

Project #	Agency	Project Title
27-01	Department of Roads	Human Resources Document Management System

SUMMARY OF REQUEST (Executive Summary from the Proposal)

[Full text of all proposals are posted here: <http://nitc.ne.gov/nitc/documents/fy2009-11/index.html>]

NDOR Human Resources maintains 1,000s personnel files and records on all employees, currently or previously, employed with the agency. These records are currently maintained through paper and file cabinets/lekriever. While alternatives are being considered on how to move NDOR Human Resources to a paperless division, more immediate solutions can be addressed toward the elimination of paper personnel files.

Through the use of current NDOR resources, such as Falcon, all current paper files can be scanned and transferred to electronic files, making the files more secure, confidential, and accurate with less loss of paper. Efficiency of Human Resources employees will increase due to the reduction in handling of paper, searching for forms, paperwork and files. All personnel files will be easily accessible by Human Resources employees, and in some cases department supervisors and managers. This system will also automate the archival and retention capabilities of the documents.

The budget for this project was included in the appropriation for FY09, therefore no additional monies are needed. This project will be completed in FY09.

FUNDING SUMMARY

Contractual Services	Total	Prior Exp	FY09 Appr/Reappr	FY10 Request	FY11 Request	Future Add Request
Design	\$0					
Programming	\$5,000		5,000			
Project Management	\$0					
Data Conversion	\$0					
Other	\$25,000		25,000			
Total	\$30,000	\$0	\$30,000	\$0	\$0	\$0
Capital Expenditures						
Hardware	\$5,000		5,000			
Software	\$0					
Network	\$0					
Other	\$0					
Total	\$5,000	\$0	\$5,000	\$0	\$0	\$0
Total Request	\$35,000	\$0	\$35,000	\$0	\$0	\$0

PROJECT SCORE

Section	Reviewer 1	Reviewer 2	Reviewer 3	Mean	Maximum Possible
Goals, Objectives, and Projected Outcomes	12	11	14	12.3	15
Project Justification / Business Case	20	16	19	18.3	25
Technical Impact	16	15	15	15.3	20
Preliminary Plan for Implementation	8	6	10	8.0	10
Risk Assessment	9	6	9	8.0	10
Financial Analysis and Budget	16	15	18	16.3	20
TOTAL				78	100

REVIEWER COMMENTS

Section	Strengths	Weaknesses
Goals, Objectives, and Projected Outcomes	<ul style="list-style-type: none"> -The project provides employees with greater access to their files and more efficient access to their files. This is a clear efficiency boost for the HR staff and helps to avoid the costs of manual filing of forms. Finally, the project is aligned with DORs technology objectives - Clear, measurable goals. 	<ul style="list-style-type: none"> - There doesn't appear to be any built in training to ensure that employees will feel comfortable using the system. This may well be accounted for, however, it is not included in the description of project activities. - Consider what you can do to promote adoption of the new capability once it has been established.
Project Justification / Business Case	<ul style="list-style-type: none"> - Cost avoidance is a key aspect of any document management project. In this case DOR is able to reduce the costs associated with paper-based file storage and retrieval. Further, employees gain greater and easier access to their HR files. - Possible savings are identified 	<ul style="list-style-type: none"> - This is the continuation of a project so no ROI information was included and costs associated with employee training were not outlined. - Justification is very general, without identifying much specific or detailed benefit. - The business case lacks specifics. Consider identifying how much HR time will be saved and how the time saved will be reallocated. Can the savings in paper, cabinets, filing time and travel be estimated?
Technical Impact	<ul style="list-style-type: none"> - This is a continuation and "build out" of an existing environment allowing DOR to capitalize on existing knowledge and the momentum of the current implementation. The associated risks relative to scalability, accessibility, etc. should be very low, - Uses existing technology, with no apparent major expansion. - Employs an existing, proven technical platform (Falcon). 	<ul style="list-style-type: none"> - The costs of taking a document management environment to a larger audience can be substantial in terms of training and support. These costs are not outlined in the description. Further, system integration can address the metadata issues and lower the total cost of ownership. - Little detail is provided about the current technology environment. - More analysis should be devoted to the network bandwidth requirements. I am not familiar with the agency's network but I know that employees are stationed in all areas of the State. Scanned images can require a good deal of bandwidth -- will the response time be acceptable in all locations?
Preliminary Plan for Implementation	<ul style="list-style-type: none"> - The project plan relative to HR is clear and well documented. Given that this is a build out of the existing environment project goals/milestones appear to be realistic and achievable. - The preliminary plan and the underlying project management processes are sound. 	<ul style="list-style-type: none"> - A major benefit of the project is providing employees with greater access to their HR files, however, a plan to do this is not included in the description. How will this access be communicated? What training will be required? - Only a very high level of information is provided.
Risk Assessment	<ul style="list-style-type: none"> - The project, as outlined, is a continuation of the existing document management implementation and should benefit from both the existing momentum and lessons learned. There don't appear to be significant risks associated with the technology or its implementation. - A relatively small direct expenditure is required. Learning from this project may benefit the enterprise TMS if that project advances. 	<ul style="list-style-type: none"> - While it has been noted previously as a project weakness, the costs of taking Falcon to a larger audience have not been outlined in this proposal despite the premise that this is as major benefit of moving forward. - Unclear why this project could not wait until a decision is reached about the Talent Management System from Administrative Services. - Consider if all costs are identified. For example, to what extent (if any) will the savings in HR filing be offset by the scanning and metadata tagging process? How much risk is there that remote staff will not use the system? To what extent may network bandwidth be an issue in some locations?
Financial Analysis and Budget	<ul style="list-style-type: none"> - The costs of the project are low relative to the potential benefits. Costs associated with the services and hardware are reasonable, however, there is not a lot of detail that can be considered. - A relatively small direct expenditure is required since the project builds on existing facilities. 	<ul style="list-style-type: none"> - The information provided is "sufficient," however it leaves the reviewer with a variety of questions unaddressed. - \$25,000 of the \$35,000 total is marked "Other", without much explanation of the expenditure. - The proposal does not appear to address the cost of scanning and indexing the existing paper records.

TECHNICAL PANEL COMMENTS

Technical Panel Checklist				Technical Panel Comment
	Yes	No	Unknown	
1. The project is technically feasible?	✓			
2. The proposed technology is appropriate for the project?	✓			
3. The technical elements can be accomplished within the proposed timeframe and budget?	✓			