TECHNICAL
PROPOSAL

Attachment 4

EECM Functional Requirements Response Matrix

NY IES EECM

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NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
HHS Client Eligibility and Enrollment: This capability grouping includes the processes activities functions that are involved in determining the eligibility of an applicant for different health and human services program					
Determine Eligibility	IES_HH_CEE_001	The system must be able automatically determine eligibility based on information gathered and stored per an applicant's or client's record for financial and non-financial eligibility criteria.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Business automation workflow, IBM Operationa Decision Manager	N/A
	IES_HH_CEE_002	The system must have the capability to trigger system and/or user action(s) on the basis of business rules and/or business logic, and record retention will be in accordance with 7 CFR 272.1(f) for retention po icy.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Business automation workflow, IBM Operationa Decision Manager	N/A
	IES_HH_CEE_003	The system must on the basis of business rules determine or make eligibility recommendations based on program rules and invoke automatic triggers to other functionality.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Business automation workflow, IBM Operationa Decision Manager	N/A

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	IES_HH_CEE_004	The system must provide eligibility determination, benefit calculation (consolidated and separate) and case management for all programs currently supported by WMS	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Operational Decision Manager	N/A
	IES_HH_CEE_005	The system must apply time limits in eligibility determinations based on program rules.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Business automation workflow, IBM Operational Decision Manager	N/A
Client Recertification	IES_HH_CEE_006	The system must contain processes and functions, supporting the recertification process of program benefits and services.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Business automation workflow, IBM Operational Decision Manager	N/A
	IES_HH_CEE_007	The system must compute and record the correct benefit or service level prior to authorization, as per program policy.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Business automation workflow, IBM Operational Decision Manager, Angular	N/A

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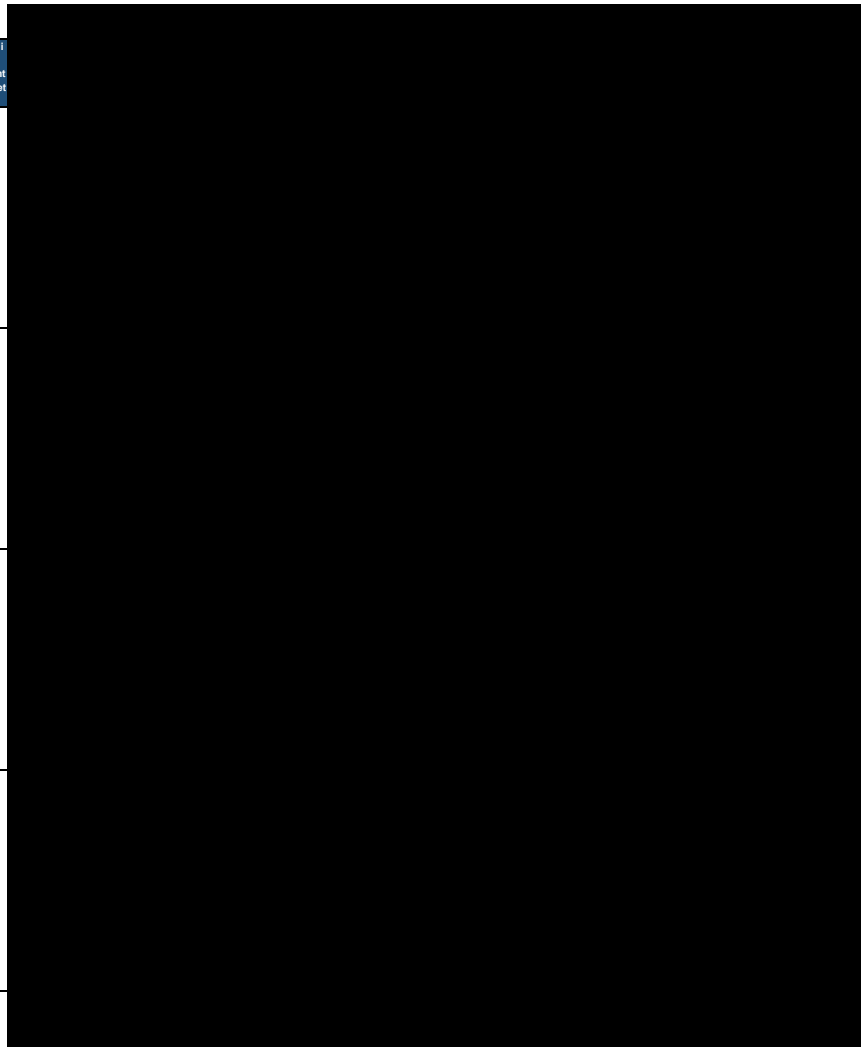
Client Redetermination	IES_HH_CEE_008		1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Business automation workflow, IBM Operationa Decision Manager, Angular	N/A
Collect Data and Documentation	IES_HH_CEE_010	The system must provide online data co lection capab lity. This capability includes ability to submit and/or enter and/or read and/or update and/or delete data and documentation.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	OKTA, Angular	N/A
Enroll Client	IES_HH_CEE_011	The system must have functionality to enro l c ients in a program. A client can be enro led in one or more programs.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Business automation workflow, IBM Operationa Decision Manager, Angular	N/A
	IES_HH_CEE_012	The system should have the capability of creating a record for individuals who may not be applicants or recipients(TANF 200% population)so that a l services and benefits, notes, etc. can be captured and shared as appropriate.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Operational Decision Manager, Angular, Informatica MDM	N/A



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Inquire Client Enrollment	IES_HH_CEE_013	The system must have functionality to inquire and notify authorized parties(other system functions and case workers) about a client's enrollment in health and human services programs.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework	N/A
Deny Client	IES_HH_CEE_014	The system should have the capability to deny a client who does not meet program elig bi ity requirements.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Business automation workflow, IBM Operationa Decision Manager	N/A

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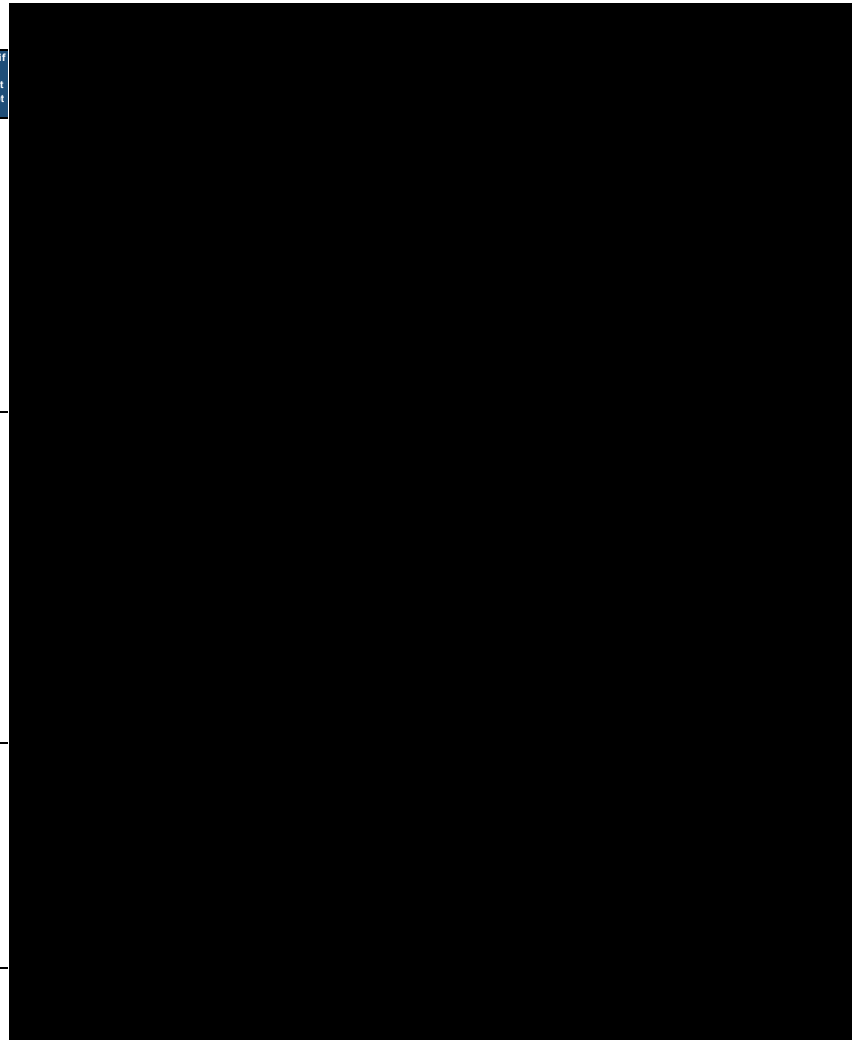
Eligibility Intake	IES_HH_CEE_015	The system must provide calendaring capabil ty that enables users to schedule appointments with c ients and vice-versa, lists appointments, detects scheduling conflicts, suggests alternate meeting times, timeslot management, and support notice generation (i.e. notice of interview, notice of missed interview, to be in compliance with 7 CFR 273.2(e)(3) and 7 CFR 273.2(h)(1)(i)(D), etc.)	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework	N/A
	IES_HH_CEE_016	The system must have capability to create, capture, manage, store, track, and preserve content and documents related to client's eligib lity and enrollment through multiple de ivery channels (on ine, mobile, in-person, IVR, etc.)	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Filenet, Angular	N/A
	IES_HH_CEE_028	The new system should provide inte ligent scheduling capabilities based on characteristics of the c tizen and/or type of meeting/session that would be based on a statistical analysis of historical patterns.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Cognos, Azure Synapse, Angular	N/A



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Verify Application and Exemption Information	IES_HH_CEE_017	The system must support information verification and interoperability/interface of business processes and systems to co lect/receive data, and/or validate data, and/or supply/send data to other systems.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	MuleSoft, Angular	N/A
Time limit tracking	IES_HH_CEE_018	The system must track the duration that a client is receiving program benefits and services.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	OKTA, Angular, IBM Operational Decision Manager	N/A
	IES_HH_CEE_019	The system must generate date/time stamp for app ication receipt and for authorization dates used for grant authorization to be used in monitoring timeliness for processing an applications or recertifications and cycle time standards (promptness by program). The system must allow the date of application to be earlier than the current date for applications entered by a case worker based on security permissions and roles.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	OKTA, Angular	N/A
Certification for Child Care	IES_HH_CEE_020	The system must have the capability to certify child care applications and recertification cases	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Operational Decision Manager	N/A
Calculate Client's Contribution	IES_HH_CEE_021	The system must have the capability to calculate client contribution	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Operational Decision Manager, Angular	N/A

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Identify Clients	IES_HH_CEE_022	The system must be able to capture and maintain information of clients.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	Informatica MDM, JEE with Spring Framework, Angular	N/A
Review Clients Eligibility	IES_HH_CEE_023	The system must allow authorized agency supervisor/management users to review and approve the processed e igibil ty applications.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	OKTA, Angular	N/A
Grievances and Appeals	IES_HH_CEE_024	The system must be able to capture and track the resolution of client grievances communicated at the county and State level.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Automation Workflow, Angular	N/A

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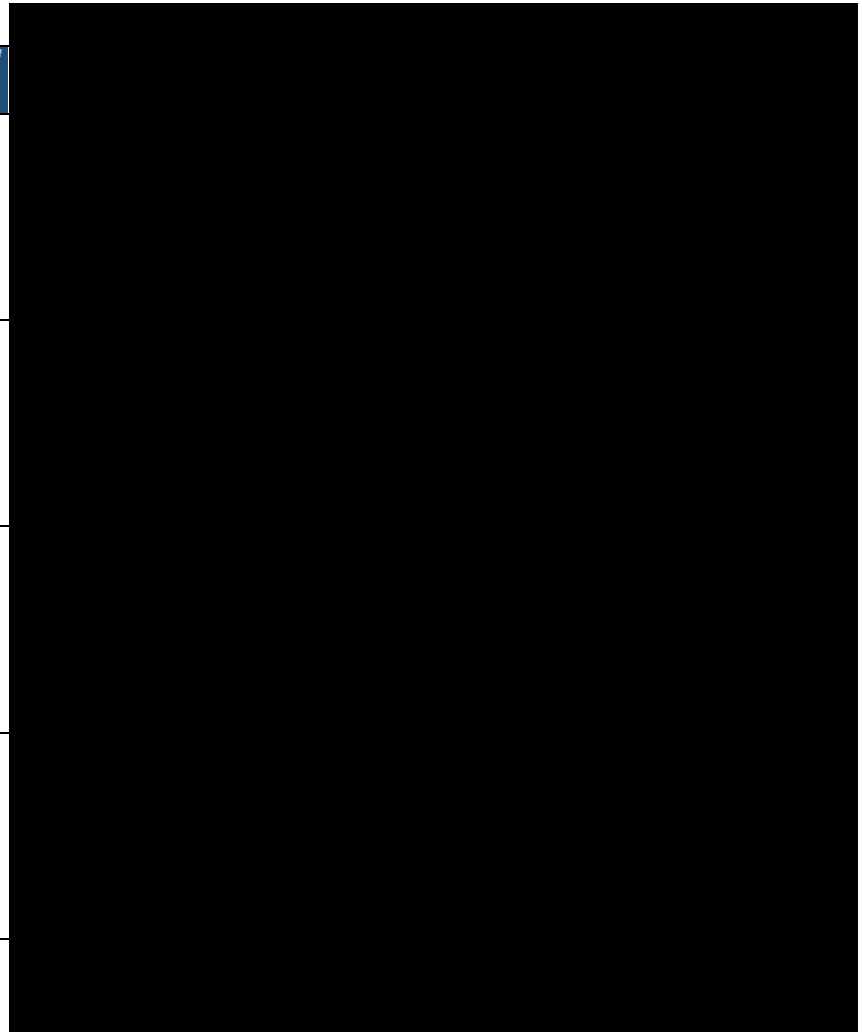
Track Eligibility Process	IES_HH_CEE_025	The system must track the receipt of applications (online or manually registered), and identify application status through the enrollment process	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 7.2.1 Reduce the number of non-integrated systems	IBM Automation Workflow, Angular, IBM Operational Decision Manager, JEE with Spring Framework	N/A
Closed Case Reactivation	IES_HH_CEE_026	The system shall have the capability to reactivate a case that was previously closed or transferred.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Automation Workflow, Angular, IBM Operational Decision Manager	N/A
Pre Screen	IES_HH_CEE_027	Provides the opportunity for individuals to pre-screen for potential e igibil ty for multiple programs before filing an application for benefits /services.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20%	IBM Automation Workflow, Angular, IBM Operational Decision Manager	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative i IES Technology Framework Component Cannot be used to meet requirement
HHS Client Referral: This capabi ity grouping includes the processes activ ties functions that are involved in inbound and outbound referrals to different programs providers etc.					
Receive Inbound Referrals and Generate Outbound Referrals	IES_HH_CRR_001	The system must support inbound and outbound referrals, receiving referral requests from other programs, providers, commun ty resources, etc. and also generate outbound referrals to other programs, providers, community resources, etc.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Automation Workflow, Angular, IBM Operational Decision Manager, JEE with Spring Batch Framework, MulSoft	N/A
	IES_HH_CRR_002	The system must process various interfaces to support referrals as per program policy.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Automation Workflow, Angular, IBM Operational Decision Manager, JEE with Spring Batch Framework, MulSoft	N/A
	IES_HH_CRR_008	The system must be able to enable data sharing to support the voter registration process as described in the NY Automatic Voter Registration Act of 2019	2.2.1 Increase client satisfaction with the application process by 20% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10%	IBM Automation Workflow, Angular, IBM Operational Decision Manager, JEE with Spring Batch Framework, MulSoft	N/A
Identify Client Needs Outside Provider or Case Scope	IES_HH_CRR_003	The system must enable worker/staff to access and update basic information about provider and agencies, including names, relationships and office locations, etc. in relation to identifying client needs outside provider or case scope.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Automation Workflow, Angular, JEE with Spring Framework	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Generate Referral	IES_HH_CRR_004	The system must provide automated referrals, among case workers or the program representatives, to program representatives and alerts to other stakeholders and include logic to suppress such a response if it wi l violate HIPAA, drug/ alcohol, HIV, or domestic violence confidentiality.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Automation Workflow, Angular, IBM Operational Decision Manager, JEE with Spring Batch Framework, MulSoft	N/A
Track if Referral is Internal or External	IES_HH_CRR_005	The system must have the capability to identify the source of the referral	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Automation Workflow, JEE with Spring Batch Framework, MulSoft	N/A
Communicate Referral Outcome	IES_HH_CRR_006	The system must have capability to communicate to the ent ty that generated the referral the determination/outcome of the referral and include logic to suppress such a response f it will violate HIPAA, drug/ alcohol, HIV, or domestic violence confidentiality.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Automation Workflow, Angular, IBM Operational Decision Manager, Quadient Inspire, JEE with Spring Framework	N/A
Approve Referral	IES_HH_CRR_007	The system must provide the capabil ty to make determinations on referrals, and document the outcome of the referral and notify stakeholders of approval status.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Automation Workflow, Angular, IBM Operational Decision Manager, Quadient Inspire, JEE with Spring Framework	N/A



NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
HHS Client Communication and Outreach : This capabi ity grouping includes the processes activities functions that are involved in inbound and outbound communications to and from the c ient. This capability grouping also deals with t					
Communicate Client Contribution	IES_HH_CCO_001	The system must have the capability to communicate any contribution for which the client will be responsible	1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Automation Workflow, Angular, IBM Operational Decision Manager, Quadient Inspire, JEE with Spring Framework	N/A
Manage Applicant and Client Communication	IES_HH_CCO_002	The system must have the capability to generate electronic and paper based letters, notices, correspondences, etc., in alternate formats, and consistent with Executive Order 26, and Local Law 73	1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	Quadient Inspire, JEE with Spring Framework	N/A
Perform Population and Client Outreach	IES_HH_CCO_003	The system must implement notifications/alerts per program policy and per the business process flows.	1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Automation Workflow,IBM Operational Decision Manager, Quadient Inspire, JEE with Spring Framework	N/A
Document Applicant and Client Communication	IES_HH_CCO_004	The system must document and record communications between the c ient and the workers, providers, and agency staff and must provide the abil ty to do proof of delivery.	1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, SQL Database	N/A

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HHS Client Assessment: This capability grouping includes the processes activities functions that are involved in assessing the eligibility of an applicant. Activities such as screening and assessment exped ted processing managing imm					
Intake Client	IES_HH_ASE_001	The system (both client and worker side) must ensure that all information required for programmatic and financial eligibility is received, validated, and verified in the intake process prior to processing elig bi ity determination and enro lment.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 7.2.1 Reduce the number of non-integrated systems	IBM Business Automation Workflow, IBM Operational Decision Manager, JEE with Spring Framework, Quadient Inspire, Mulesoft	N/A
	IES_HH_ASE_002	The system must provide the abil ty to capture and store applicant and client data received through all delivery channels (online, contact center, in person, mob le, etc.) to determine initial e igibil ty and also subsequent recertification. "No Wrong Door" for clients.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 7.2.1 Reduce the number of non-integrated systems	IBM Business Automation Workflow, IBM Operational Decision Manager, JEE with Spring Framework	N/A
	IES_HH_ASE_003	The system must record and track a client's request to withdraw an application.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, IBM Business Automation Workflow, IBM Operational Decision Manager	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
	IES_HH_ASE_004	The system must support the collection of all person and household data necessary to fulfill federal and state mandated reporting requirements, including the application of systems edits to ensure complete and va id data entry.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 7.2.1 Reduce the number of non-integrated systems	IBM Cognos, JEE with Spring Framework	N/A
	IES_HH_ASE_005	The system must provide functionality to deny or withdraw an application, w th a reason(s), indicator, effective date and notice based on user roles and program rules. Such actions shall be tracked by the system.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 7.2.1 Reduce the number of non-integrated systems	OKTA, IBM Operational Decision Manager	N/A
Screening and Assessment	IES_HH_ASE_006	The system's Integrated Client Portal will have the capability for app icants to pre-screen to determine potential eligibility for HHS programs and services.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, IBM Business Automation Workflow, IBM Operational Decision Manager	N/A
Manage Immediate Need	IES_HH_ASE_007	The system must record and track presenting situations. The system shall allow workers to record specifics surrounding the presenting situation.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework	N/A
	IES_HH_ASE_008	The system must provide the capabil ty to authorize the replacement of benefits/services in addition to any special payments as result of disaster situations according to program rules.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, IBM Business Automation Workflow, IBM Operational Decision Manager	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Case Management: This capability grouping includes the processes activities functions that are involved in establishing a case managing case information updating case information etc.					
Establish a Case	IES_HH_CSM_001	The system must have the ability to create a unique case record or case composition for an individual, individuals, or household(s)	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, Informatica MDM	N/A
Manage Case Information	IES_HH_CSM_002	The system must have ability to reactivate a closed case.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, IBM Operational Decision Manager	N/A
	IES_HH_CSM_003	The system must have the ability to link (and un-link) multiple c ient cases	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, Informatica MDM	N/A
	IES_HH_CSM_004	The system must support automated workflow management that matches work tasks (applications and cases) w th the workers that can best do them. It should include creation of tasks, assignment of tasks, reassignment of tasks and abil ty to track disposition of tasks, etc.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, IBM Business Automation Workflow	N/A
	IES_HH_CSM_005	The system must provide the capabil ty for designated staff to enter client/case actions, activ ties, and other information (i.e., notes) in a free form, GUI-based, text format, and provide for an automated view of system transactions.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, OKTA	N/A

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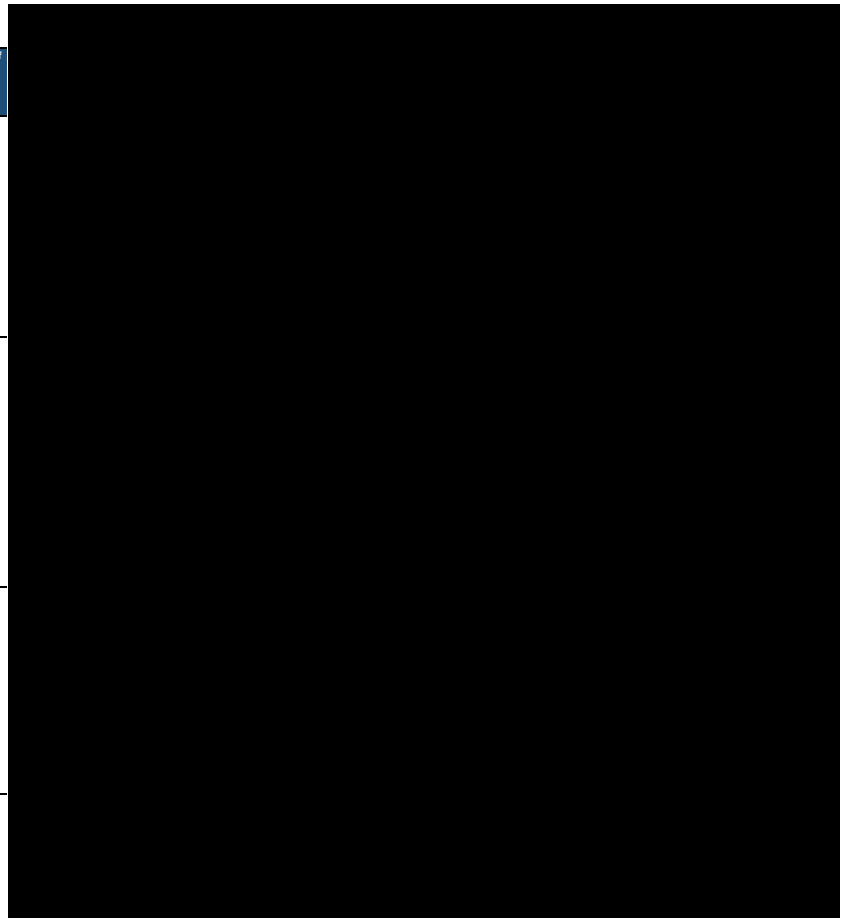
NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
	IES_HH_CSM_006	The system must not estab ish a imit for the number of budgets that worker/staff may store for potential future authorization.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, IBM Business Automation Workflow, IBM Operational Decision Manager	N/A
	IES_HH_CSM_007	The system must have functionality that allows workers to create and view case notes and associate the notes to one or more entity.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework	N/A
	IES_HH_CSM_008	The system must provide selected worker/staff w th appropriate security permissions.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, OKTA	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
	IES_HH_CSM_009	The system must provide authorized workers the ability to override actions.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, OKTA	N/A
	IES_HH_CSM_010	The system must track instances of actions that are overridden	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, OKTA	N/A
	IES_HH_CSM_011	The system must provide alerts and notifications when data is available.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	Zabbix, Kafka, JEE with Spring Framework	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Find Case Information	IES_HH_CSM_012	The system must have the ability to retrieve all historical activities and transactions associated with the case.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, Informatica MDM	N/A
	IES_HH_CSM_013	The system must have the capability to search and find a person's record based on flexible search cr teria (e.g., the entry of client/case identifiers, phone numbers, SSNs, names, phonetic names, dates of birth, addresses, or similar flexible search criteria and a combination of such search criteria).	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, Informatica MDM	N/A
	IES_HH_CSM_014	The system must display client/case elig bi ity, participation, authorization, payment and status by effective date/range at any time.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework	N/A
	IES_HH_CSM_015	The system must have the ability to track domestic violence waivers, and indicate whether waiver is full (no child support cooperation required) or partial (activity for ch ld support proceeds with modified address handling, etc.), from program requirements and restrict the access and viewing to the domestic violence liaison.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Change of Circumstances	IES_HH_CSM_016	The system must provide capabi ity to enter and update client eligibility and enro lment information	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, IBM Business Automation Workflow	N/A
	IES_HH_CSM_017	The system must re-evaluate and/or recalculate eligib lity, when required, based on triggering events (e.g., birthday, work requirements, etc.) and program rules	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, IBM Business Automation Workflow, IBM Operational Decision Manager	N/A
	IES_HH_CSM_018	The system must identify when an event has occurred that requires the reevaluation and/or recalculation of elig bi ity for a benefit or service.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular, JEE with Spring Framework, IBM Business Automation Workflow, IBM Operational Decision Manager	N/A
Cross Agency Case Coordination	IES_HH_CSM_019	The system must allow a holistic view of the clients' benefits and services at the State level to support Federal and State reporting and outcome based metrics, consistent with laws, regulations, l tigation, and policy addressing confidential ty.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Cognos, Azure Synapse, JEE with Spring Batch Framework	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Close Case	IES_HH_CSM_020	The system must provide functionality to terminate ongoing eligibility with a reason(s), indicator, effective month and notice based on user roles and program rules. Add tiona ly, the system must provide for the abil ty to auto-close cases at the end of the certification period or manually close cases based on programmatic business logic and requirements and provide a timely alert to the worker in advance of auto closing so a worker can suppress if necessary.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Batch Framework, IBM Business Automated Workflow, IBM Operational Decision Manager	N/A
Cross District Coordination	IES_HH_CSM_021	The system must have the capability to transfer or re-assign applications and cases w th a not fication/trigger generated to the receiving district. TA/SNAP and SNAP only cases that move must not be transferred prior to the end of the move trans tion period. An auto close process must run after XX number of days on transferred cases that have not been updated by the receiving district. Add tiona ly, the system must have the capabil ty to provide for communication between the originating and receiving district including the capture and recording of the date of acceptance.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, IBM Business Automated Workflow, IBM Operational Decision Manager	N/A
Tracking Requirements Compliance	IES_HH_CSM_022	The system must support functionality that captures client compliance as specified in program rule requirements and also monitors and reports on the status of the activities performed towards the fulfillment of the requirements (e.g., whether the client has met the attendance and participation criteria as out ined in the employment and/or employment activities plan).	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Operation Decision Manager, JEE with Spring Framework, IBM Datacap, IBM Filenet	N/A



NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Manage Sanctions	IES_HH_CSM_023	The system must track sanctions, disqua ifications, good-cause reasons, and apply these to eligib lity determinations according to program rules including special rules within a program for specified populations.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Operation Decision Manager, JEE with Spring Framework	N/A
	IES_HH_CSM_024	The system must support good cause determination functionality.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, IBM Business Automated Workflow, IBM Operational Decision Manager	N/A
	IES_HH_CSM_025	The system must provide the functionality to suspend a sanction pending good cause determination per program policy.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, IBM Business Automated Workflow	N/A
	IES_HH_CSM_026	The system must have the functionality to apply a sanction.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, IBM Business Automated Workflow	N/A
	IES_HH_CSM_027	The system must provide the functionality to lift/remove a sanction.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, IBM Business Automated Workflow	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Care Coordination: This capab lity grouping includes the processes activities functions that are involved in establishing and following up with a care plan developed for a client.					
Develop Service Plan (goals, methods and outcomes)	IES_HH_CRE_001	The system must support the development of a service plan based on an assessment of needs and provide flexibi ity based on district priorities and abil ties.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Operation Decision Manager, JEE with Spring Framework	N/A
Develop Discharge Planning	IES_HH_CRE_002	The system must have the capability to develop a discharge plan for a client/household that is trans tioning, disenrolling and/or graduating to the another program/service.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Operation Decision Manager, JEE with Spring Framework	N/A
Authorize Service	IES_HH_CRE_003	The system must have the capability to authorize service plans and/or benefits for elig ble individuals and households according to program rules.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Operation Decision Manager, JEE with Spring Framework	N/A
Manage and Monitor Client Outcomes	IES_HH_CRE_004	The system must have the capability to monitor, evaluate and report on the progress of service plan implementation to ensure the outcomes outlined in the service plan are being met.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework	N/A

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Service Arrangement, Referral Placement	IES_HH_CRE_005	The system must have the capability to document service agreements between the client, providers, and other stakeholders and also refer clients to different programs and/or services in accordance to the service plans developed for the client.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework	N/A
Prevention	IES_HH_CRE_006	The system must support the delivery of preventive services to clients/ households	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Operation Decision Manager, JEE with Spring Framework, IBM Business Automation Workflow	N/A
Conciliation for Employment Services	IES_HH_CRE_007	The system must support the functiona ity that monitors and reports if the client does not follow the activities outlined in the service plan	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Operation Decision Manager, JEE with Spring Framework, IBM Business Automation Workflow	N/A
Agency Conferences	IES_HH_CRE_008	The system must support the functiona ity that documents the inputs and outcomes of Agency Conferences.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular,JEE with Spring Framework, IBM Business Automation Workflow	N/A
	IES_HH_CRE_009	The system must provide the ability to record and track agency conferences by individual and/or household.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Angular,JEE with Spring Framework, IBM Business Automation Workflow	N/A

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HHS Client Information Management: This capability grouping includes the processes activities functions that are involved in managing client information such as establishing shared client information managing client information etc.					
Establish Shared Client Information	IES_HH_CIM_001	The system must have a common client identifier which links demographic information as well as clients from across external systems to estab ish shared client information and system must protect this information if t violates HIPAA, drug/ alcohol, HIV, or domestic violence confidentiality.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	Informatica MDM, JEE with Spring Framework	N/A
Manage Shared Client Information	IES_HH_CIM_002	The system must maintain a history of shared c ient information and allow for updates.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework	N/A
Establish Agency Client Information	IES_HH_CIM_003	The system must establish program or agency specific ident fiers, which link to the unique client identifier of the respective client.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	Informatica MDM	N/A
Manage Agency Client Information	IES_HH_CIM_004	The system must maintain a history of program, state and local agency unique client/case information.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Find Client Information	IES_HH_CIM_005	The system must have the capability to log all transactions in the system and capture an audit trail of all activities, including secur ty audit logs (log system activity by event).	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework	N/A
Issue Unique Client Identifier	IES_HH_CIM_006	The system must issue a unique common client identifier that may be linked to shared c ient information and program state and local agency unique client information	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	Informatica MDM, JEE with Spring Framework	N/A
	IES_HH_CIM_007	The system support the creation of new identifier if a child is adopted, once the adoption is fina ized the pre-adoption CIN should be closed and a new CIN should be estab ished as f there child were a brand new client. The history of the adopted child does not follow them.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of app ications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	Informatica MDM	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Benefits Management: This capability grouping includes the processes activities functions that are involved in issuing and authorizing benefits mod fying benefits etc.					
Authorize Benefit	IES_HH_BNM_002	The system must provide the capabil ty to manually and automatically authorize benefits and track activity around the authorization (e.g., who authorized it, date and time of authorization, etc.)	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Business Automation Workflow, IBM Operational Decision Manager, JEE with Spring Framework	N/A
Modify Benefit	IES_HH_BNM_003	The system must provide the capabil ty to mod fy issued benefits (e.g. increase or decrease benefits)	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework	N/A
Authorize Retroactive Benefit	IES_HH_BNM_004	The system must provide the capabil ty to calculate, authorize, and track retroactive benefits.	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Operational Decision Manager, JEE with Spring Framework	N/A
Void or Cancel Benefit	IES_HH_BNM_005	The system must provide the capabil ty to void or cancel benefits due to the client no longer meeting program requirements.	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A
Suspend Benefit	IES_HH_BNM_006	The system must provide the capabil ty to suspend benefits in accordance with program rules.	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Expunge Benefits	IES_HH_BNM_007	The system must have the capability to expunge benefits.	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Batch Framework, Quadient Inspire	N/A
Restore Benefits	IES_HH_BNM_008	The system must have the capability to restore reduced or stopped benefits including expunged TA benefits based on program rules	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework,	N/A
Replace Benefits	IES_HH_BNM_009	The system must have the capability to replace benefits that are lost	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework,	N/A
Manage Separate Determinations	IES_HH_BNM_010	The system must have the functionality to manage separate determinations.	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Business Automation Workflow, IBM Operational Decision Manager, JEE with Spring Framework	N/A
Calculate Client Budget and Benefit Amount	IES_HH_BNM_011	The process by which an SSD determines 1.An applicant's/client's financial eligibility for in scope programs, and 2.The amount of an applicant's/c ient's benefit.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system)	IBM Business Automation Workflow, IBM Operational Decision Manager, JEE with Spring Framework, JEE with Spring Batch Framework	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Health & Human Services Design: This capability grouping deals with the activities functions processes involved in health and human service design					
Manage Information on Benefits and Services	IES_HH_HSD_001	The system must have the capability to update, track, and review benefit rules and information in response to any changes in policy, regulation, legislation, or the result of litigation.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Business Automation Workflow, IBM Operational Decision Manager, JEE with Spring Framework JEE with Spring Batch Framework	N/A
Support Disallowances Process	IES_HH_HSD_002	The system must have the capability to support the disallowances process to calculate whether cases meet Federal eligibility requirements.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Operational Decision Manager, JEE with Spring Framework, JEE with Spring Batch Framework	N/A
Establish Benefit and Services Provision Rules	IES_HH_HSD_003	The system must have the capability to interpret and apply federal, state, or other applicable laws and rules to the provision of benefits.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Business Automation Workflow, IBM Operational Decision Manager, JEE with Spring Framework	N/A
Initiate Accreditation Process to Vendors/Providers	IES_HH_HSD_004	The system must have the capability to document and manage accreditation requirements of service providers for all services delivered by partners.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Quadient Inspire, JEE with Spring Framework	N/A

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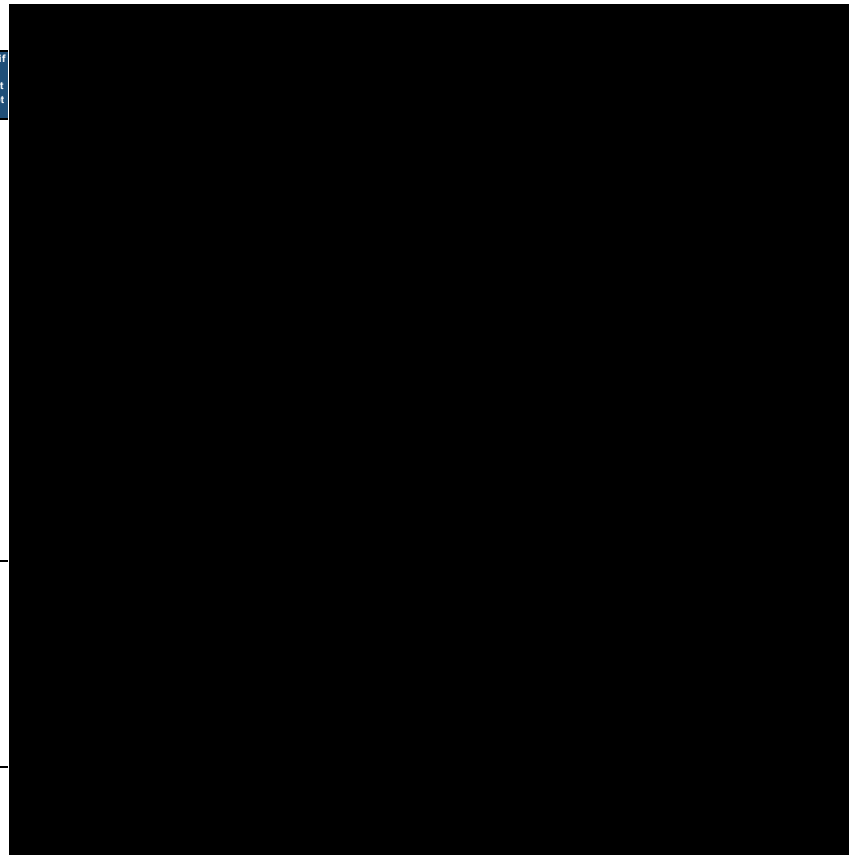
Manage Eligibility Criteria	IES_HH_HSD_005	The system must have the capability to document the rules, requirements and policies used to determine a potential client's eligibi ity for a program or benef t, including financial, clinical, or demographic criteria.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Operational Decision Manager (ODM) Business Rules Engine	N/A
Manage Program Information	IES_HH_HSD_006	The system must have the capability to manage the information associated with a program's administration including program participation rates.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework	N/A



NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Compliance & Risk Management: This capability grouping deals with the activities, functions, processes involved in establishing and resolving compliance incidents.					
Establish Compliance Incident	IES_HH_CRM_001	The system must provide the capabil ty to document information pertaining to the compliance incident.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	JEE with Spring Framework, Adobe Forms, IBM Business Automation Workflow, IBM Cognos, Azure Synapse, Tableau	N/A
Manage Compliance Incident Information	IES_HH_CRM_002	The system must provide the capabil ty to enter, verify, share and archive incident information and notify stakeholders when the incident information changes.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	JEE with Spring Framework, Adobe Forms, IBM Business Automation Workflow, IBM Cognos, Azure Synapse, Tableau	N/A
Identify Utilization Anomaly	IES_HH_CRM_003	The system must provide the capabil ty to identify outliers that demonstrate suspicious utilization of program benefits.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	Adobe Forms, IBM Datacap, IBM Filenet, Azure Synapse, IBM Cognos, JEE with Spring Framework , Tableau	N/A
Identify Vendor/Provider Anomaly	IES_HH_CRM_004	The system must provide the capabil ty to detect improper accounting or billing of services by vendors/providers, issues with credentials, and certifications, etc.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	Adobe Forms, IBM Datacap, IBM Filenet, Azure Synapse, IBM Cognos, JEE with Spring Framework	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Identify Enrollment Anomaly	IES_HH_CRM_005	The system must provide the capabil ty to check enrollment status across programs and jurisdictions to determine if a client is already enrolled and is receiving benef ts and/or services.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	IBM Business Automation Workflow IBM Operational Decision Manager Informatica MDM JEE with Spring Framework	N/A
Determine Action to Resolve Compliance Incident	IES_HH_CRM_006	The system must provide the capabil ty to document the decision and course of action taken to resolve compliance incident.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	Adobe Forms, IBM Datacap, IBM Filenet, Azure Synapse, IBM Cognos, JEE with Spring Framework	N/A
Worker Fraud	IES_HH_CRM_007	The system must provide the capabil ty to log all worker transaction history to assess, identify and report on worker fraud	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	Adobe Forms, IBM Datacap, IBM Filenet, Azure Synapse, IBM Cognos, JEE with Spring Framework	N/A
Contractor Audit Analysis Review	IES_HH_CRM_008	The system must support the aud t of contractors supporting program and service de ivery.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	JEE with Spring Framework, Nosql DB, Kafka, Elastic Search	N/A
Vendor/Provider Audit Analysis Review	IES_HH_CRM_009	The system must support the aud t of vendors/providers supporting program and service de ivery.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	JEE with Spring Framework, Nosql DB, Kafka, Elastic Search, IBM Cognos, Azure Synapse, Tableau	N/A
Vendor/Provider and Retail Compliance	IES_HH_CRM_010	The system must provide the capabil ty to assess, identify and report vendor/provider fraud.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	Adobe Forms, IBM Datacap, IBM Filenet, Azure Synapse, IBM Cognos, JEE with Spring Framework	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Client Fraud	IES_HH_CRM_011	The system must provide the capabil ty to assess, identify and report client fraud.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	Adobe Forms, IBM Datacap, IBM Filenet, Azure Synapse, IBM Cognos, JEE with Spring Framework	N/A
A 87 Audit	IES_HH_CRM_012	The system must provide the capabil ty to support A-87 audits for administering programs that involve cost reimbursement contracts, grants, and other agreements with agencies.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	Adobe Forms, IBM Datacap, IBM Filenet, Azure Synapse, IBM Cognos, JEE with Spring Framework	N/A
Federal and State Audit Support	IES_HH_CRM_013	The system must provide the capabil ty to support Federal, State, and SSD audits.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	JEE with Spring Framework, Nosql DB, Kafka, Elastic Search, IBM Cognos, Azure Synapse, Tableau	N/A
SSD Program Reviews	IES_HH_CRM_014	The system must provide the capabil ty to review the social service districts program delivery and comp iance with federal and State regulations.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	JEE with Spring Batch Framework	N/A

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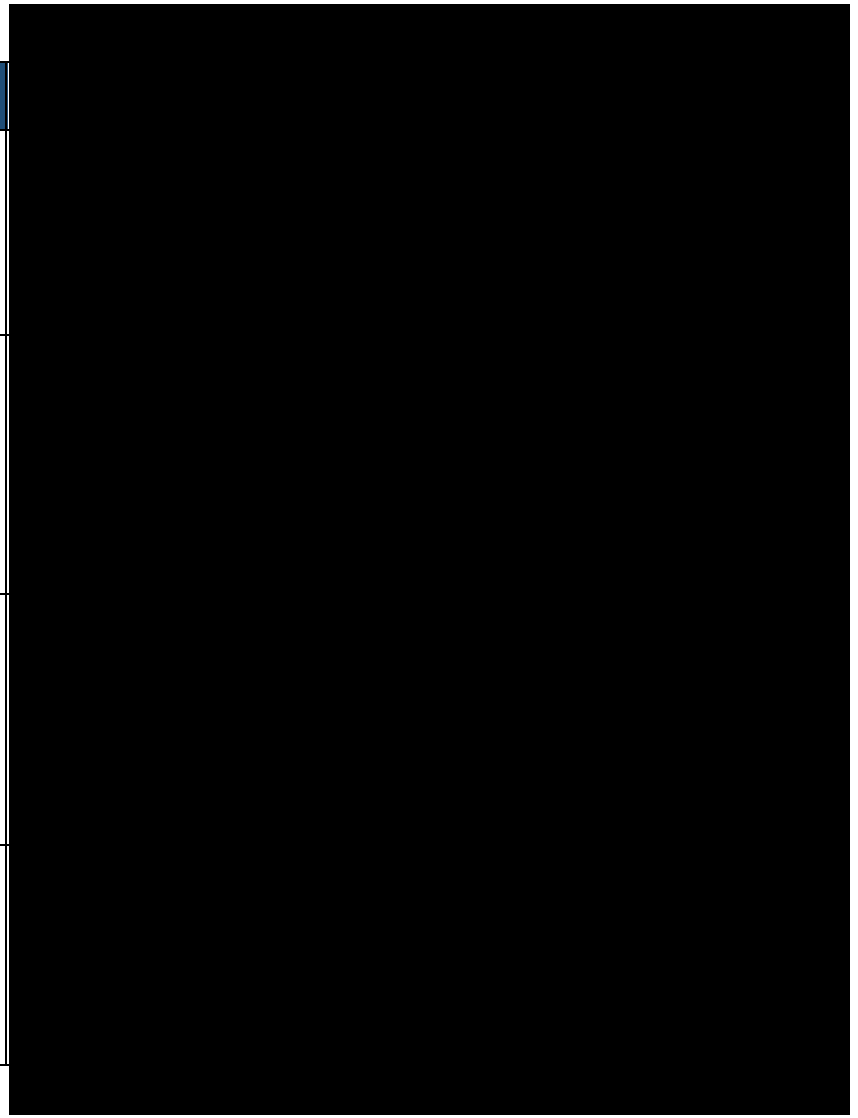
Risk Identification and Mitigation	IES_HH_CRM_015	The system must provide the capabil ty to perform risk identification and develop mitigation strategies.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	IBM Cognos, Azure Synapse, Tableau	N/A
Scheduling, Monitoring, and Reporting Attendance	IES_HH_CRM_016	The system must provide the capabil ty to schedule appointments and validate attendance based on program requirements. Examples include, but are not lim ted to child care, work activities, substance abuse and domestic violence screenings and medical assessments.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	Verizon Virtual Contact Center, Cloverhound, IBM Filenet, JEE with Spring Framework,Quadient Inspire	N/A
Program Time Limit Tracking and Reporting	IES_HH_CRM_017	The system must provide the capabil ty to track time lim t assistance (60 months Federal cash and 24 months for State cash) for family assistance and Safety Net.	1.2.1 Decrease in the average duration on PA by 10% through enhanced access to other appropriate benefits and services 1.2.2 Decrease in PA recidivism rate by 10%	JEE with Spring Framework, JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A
Required SSD Plans	IES_HH_CRM_018	Support the ability for districts to submit plans to OTDA for review/approval, notification, of approval/denial and retention of plans and supporting documents as plans are currently completed and submitted externally from existing systems.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	IBM FileNet, IBM DataCap, Elastic Search, JEE with Spring Framework	N/A



NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Audit Review	IES_HH_CRM_019	Support audits of system level functions and user actions based on •NYS ITS Security Standards •Other applicable NYS and federal guidelines (e.g., IRS Pub. 1075) •Retention standards •Litigation needs	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	JEE with Spring Framework, Nosql DB, Kafka, Elastic Search	N/A
Contract Review	IES_HH_CRM_020	Support the review of contracts to ensure compliance with all applicable terms and conditions.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	IBM Cognos, Tableau, SQL Database	N/A
Security Incident	IES_HH_CRM_021	Any allegation or suspicion held by or brought to the attention of an Employee involving inappropriate or unauthorized access to, or disclosure of, Protected Information.	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	OKTA, State Directory Services, JEE with Spring Framework Elastic Search, Zabbix, Kafka,	N/A
Breach	IES_HH_CRM_022	Breach of the security of the system" as defined in New York State Information and Security Breach Notification Act (General Business Law Section 899-aa; State Technology Law Section 208) and the SHIELD Act (General Business Law Section 899-bb).	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	OKTA, State Directory Services, JEE with Spring Framework Elastic Search, Zabbix, Kafka, Quadient Inspire,	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Service Operations: This capabil ty grouping deals with the activities functions processes involved in delivering service to c ient(s)					
Manage Wait List/Appointment Queues	IES_HH_SOP_001	The system must provide the capabil ty to inform workers when clients and/or vendors/providers are added to waitlists when services and/or funds are not immediately available, processes wait ists appropriately, and manages appointment queues.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	JEE with Spring Framework & Batch Framework	N/A
Manage Case Workload	IES_HH_SOP_002	The system must provide the capabil ty to perform case workflow and task workflow depending on the district preference.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	JEE with Spring Framework, IBM Business Automation Workflow	N/A
Manage Workflow	IES_HH_SOP_003	The new system must provide the abi ity to configure case-based and task-based Workflow, and require internal controls.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	IBM Business Automation workflow	N/A

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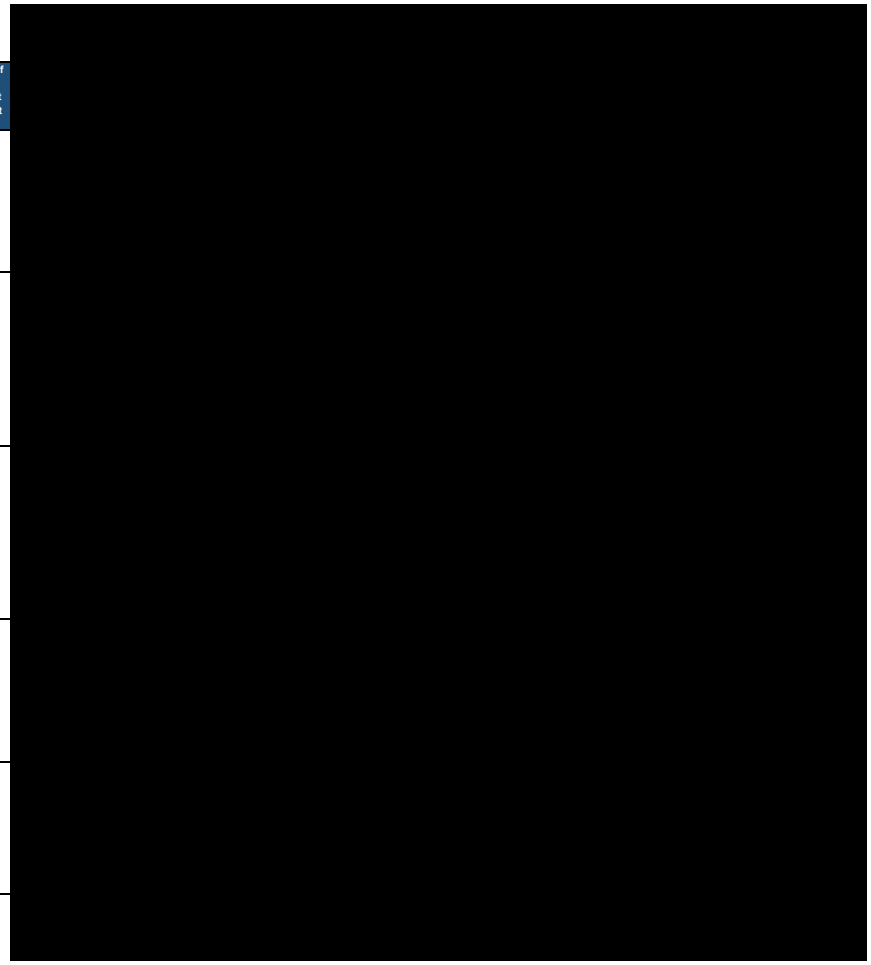
Manage Litigation Hold Requirements	IES_HH_SOP_004	The system must be able to support extenuating preservation rules to support litigation hold requirements and have the abil ty to create exceptions to purge rules as well as retain an immutable copy of the data.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	JEE with Spring Framework	N/A
Manage Data Freeze Requirements	IES_HH_SOP_005	The system must have the capability to identify and manage scenarios under which data must be preserved and kept from being updated.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	JEE with Spring Framework	N/A
Mass Adjustment/Mass Reauthorization	IES_HH_SOP_006	The system must provide the abil ty to perform large-scale case changes as required.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems 8.1.1 Reduce time spent on reports, reviews and aud ts by 10%	JEE with Spring Framework & Batch Framework	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
FOIL & PPPL Request: This capab lity grouping deals w th the activities functions processes involved in supporting FOIL and PPPL requests.					
Support FOIL and PPPL requests	IES_HH_FIL_001	The system must have the capability to support Freedom of Information Law (FOIL) requests and Personal Privacy Protection Law (PPPL) responses.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60%	IBM Datacap, IBM Filenet, Azure Synapsez, IBM Cognos, JEE with Spring Framework	N/A
Vendor/Provider Eligibility & Enrollment: This capabi ity grouping deals with the activities functions processes related to provider registration and maintenance of the provider management					
Vendor/Provider Registration Intake	IES_HH_PEE_001	The system must allow vendors/providers to register with the State to deliver programs and services, and update their respective information as needed.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework, Informatica MDM	N/A
	IES_HH_PEE_002	The system must allow vendors/providers to register with a Local Social Service District to deliver programs and services, and update their respective information as needed.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework, Informatica MDM	N/A
	IES_HH_PEE_003	The system must provide the abil ty to send automated requests for supporting documentation to new vendor/provider	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Quadient Inspire, JEE with Spring Framework, Verizon Virtual Contact Center, Cloverhound (tool for sms/email/?)	N/A
	IES_HH_PEE_007	The system must have the capability to withdraw a vendor's/ provider's registration request at the vendor's/provider's request and record the reason, date/time, and requestor.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework	N/A

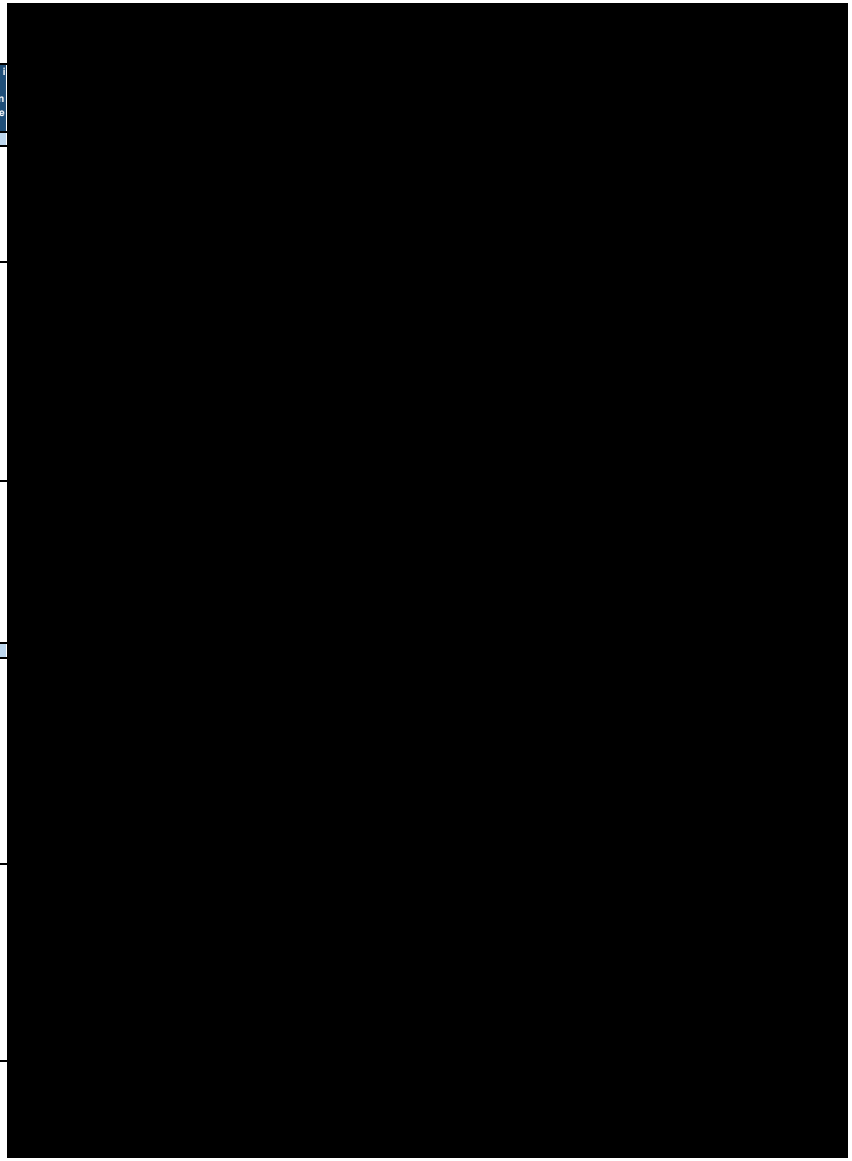
NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Determine Provider Eligibility	IES_HH_PEE_008	The system must support functionality to determine vendor/provider eligibility.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Operational Decision Manager, JEE with Spring Framework, IBM Business Automation Workflow	N/A
Enroll Vendor/Provider	IES_HH_PEE_009	The system must support functionality to enrol a vendor/provider as an approved vendor/provider for the program/service.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Operational Decision Manager, JEE with Spring Framework, IBM Business Automation Workflow	N/A
	IES_HH_PEE_011	The system must provide the ability to take action on new vendor/provider information and/or changes to existing vendor/provider information, including but not limited to approve, identify missing information, identify errors.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	BM Business Automation Workflow, JEE with Spring Framework	N/A
Inquire Vendor/Provider Enrollment	IES_HH_PEE_013	The system must provide the capability to inquire if the vendor/provider is already enrolled to provide for other programs and services.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Dis enroll Vendor/Provider	IES_HH_PEE_014	The system must provide the capabil ty to dis-enroll the vendor/provider if the provider is determined to be ineligible according to program rules	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework, IBM Operational Decision Manager, JEE with Spring Batch Framework	N/A
Terminate Vendor/Provider	IES_HH_PEE_015	The system must provide the capabil ty to close the vendor's/provider's record.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework, IBM Operational Decision Manager, JEE with Spring Batch Framework	N/A
	IES_HH_PEE_016	The system must provide the capabil ty to enter disqualification information into a closed or terminated case.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework, IBM Operational Decision Manager, JEE with Spring Batch Framework	N/A
	IES_HH_PEE_017	The system must inform clients and vendors/providers regarding the termination of their vendor/provider based on the reason and give an effective date.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Operational Decision Manager, Quadient Inspire, JEE with Spring Framework	N/A
Manage Vendor/Provider Grievance and Appeal	IES_HH_PEE_018	The system must support the process through which vendors/providers submit grievances (based on program) and also the activities involved in addressing those grievances.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Batch Framework	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Monitor License/Credentials	IES_HH_PEE_019	The system must record and track accredited vendors/providers.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Business Automation Workflow, Quadient Inspire, JEE with Spring Framework, IBM Operational Decision Manager	N/A
	IES_HH_PEE_020	The system must track vendor/provider failure to renew licenses or contracts and generate an alert to designated staff according to program rules.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Business Automation Workflow, Quadient Inspire, JEE with Spring Framework, JEE with Spring Batch Framework	N/A
	IES_HH_PEE_021	The system must support licensing and certification/ recertification processes, including tracking of violations, incidents, and revocations for vendors/providers.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework	N/A
Support self assessment	IES_HH_PEE_022	The system must have the capability to review the assessment results and enter and generate assessment score.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework	N/A
Support budget capacity	IES_HH_PEE_023	The system must have the capability to capture and store total and breakdown of target capacity for a provider by level of care.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework, Quadient Inspire,	N/A



NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative i IES Technology Framework Componen Cannot be used to mee requirement
Vendor/**Provider Communication & Outreach:** This capab lity grouping deals w th the activities functions processes related to inbound and outbound communication to providers and from providers.					
Manage Vendor/Provider Communications	IES_HH_PCO_001	The system must have the capability to send outbound communication and receive in bound communication from current and prospective vendors/providers.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework, Quadient Inspire,	N/A
Perform Population Outreach	IES_HH_PCO_002	The system must support population outreach by providing information and materials about the services provided by different vendors/providers. For instance, day care facilities in the community.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Cognos , JEE with Spring Framework	N/A
Perform Vendor/Provider Outreach	IES_HH_PCO_003	The system must support vendor/provider outreach capab lity that informs vendors/providers of program related information.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Cognos , JEE with Spring Framework, Quadient Inspire,	N/A
Vendor/Provider Information Management: This capabi ity grouping deals with the activities functions processes related to estab ishing and managing provider information					
Manage Vendor/Provider Information	IES_HH_PIM_002	The system must record and track any vendor/provider restrictions or imitations, e.g., age ranges, maximum number of ch ldren, areas served, eligibility requirements, capacities, etc.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework,	N/A
	IES_HH_PIM_003	The system must provide the functionality to establish a list of SSD landlords and allow them to update their profile and flag when they have apartment availab lity.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework,	N/A



NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative i IES Technology Framework Component Cannot be used to meet requirement
Available Slot Tracking	IES_HH_PIM_006	The system must provide information relative to slot availabi ity with respect to each vendor/provider (e.g., child care for elig ble fam lies, employment activities, etc.)	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework,	N/A
Enrollment Acceptance and Participation Communication	IES_HH_PIM_007	The system must provide access to vendors/providers to submit information regarding client enrollment acceptance and participation in programs and associated activities (e.g., employment and employment activ ties, drug and alcohol treatment, child care time and attendance).	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework, JEE with Batch Spring Framework,	N/A
	IES_HH_PIM_008	The system must provide functionality that reports on vendors/providers performance assessment matrix.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	IBM Cognos, Tableau, JEE with Spring Framework	N/A
Global Information System	IES_HH_PIM_009	The system must integrate with GIS that informs clients about vendors/providers in their area that provide programs and services. For instance, child care in the area.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework, GIS	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Business Partner Information Sharing: This capabi ity grouping deals with the activities functions processes related to managing information sharing with partners					
Manage Information Sharing with Partners	IES_HH_BPS_001	The system must provide functionality to send to and receive data from business partners (e.g. Lexis Nexis, Talx, etc.) in accordance to the data sharing agreement, litigation, and other applicable federal and state laws	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Mulesoft Anypoint Platform, IBM Operational Decision Manager, JEE with Spring Framework, Third Party Services, JEE with Spring Batch Framework	N/A
	IES_HH_BPS_002	The system should have the functionality to collect information obtained by external organizations, w th the client's consent, and to share information with external organizations. Conversely, the system must have the capabi ity to share data externally via the document or information repository.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	Liferay, Angular, JEE with Spring Framework, Mulesoft Anypoint Platform, IBM Operational Decision Manager, Third Party Services, JEE with Spring Batch Framework	N/A
SNAP: This capabil ty grouping deals with the activities functions processes that are unique to the SNAP program					
Periodic Mailers	IES_HH_SNP_001	The system must support triggers to generate communications to program recipients during the recertification period.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60%	Verizon Virtual Contact Center, Quadient Inspire, JEE with Spring Framework	N/A
Expedited Processing	IES_HH_SNP_002	The system must provide the abil ty to track and monitor cases that have been identified for expedited and emergency processing and send alerts to users.	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 7.2.1 Reduce the number of non-integrated systems	Verizon Virtual Contact Center, Quadient Inspire, JEE with Spring Framework	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
HEAP: This capabil ty grouping deals with the activities functions processes that is unique to the HEAP program					
Authorize and Reauthorize Energy Assistance Benefit	IES_HH_LHP_001	The system must have capability to authorize and reauthorize payments to the vendor/client for heating costs and/or provide services to the client through ut lity/non utility vendors.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework	N/A
HEAP Auto Pay	IES_HH_LHP_002	The system must have the capability to do mass authorizations for recipients eligible for HEAP based on budget criteria for autopay, and create an exception list.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework	N/A
Monitor HEAP Program Expenditures	IES_HH_LHP_003	The system must be able to monitor HEAP program expenditures to trigger program closure.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework, Tableau	N/A
HEAP Closure	IES_HH_LHP_004	The system must be able to trigger the closure of the program for a HEAP year based on the defined period and expenditure which should be configurable within the system.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	Quadient Inspire, JEE with Spring Framework	N/A
HEAP Related Components and Programs	IES_HH_LHP_005	Support HEAP related component programs such as the Cooling Assistance Component, Clean and Tune, and the Low Income Household Water Assistance Program.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system)	JEE with Spring Framework, IBM Operational Decision Manager	N/A
Emergency Resolution Process	IES_HH_LHP_006	Support the ability to expedite processing in cases such as households experiencing a crisis emergency must be resolved in 48 hours from time of application. Households experiencing a life-threatening emergency must be resolved in 18 hours from time of application.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system	JEE with Spring Framework, IBM Operational Decision Manager, IBM Business Automation Workflow	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Child Care: This capability grouping deals with the activities functions processes that is unique to the Child Care program					
Provide Child Day Care Assistance	IES_HH_CHC_001	The system must provide information relative to available child care for eligible families	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, IBM Operational Decision Manager	N/A
Provide Education Information and Referrals	IES_HH_CHC_002	The system must support functionality that assists fami ies in locating child care to meet their need and also provide information to the community about quality ch ld care, and refer families to said facil ties.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	ESRI, JEE with Spring Framework	N/A
State Supplement Program (SSP): This capability grouping deals with the activ ties functions processes that is unique to the state supplement program (SSP)					
Support State Supplement Program (SSP) Change of Circumstance	IES_HH_SSP_001	The system must provide multi-program alerts to caseworkers triggered by a client's change in circumstance.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, IBM Operational Decision Manager	N/A
Child Support: This capability grouping deals with the activities functions processes that is unique to the Child Support program					
Referrals	IES_HH_CHS_001	The system shall have the capability to provide clients with referrals to request ch ld support services	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, IBM Operational Decision Manager	N/A
Data sharing for the continuation of current exchanges	IES_HH_CHS_002	The system must provide functionality to send to and receive data from other programs and agencies in accordance to the data sharing agreement, l tigation, and other applicable federal and state laws	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework, MuleSoft, IBM Operational Decision Manager	N/A
Support Mass Re budgeting (MRB) for Child Support Pass Through Payments	IES_HH_CHS_003	Support MRBs for child support desk reviews, pass throughs, and excess support benefits. These special jobs authorize child support payments in cases where pass throughs applicable.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system)	JEE with Spring Framework, JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Services (OCFS) Payments: This capability grouping deals with the activities functions processes that is unique to service payment authorization					
Eligibility Claiming (IV E, EAF, Title XX, Federal, State, Local)	IES_HH_SPA_001	The system must support IVE funding elig bi ity determination and redetermination of services and individual ch ldren. System must reconcile data contr buting to eligib lity.	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A
	IES_HH_SPA_002	The system must have capability to va idate the accuracy of a reimbursement claims for services payments, and allocate payments to funding streams (e.g., IV-E, EAF, Title XX)	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A
	IES_HH_SPA_003	The system must have the capability to capture federal, State, and local funding elig bi ity for services.	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A
	IES_HH_SPA_004	The system must have the capability to support federal, State, and local claiming for eligible services and eligible children.	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Issue Services (Foster Care, Adoption, Child Care, KinGap, APS, etc.)	IES_HH_SPA_005	The system must have the capability to authorize OCFS services for Foster Care, Adoption, Ch ld Care, FAR, KinGap, APS, etc.	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A
Authorize and Issue Service and Payments	IES_HH_SPA_006	The system must have capability that authorize services and initiate the payment process associated with services payments	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A
APS Provision	IES_HH_APS_001	The system must have capability to authorize services to impaired adults based on their circumstances and referrals.	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework, IBM Operational Decision Manager, MuleSoft	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
PA Safety Net/FA: This capability grouping deals with the activ ties functions processes that is unique to the TA FA and Safety Net programs.					
Extend Beyond Federal Cash Benefit	IES_HH_TA_001	The system must have the capability that allows a case worker to extend the beneficiaries cash benefit beyond the federal allowance with an appropriate time limit exemption and if no exemption, trans tion the c ient to Safety Net Assistance.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60%	JEE with Spring Framework, JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A
	IES_HH_TA_002	The system must have the capability to perform the Auto Conversion process of Family Assistance cases meeting the State's 60 month time limit.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60%	JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A
Fuel/Utility Reconciliation	IES_HH_TA_003	The system should perform the fuel/ut lity reconciliation process on Temporary assistance cases based on program rules.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60%	JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A
Child Care in Lieu of Public Assistance (CILOPA) Recertification	IES_HH_TA_004	The system must provide the abil ty to perform the annual Child Care in ieu of Pub ic Assistance (CILOPA) recertification process.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60%	JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A
Domestic Violence Program Waivers	IES_HH_TA_005	Support the management and evaluation of eligib lity factors used when determining PA program requirements that can be waived if the applicant is a victim of domestic violence.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system)	JEE with Spring Framework, IBM Operational Decision Manager	N/A
Child Support Related Functionality	IES_HH_TA_006	Facilitate desk review, excess support, and pass-through for the Child Support function.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system)	JEE with Spring Framework, MuleSoft, JEE with Spring Batch Framework,	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Provision of Case Management and Services to Support Employment (SNAP E&T and PA): This capability grouping deals with the activities functions processes involved in supporting employment services support employment ac					
Support Employment Services	IES_HH_ESS_001	The system must capture information about a client's/an app icant's employment and employabil ty.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, MuleSoft, JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A
Support Employment and/or employment activity enrollment	IES_HH_ESS_002	The system must provide the capabil ty to enro l c ient/app icant in employment and/or employment activ ty.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework	N/A
Recommendation of Employment and/or Employment Activity	IES_HH_ESS_005	The system must provide capabi ity to make employment and/or employment activity recommendations. Recommendations should take into consideration information included in the assessment, employability, and include a calculation of required hours of participation.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	ESRI, JEE with Spring Framework,	N/A
Develop Employment Plan	IES_HH_ESS_006	The system must support functionality required to develop an employment plan which will consider federal/state participation requirements.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, Angular	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Monitor Employability Status	IES_HH_ESS_008	The system must have the capability for tracking and updating employab lity status.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework	N/A
Manage employment participation and Compliance	IES_HH_ESS_009	The system must support functionality for monitoring compliance which considers federal/state participation requirements.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework	N/A
Manage employment non compliance process	IES_HH_ESS_010	The system must have the capability to manage the employment non-comp iance processes including the pre-conciliation process, agency conference, good cause determination and the conciliation process.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A
Conciliation for Employment Services	IES_HH_ESS_011	The system must have capability to issue conciliation notification (LDSS-4230) to public assistance recipients and applicants that are assigned to employment activities, other than assessment and job search, who have refused or fa led to comply with employment requirements consistent with State regulation (18 NYCRR §385.11).	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Identify and Track Able Bodied Adults without Dependents	IES_HH_ESS_012	The system shall have the capability to identify "Able Bodied Adu ts without Dependents (ABAWD), be able to track their status and provide a lookback in regard to the associated time limits (e.g. 3 out of 36 month of non-compliance results in a loss of benefits).	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	JEE with Spring Framework, JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A
Manage Work Participation Exemption Time Limits	IES_HH_ESS_013	Manage work participation exemption time limits for sanctions and exemptions and caretaking a child under the age of one (1).	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system)	JEE with Spring Batch Framework, IBM Operational Decision Manager	N/A
Employment Assessment	IES_HH_ESS_014	A series of questions/interviews to ascertain the proper work activities and work support needed.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60%	JEE with Spring Framework, Angular JEE with Spring Batch Framework, IBM Operational Decision Manager,	N/A
Employability Determination	IES_HH_ESS_015	Involves interviewing the client to assess if they are able to be employed.	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60%	JEE with Spring Framework, Angular	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative i IES Technology Framework Componen Cannot be used to mee requirement
Emergency Assistance: This capabi ity grouping deals with the activities functions processes involved in providing emergency assistance					
Emergency Assistance to Adults (EAA)	IES_HH_EMA_001	The system must support functionality that provides emergency assistance for individuals and couples who have been determined eligible or are receiving SSI (Supplemental Security Income) or SSP State Supplement Program Income.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Business Automation Workflow, IBM Operational Decision Manager, JEE with Spring Framework	N/A
Emergency Assistance to Needy Families (EAF)	IES_HH_EMA_002	The system must support functionality that provides emergency assistance to meet the temporary needs of pregnant women and fami ies with at least one child under age 18, or under age 19 and regularly attending full time secondary school.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Business Automation Workflow, IBM Operational Decision Manager, JEE with Spring Framework	N/A
Emergency Safety Net Assistance (ESNA)	IES_HH_EMA_003	The system must support functionality that provides emergency assistance to single adults and childless couples.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated printing, ma ling, and postage costs by 60% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	IBM Business Automation Workflow, IBM Operational Decision Manager, JEE with Spring Framework	N/A

NYS Business Function	IES REQ #	IES High Level Requirement Description	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system performance/outcomes*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement
Issue Disaster Benefits	IES_HH_EMA_004	This capabil ty provides temporary food, heating, or monetary assistance for households affected by a disaster.	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system)	IBM Business Automation Workflow, IBM Operational Decision Manager, JEE with Spring Framework	N/A
	IES_HH_EMA_005	The system must have capability that provides disaster benefits for HHS programs, including but not imited to SNAP.		IBM Business Automation Workflow, IBM Operational Decision Manager, JEE with Spring Framework	N/A
	IES_HH_EMA_006	System must have the flexibility to execute disaster specific eligibility criteria and benefits for a specific period of time and location, as well as track such actions.		IBM Business Automation Workflow, IBM Operational Decision Manager, JEE with Spring Framework	N/A

TECHNICAL
PROPOSAL

Attachment 5

EECM Technical Requirements Response Matrix

NY IES EECM

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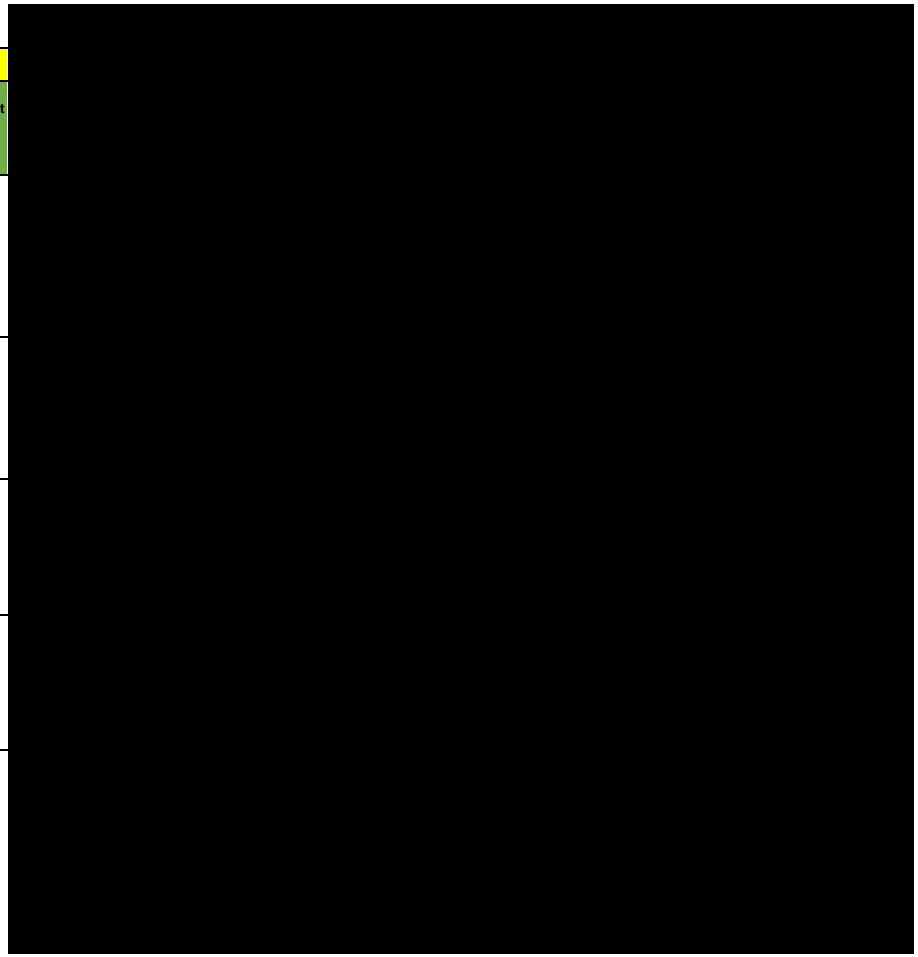
IES TECHNICAL REQUIREMENTS

Legend:

1. NYS technical Function: The technical functions as documented in the Target Technical Architecture to which the FRM requirements map to.
2. IES Req: The IES requirement number
   - IES_HH_BRS: Browser Services
   - IES_HH_RCS: Rich Client Services
   - IES_HH_MCS: Mobile Client Services
   - IES_HH_ECC: Enterprise Collaboration and Communication
   - IES_HH_WAS: Web Application Server Services
   - IES_HH_BID: BI and Data analytics Services
   - IES_HH_ECM: Enterprise Content Management (ECM)
   - IES_HH_BPM: Business Process Management Services
   - IES_HH_BRM: Business Rules Management Services
   - IES_HH_MRS: Messaging and Routing Services
   - IES_HH_DWR: Data Warehousing Services
   - IES_HH_CAS: Common Application Services
   - IES_HH_MDM: Master Data Management Services
   - IES_HH_SMS: Service Management Services
   - IES_HH_SPS: Security and Privacy Services
   - IES_HH_DTS: Data Services
   - IES_HH_IMS: Infrastructure Management Services
   - IES_HH_MNS: Monitoring services
   - IES_HH_SCS: Systems communication Services
3. Linked FRM requirements number: The column documents the requirements number of the FRM requirements that map to the rolled-up IES requirements
4. FRM Example: This column documents the related FRM requirement description for the linked FRM requirements.
5. IES Requirement: The IES requirement description.
6. Type: Depicts that these are technical requirements
7. Source: This column indicates the source of the requirement.

			Prescribed IES Technology Framework Components							
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**Adobe E-Signature**	**IBM BAW**	**IBM ODM**	**Informatica MDM**	**Elastic Search**	**Verizon VCC**	**IES Portal(Liferay/ Adobe Forms/Angular/OpenShift)**	**IBM Filenet**
Web Portal	IES_HH_BRS_001	The system must have one portal both for the public and the worker.							X	
	IES_HH_BRS_002	The system must be available through different browsers and different versions of the browsers, including (but not limited to): Google Chrome, Mozilla Firefox, Microsoft Edge, Microsoft Internet Explorer 11, and Apple Safari.							X	
	IES_HH_BRS_003	The system portal must comply with New York State Web Browser Support Standard NYS-S15-004 which requires the front end portal to be guided by the emerging W3C specifications providing cross platform/device compatibility.							X	
	IES_HH_BRS_004	The system must possess a fully responsive design.							X	

			Prescribed IES Technology Framework Components							
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**Adobe E-Signature**	**IBM BAW**	**IBM ODM**	**Informatica MDM**	**Elastic Search**	**Verizon VCC**	**IES Portal(Liferay/ Adobe Forms/Angular/OpenShift)**	**IBM Filenet**
	IES_HH_BRS_005	The system must have a consistent, configurable look and feel.							X	
	IES_HH_BRS_006	The system must support the ability to capture and store a user language preference.							X	
	IES_HH_BRS_007	The system must support the ability for the user to set communication preferences (e.g., SMS, email, web portal).							X	
	IES_HH_BRS_008	The system must support the ability to start and complete applications in separate sessions or channels.							X	



			Prescribed IES Technology Framework Components							
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**Adobe E-Signature**	**IBM BAW**	**IBM ODM**	**Informatica MDM**	**Elastic Search**	**Verizon VCC**	**IES Portal(Liferay/ Adobe Forms/Angular/OpenShift)**	**IBM Filenet**
Web Accessibility including Section 508 compliance	IES_HH_BRS_009	The system must comply with New York State Enterprise IT Policy NYS-P08-005, Accessibility of Web-Based Information and Applications which requires that state agency web-based information and applications are accessible to persons with disabilities.							X	
Online Help	IES_HH_BRS_010	The system should provide online help capability through the integrated client portal							X	
Pagination	IES_HH_BRS_011	The system must have capability to display limited number of results on search engine results pages to improve responsiveness.							X	
Sorting/Filtering	IES_HH_BRS_012	The system must have capability to sort through content and filter content.							X	
Front End Validations	IES_HH_BRS_013	The system must verify and validate data entered into the system using business rules, policy, etc			X				X	
File Upload and Download	IES_HH_BRS_014	The system must have capability to upload and download files directly using web browser.							X	X

			Prescribed IES Technology Framework Components							
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**Adobe E-Signature**	**IBM BAW**	**IBM ODM**	**Informatica MDM**	**Elastic Search**	**Verizon VCC**	**IES Portal(Liferay/ Adobe Forms/Angular/OpenShift)**	**IBM Filenet**
Usability	IES_HH_BRS_015	The system will speak the users' language, with words, phrases and concepts familiar to the user, rather than System-oriented terms e.g., drop down menus							X	
	IES_HH_BRS_016	The System will follow standardized conventions and limit the use of words, situations, or actions that have multiple meanings							X	
	IES_HH_BRS_017	The system will make all necessary data and possible actions visible to the user (e.g., there will be no need remember transaction codes).							X	
	IES_HH_BRS_018	The system cursor will automatically advance to the next logical input field when the maximum allowed numbers of characters have been entered for the keyed field or when the user presses the "Enter" or "Tab" key							X	
	IES_HH_BRS_019	The system will notify the user when a source system is unavailable / inoperable and notify user that any available information about the subject being viewed is as of certain time and date							X	
Archive	IES_HH_BRS_020	The system must have ability to archive and track electronic information		X						X

[redacted]

			Prescribed IES Technology Framework Components							
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**Adobe E-Signature**	**IBM BAW**	**IBM ODM**	**Informatica MDM**	**Elastic Search**	**Verizon VCC**	**IES Portal(Liferay/ Adobe Forms/Angular/OpenShift)**	**IBM Filenet**
History	IES_HH_BRS_021	The system must have ability to store, maintain and retrieve historical electronic information.					X		X	
Integrated Application	IES_HH_BRS_022	The new system should have capability to integrate application forms for all programs.		X					X	
Intelligent Question Set	IES_HH_BRS_023	The system must be designed to utilize intelligent question sets that collects required data according to the program(s) /service (s) that the recipient applied for and the circumstances of the case.						X		
Search	IES_HH_BRS_024	The new system must provide the ability to quickly search for a case, or an individual within a case. Users also need the ability to customize their searches.		X			X		X	X
Federated Search	IES_HH_BRS_025	The system must support federated search that allows the simultaneous search of multiple searchable resources.					X		X	X

[redacted]

			Prescribed IES Technology Framework Components							
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**Adobe E-Signature**	**IBM BAW**	**IBM ODM**	**Informatica MDM**	**Elastic Search**	**Verizon VCC**	**IES Portal(Liferay/ Adobe Forms/Angular/OpenShift)**	**IBM Filenet**
Duplicate	IES_HH_BRS_026	The system must not allow duplicate case records in the system. The system must inform worker(s) of the existence of possible name(s), address(es), sex, birth date(s) matches that would prevent/avoid/avert creation of duplicates				X				
Language	IES_HH_BRS_027	The web portal must be accessible in six languages that are identified in the Executive Order 26 and Local Law 73						X	X	
Electronic Case Files	IES_HH_BRS_028	The new system should provide workers/staff with electronic case files and the ability to customize files' organization; for all program areas.		X						X
Track Case Status	IES_HH_BRS_029	The new system should be able to monitor the progress and status of all cases and applications, documents associated to the case and/or applications, correspondences, etc.		X						
Automated Notification	IES_HH_BRS_030	The system must have automated alerts and notification capability.		X						
Capture Electronic Signature	IES_HH_BRS_031	The system must have electronic signatures capability in accordance with the Electronic Signatures and Records Act (ESRA) Guidelines	X							

			Prescribed IES Technology Framework Components			
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**Verizon VCC**	**IES Portal(Liferay/Adobe/Angular/OpenShift)**	**Mobile App (Xamarin)**	**IBM Data Cap**
Omni-Channel Accesibility	ES_HH_RCS_001	The system must allow applicants/ clients access to application and/or case data through various channels such Web Portal, Kiosk, IVR, etc.	X	X	X	
Scanning	ES_HH_RCS_002	The system must have functionality that allows users to scan documents into the system real-time				X
Chat	ES_HH_RCS_003	The system must provide online chat functionality to interact with worker regarding benefit delivery and case related information.	X			
IVR/Telephony	ES_HH_RCS_004	The system must provide functionality to interact with worker through phone regarding benefit delivery and case related information.	X			
Mobile Client services	ES_HH_RCS_005	The system must have functionality to enable people with applying for and manage benefits using mobile devices.			X	
Contact-us	ES_HH_RCS_006	The system must provide a help desk (support) functionality that allows users to contact help desk staff through the web portal.	X			

[redacted]

NYS Technical Function	IES REQ #	IES High-Level Requirement Description	Prescribed IES Technology Framework Components: Mobile App (Xamarin)
Mobile Application	IES_HH_MCS_001	The system must have functionality to enable people with applying for and managing benefits using mobile devices. All features of the application available on desktops must be available through mobile devices.	X
Naviga ion	IES_HH_MCS_002	The system must have functionality that gives users clear sense of what users are able to see and do with the application.	X
Validation	IES_HH_MCS_003	The system must have functionality to ensure that the user provides necessary and properly formatted information needed to successfully complete an opera ion using mobile application.	X
Sorting/Filtering	IES_HH_MCS_004	The system must have functionality to improve application user experiences as they allow the users to sort through the content to quickly get what they are looking for using mobile devices	X

NYS Technical Function	IES REQ #	IES High-Level Requirement Description	Prescribed IES Technology Framework Components: Mobile App (Xamarin)
Calculations	IES_HH_MCS_005	The system must have functionality to perform calcula ions using functions and formulas on mobile application.	X
Voice to Text	IES_HH_MCS_006	The system must have speech recognition program that converts spoken to written language on mobile devices.	X
Worker Device	IES_HH_MCS_007	The System will allow for the request of or entry of data from "remote" (e.g., tablets), so long as security standards are met In compliance to the New York State Information Technology Standard: Bring Your Own Device (BYOD) NYS-S14-012	X

IES High-Level Requirement Description	Prescribed IES Technology Framework Components			
	Mulesoft	Verizon VCC	Quadient	IES Portal (Liferay/Adobe Forms/Angular/ Openshift)
The system must have functionality that facilitates transfer and synchronization of transaction data from one entity to another, and from one system to another, according to the business requirements.	X			X
The system must have functionality that provides collaborative tools to help facilitate SSD's working together over geographic distances to aid communication, collaboration.		X		X
The system must have functionality that manages and tracks communica ions to both internal and external parties.			X	X

[redacted]

			Prescribed IES Technology Framework Components	
NYS Technical Function	IES REQ #	IES High-Level Requirement Description	IES Portal(Liferay/Adobe Forms/Angular/OpenShift)	IBM BA
Session Management	IES_HH_WAS_001	The system must have func ionality to keep track of a user's activity across sessions of interaction within the application.	X	
Transaction Management	IES_HH_WAS_002	The system must have func ionality to support and facilitate atomicity, consistency, isolation, and durability (ACID) of transactions with in the database, Middle ware, etc.	X	X

[redacted]

			Prescribed IES Technology Framework Components		
NYS Technical Function	IES REQ #	IES High-Level Requirement Description	Synapse	Cognos	Tablea
Ad-Hoc Queries	IES_HH_B D_001	The system must have functionality to supports ad-hoc queries that are created to obtain information as the need arises.	X	X	
	IES_HH_B D_002	The system must be able to collect all programmatic data to meet state and federal requirements, such as TANF and child care reporting requirements	X	X	
	IES_HH_B D_003	The system must have ability for external individuals to access reports, such as involvements, benefit payments, and overpayment balance status	X	X	
	IES_HH_B D_004	The system must retain reports for a prescribed period.	X	X	
Canned Reports	IES_HH_B D_005	The system must have functionality for pre-defined reports in which clients define the requirement specification.		X	
Complex Reporting	IES_HH_B D_006	The system must have functionality to enable many complex reporting functions.		X	

[redacted]

			Prescribed IES Technology Framework Components			[redacted]
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**Synapse**	**Cognos**	**Tableau**	
Dashboards	IES_HH_B D_007	The system must have functionality that presents a range of different indicators on one page		X	X	
Simple Reporting	IES_HH_B D_008	The system must have functionality that enables simple reporting functions.	X	X		
Data Mining	IES_HH_B D_009	The system must have functionality that allows extracting data and transforming it into meaningful data for future use.	X			
Statistical Analysis	IES_HH_B D_010	The system must have functionality that allows for analyzing the existing data for statistical purposes.	X		X	
Visualization	IES_HH_B D_011	The system must have functionality that enables creation of visual and graphical images (charts, diagrams, graphs, etc.).			X	

			Prescribed IES Technology Framework Components				
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**IBM Data Cap**	**IBM BAW**	**IBM Filenet**	**IES Portal(Liferay/ Adobe Forms/Angular /Openshift)**	**IES Mobile App (Xamarin)**
Document Imaging	IES_HH_ECM_001	The system must provide the ability to image all documents in real-time	X		X		
	IES_HH_ECM_002	The system must have capability to retain documents and images for seven years online			X		
Document Management	IES_HH_ECM_003	The system must have functionality to support storing and tracking electronic documents or images of paper documents. It associates the electronic files with the entity to which they relate (e.g., person, case, provider, agency, etc.).			X		
Document Workflow	IES_HH_ECM_004	The system must have document workflow capability that tracks documents from the point of imaging making document images available as soon as possible and avail document images though out the application flow.	X		X		
	IES_HH_ECM_005	The system must provide for the capture of copies of mailed in applications to reduce delays in program participation.	X		X		

			Prescribed IES Technology Framework Components				
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**IBM Data Cap**	**IBM BAW**	**IBM Filenet**	**IES Portal(Liferay/ Adobe Forms/Angular /Openshift)**	**IES Mobile App (Xamarin)**
Annotation Comments	IES_HH_ECM_006	The system must provide ability to annotate scanned images.			X		
Immutability of Digital Files	IES_HH_ECM_007	The system must have functionality that guarantees the immutability of digital files			X		
Image Capture	IES_HH_ECM_008	The system must have functionality that enables users to upload pictures from digital cameras or scanners which are either connected directly to the computer or the network.			X	X	X
Link Management	IES_HH_ECM_009	The system must provide the ability to seamlessly integrate different components of the application with imaged documents for retrieval.			X		
ECM Search	IES_HH_ECM_010	The system must have functionality for finding information and its associated contexts within an ECM system.			X		

[redacted]

			Prescribed IES Technology Framework Components				
NYS Technical Function	IES REQ #	IES High-Level Requirement Description	IBM Data Cap	IBM BAW	IBM Filenet	IES Portal(Liferay/ Adobe Forms/Angular /Openshift)	IES Mobile App (Xamarin)
Taxonomy	IES_HH_ECM_011	The system must provide ability to Standardize state wide Indexing / Imaging of Documents so that all cases are indexed in the same manner.			X		
Version control	IES_HH_ECM_012	The system must have ability to take the information used in the re-determination and recalculation process, but not overlay the existing historical record for the prior period(s).			X		
	IES_HH_ECM_013	The system must have ability to create an additional record or records, representing any adjustment or adjustments to any clients' existing eligibility and benefit record maintained on the database.		X	X		

			Prescribed IES Technology Framework Components			
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**IBM BAW**	**IBM ODM**	**Mulesoft**	**OpenShift**
Process Interfaces	IES_HH_BPM_001	The system must have functionality to link multiple processes.	X		X	
Process Routing and Rules	IES_HH_BPM_002	The system must have functionality to model and control the workflow of activities as an end-to-end process in order to ultimately automate tasks as much as possible.	X	X	X	
Process State Management	IES_HH_BPM_003	The system must have functionality to encompass the tracking of individual processes, so hat information on their state can be easily seen, and statistics on the performance of one or more processes can be provided.	X			
User Role Management	IES_HH_BPM_004	The system must have functionality for he assessment the dynamic behavior of processes over time, i.e. the development of process and resource performance in reaction to changes or fluctua ions of certain environment or system parameters.	X		X	X

[redacted]

			Prescribed IES Technology Framework Components			
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**IBM BAW**	**IBM ODM**	**Mulesoft**	**OpenShift**
Workflow Engine	IES_HH_BPM_005	The system must have functionality to enable users to access tasks in the universal work list (UWL) and to execute tasks within a BPM process.	X			
Workflow Engine	IES_HH_BPM_006	The system must have the capability for systema ic reconcilia ion of data provided by different sources (for example, CNNX and WMS replacement) and preventing mismatches upfront where possible to avoid billing and payment rejections.	X		X	

			Prescribed IES Technology Framework Components	[redacted]
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**IBM ODM**	
Rules Engine	IES_HH_BRM_001	The system must have functionality to both serve as a documented repository of business logic as well as being an executable part of he overall architecture in the applica ion of those rules within he architecture.	X	
Effective Da ing	IES_HH_BRM_002	The system must have functionality to provide an effective date specification that identifies that the ruleset is always active, or that the ruleset is restricted based on a time and date range, or a starting or ending time and date.	X	
Rules Authoring and Configuration	IES_HH_BRM_003	The system must have functionality to create the rule sets that can be deployed to a runtime environments.	X	

			Prescribed IES Technology Framework Components	[redacted]
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**IBM ODM**	
Rules Deployment	IES_HH_BRM_004	The system must have functionality for deployment of a rule set to a controlled environment.	X	
Rules Processing	IES_HH_BRM_005	The system must have functionality for execution of one or more business rules in a run ime production environment.	X	
Rules Storage	IES_HH_BRM_006	The system must have functionality that stores the business rules defined by he business users in a database.	X	
Rules Storage	IES_HH_BRM_007	The system must maintain a file of historic eligibility rules when changes are made. The index of modified rules is needed when a worker has to take action for a period prior to the implementation of the new rule change. This can occur due to a fair hearing decision, a case action that overlaps two periods of different business rules or a retroactive budgeting change necessitated by court action, etc.	X	

			Prescribed IES Technology Framework Components		
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**IBM MQ**	**Mulesoft / OpenShift**	**Kafka**
Guaranteed Delivery	IES_HH_MRS_001	The system must have functionality that uses a built-in data store (local storage disk space in a participant computer) to persist messages in each participant computer on which the messaging system is installed.	X		X
Message Correlation	IES_HH_MRS_002	The system must have functionality to enable messages to be assigned a specific property, usually known as a correlation identifier, which is set to the same value in all related messages.	X	X	
Message Enrichment	IES_HH_MRS_003	The system must have functionality to provide supplemental data from external sources that is added to the message payload to address the issue of more data being required by the target system han the source system can provide.		X	
Message Exchange Patterns	IES_HH_MRS_004	The system must have functionality as a network-oriented architectural pattern that describes how two different parts of a message passing system connect and communicate with each other.	X	X	X

			Prescribed IES Technology Framework Components		
NYS Technical Function	IES REQ #	IES High-Level Requirement Description	IBM MQ	Mulesoft / OpenShift	Kafka
Message Parsing and Formatting	IES_HH_MRS_005	The system must have functionality that translates between binary data and human-readable textual representations of these values.		X	
Message Sequencing	IES_HH_MRS_006	The system must have functionality that ensures that messages are delivered to the receiving application in a particular order.	X		X
Message Transformation	IES_HH_MRS_007	The system must have functionality and patterns that define proven guidelines for transforming messages for additional processing or to match the expected document format of the service to which the message will be sent.		X	
Message Validation	IES_HH_MRS_008	The system must have functionality that verifies type, length, format, or range of inputs.	X	X	X
Message Routing	IES_HH_MRS_009	The system must have functionality that defines proven guidelines for routing a message to its target endpoint(s).		X	

[redacted]

			Prescribed IES Technology Framework Components					
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**Informatica ETL**	**Synapse**	**IBM Filenet**	**IES Portal / Verizon VCC**	**Esri/ GIS**	[redacted]
Data Extract	IES_HH_DWR_001	The system must have functionality where data is analyzed and crawled through to retrieve relevant information from data sources (like a database) in a specific pattern.	X	X				
Extract, Transform and Load (ETL)	IES_HH_DWR_002	The system must have functionality that provides extract, transform and load capabilities that allow data to be migrated from one system to another system.	X	X				
GIS	IES_HH_DWR_003	The system must have functionality that allows the capture, store, manage and analyze geographic data.					X	
Knowledge & FAQ	IES_HH_DWR_004	The system must have functionality that supports the organization and management of content on various electronic media and associated metadata to support content classification and retrieval (e.g. videos and presentations for marketing and training purposes).				X		
Data Extract	IES_HHS_DWR_005	The system must be able to preserve an immutable copy for litigation hold purposes. If the document is a template, copies of the template, with the dates the template was in use, should be stored as an immutable copy, along with the business requirements of what data elements would populate same.	X		X			

			Prescribed IES Technology Framework Components						
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**GitLab**	**Redis**	**Blueprint/HP ALM/Jira**	**ITS Managed File Transfer**	**ElasticSearch / SplunkS**	**IES Portal(Liferay/ Adobe/Angular /OpenShift)**	**Azure Synapse/IBM MQ/Kafka**
Caching	IES_HH_CAS_001	The system must have functionality that transparently stores data so that future requests for that data can be served more quickly.		X					
Configuration	IES_HH_CAS_002	The system must have functionality for tracking and controlling changes in the software. Configuration Management practices include revision control and the establishment of baselines.	X		X				
Event Management	IES_HH_CAS_003	The system must have functionality that provides real-time analysis of alerts (e.g. security alerts) generated by the application layer					X		X
Exception Handling	IES_HH_CAS_004	The system must have functionality for responding to the occurrence, during computation, of exceptions – anomalous or exceptional events requiring special processing – often changing the normal flow of program execution.						X	

			Prescribed IES Technology Framework Components						
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**GitLab**	**Redis**	**Blueprint/HP ALM/Jira**	**ITS Managed File Transfer**	**ElasticSearch / SplunkS**	**IES Portal(Liferay/ Adobe/Angular /OpenShift)**	**Azure Synapse/IBM MQ/Kafka**
File Transfer	IES_HH_CAS_005	The system must have functionality that supports the consumption of file transfer				X			
Application Lifecycle Management	IES_HH_CAS_006	The system must have functionality that manges the product lifecycle (governance, development, and maintenance)			X				
Localization and Internationalization	IES_HH_CAS_007	The system must have functionality that provides the means of adapting computer software to different languages, regional differences and technical requirements of a target market.						X	
Logging and Auditing	IES_HH_CAS_008	The system must have functionality that integrates with enterprise SIEM products to produce audit logs that record user and system activities, exceptions, and information security events that are kept for an agreed-upon time period, to assist in future investigations and access control monitoring.					X		X

[redacted]

			Prescribed IES Technology Framework	[redacted]
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**Informatitac MDM**	
Golden Record	IES_HH_MDM_001	The system must have functionality to ensure authoritative data for a given entity from a master source from strategy, governance and implementation perspective.	X	
Records Linkage	IES_HH_MDM_002	The system must have functionality for finding records in a data set that refer to the same entity across different data sources.	X	
Reference Data	IES_HH_MDM_003	The system must have functionality to provide data that defines the set of permissible values to be used by other data fields.	X	
Metadata Management	IES_HH_MDM_004	The system must have functionality for metadata management to enable management of different metadata sets across components.	X	
Master Person Registry	IES_HH_MDM_005	The system must have functionality that matches and identifies clients as well as providers across multiple systems and ties them together via a composite index.	X	

			Prescribed IES Technology Framework	[redacted]
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**Informatitac MDM**	
Records Management	IES_HH_MDM_006	The system must have functionality that provides capabilities to help manage key data or reference data across systems from both data management and for the records management perspective	X	

			Prescribed IES Technology Framework Components		
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**NY.gov/ OKTA**	**IES Portal(Liferay/ Adobe/Angular/ OpenShift)**	**IES Common Services**
Access/Privilege Management	IES_HH_SPS_001	The system must have functionality that provides capabilities to manage user access and privileges across application and infrastructure.	X	X	X
Authentication	IES_HH_SPS_002	The system must have functionality to provide capabilities to manage different methods for assuring the identity of a user. The service tracks identifying information including login and different verification factors.	X		
Authorization	IES_HH_SPS_003	The system must have functionality that manages the membership of different individuals in groups and provides a mechanism for requesting applications to determine whether a user should have access to a resource.	X	X	X
Digital Signatures	IES_HH_SPS_004	The system must have functionality that provides the capability to encrypt information for purposes of secure transmission or non-repudiation.		X	
Identification	IES_HH_SPS_005	The system must have functionality to manage data that uniquely describes a person or a thing and contains information about the subject's relationships		X	X

[redacted]

			Prescribed IES Technology Framework Components		
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**NY.gov/ OKTA**	**IES Portal(Liferay/ Adobe/Angular/ OpenShift)**	**IES Common Services**
Nonrepudiation	IES_HH_SPS_006	The system must have functionality to ensure that a transferred message has been sent and received by the parties claiming to have sent and received the message. Nonrepudiation is a way to guarantee that the sender of a message cannot later deny having sent the message and that the recipient cannot deny having received the message.		X	
Single Sign On (SSO)	IES_HH_SPS_007	The system must have functionality to manage access control of multiple related, but independent software systems. With this service a user logs in once and gains access to all systems without being prompted to log in again at each of them.	X		
Audit	IES_HH_SPS_008	The system must have functionality that audits transactions and activities in the system for data protection compliance.			X
Logging	IES_HH_SPS_009	The system must have functionality that offer information logging services.			X

[redacted]

			Prescribed IES Technology Framework Components
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**Mulesoft / Openshift Service Mesh**
Web Services SLA Management	IES_HH_SMS_001	The system must have functionality to enable the SLA management for web services.	X
Discovery	IES_HH_SMS_002	The system must have functionality for a client application querying the central registry to learn of the location of services.	X
Message Specification	IES_HH_SMS_003	The system must have functionality to define contracts between consumers and producers of the message service.	X
Service Registry	IES_HH_SMS_004	The system must have functionality to enable the process of a service registering its location in a central registry.	X

			Prescribed IES Technology Framework Components	[redacted]
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**Mulesoft / Openshift Service Mesh**	
Service Repository	IES_HH_SMS_005	The system must have functionality to enable lifecycle management to track lifecycle, versions and availability of services.	X	

			Prescribed IES Technology Framework Components
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**Oracle/SQL Server/ MongoDB / Informatica**
Data Archiving	IES_HH_DTS_001	The system must have functionality for moving data that is no longer actively used to a separate data storage device for long-term retention.	X
Data Access	IES_HH_DTS_002	The system must have functionality related to storing, retrieving, or acting on data housed in a database.	X
Data Synchronization	IES_HH_DTS_003	The system must have functionality for establishing consistency among data from a source to a target data storage and vice versa and the continuous harmonization of the data over time.	X
Data Indexing	IES_HH_DTS_004	The system must have functionality that improves the speed of data retrieval operations on a database table through data indexing.	X

			Prescribed IES Technology Framework Components	[redacted]
NYS Technical Function	IES REQ #	IES High-Level Requirement Description	Oracle/SQL Server/ MongoDB / Informatica	
Database Locking	IES_HH_DTS_005	The system must have functionality to prevent data from being corrupted or invalidated when multiple users try to read while others write to the database.	X	
Metadata Management	IES_HH_DTS_006	The system must have functionality that manages he end-to-end process and governance framework for creating, controlling, enhancing, attributing, defining and managing a metadata schema, model or o her structured aggrega ion system.	X	
Change Data Capture	IES_HH_DTS_008	The system must have functionality for data integration that is based on the identification, capture and delivery of the changes made to enterprise data sources.	X	
Rejected Data Management	IES_HH_DTS_009	The system must have functionality to manage the reject data records during data migration. This typically involves writing rejected records to a separate area and handled in a separated process.	X	

			Prescribed IES Technology Framework Components	
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**ITS Managed Data Center (Azure/OnPrem)**	
Performance Monitoring	IES_HH_MNS_002	The system must have functionality that monitors and manages performance and availability of software applications.	X	
Web Analytics	IES_HH_MNS_004	The system must have functionality for the measurement, collection, analysis and reporting of web data for purposes of understanding and optimizing web usage.	X	
Business Transaction Monitoring	IES_HH_MNS_005	The system must have functionality for tracking the flow of transactions across IT infrastructure, in addition to detection, alerting, and correction of unexpected changes in business or technical conditions.	X	

			Prescribed IES Technology Framework Components		
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**DevOps Tools (IBM uDeploy/Jenkins/ Container Registry/ Artifactory)**	**Mulesoft**	**IES Portal(Liferay/ Adobe/ Angular/ OpenShift)**
Automated Deployment	ES_HH_SCS_001	The system must have functionality that masks the complexity of deployment through management processes and cross-platform packaging.	X		
Direct Data Access	ES_HH_SCS_002	The system must have functionality providing a method of reading data from a computer file without reading through the file from the beginning as on a disk or drum.	N/A	N/A	N/A
Local Software and Resource Integration	ES_HH_SCS_003	The system must have functionality providing integration with software and system resources in local computing environment.	N/A	N/A	N/A
Messaging Connectivity	ES_HH_SCS_004	The system must have functionality that deals with establishing a connection between two different applications that need to communicate with one another to transfer information.		X	X
Middleware Connectors	ES_HH_SCS_005	The system must have functionality that knows how to interact with an underlying business application.		X	X

[redacted]

			Prescribed IES Technology Framework Components		
NYS Technical Function	**IES REQ #**	**IES High-Level Requirement Description**	**DevOps Tools (IBM uDeploy/Jenkins/ Container Registry/ Artifactory)**	**Mulesoft**	**IES Portal(Liferay/ Adobe/ Angular/ OpenShift)**
Object Component Access	ES_HH_SCS_006	The system must have functionality that provides a formalized means of composing disparate components into a fully working application ready for use. e g Make a local Java method a remote procedure without having to deal with remote APIs.			X
Offline	ES_HH_SCS_007	The system must have functionality to enable applications to function without networks. When the application creates data or saves state, it stores that data locally while it is offline and synchronize it with the remote server once the network is back online.	N/A	N/A	Mobile Apps only
Packaged Integration	ES_HH_SCS_008	The system must have functionality that identifies complex but regular processes where there are numerous interactions through several touch points between disparate applications and provides a common integration solution out of box.		x	X
Partner Integration Management	ES_HH_SCS_009	The system must have functionality that enables execution of the service level agreement with integration partner. This includes monitoring of activity, security, connectivity of the integration solution.		X	X

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