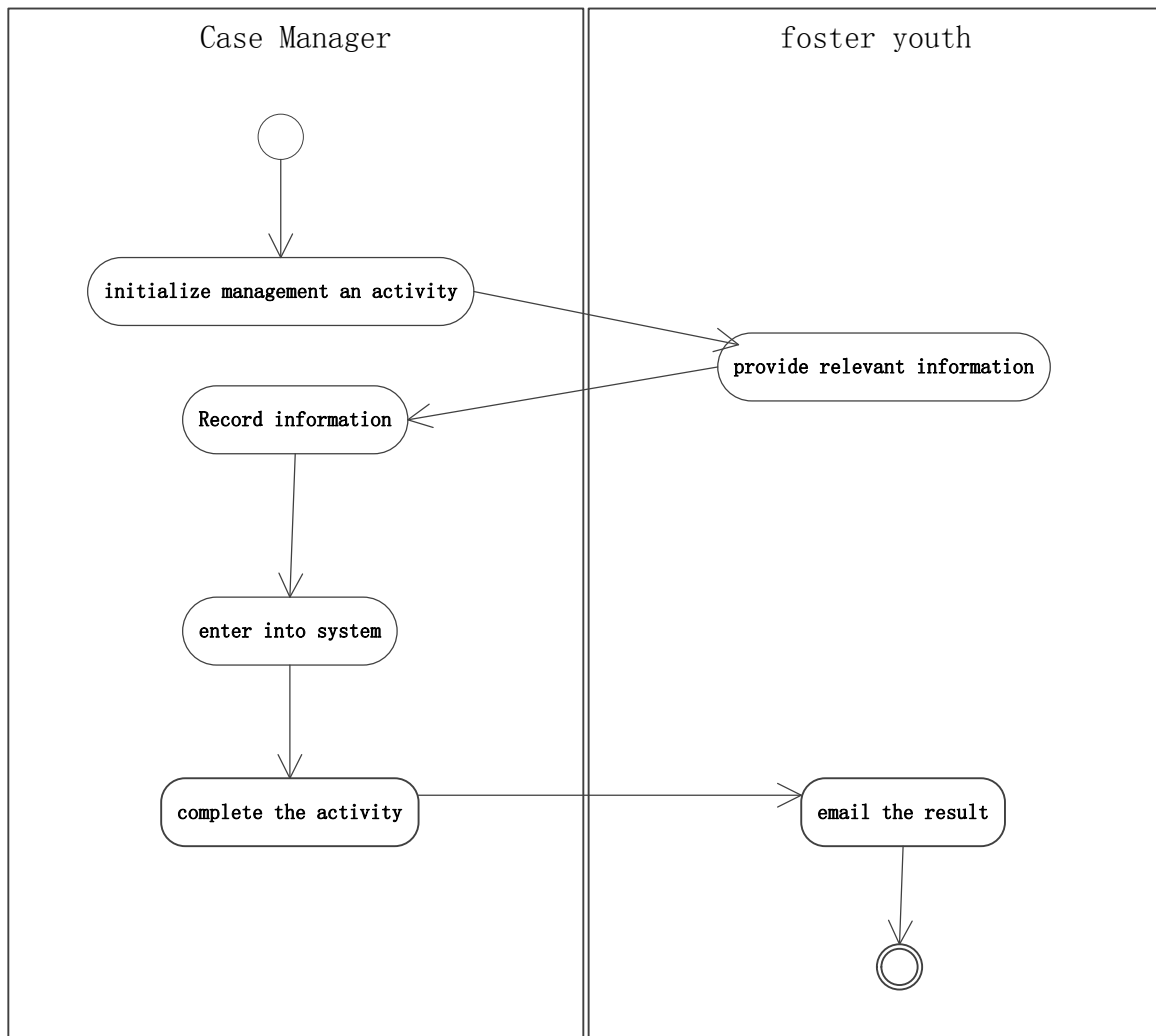
Figure 4: Element Relationship Diagram of E-lockbox system

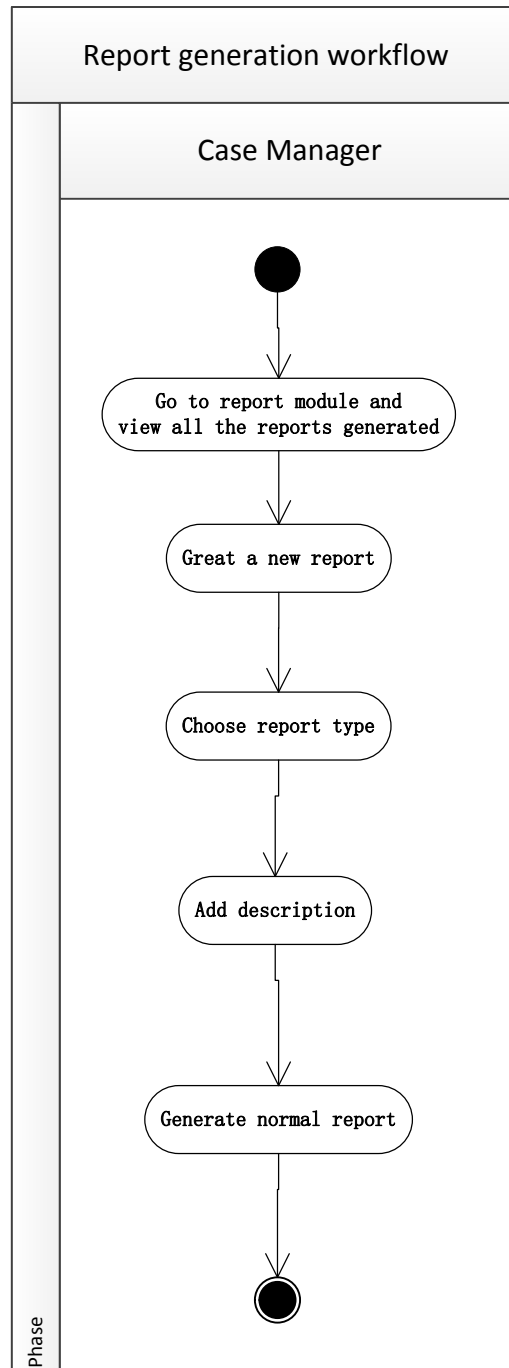
### 3.3.2 Business Workflows



**Figure 5: Accounts assignment Workflow Diagram**



**Figure 6: Activity logging workflow**

**Figure 7: Report Generation workflow**

## **3.4 Organizational and Operational Implications**

### **3.4.1 Organizational Transformations**

- Living Advantage needs to assign maintainers to take care of the system.
- Living Advantage can be relieved from current, hard-use, time-consuming and limited e-lockbox system.

### **3.4.2 Operational Transformations**

- Foster youth can be assigned accounts to access and view and print their own documents rather than lack the flexibility of managing their own documents.
- Case managers can generate demographic report of foster youth to show positive outcomes.
- General users can also assist to add some information for a case.