

Post Implementation Evaluation Report

Supplemental Nutrition Assistance Program (SNAP) Quality Control (QC) Enterprise Customer/Content Management (ECCM) Project – Social and Rehabilitation Services

Project Dates: 4/2010 through 9/2011

Project Cost: \$987,252

Project Objectives:

- Implement an electronic filing cabinet for SNAP QC documentation. This will include the scanning, storing, QA and retrieving of documents with a stand-alone web interface for staff.
- Setup scanning station(s) for the SNAP QC program as well as one scanning station to utilize for development and testing purposes.
- Provide a web interface to easily search and view the electronic documents.
- Focus will be on the SNAP QC program where we will install the hardware/software, inventory the document types, set up the processes and procedures, train the user community, and get familiar with the products.
- SNAP QC requirements, processes and procedures will be reviewed with other business areas to ensure they will not prohibit future expansion into these other program areas.
- Provide the analysis of current document types and handling for SNAP QC in order to develop and document new practices, procedures, and staff roles required to support the new electronic based solution. These practices, procedures, and roles will be targeted for the SNAP QC locations.
- Develop a plan for the conversion of required documents in the SNAP QC program areas; and the resources required to complete the task.
- Develop a security plan for staff related to scanning and retrieving images.
- While the focus of this effort was the SNAP QC program, the imaging solution will be constructed to serve other program areas as it is expanded.