Operational Concept Description (OCD)

City of Los Angeles Personnel Department Mobile Applications

Team 02

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Version History

Date	Author	Version	Changes made	Rationale
09/25/13	Abhishek, Pattra	1.0	• Initial version • Add shared vision • Complete section 1, 2, and 3.1	• First version of document created for Team 02 project
10/12/13	Abhishek, Pattra	1.1	• Update shared vision • Add new proposed system information • Complete all sections • Update format and template	• Make corrections based on IIV&V comments • Continued operational concept design for foundation phase
10/23/13	Abhishek, Pattra	1.2	• Update shared vision • Update goals	• Make correction according to ARB comments
10/31/13	William	1.3	• Reviewed and verified content • Revised formatting for consistency	• Revised for consistency according to retrospective analysis

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1 Introduction

1.1 Purpose of the OCD

This document provides, in detail, the shared visions and goals of the stakeholders of the Mobile Application development project for the Los Angeles Personnel Department. The success-critical stakeholders of the project are Leo Reyes, Senior Personnel Analyst of the City of Los Angeles Personnel Department; City of Los Angeles Personnel Department IT staffs as maintainer; NeoGov as the jobs information provider; the job seekers as the users of the system; and Team 2 members as developers.
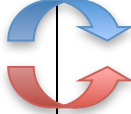
1.2 Status of the OCD

This OCD report is version 1.2, the continuity of the previous version with correction based on the ARB comments, and is in the Valuation phase. The development team has updated the scope of the key stakeholders' shared vision, current system, new proposed system, goals and constraints, and organizational and operational implications.

2 Shared Vision

## 2.1 Overview of the system

Table 1: The Program Model

<table>
<tr><td colspan="4" align="center">Assumptions
1. Job seeker will prefer a mobile application for searching for jobs at City of LA.
2. Mobile application provides added value to city of LA better than website
3. Having a mobile application will attract more candidates.</td></tr>
<tr><th>Stakeholders</th><th>Initiatives</th><th>Value Propositions</th><th>Beneficiaries</th></tr>
<tr>
<td>
• Developers
• Personnel department selection division
• Personnel department IT division (System administrator)
• Information Technology Agency (ITA)
• NeoGov (streamlining application provider)
• Job seekers
• Current employees looking for promotion
</td>
<td>
• Develop the system
• Promote the application
• Train about maintenance (post deployment)
• Send notifications to the job seekers
• Subscribe to receive notifications
</td>
<td>
• Provide easy access for job seekers
• Attract qualified candidates to the city department
• Better outreach for job seekers
• Improve brand image of Los Angeles Personnel Department
• Streamlining recruiting process
</td>
<td>
• Job seekers
• Current employees for looking promotion
• Personnel department selection division
</td>
</tr>
<tr><td colspan="2">Costs</td><td colspan="2">Benefits</td></tr>
<tr>
<td colspan="2">
• Development cost　　• Transition cost
• Maintenance cost　　• Mitigation cost
• Infrastructure cost　　• Operation cost
• Training cost
</td>
<td colspan="2">
• Increase time efficiency through the procurement of more qualified professionals
</td>
</tr>
</table>

2.2 Benefit Chain

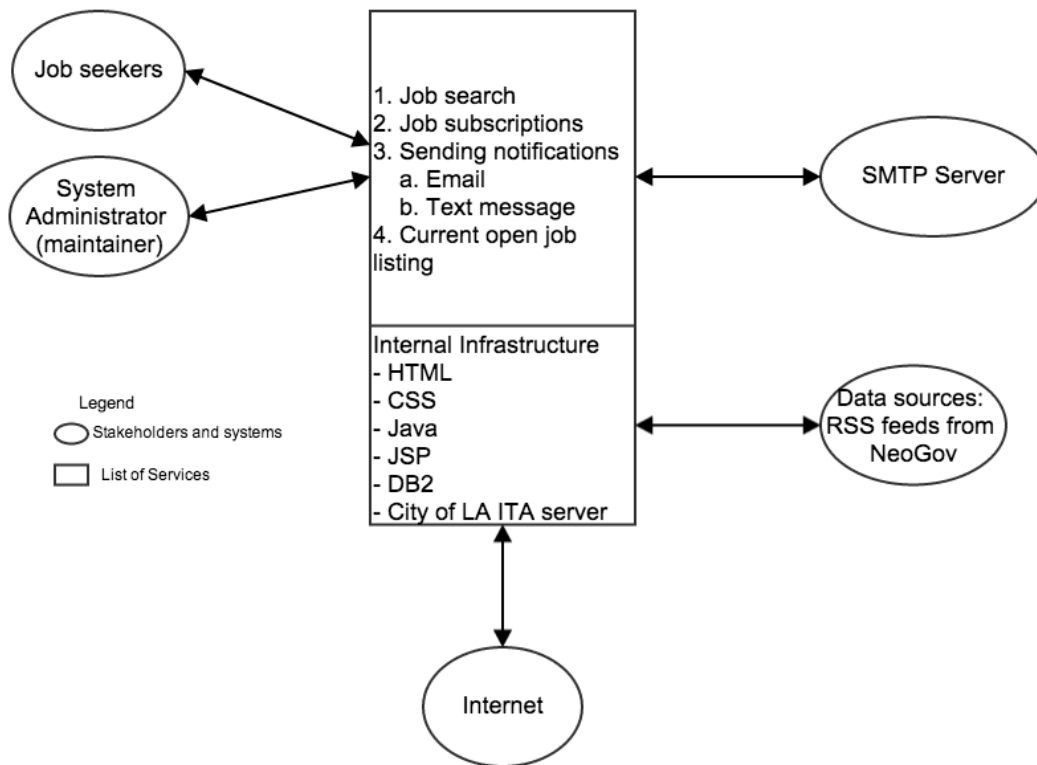**Figure 1 - Benefit Chain Diagram**

Assumptions
1. Job seeker will prefer a mobile application for searching for jobs at City of LA.
2. Mobile application provides added value to city of LA better than website
3. Having a mobile application will attract more candidates.
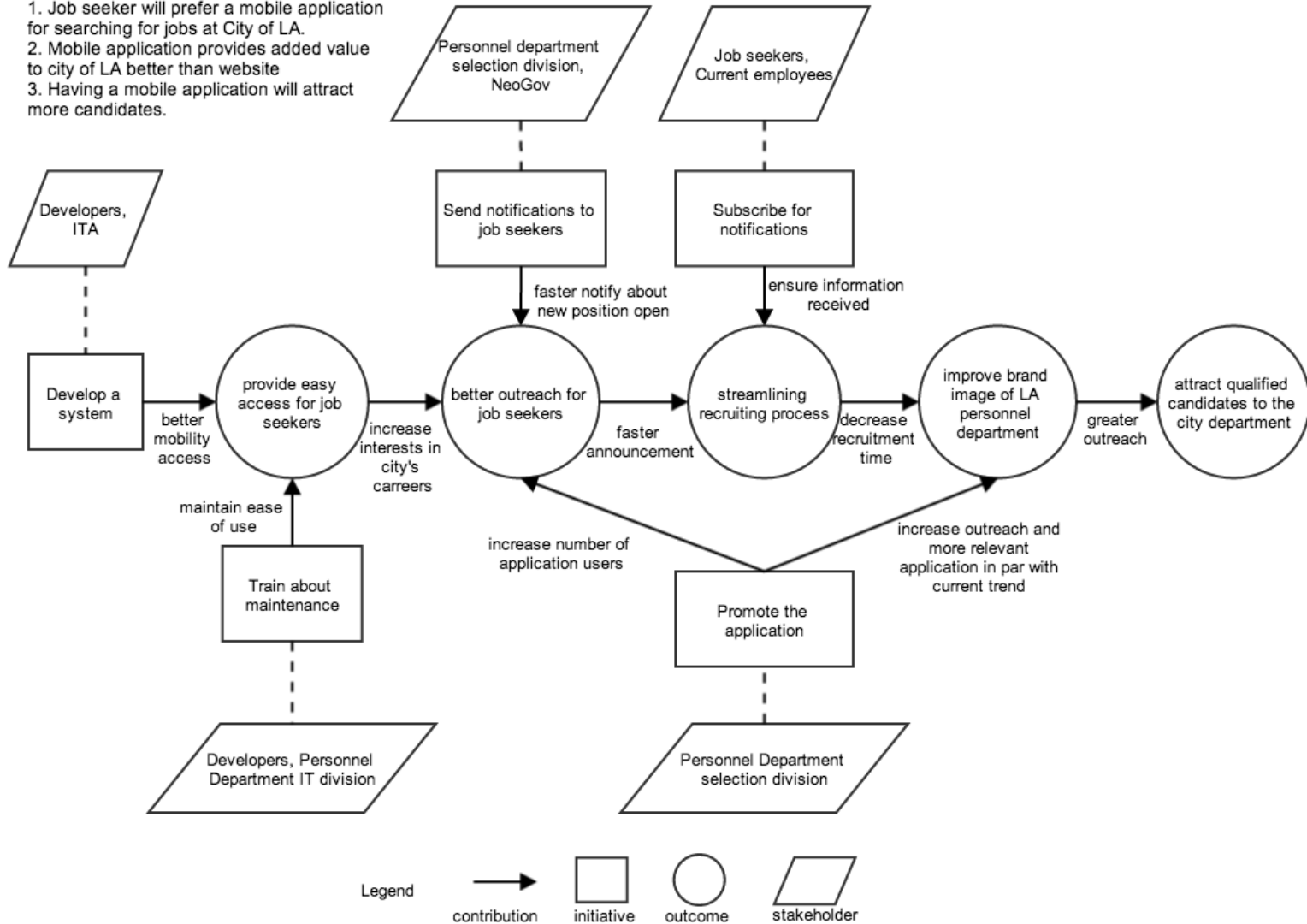
2.3 System Boundary and Environment

Figure 2 - System Boundary and Environment Diagram

3 System Transformation

3.1 Information on Current System

3.1.1 Infrastructure

Table 2: Current System Infrastructure

Infrastructure	Details
Hardware	Microsoft Windows and Mac OS computers, LA ITA Servers
Software	Adobe ColdFusion
Database	DB2
Development language	Adobe ColdFusion

3.1.2 Artifacts

Table 3: Current System Artifacts

Artifact	Description
Opening jobs form	Form for entering information about new opening job position on Neogov website
RSS feed	Feed of opening job positions send from Neogov's system to personnel department website
Application form	Form that job seekers fill their information for applying a position
Examination information	Information of the exam that job applicant need to take to apply for the position
All job positions information	Listing of all the job positions with details in City of Los Angeles
Opening job information	Listing of all the job opening with details

3.1.3 Current Business Workflow

Figure 3: Current Business Workflow Diagram
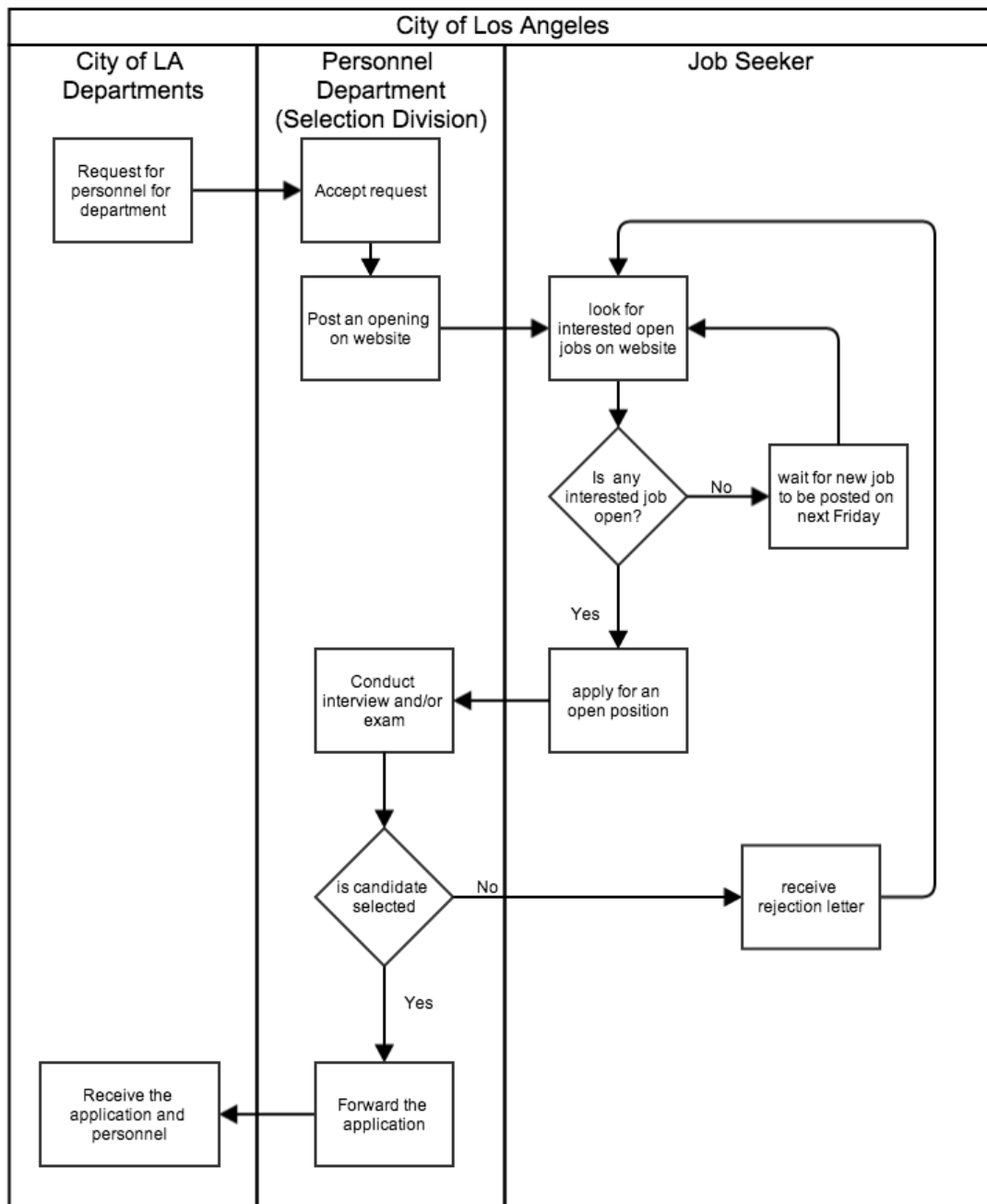
4 System Objectives, Constraints and Priorities

4.1 Capability Goals

Table 4: Capability Goals

Capability Goals	Priority Level
OC-1: List jobs – job seekers can view all job positions and current open positions with details	Must have
OC-2: **Send notifications** – the system will send notifications via text message or email to potential job seekers who subscribe for the notification	Must have
OC-3: **Subscription to jobs** – job seekers can subscribe to receive notification for jobs they find interesting	Must have

4.2 Level of Service Goals

Table 5: Level of Service Goals

Level of Service Goals	Priority Level	Referred Win-Win Agreements
LOS-1: System down time - the downtime of the system cannot be longer than 2 hours a day	N/A The server will be under ITA responsibility	Win Condition (WC_2386): System downtime at most 2 hours a day

4.3 Organizational Goals

OG-1: Provide easy access for job seekers
OG-2: Better outreach for job seekers
OG-3: Improved brand image of Los Angeles Personnel Department
OG-4: Attracted qualified candidates to city department
OG-5: Streamlining recruiting process

4.4 Constraints

CO-1: System shall be developed for Android and iPhone
CO-2: DB2 database will be used
CO-3: PHP will not be used for development
CO-4: Preferred language: Cold fusion, ASP, Java

4.5 Relation to Current System

Table 6: Relation to Current System

Capabilities	Current System	New System
Roles and Responsibilities	- Maintainer or System administrator update current job information on website - Job seekers obtain job information from the website	- Maintainer or System administrator update current job information on website - Job seekers obtain job information from the mobile devices
User Interactions	Job seekers periodically check for open jobs on the website	Job seekers can subscribe and receive notification for open jobs via their Android and iOS mobile devices
Infrastructure	Hardware: City of LA ITA servers Software: Adobe ColdFusion Database: DB2 Development language: Adobe ColdFusion	Hardware: City of LA ITA servers, Android and iOS mobile devices Software: Eclipse, Xcode, Sublime, Notepad++ Database: DB2 Development language: CSS, HTML, Java, JSP, PhoneGap API
Stakeholder Essentials and Amenities	Personnel department Selection division Personnel department IT division Information Technology Agency (ITA) Neogov's website and RSS feeds Maintainer or System administrator	Developers Personnel department Selection division Personnel department IT division Information Technology Agency (ITA) Neogov's website and RSS feeds Maintainer or System administrator
Future Capabilities	Not defined	Not defined

5 Proposed New Operational Concept
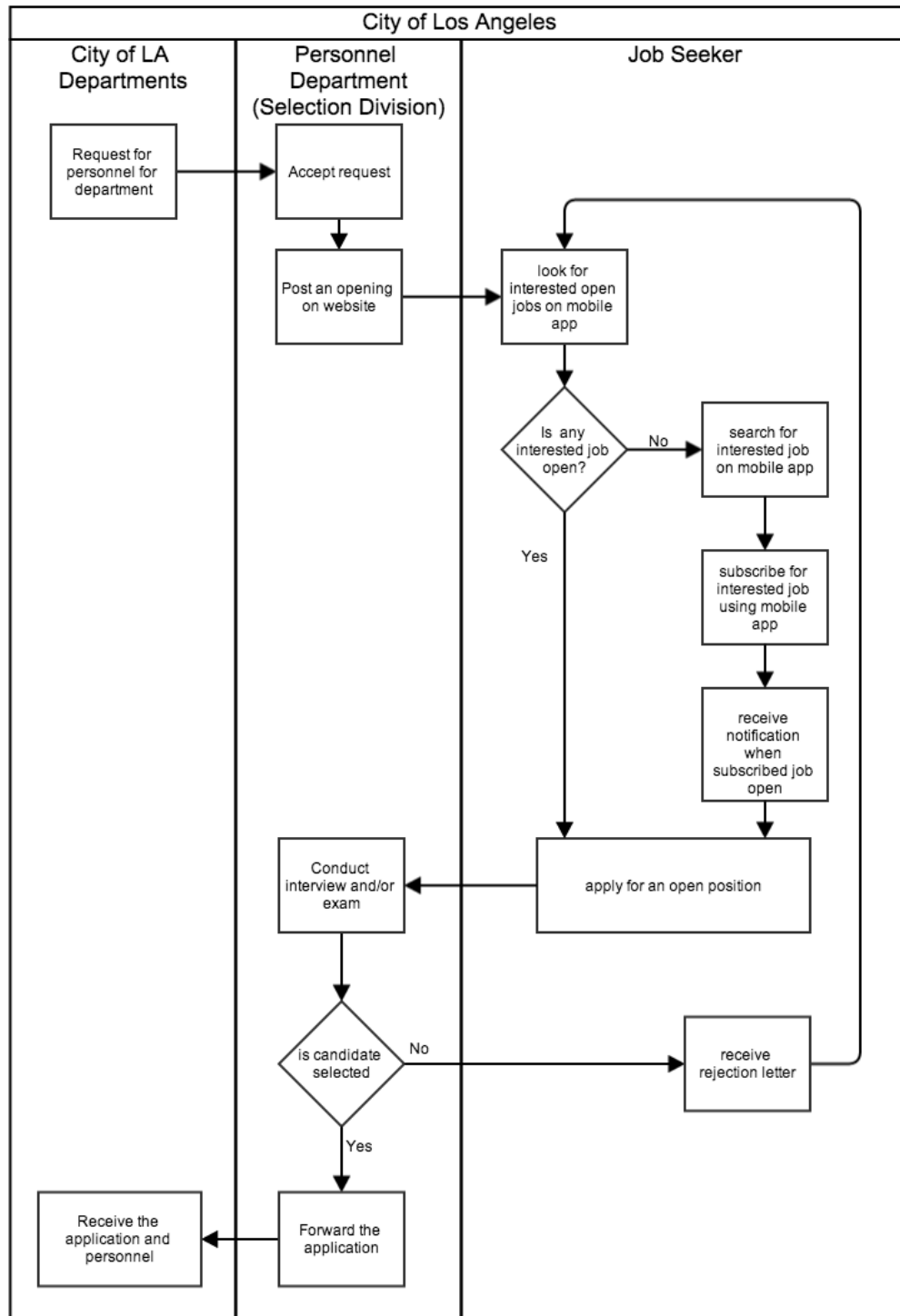
5.1 Element Relationship Diagram

Figure 4: Element Relationship Diagram of City of LA Personnel Department Mobile Application
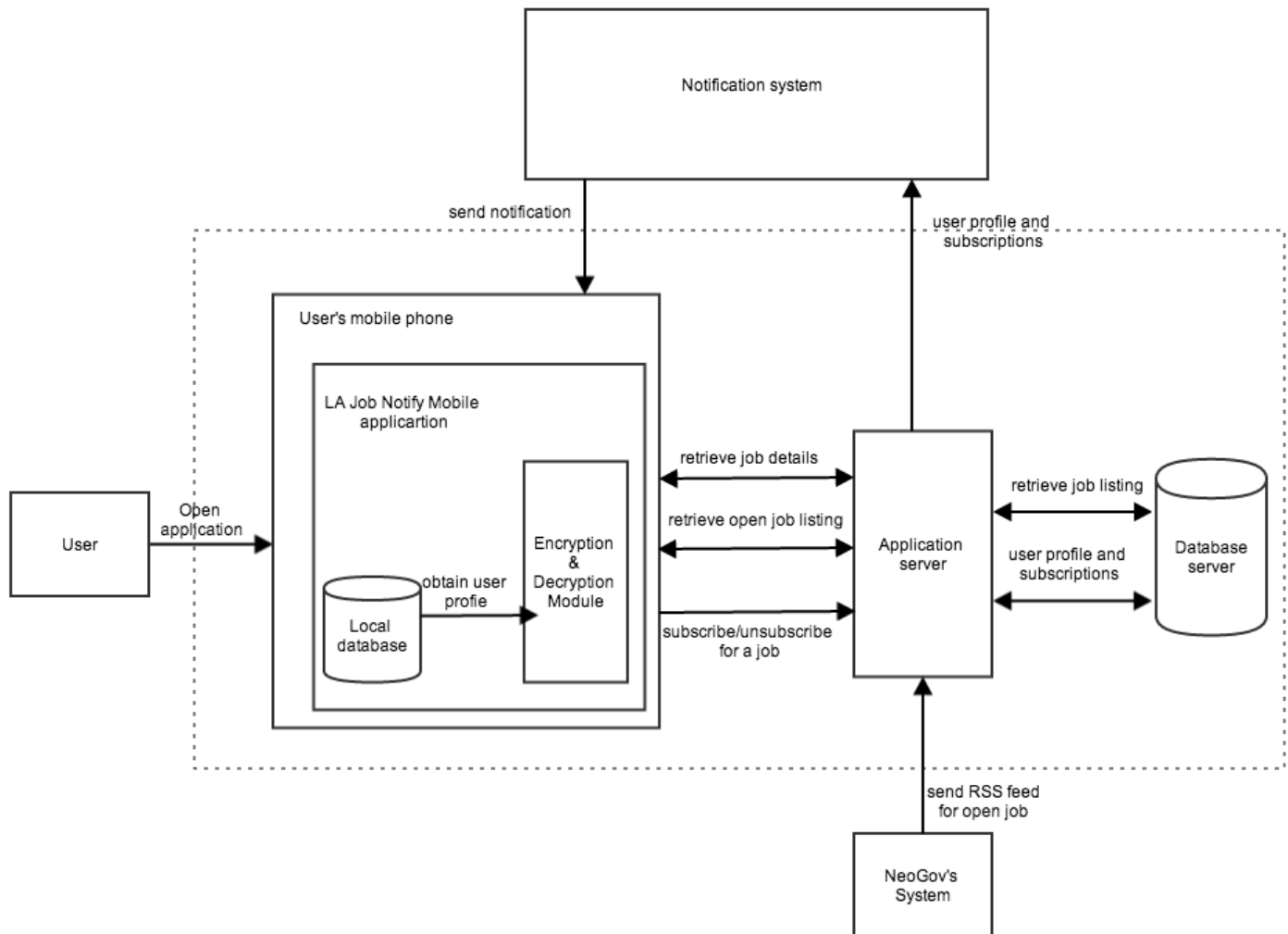
5.2 Business Workflows

Figure 5: Proposed System Business Workflow Diagram

6 Organizational and Operational Implications

6.1 Organizational Transformations

The significant changes in organizational structure, authority, roles, and responsibilities that will result from transitioning to the new system including:

- The need to appoint existing staff or hire a new system maintainer to take care of the mobile application on both platform (Android and iOS) and the back-end system
- Personnel Department is expected to receive higher number of applications in shorter period because of the greater outreach

6.2 Operational Transformations

The significant changes in operational procedures and workflows that will result from transitioning to the new system including:
- The option for job seekers to access the City of LA job information via website and/or mobile application
- Users (job seekers) do not need to access the website to check for opening positions periodically because after subscribing for a job, users will be notified via email and/or text message when the position available.