

Operational Concept Description (OCD)

Los Angeles Child Guidance Clinic Employment Opportunities Online Application System

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Version History

Date	Author	Version	Changes made	Rationale
09/27/11	Sonesh S.	1.0	<ul style="list-style-type: none"> Initial OCD for Exploration Phase 	<ul style="list-style-type: none"> Initial OCD identifying goals, current state and workflow of the sytem
10/7/11	Sonesh S.	2.0	<ul style="list-style-type: none"> OCD for Valuation phase 	<ul style="list-style-type: none"> Updated as per VC package review comments IIV & V bug fixes Business workflow, organizational goals for the new system
10/14/11	Sonesh S.	2.1	<ul style="list-style-type: none"> OCD for response to core FCP 	<ul style="list-style-type: none"> Updated capability relationship diagram, benefit chain diagram, business flow diagram
10/16/11	Sonesh S.	2.2	<ul style="list-style-type: none"> OCD for response to evaluation to draft FCP 	<ul style="list-style-type: none"> Updated benefit chain diagram and element relationship diagram
10/24/11	Sonesh S.	2.3	<ul style="list-style-type: none"> OCD updated as per ARB Comments 	<ul style="list-style-type: none"> Updated benefit chain diagram, business workflow, system boundary and environment diagram
11/07/11	Sonesh S.	2.4	<ul style="list-style-type: none"> OCD updated as per FCP comments 	<ul style="list-style-type: none"> Updated benefit chain diagram, business workflow, system boundary and environment diagram
11/21/11	Sonesh S.	2.5	<ul style="list-style-type: none"> OCD updated for DCP 	<ul style="list-style-type: none"> Updated benefit chain diagram, business workflow, system boundary and environment diagram
11/28/11	Sonesh S.	2.6	<ul style="list-style-type: none"> OCD updated for ARB 	<ul style="list-style-type: none"> Updated benefit chain diagram, business workflow, system boundary and environment diagram
12/05/11	Sonesh S.	2.7	<ul style="list-style-type: none"> Changes suggested in ARB are done 	<ul style="list-style-type: none"> To be submitted as a part of DC Package.
12/12/11	Sonesh S.	2.8	<ul style="list-style-type: none"> Changed suggested in DCP 	<ul style="list-style-type: none"> For Archiving

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1. Introduction

1.1 Purpose of the OCD

This document describes common objectives of the stakeholders for the LACGC online application system. This document also helps stakeholders to understand the current business flow of the system and how it will change for the new system. This document helps stakeholders to understand various benefits of the system and initiatives that various stakeholders have to perform to achieve those benefits. This document very clearly describes various requirements, goals, and basic design of the system for stakeholder.

The success critical stakeholders for this system are:

- Applicants
- HR team
- IT team
- Developers

1.2 Status of the OCD

This version also includes modifications from the previous versions of OCD and suggestions from DCR ARB.

2. Shared Vision

2.1 Success-Critical Stakeholders

Table 1: Success-Critical Stakeholders

• Stakeholder	• Authorized Representatives	• Organization	• Relation to Benefits Chain
• Client (Internal User)	• Teresa Leingang	• LA Child Guidance Clinic	<ul style="list-style-type: none"> • Provided the overall idea of the system • Provided with how current system can be improved • Reviewer of the system at each phase
• HR Team (Internal User)	<ul style="list-style-type: none"> • Teresa Leingang (VP HR and Risk Management), • Rick Marques, • Renai Diaz 	• LA Child Guidance Clinic	• Helps HR Manager to review the applications received
• IT Team (Maintainer) (Internal User)	<ul style="list-style-type: none"> • Jerry Cantrell (IT Manager) • Kyosik Lee (Database Administrator) 	• LA Child Guidance Clinic	<ul style="list-style-type: none"> • Provided information about the technical aspects of current system • Maintaining the database • Maintaining the website • Provide HR team with the statistics of the Database and

			Website
<ul style="list-style-type: none"> • Applicants (External Users) 	<ul style="list-style-type: none"> • Users 	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • Use the website to submit applications online • Will help spread the awareness about the new system
<ul style="list-style-type: none"> • Developers 	<ul style="list-style-type: none"> • Lawrence Aung • Adarsh Khare • Eric Hu • Sonesh Suryawanshi • Siva Soumya mandadi • Colin Crenshaw 	<ul style="list-style-type: none"> • University of Southern California 	<ul style="list-style-type: none"> • Design the system • Understand the ICSM to design the system

2.2 System Capability Description

We want to develop an online web based application system which will be used by applicants to submit the job applications online to LACGC. The system is also intended to help HR team to review the available applications and make decisions. The Customer for the system would be any person who wants to apply for the currently available job positions in the organization. The system would automate the application process for the applicants removing bottlenecks and making the application process easier and quicker. The system would allow HR team to retrieve the applications by their qualification, position, experience etc. which will help HR team to sort out the most appropriate resumes faster and easier for a particular job position. The HR team will be able to post the open job positions in the organization on the portal using the system. The system may

also generate reports by the end of year or whenever required so that HR can present it in from of board of directors to make financial and business decisions.

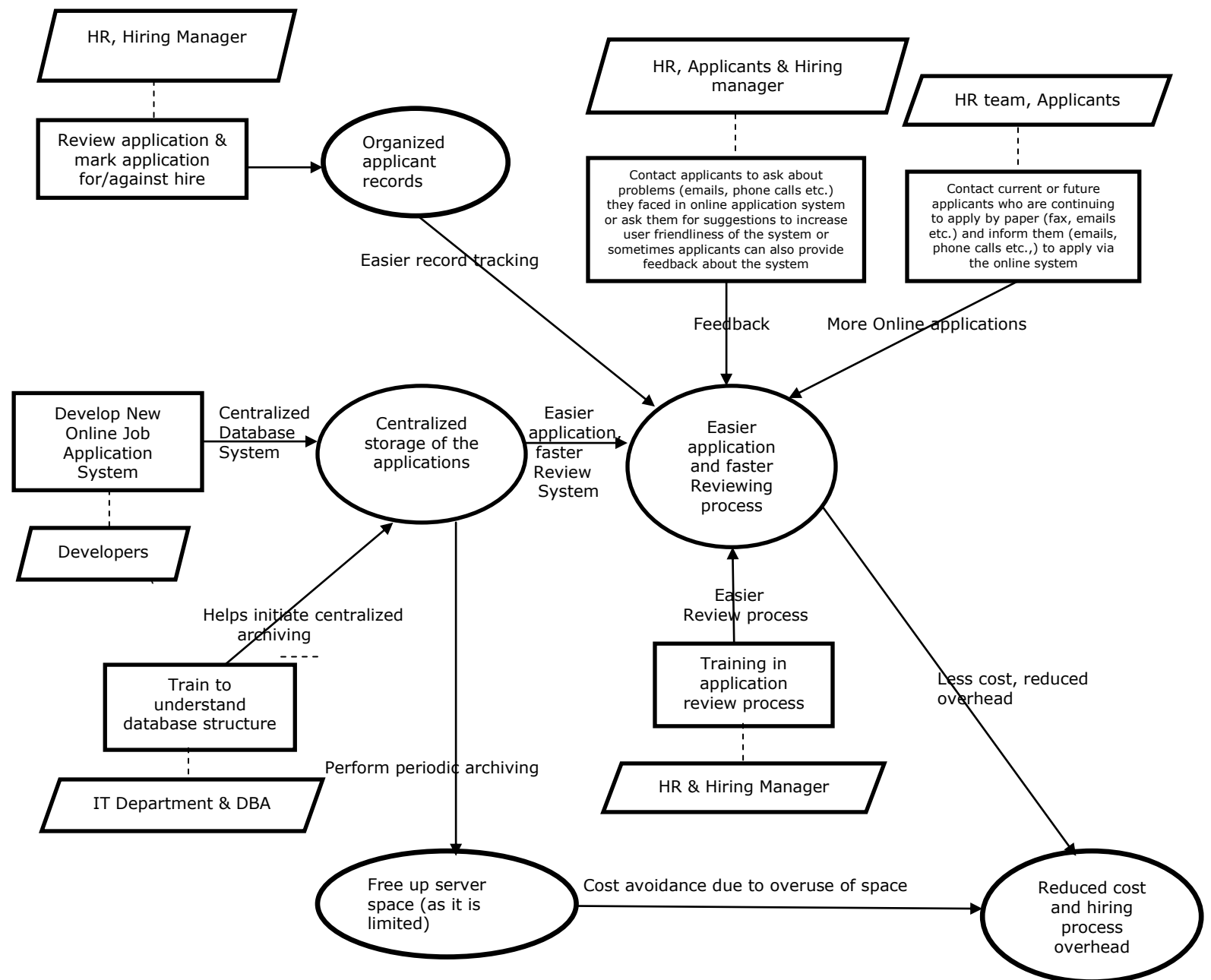
2.3 Expected Benefits

1. User friendly system will help users save time since they don't have to print, fill, fax application forms.
2. Automated process of collecting applications for job vacancies will save time requirements of HR since required applications and data can be retrieved with just one click.
3. Simplicity of application process may attract better applicants.
4. Centrally stored data can be presented to board of directors in the form of various kinds of reports and can be used to take business and financial decisions faster by the end of year or whenever required.
5. Streamline the process to allow staff to do the things faster so that they can concentrate on higher level tasks and save paper.

2.4 Benefits Chain

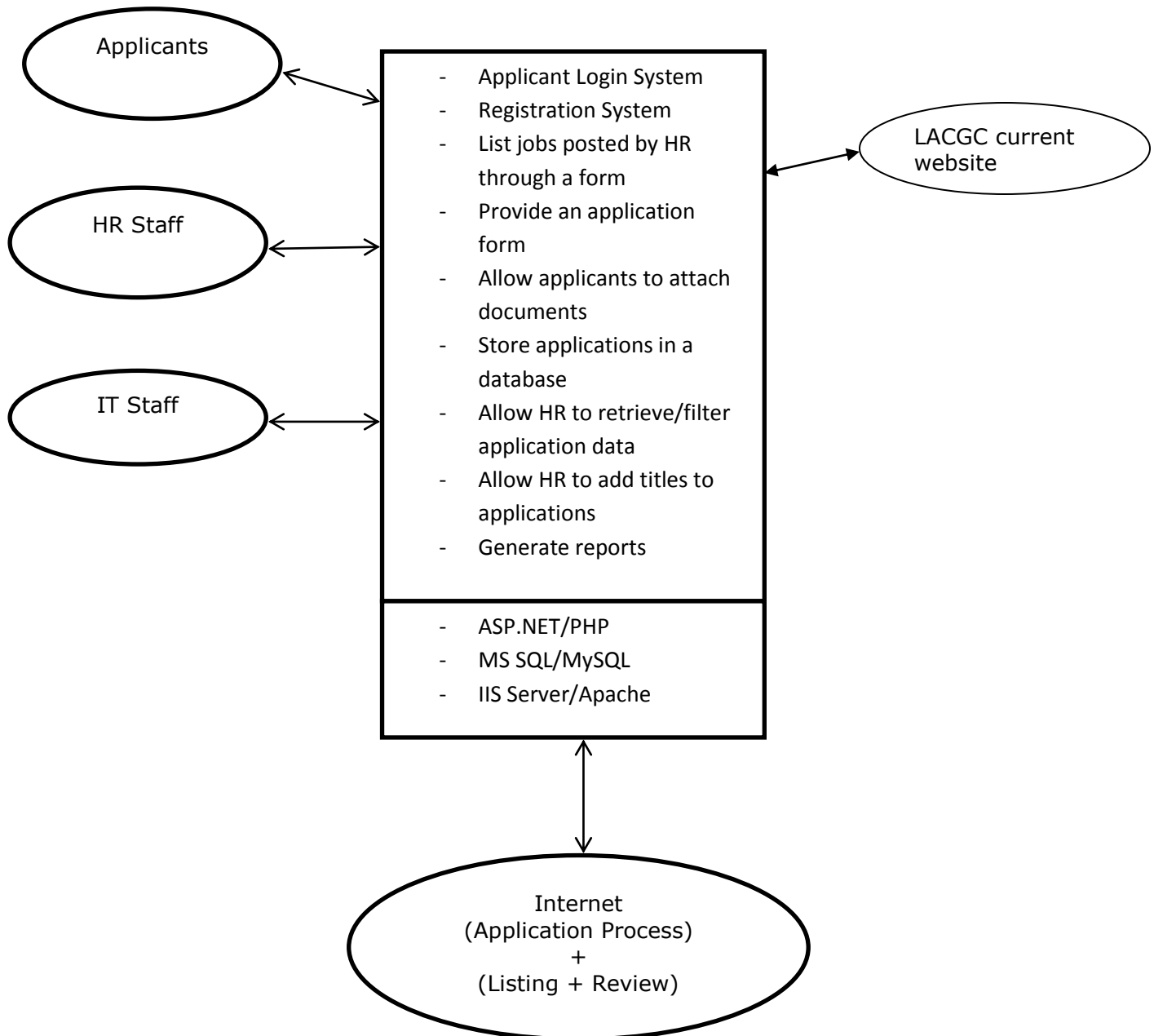
Assumptions:

- Easier and faster application system will increase number of applicants.
- Applicants will not have to apply again.
- The faster application process will reduce hiring process delay.



2.5 System Boundary and Environment

Fig2: System boundary and environment diagram



3. System Transformation

3.1 Information on Current System

3.1.1 Infrastructure

Server:

- Windows 2003 enterprise edition
- Their current site is hosted on a third party server(Yet to get the configuration)

Database:

- MS SQL 2005 Sever

3.1.2 Artifacts

1. **Job application form:** This form is currently available in pdf format that users download from the website.
2. **Job Posting form/Entry:** This contains all the currently available job positions in the organization.

3.1.3 Current Business Workflow

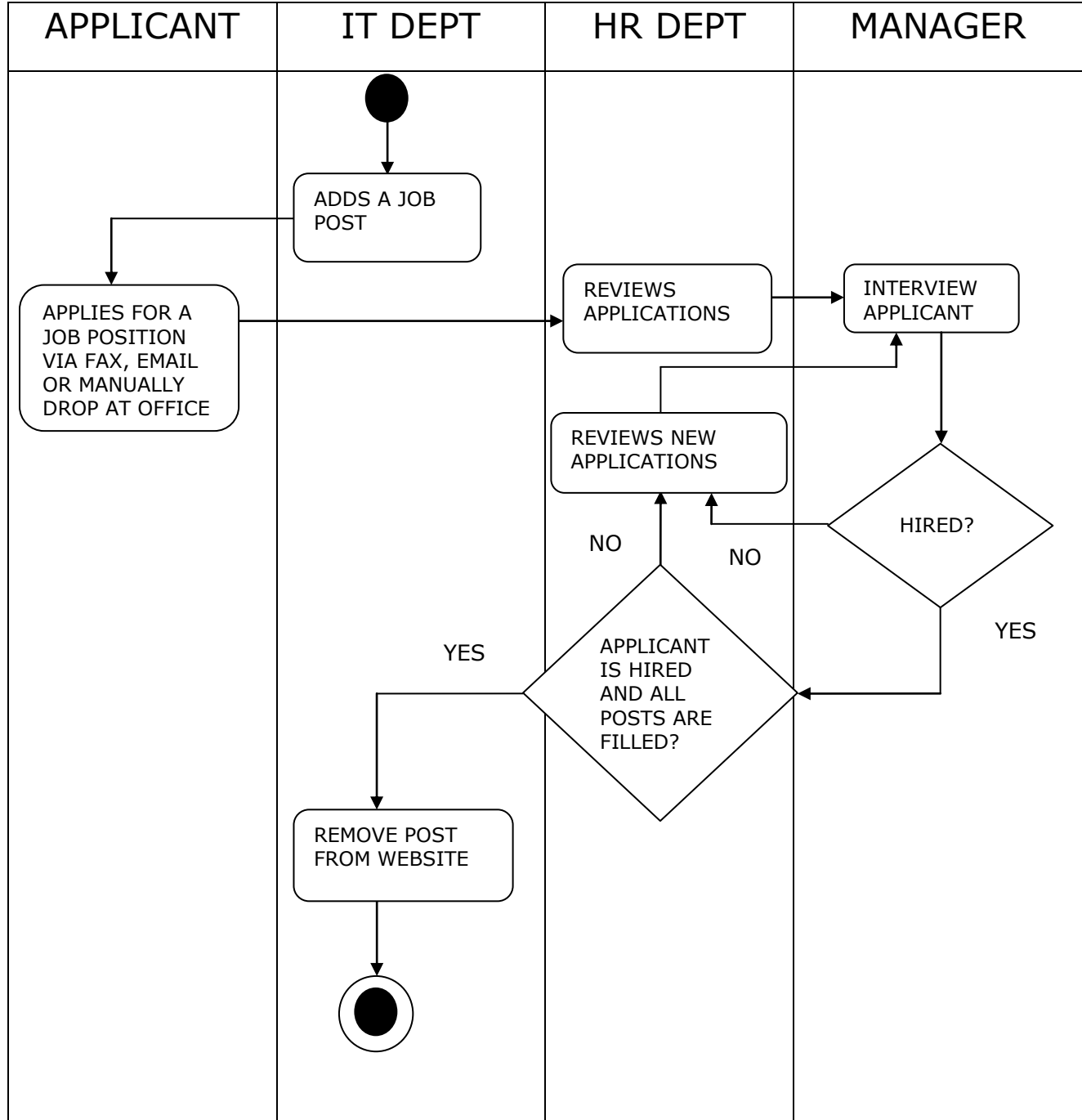


Fig3: Current business workflow

3.2 System Objectives, Constraints and Priorities

3.2.1 Capability Goals

OC-1 Registration: New applicants should be able to create their login name and password before applying for an open job position. They should be able to create their profile while signing up for the system so that this profile can be used whenever they want to apply for a job position in future.

OC-2 Online Application System: Applicants should be able to submit their application for open job position/positions online. Applicants should be able to apply for multiple jobs in just one click. When applicant applies for a job, the system should use the profile applicants created while signing up for the system to avoid redundancy in filling up the application form.

OC-3 Attachments: The applicant should be able to attach driver's license, resumes, degree transcripts etc. to their application.

OC-4 Update Applicant Profile: Applicant should be able to update their profile by logging into system.

OC-5 Secured Access: HR and IT department employees (who wants to access the system) should be able to create their login profile to access the system.

OC-6 Review Applications: HR should be able to filter out and review the applications by their positions, qualifications etc.

OC-7 Update Job listings: The IT department or HR should be able to change, modify add, and remove the available job postings on the website. They should be able to do it through a web portal so that they can access it from their homes or any other location.

OC-8 View Applicant Profile: The HR should be able to see the full profile of the applicant and change the status from "not hired" to "hired" once they are hired, and then the applicant details should be copied into the HR database.

OC-9 Add titles: The HR should be able to add titles to the applicants such as "applied, interviewing, approved, processing, hired". The HR should be able to add title as "currently interviewing" and see if a particular applicant is being interviewed.

OC-10 Generate reports: The system should generate various reports to help HR and Board of Directors to take business and financial decisions.

3.2.2 Level of Service Goals

Table 2: Level of Service Goals

Level of Service Goals	Priority Level	Referred SSRD requirements
System Availability	Must Have	LOS-1
Security of database	Must Have	LOS-2
Data confidentiality	Must Have	LOS-3

3.2.3 Organizational Goals

OG-1: Attract better applicants through simplicity of application process.

OG-2: Allow LACGC to serve more people in the community and meet contract requirements.

OG-3: Provide board of directors with hiring data.

OG-4: Streamline the process to allow staff to do things faster so that they can do higher level tasks and save paper.

OG-5: Create an accurate financial picture using the reports generated from available applicant database.

OG-6: Determine how many clinicians it takes to provide services at a set amount of budget.

OG-7: Allow for timelier and better business decisions.

3.2.4 Constraints

CO-1: ASP.NET/PHP Language and MS SQL2005/MySQL: ASP.NET/PHP and MS SQL 2005/MySQL should be used as a development platform.

CO-2: Decent Budget: If system requires any additional costs then LACGC has pretty decent budget (\$5000 per annum) to handle it.

CO-3: IIS Server: The system needs IIS server for hosting the website.

3.2.5 Relation to Current System

Table 3: Relation to Current System

Capabilities	Current System	New System
Roles and Responsibilities	The HR has to manually go through all the resumes to sort out matched candidates for a particular position.	The applications submitted online will be stored into a centralized database from where HR can easily sort out the applications by their qualifications, positions etc.
User Interactions	Applicants have to download application form from the website and then fill it up and fax it to the HR.	Applicants can apply for a particular job position online through online job application system and submit it online.
Infrastructure	Applicants download application forms from the website, fill it and then fax it to HR.	Applicants can submit their applications online.
Stakeholder Essentials and Amenities		Reports can be generated automatically from hiring data and used to make financial decisions.
Future Capabilities	None as yet.	None as yet.

3.3 Proposed New Operational Concept

3.3.1 Element Relationship Diagram

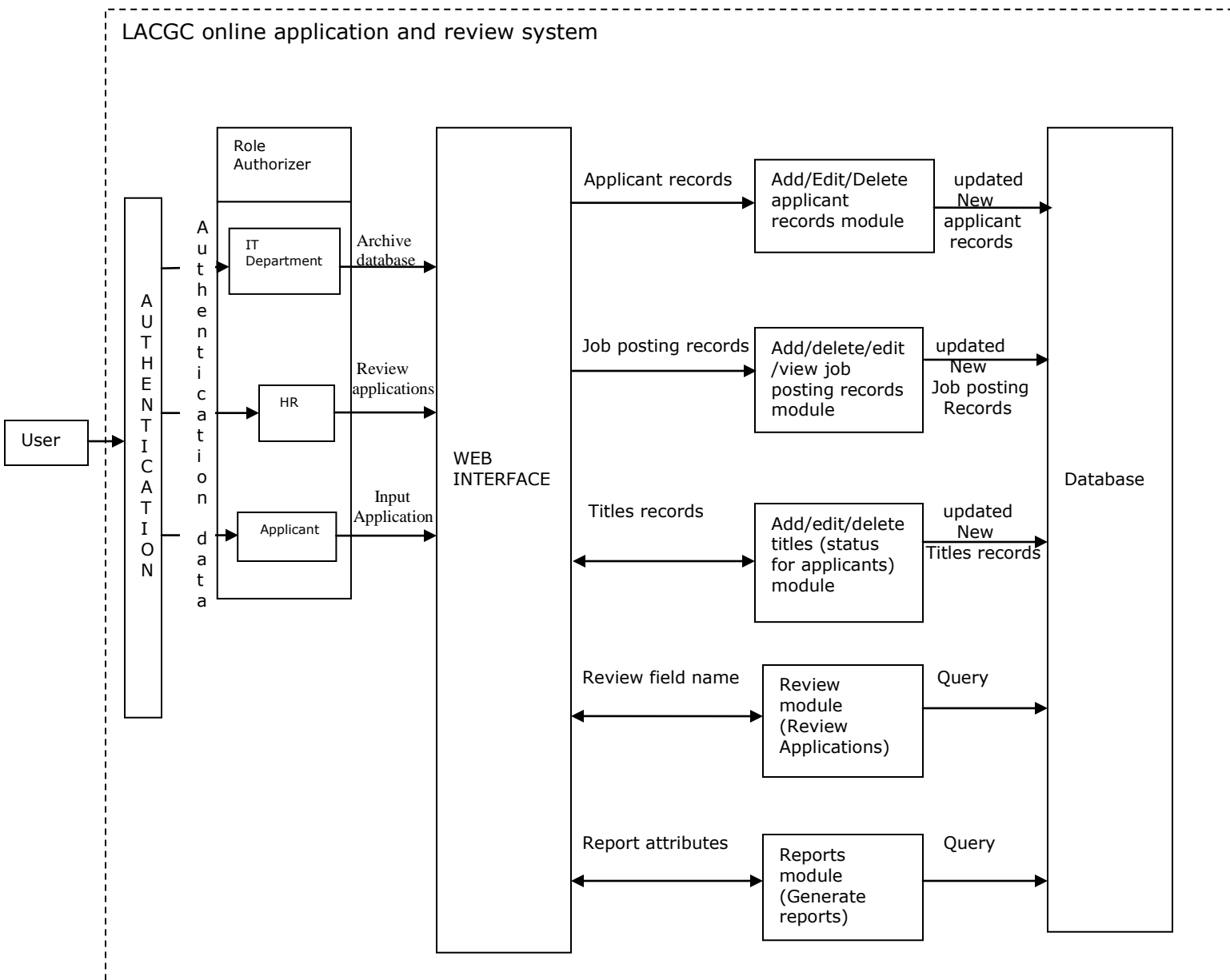


Figure 4: Element Relationship Diagram of LACGC online application system

3.3.2 Business Workflows

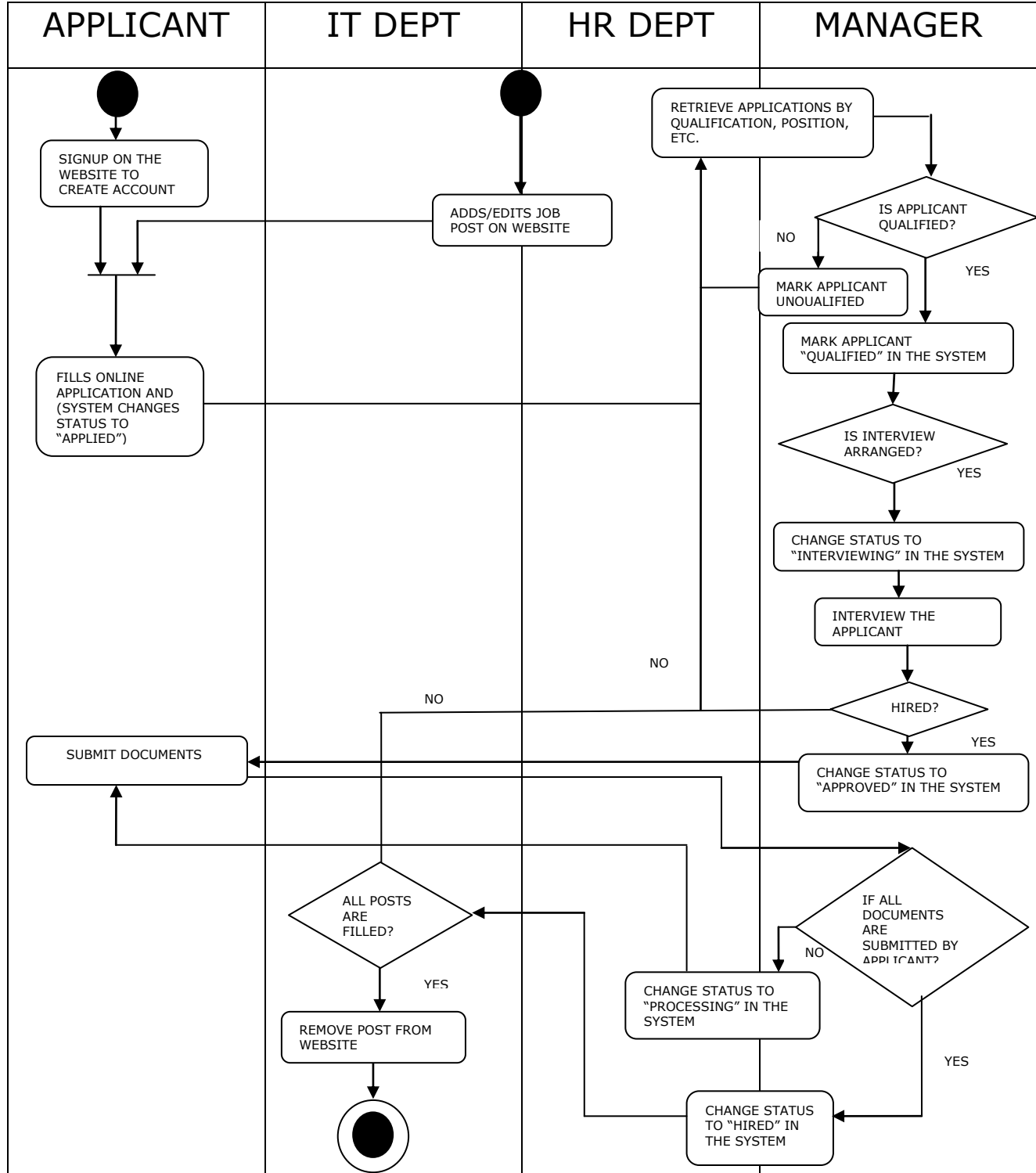


Figure 5. Business Workflow Diagram of LACGC online application system

3.4 Organizational and Operational Implications

3.4.1 Organizational Transformations

- May need to buy an IIS server or buy space on web server for hosting the site.
- The responsibility on the IT department will be more, as the applicant's increases the size of database will increase and there will be higher need to maintain the database.

3.4.2 Operational Transformations

- The applicants will submit their applications online and there will be no need to download the application form, then fill it and fax it.
- No more manual reviewing of the application, HR can directly search applications by positions, qualification, etc.