

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

Multiple DDIDs

CA-214058 – Environment Workflow  
Configuration

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Imaging Team
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR

DRAFT

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# 1 OVERVIEW

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## 1.1 Requests

Per DDID 2261, configure the imaging solution to permanently delete documents based on the approved CalSAWS Software document retention policies for all 58 Counties.

Per DDID 2515, enable Quality of Service to prioritize document capture processing to optimize performance.

Per DDID 2519, The CONTRACTOR shall configure the imaging solution to allow designated staff with the appropriate security rights to reindex the following metadata directly from the document and from a designated reindex queue:

- 1) Case Number
- 2) Case Name
- 3) Document Type
- 4) Applicable Date
- 5) Received Date
- 6) Form Name
- 7) Form Number
- 8) Person Name - Only for person level
- 9) CIN - Only for person level

The CONTRACTOR shall configure the imaging solution to allow the copy and splitting of images/documents.

Implementation of security rights will be implemented and documented in CA- 214027 (Security and Auditing)

Per DDID 2198, configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to perform the following functions when a system generated barcode is recognized by the imaging solution:

- 1) Perform a CalSAWS Software lookup of Form Name, Form Number, Case Name, Case Number, and Document Type
- 2) Check the barcode against the case information entered during the scan mode
  - a. Not applicable to multi-case scan mode
- 3) If the document is time sensitive (tracked), mark the document as received in the CalSAWS Software
  - a. If the barcode is not recognized, time sensitive (tracked) documents are reviewed by designated staff to confirm the barcode

Implementation of barcode recognition is documented in CA- 214030 (Capture Single and Barcode Detection), and the corresponding lookups performed against CalSAWS are described in CA – 214035 (Store Index Values). Virtual Print will leverage advanced optical character recognition technology to capture barcode numbers, and is documented and implemented in CA- 214048 (Categorize by OCR)

Per DDID 2199, configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to do the following:

- 1) Automatically categorize all system generated documents.
- 2) Automatically categorize up to 70 person level/verification documents.
- 3) Read the form number from a specified location on the document(s) to be determined during detailed design.
- 4) Capture the Form Name, Form Number, Case Name, Case Number, and Document Type as key metadata.
  - a. Documents with no case number are automatically sent to a quality assurance queue for review.
- 5) Compare the confidence score of all automatically categorized documents to a confidence threshold.
  - a. All scanned documents that do not meet the categorization confidence threshold are sent to a quality assurance queue for review. All cases associated with the document that does not meet the confidence thresholds will be sent to a quality assurance queue for review.
- 6) Designated staff will be prompted to select case member, multiple persons, or no person option for all person level document types which will be determined during detailed design.

Case information will be obtained at the point of capture via selected scan mode, and is documented in CA- 214030 (Capture Single and Barcode Detection) and CA- 214172 (Multi, Virtual, Import Capture). Categorization of non-barcode document will be handled by advanced optical character recognition and is documented in CA- 214048 (Categorize by OCR). Categorization of barcode documents is documented in CA- 214033 (Categorize Documents by System Barcode).

Per DDID 2505, configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to store documents at a case or person level. Case level documents are only viewable by the county in which that case resides and person level documents are viewable by all counties.

The configuration of the county case drawers, and person drawer is documented in CA- 214035 (Store Index Values).

Per DDID 2522, create a single case and a multi-case scan mode for returned mail which will do the following:

- 1) Capture the envelope with the 'return to sender' information
- 2) Capture case information from single case mode, system generated document, or cover sheet.
- 3) Capture all documents for the same case as one document (including envelope) with the following metadata:
  - a) Case Name
  - b) Case Number
  - c) Form Name
  - d) Form Number

- e) Applicable Date
- f) Received Date
- g) Document Type - All images/documents will have the value: 'Returned Mail'

4) Returned mail will not be marked as 'received' by the CalSAWS Software for the system generated time sensitive (tracked) documents.

Implementation of security will be documented in CA- 214027 (Security and Auditing). The corresponding scan mode is described in CA – 214061 (Returned Mail Scan Modes).

## 1.2 Overview of Recommendations

- Configure system and user workflow queues to govern the routing and updating of documents and the corresponding metadata
- Configure the Imaging Solution to allow the copy and splitting of images/documents
- Configure system queue routing rules
- Configure user queue routing options
- Configure the Imaging Solution to permanently delete documents based on webservice calls configured to identify cases and documents that fall out of the CalSAWS approved retention policy
- Configure the Imaging Solution to prioritize document capture processing to optimize performance

## 1.3 Assumptions

- Scan modes referenced in this document are described in the following documents CA- 214030 (Capture Single and Barcode Detection) and CA- 214172 (Multi, Virtual, Import Capture).
- The configuration of the task override, program selection, no change SAR7/QR7, and person override flags are documented in CA – 214035 (Store Index Values).
- Security, and handling of confidential cases will be implemented in a subsequent SCR.
- Implementation of barcode recognition and the corresponding lookups performed on CalSAWS are described in CA – 214033 (Categorize Documents by System Barcode)
- Virtual Print will leverage advanced optical character recognition technology to capture barcode numbers, and is documented and implemented in CA- 214048 (Categorize by OCR)

## 2 RECOMMENDATIONS

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### 2.1 Workflow Queues

#### 2.1.1 Overview

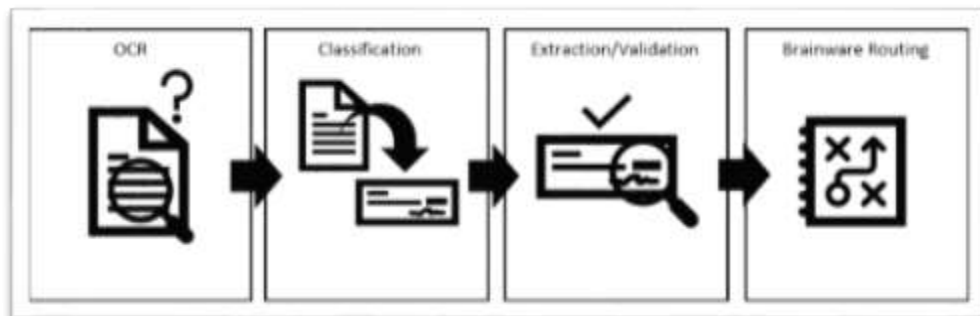
The Imaging Solution Workflow will allow Workers to manage, update and manipulate documents. Workflow offers a guided approach to modifying or updating document metadata (including Indexing Fields, Custom Properties, Document Types). A document that is in a workflow queue is pending finalization, and is modifiable. Once a document has been finalized by either a worker or system process, it is removed from workflow and considered 'archived' in the Imaging Solution for retrieval.

#### 2.1.2 Workflow Start

This is a system queue that will route documents based on document metadata. System queue routing rules are described in section 2.2. Documents that are non-TIFF format will have a temporary TIFF version created to allow for OCR processing. This temporary copy will be removed, and the original non-TIFF document metadata will be updated after the OCR has completed processing.

#### 2.1.3 OCR Processing

Documents with no barcode will be processed by the OCR Service. The OCR Service performs optical character recognition, classification, extraction and validation of data elements on the documents it processes. This process is performed in the background with the results appearing as automatic entry of metadata for the submitted document.



##### 2.1.3.1 Optical Character Recognition (OCR)

The OCR process is similar to a person reading the document. The system extracts each letter, number and symbol along with position information such as which page, distance from the top, and left edge of the



document. This information is used to analyze each document in the subsequent processes.

### **2.1.3.2 Classification**

The OCR Service attempts to classify or identify the form number/name of each document that it processes. Classes (From Name/Number) for CalSAWS documents will be derived from the CalSAWS Barcode; Form Number located at the bottom left of a document; or identified as a Person Level document such as Birth Certificate, Earnings, Social Security Card, etc. In cases where the system cannot confidently assign categorical data of a document, it will set a metadata flag to indicate that the document should be queued for exception processing.

### **2.1.3.3 Data Extraction & Validation**

Once Classification is completed by the OCR Service, the document goes through data extraction and validation. The OCR Service will attempt to extract information from the document and then leverage that information to perform validation by making use of the following web service calls: **Get Barcode Info** and **Get Form Info**.

In cases where extracted information does not pass validation or could not be extracted, the system will set a metadata flag to indicate that the document should be queued for exception processing.

### **2.1.3.4 OCR Service Routing**

Once the OCR Service has finished OCR, Classification, Extraction and Validation it will route the document to the OCR Handling queue. The OCR Service routing process updates the document indexing values and metadata.

## **2.1.4 OCR Handling**

This is a System queue that will route documents based on metadata. System routing rules are described in section 2.2.

## **2.1.5 Reindex / Full Reindex**

The Reindex / Full Reindex queues are used for updating indexing values of documents that have been archived into the Imaging Solution. Archived documents can be routed to these queues by a user with the required reindex security privileges. Security rights will be documented and implemented in CA-214027 (Security and Infrastructure).

### 2.1.5.1 Copy/Split

From the reindex queues, users can leverage the copy/split functionality to split improperly appended documents, or create additional records of a document that may need to be associated to additional person(s) on a case.

### 2.1.5.2 Metadata Reindexing

Users with access to “Full Reindex” can use the case number field to initiate either the **Get Case Info** (Associate to Case tab), or **Get Person Info** (Associate to Person tab) call. Both users with access to “Full Reindex and Reindex” can update the form name of a document the user can modify the form name field above the properties pane. The form name selection field populates a dropdown of matching system form names based on user input. Finally, users can specify if a document belongs to a different county by updating the county code from within the properties pane.

Once a user has identified the desired case/person association, form name, applicable date, and received date, the document can be routed for archival with the updated metadata. Documents being routed to the Reindex / Full Reindex queues will leverage the **Get Form Info** call to update metadata. This call will update the Form Number, and Document Type based on the updated form name provided.

### **2.1.5.3 Other County Documents**

Documents belonging to other counties can be routed by users with the required security rights to the Other County Documents queue. Based on the County code selected by the user, this process will move documents to that county's exception queue. Documents routed this way will have an indicating note appended to the metadata that the document was routed from a different county workflow.

### **2.1.5.4 Document Removal**

Documents that have been captured/indexed in error can be removed from the system by users with the required security rights. To remove a document(s), users within the reindexing queue can route a document to the "Document Removal" queue. Further details regarding the "Document Removal" queue is documented in section 2.1.11 of this document.

### **2.1.6 Exception**

After documents are processed by the OCR Service, documents requiring additional verification/validation are sent to the county exceptions queues. At the point of scan if an "Exception Routing" office number was selected, this number will determine which sub-office exception queue the document will be directed. If the Exception Routing field is set as blank at the point of scan, then documents will route to a county wide exception queue. Here the user will be able to populate the Case Number, County Code and/or Form Name of a document. Once the metadata has been fully updated and validated by a user, the document can be submitted.

### **2.1.7 Exception Handling**

This is a System queue that will route documents based on metadata. System routing rules are described in section 2.2.

### **2.1.8 Admin Exception**

This is a Project Imaging Admin monitored queue. Documents that encounter a webservice error during processing will be routed to the Admin Exception queue. Documents held in this queue can be routed by admins to continue processing once webservice troubleshooting is completed.

### **2.1.9 No Case**

Documents indicated as "No Case" via a coversheet during scan are routed to this queue. Within this queue users will have access to the Case Number field. This field can be leveraged to identify the case association of the document once

the case has been created/opened in CalSAWS. After the case information has been updated with a valid case, users can submit documents from this queue for system processing. Additionally, if a user has the necessary security rights to route a document for removal, this will be made available at the time of submission.

#### **2.1.10 Person Select**

Documents identified as Person level documents are routed to the Person Select Queue. The **Get Person Info** call will be leveraged to pull back persons associated to the case information. From this queue, a user can select one, or two persons to associate to a document. At least one association must be made. If no valid person exists in this list, a user will have the option to select “No Person” to archive the document with the current case level metadata.

Webservice operations to return a list of persons associated to a case are documented in CA- 214035 (Store Index Values). For a list of person level documents refer to the Imaging Form Name Matrix (Supporting Document #1).

#### **2.1.11 Person Select Handling**

This is a System queue that will route documents to the appropriate queue from the Person Select Queue. Documents identified as person level via the Person Select queue are passed through the Person Select Handling Queue. This will identify if the drawer the document will be stored in needs to be updated. If a person selection was made, the document will be routed to Person Drawer Update, if a “No Person” selection was made, the document metadata will remain Case level. Documents are then routed into the archive for retrieval.

#### **2.1.12 Person Handling**

This is a System queue that will route documents to the appropriate queue based on metadata.

#### **2.1.13 Person Drawer Update**

This is a System queue that will update the documents drawer metadata to Person and update the corresponding metadata.

#### **2.1.14 Document Removal**

Document routed to this queue will be reindex to the corresponding counties Document Removal Drawer archive. Users with the security permissions to route documents to this queue will also have access the removal drawer itself. Documents routed to the Document Removal drawers are taken out of the counties primary listing and serves as a soft delete. Documents routed to a removal drawer will remain in this drawer until the document falls out of the

CalSAWS Retention Policy (Supporting Document #2) guidelines, at which point the document will be permanently deleted.

#### **2.1.15 Barcode Verification**

When barcode values cannot be successfully obtained from system generated documents, or when the “County Code” returned from the **Get Barcode Info** call does not match the County of the scanning user, the document(s) will be routed for manual barcode verification. At the point of scan if an “Exception Routing” office number was selected, this number will determine which sub-office barcode verification queue the document will be directed. If the Exception Routing field is set as blank at the point of scan, then documents will route to a county wide barcode verification queue. The user will be able to modify the Barcode Number field of a document and route the document forward. The **Get Barcode Info** call will be performed upon submission and the metadata will be applied as needed. Documents can be routed to the exception queue from here manually, no barcode metadata will be retained when routing documents to the exception queue for case reindexing.

#### **2.1.16 Other County Document**

This is a System queue that will route documents to the appropriate county based on metadata.

#### **2.1.17 Other County Barcode**

This is a System queue that will route documents to the appropriate county based on barcode metadata.

#### **2.1.18 Pre-Achieve Processing**

This is a System queue that will notify CalSAWS of a document that has been received and if necessary will generate a task.

#### **2.1.19 Archive**

This is a System queue, documents that have completed the workflow process will be routed here. This queue will move documents out of the workflow/modifiable state and will archive documents in the appropriate county drawer.

## 2.2 System Queue Routing Rules

### 2.2.1 Workflow Start

Upon quality assurance completion, documents start in the corresponding county "Workflow Start" system queue. This queue will have the following routing rules based on a documents metadata:

Metadata	Destination Queue
<b>Valid Case Barcode – County Code Match</b>	Pre-Archive Processing Queue
<b>Valid Case Barcode – County Code Mis-Match</b>	County <Office*> Barcode Verification Queue
<b>Invalid Barcode</b>	County <Office*> Barcode Verification Queue
<b>Webservice Error</b>	Admin Exception Queue
<b>"No Case" barcode value (Via Coversheet)</b>	County <Office*> No Case Queue
<b>No Barcode Value</b>	OCR Processing Queue

\*Office is selected at point of scan via the Exception Routing Drop-Down, if not selected, routing will default to a County wide queue.

### 2.2.2 OCR Handling

Documents routed to the OCR Processing queue are passed into the OCR Handling queue. This queue will have the following routing rules based metadata passed back from the OCR Service:

OCR Metadata/Invalid Reasons(IR)	Destination Queue
<b>Valid Case/Form Information set by OCR</b>	Pre-Archive Processing Queue
<b>Valid Case Barcode – County Code Mis-Match</b>	County <Office*> Barcode Verification Queue
<b>"No Case" barcode value (Via Coversheet)</b>	County <Office*> No Case Queue
<b>No Barcode – County Code Mis-Match</b>	County <Office*> Exception Queue
<b>IR – "Form Name Confidence Threshold Not Met"</b>	County <Office*> Exception Queue
<b>IR – "Webservice Error"</b>	Admin Exception Queue
<b>IR – "No/Invalid Barcode – Time Sensitive Flag Set"</b>	County <Office*> Barcode Verification Queue
<b>IR – "No/Invalid Barcode – No Case Info"</b>	County <Office*> Exception Queue
<b>IR – "Valid Barcode – Case Context Mis-Match"</b>	County <Office*> Exception Queue
<b>IR – "Returned Mail – Split Confidence Threshold Not Met"</b>	County <Office*> Exception Queue

\*Office is selected at point of scan via the Exception Routing Drop-Down, if not selected, routing will default to a County wide queue.

### 2.2.3 Other County Document

Documents routed to the Other County Document queue will be processed and sent to the indicated county based on the following metadata:

Metadata	Destination Queue
<b>No Barcode – County Code Mis-Match</b>	Destination County Exception Queue
<b>No Barcode – County Code Match</b>	Pre-Archive Processing Queue

### 2.2.4 Other County Barcode

Documents routed to the Other County Document queue will be processed and sent to the indicated county based on the following barcode metadata:

Metadata	Destination Queue
<b>Valid Case Barcode – County Code Mis-Match</b>	Destination County Barcode Verification Queue
<b>Valid Case Barcode – County Code Match</b>	Pre-Archive Processing Queue
<b>Invalid Barcode</b>	Returned to Prior Queue
<b>Webservice Error(s)</b>	Admin Exception Queue

### 2.2.5 Pre-Archive Processing

Documents routed to the Pre-Archive Processing queue will be processed based on the following metadata:

Metadata	Destination Queue
<b>No Webservice Error(s)</b>	Person Handling Queue
<b>Webservice Error(s)</b>	Admin Exception Queue

### 2.2.6 Person Handling

Documents routed from county Pre-Archive Processing are submitted to the Person Handling Queue. This queue will have the following routing rules based on the metadata:

Metadata	Destination Queue
<b>No Webservice Error(s) – Case Level Document</b>	Archive Queue

<b>No Webservice Error(s) – Person Level Form Name – No Person Override Flag – Case Not Confidential</b>	Person Select Queue
<b>No Webservice Error(s) – Person Level Form Name – Person Override Flag Set</b>	Archive Queue
<b>No Webservice Error(s) – Person Level Form Name – Case is Confidential</b>	Archive Queue

### 2.2.7 Person Select Handling

Documents routed from county Person Select Queue are passed through the Person Select Handling Queue. This queue will have the following routing rules based on the metadata from the user:

Metadata	Destination Queue
<b>Person Selection – “No Person”</b>	Archive Queue
<b>Person Selection – Case Member</b>	Person Drawer Update Queue

### 2.2.8 Exception Handling

Documents routed from county Exception Queues are submitted to the Exception Handling Queue. This queue will have the following routing rules based on the updated metadata from the user:

Metadata	Destination Queue
<b>Valid Case/Form Information</b>	Pre-Archive Processing Queue
<b>Returned Mail Form Name</b>	Archival Queue

## 2.3 User Routing Options

### 2.3.1 Automatic and Manual Routing

Queues accessed by a user may have one or more routing options. The options for routing fall under either an automatic route or a manual route. Automatic routes are the primary route for documents. These routes rely on the system moving documents between queues. Manual routes are additional routes tied to separate security rights that allow advanced control over the document movement in the system.

When a user submits a document out of a queue, the automatic route will be taken if no other routes are available to the user. For users with the security rights



to access manual routes of a queue, a popup will be presented to the user displaying the routing options available for the user to select.

### 2.3.2 Reindex

Routing Type	Destination Queue
Automatic (Default)	Archive Queue
Manual	Document Removal Queue
Manual	Other County Document Queue

### 2.3.3 Exception

Routing Type	Destination Queue
Automatic (Default)	Exception Handling Queue
Manual	Document Removal Queue
Manual	Other County Document Queue
Manual	Barcode Verification Queue

### 2.3.4 Person Select

Routing Type	Destination Queue
Automatic (Default)	Person Select Handling Queue

### 2.3.5 No Case

Routing Type	Destination Queue
Automatic (Default)	Workflow Start Queue
Manual	Document Removal Queue

### 2.3.6 Barcode Verification

Routing Type	Destination Queue
Automatic (Default)	Other County Barcode Queue
Manual	Document Removal Queue

<b>Manual</b>	Exception Queue
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### 2.3.7 Document Removal

Routing Type	Destination Queue
<b>Manual</b>	Reindex Queue
<b>Manual</b>	Full Reindex Queue

## 2.4 Document Retention

Document retention policies will be managed by the CalSAWS application. CalSAWS will send a Webservice call to the Imaging Solution that will mark documents to be deleted. These documents will move into the County's Retention Policy Removal Drawer. The documents will reside in this drawer for 30 days before being completely removed by the Imaging Solution. Refer to the CalSAWS Retention Policy (Supporting Document #2) for details on document retention.

## 2.5 Quality of Service

Documents submitted to the CalSAWS Imaging Solution should be searchable and viewable in near real time. Documents that are Scanned, Imported or otherwise captured by county workers will go through a Quality Assurance process to verify the clarity of the document and ensure the document has context to a case. This could be the Case/Person Unique ID , Case Number or CIN, Case Name or Person Name and/or Barcode.

Where all the values are not available during capture the Case/Person Unique ID and/or Barcode will be used to retrieve the remaining metadata from the CalSAWS application.

Documents that are captured via an external system (Kiosk, Mobile App, Customer Portal, ect.) will have case/person context provided within the metadata from the source system. This information will be used to retrieve all the remaining values from the CalSAWS application.

### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Imaging	A list of the form names/numbers and document types used by the imaging system	Imaging Form Matrix
2	Security	Documentation outlining the CalSAWS Retention Policy	<a href="#">CalSAWS Retention Policy</a>

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## 4 REQUIREMENTS

### 4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2261	The CONTRACTOR shall configure the imaging solution to permanently delete documents based on the approved CalSAWS Software document retention policies for all 58 Counties.		<ul style="list-style-type: none"> <li>Configure the Imaging Solution to permanently delete documents based on webservice calls configured to identify cases and documents that fall out of the CalSAWS approved retention policy</li> </ul>
2515	The CONTRACTOR shall enable Quality of Service to prioritize document capture processing to optimize performance.		<ul style="list-style-type: none"> <li>Configure the Imaging Solution to prioritize document capture processing to optimize performance</li> </ul>
2519	<p>The CONTRACTOR shall configure the imaging solution to allow designated staff with the appropriate security rights to reindex the following metadata directly from the document and from a designated reindex queue:</p> <ol style="list-style-type: none"> <li>1) Case Number</li> <li>2) Case Name</li> <li>3) Document Type</li> <li>4) Applicable Date</li> <li>5) Received Date</li> <li>6) Form Name</li> <li>7) Form Number</li> <li>8) Person Name - Only for person level</li> <li>9) CIN - Only for person level</li> </ol> <p>The CONTRACTOR shall configure the imaging solution to allow the copy and splitting of images/documents.</p>	<ul style="list-style-type: none"> <li>Implementation of security rights will be implemented and documented in CA-XXXXXX (Security and Infrastructure)</li> </ul>	<ul style="list-style-type: none"> <li>Configure system and user workflow queues to govern the routing and updating of documents and the corresponding metadata</li> <li>Configure the Imaging Solution to allow the copy and splitting of images/documents</li> </ul>

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2198	<p>The CONTRACTOR shall configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to perform the following functions when a system generated barcode is recognized by the imaging solution:</p> <p>1) Perform a CalSAWS Software lookup of Form Name, Form Number, Case Name, Case Number, and Document Type</p> <p>2) Check the barcode against the case information entered during the scan mode</p> <p>2a) Not applicable to multi-case scan mode</p> <p>3) If the document is time sensitive (tracked), mark the document as received in the CalSAWS Software</p> <p>3a) If the barcode is not recognized, time sensitive (tracked) documents are reviewed by designated staff to confirm the barcode</p>	<ul style="list-style-type: none"> <li>Implementation of barcode recognition is documented in CA-XXXXXX (Capture Single and Barcode Detection)</li> <li>Lookups performed on CalSAWS are described in CA – XXXXXX (Store Index Values All Capture Modes)</li> <li>Virtual Print will leverage advanced optical character recognition technology to capture barcode numbers, and is documented and implemented in CA-XXXXXX (Categorize by OCR)</li> </ul>	<ul style="list-style-type: none"> <li>Configure system and user workflow queues to govern the routing and updating of documents and the corresponding metadata</li> <li>Configure system queue routing rules</li> <li>Configure user queue routing options</li> </ul>

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DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2199	<p>The CONTRACTOR shall configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to do the following:</p> <ol style="list-style-type: none"> <li>1) Automatically categorize all system generated documents.</li> <li>2) Automatically categorize up to 70 person level/verification documents.</li> <li>3) Read the form number from a specified location on the document(s) to be determined during detailed design.</li> <li>4) Capture the Form Name, Form Number, Case Name, Case Number, and Document Type as key metadata.</li> <li>4a) Documents with no case number are automatically sent to a quality assurance queue for review.</li> <li>5) Compare the confidence score of all automatically categorized documents to a confidence threshold.</li> <li>5a) All scanned documents that do not meet the categorization confidence threshold are sent to a quality assurance queue for review. All cases associated the document that does not meet the confidence thresholds will be sent to a quality assurance queue for review.</li> <li>6) Designated staff to be prompted to select case member, multiple persons, or no person option for all person level document types which will be determined during detailed design.</li> </ol>	<ul style="list-style-type: none"> <li>• Case information will be obtained at the point of capture via selected scan mode, and is documented in CA-XXXXXX (Capture Single and Barcode Detection) and CA-XXXXXX (Multi, Virtual, Import Capture)</li> <li>• Categorization of non-barcoded document will be handled by advanced optical character recognition and is documented in CA-XXXXXX (Categorize by OCR)</li> <li>• Categorization of barcoded document is documented in CA-XXXXXX (Categorize Documents by System Barcode)</li> </ul>	<ul style="list-style-type: none"> <li>• Configure system and user workflow queues to govern the routing and updating of documents and the corresponding metadata</li> <li>• Configure system queue routing rules</li> <li>• Configure user queue routing options</li> </ul>
2505	<p>The CONTRACTOR shall configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to store documents at a case or person level. Case level documents are only viewable by the county in which that case resides and person level documents are viewable by all counties.</p>	<ul style="list-style-type: none"> <li>• The configuration of the county case drawers, and person drawer is documented in CA-XXXXXX (Store Index Values All Capture Modes)</li> </ul>	<ul style="list-style-type: none"> <li>• Configure system and user workflow queues to govern the routing and updating of documents and the corresponding metadata</li> <li>• Configure system queue routing rules</li> <li>• Configure user queue routing options</li> </ul>

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2522	<p>The CONTRACTOR shall create a single case and a multi-case scan mode for returned mail which will do the following:</p> <ol style="list-style-type: none"> <li>1) Capture the envelope with the 'return to sender' information</li> <li>2) Capture case information from single case mode, system generated document, or cover sheet.</li> <li>3) Capture all documents for the same case as one document (including envelope) with the following metadata:               <ol style="list-style-type: none"> <li>3a) Case Name</li> <li>3b) Case Number</li> <li>3c) Form Name</li> <li>3d) Form Number</li> <li>3e) Applicable Date</li> <li>3f) Received Date</li> <li>3g) Document Type - All images/documents will have the value: 'Returned Mail'</li> </ol> </li> <li>4) Returned mail will not be marked as 'received' by the CalSAWS Software for the system generated time sensitive (tracked) documents.</li> </ol>	<ul style="list-style-type: none"> <li>• Implementation of security will be documented in CA-XXXXXX (Security and Infrastructure)</li> <li>• Corresponding scan mode is described in CA-XXXXXX (Returned Mail Scan Modes)</li> </ul>	<ul style="list-style-type: none"> <li>• Configure Returned mail to not be marked as 'received' by the CalSAWS Software for the system generated time sensitive (tracked) documents</li> </ul>

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