ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
1. The TAS and current tools do not support collection functionality to maximize revenue collection. A recent study by EDD's Tax Branch, Employment Tax System Review (ETSR), found that an automated collection system would provide the opportunity to increase annual revenue by approximately $70 million by the end of State Fiscal Year 2013/2014, and each year thereafter. Recent improvement in the automated collection process of the FTB, the BOE, and other states' (Virginia, Florida) revenue collecting agencies validated this finding.	**1.** Develop and deploy an integrated and automated collection system that increases collection revenue by approximately $70 million by the end of State Fiscal Year 2013/2014, and each year thereafter.	**1.** Ability to archive, view and reproduce in final output format, all system and employee generated correspondence, notices, statements and forms produced at local printer and BOPSD print facility. The archived copy should match the output format that was mailed to the customer.
		2. Ability to suppress outgoing correspondence or collection actions on groups, individuals, or both due to customer model (i.e., bad address, account type, etc.) or special circumstances (i.e., protest, exemptions to nonfiling, etc).
		3. Ability to ensure that correspondence templates cannot be altered to include information that is previously determined to be confidential or excludable.
	2. Provide customers with additional payment options to facilitate compliance by allowing employers to make electronic payments for billed liabilities and payment proposals by December 31, 2010.	**4.** Ability to customize correspondence templates to address customer needs, model requirements or specific account activity (i.e., poor payment history, outstanding warrant, etc.), where changes can be made to the following, but not limited to: * standard header/footer information * standard paragraphs * contact telephone numbers * variable data from the customer's record * logo
		5. Ability to generate a custom letter, incorporating the same tracking, printing and viewing features of standard correspondence.
2.0 The collection efforts are constrained by a combination of EDD's current technology,		**6.** Ability to generate correspondence when customer contact is required during the following, but not limited to; * collection process * hearing notices * acknowledgement of protest/petition/appeal as required by law * non-compliant account * identification of missing or incorrect information

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
processes and data problems. **2. A. The TAS lacks a sophisticated valuing system specific to collection case assignment and follow-up:** Valuing is the ability to prioritize the most critical collection cases with the most potential for revenue collection. Criteria for valuing a case are not customizable and do not meet the needs of the Collection Program. Once an account has been given a TAS value and assigned for collections, the system does not periodically		**7.** Ability to update and maintain account history and/or notes, to include, but not limited to the following: * when forms were sent * what type(s) of forms were sent * where forms were sent * staff ID * date * time * type of contact (phone, interview, etc.) * contact notes * case number * case notes * return mail
		8. Ability to print all screens.
		9. Ability for multiple individuals to view customer account information at the same time, only one individual can update at a time.

Business Problem/Opportunity	Business Objective	Business Functional Requirement
re-evaluate the account and assign a new value. This means that additional account activity, such as an increase in liability, does not prompt the system to accelerate the account in the collection process.		**10.** Ability to customize a standard screen view to suit the type of work being performed (i.e., re-position where certain information displays, add/remove certain fields from displaying, etc.). These preferences should also be saved so information always displays as customized for the specific individual.
		11. Ability to maintain and view on ACES the following customer information, including, but not limited to: * liabilities by entity and individual * initial liability amount, payment history and remaining balance * balance * total due, collectible * account status * transaction history * modifications to transactions * correspondence / contact history * collection actions taken (contact, levy, lien, EWOT) * inquiry status, referrals and anticipated response date (audit trail) * payment history * payment application * fees * debits and credits separately * payment arrangement

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
2. B. The TAS lacks a modeling functionality: Modeling functionality will allow Tax Branch to stratify or segment accounts that need to be pursued for collection based on past customer characteristics, payment and collection activity. Modeling would determine the necessary actions to effectively collect delinquent accounts. This lack of functionality leads to staff resources being spent on workloads that should not require human intervention and more lucrative accounts being inadequately worked.		* treasury offset program
		12. Ability for ACES to identify and monitor customer returns filed and payments received to determine if employer is in compliance with payment arrangement.
		13. Ability to interface with telephony technology (automated call distribution and dialing, outbound call campaigns, and incoming calls IVR system with touch tone features) to handle customer service and aid in compliance activities.
		14. Ability for IVR/Touch-tone feature to support multiple languages (i.e. individual can select language preference to route call).
		15. Ability to standardize talking points, data collection, and responses to inquiries, audits, collection activities, etc., relevant to the business, industry or issue, when interacting with the customer (generating correspondence, providing phone support, etc.) through the use of scripts.
		16. Ability to customize criteria to score, identify, and route accounts, work items or inquiries.
		17. Ability to apply the appropriate action to account, work item, or inquiry, based on prioritization score.
		18. Ability to prioritize and assign work based on staff profiles (classification) and availability.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
2. C. Employer Account Statement (DE 2176) language is not customizable to the "model" of the account: For example, a chronically delinquent employer will receive the same statement language as an employer delinquent for the first time. This reduces the effectiveness of the statements being sent to employers. This also affects the customer's understanding of what is required and due, thus contributing to customers' failure to comply with the Departments requests. Even though efforts have been made and time and resources have been dedicated to improving the statements, due to the limitations of TAS, they are still very confusing to employers.		**19.** Ability to automatically evaluate accounts and submit accounts to SCO for write-off of receivables or discharge accounts based on business rules.
		20. Ability to consolidate multiple pieces of correspondence into a single mailing when appropriate.
		21. Ability to generate multiple page letters and bills.
		22. Ability for individuals to access multiple related systems/applications using a single logon (user-id and password).
		23. Ability to notify staff of collection actions approaching deadlines.
		24. Ability to automatically or manually establish various collection categories within accounts including but not limited to: * Collection * Bankruptcy * Offers in Compromise * Petition Liability * PRO * Investigation
		25. Ability to manually override routing of accounts and work items.
None of these statements are tailored to specific collection activities. In addition, collectors cannot view the content of all previously generated statements.		**26.** Ability to manually and automatically route accounts, work items, and collection actions, based on business rules, for appropriate review, approval and comments.
		27. Ability to automatically or manually assign and monitor work items (audits, collections, protests, petitions, appeals) across location, organization and staff, with the ability to manually override and reassign work items.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
2. D. Manual involuntary collection activities: Many collection activities such as levies, warrants, earnings withholding orders, etc., require significant manual steps to complete. These collection activities are often dependent upon specific timeframes and are ineffective, or invalid, if not issued promptly. These manual processes affect the Department's ability to collect revenues, and results in process inefficiencies and substantial delays in collection efforts.		**28.** Ability to sort and prioritize accounts (i.e., audit, collection, protests, petitions, appeals) based on business rules, including but not limited to; * time limits * dollar amount * jeopardy assessment * special requests * change in status * inventory category * executive correspondence * statutes of limitations
		29. Ability to use inventory categories or other prioritization schema to monitor workloads and assignments including but not limited to; * levies * warrants * open audits * collections * EWOTs * payment plans * asset monitoring * escrows
2. E. Inadequate payment arrangement process: There is no automated process for establishing, tracking, and monitoring delinquent employer payment arrangements. If this process were part of an automated collection system, it would decrease manual processes and allow for redirection of resources. The payment arrangement default rate is approximately 40% with no process that ensures		**30.** Ability to link multiple accounts or individuals together through common identifier (account number, SSN, etc.), providing search and listing capabilities for the purpose of collection actions.
		31. Ability to maintain multiple addresses with effective dates, source, and end date, as appropriate including but not limited to; * employer address * historical address * agent * other agency database (FTB, etc.)

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
continued payments. If employers were able to set up an automatic payment schedule, it would reduce the default rate.		**32.** Ability to send correspondence to primary, alternate, third party, or multiple addresses based on employer designation.
		33. Ability to sort and identify accounts based on various data elements (i.e., demographic info, filing requirements, liability, delinquency, chronic, balance, etc.).
		34. Ability to identify inappropriate access to other agency and internal databases, where personnel view accounts or other files not related to their workload.
		35. Ability for ACES to search and retrieve data from internal and external databases, with audit trail functionality, including but not limited to; ACES Data Repository, WGS, TAS, etc.
		36. Ability to search the contact history using defined codes or standard descriptions indicating the type of contact including but not limited to; inbound call, outbound call, inbound letter, outbound letter, payment issue, protest related, collection action.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
2. F. Lack of electronic payment options: Currently there are no options, such as credit card, or direct debit payment, for employers to pay liabilities, liens, or payment arrangements electronically.		**37.** Ability to electronically receive Bankruptcy Case information from the Bankruptcy Courts.
		38. Ability to access external databases and resources to locate customer address information.
		39. Ability for field staff to access ACES remotely, uploading and downloading information as appropriate.
		40. Ability to record all collection actions taken on an account through an automated, system-inherent audit trail to record: * action description * date and time of action * individual taking the action * individual approving the action
		41. Ability to allow authorized non-technical administrators to define and maintain automated "workflows" within the system. These workflows may either be case-based or document based and can be established across a number of process dimensions including, but not limited to: * Workflow steps, routing rules, escalations, and alerts * Worklist set-up and prioritization rules * Assignment of worklists to workgroups * Association of users to a workgroup * Correspondence and collection activities to be generated at a particular work step * Exception thresholds
		42. Ability to prompt form and correspondence template reviews at pre-determined intervals.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
2. G. Manual lien processes. Collection staff manually identify State tax liens nearing expiration and liens requiring extensions: Staff must manually enter lien information from the County Recorder's Office onto TAS. Due to the lengthy manual process to calculate the lien balance to be extended, most liens are not extended causing the State to lose its ability to collect liabilities after 10 years. There were approximately 4,300 lien extensions processed in SFY 03/04. In addition, collections staff manually entered recording information on 66,000 liens. Eliminating manual processes would allow collection staff to focus on revenue enhancing activities.		**43.** Ability to pre-populate forms and checklists to assist staff members in identifying information or steps needed to conduct the following activities, including, but not limited to: * collection activities * write-offs
		44. Ability to analyze delinquent account characteristics to determine correct treatment, appropriate correspondence and manually or automatically schedule a series of events in accordance with business rules. Activities could include, but are not limited to: * letter * lien * levy * garnishments * warrants
		45. Ability to generate electronic or paper enforcement actions (i.e., liens, levies, warrants, garnishments) manually or automatically.
		46. Ability to maintain lien information. This includes, but is not limited to: * Lien number * Balance * Recording information * Period Covered This information must be maintained, regardless of account or lien status.
		47. Ability for ACES to automatically issue, release, and extend liens nearing expiration, according to business rules (i.e., 3 year statute of limitations require lien be issued prior to involuntary collections, regardless of dollar amount).

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
2. H. Manual Bankruptcy processes: All inventory tracking, entering of bankruptcy information onto TAS, filing of claims, and monitoring is done manually. This is a labor-intensive effort that takes staff away from revenue enhancing activities. There are approximately 1,000 bankruptcy claims filed a year and 6,100 cases that are in post-petition monitoring that must be manually monitored, tracked, and maintained.		**48.** Ability to maintain detailed information related to bankruptcy cases on an account, including but not limited to: * type of bankruptcy * case number * status * filing and hearing dates * party handling the bankruptcy * details about the creditor's committees * information about liabilities covered by bankruptcy * changes to proof of claim form * dollar amount and liability data for proof of claim * free format case number (in business bankruptcies)
		49. Ability to monitor accounts in bankruptcy status, determine claim amount, and initiate claim filing. For more complex cases, identify possible collection referrals and appropriate action (automated or manual).
		50. Ability to request, vacate, and release warrants electronically.
		51. Ability to identify assets/information using available employer information (FEIN, SSN, etc.) through automated cross-reference search internally and externally with other databases.
		52. Ability to route exception items for resolution.
2. I. The TAS was not designed to support Collections functionality: TAS does not support case/workload management, employer modeling or trend analysis. Without a case management system, collectors cannot effectively target employers to collect outstanding liabilities (Accounts Receivables).		**53.** Ability to maintain taxpayer relationships between and within accounts including, but not limited to: * partnerships * parent to subsidiary affiliations * entities to owners * entities to officers * sole proprietor to partnership * partnership to corporation.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
Without employer modeling and trend analysis, management cannot effectively identify, gauge, and distribute workloads. Cases are not worked effectively to ensure that timely and appropriate actions are taken to resolve the case.		**54.** Ability to make mass changes to a group of accounts.
		55. Ability to flag accounts manually or automatically based on adjustable business rules. Type of flags may include, but are not limited to: * accounts with known incorrect information (return mail) * accounts with bankruptcy filing information * accounts that contain specific confidential information * returns that meet certain tax period, sensitivity, employer type, or error-frequency criteria (i.e., a pre-determined number of delinquent payments) * customers who are facing criminal charges due to non-compliance * customers who are known to be dangerous * audit/investigation in process * pending work item in Infoimage * tax protestors * timely/untimely petitions * offsets (FTB, IRS, etc.)
		56. Ability to change account status manually or automatically based on pre-designated criteria (i.e., remove bankruptcy status when bankruptcy is closed or discharged).

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
2. J. Mail returned with improper address: There is no automated process to search and update current addresses. TAS will continue to send statements and collection notices to incorrect addresses unless there is manual intervention. Mail returned as undeliverable requires the manual search of multiple internal and external databases to obtain a better address. Once a current address is obtained, the information must be manually updated on TAS.		**57.** Ability to prevent certain actions on the account when flag is placed, liability is out of statute or when account status changes (i.e., when status changes to "bankruptcy", automatically halt levies, liens).
		58. Ability to suspend collection efforts on specific liabilities while allowing billings to continue.
		59. Ability to automatically notify staff or generate exception when an account status, model and/or other action taken has changed status of the account, based on business rules (flag placed on account, change in collection status, decrease in balance, new case assignment, etc.).
		60. Ability to monitor action on flagged accounts and notify individuals of events (i.e., notify that a deadline is approaching, notify after a pre-designated time period, notify when any new actions take place, confidential characteristics warrant special attention, etc.).
		61. Ability to monitor payment plans and garnishments for adherence and if plan is out of compliance, determine next action for account.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
There is a lack of resources to perform this manual process.		**62.** Ability to distinguish liability within and among accounts including but not limited to: * entity * responsible party * tax period * liability type * liability status * collection status (bankrupt, deceased, etc.) * age of liability * fund (PIT, DI, UI, etc.) * age of liability per fund
		63. Ability for ACES to distinguish between liabilities covered by lien, unliened liabilities, (3 year statute of limitations) liability with expired lien, and amounts due for the purpose of automated or manual collections.
		64. Ability to automatically post fees on TAS when associated collection action is initiated (lien fee, court fees, etc.).
		65. Ability to set thresholds for electronic review/approval of certain collection actions.
		66. Ability to designate liability due to specific officers/partners in a joint account relationship (partnership or combined filing status) where liabilities occur before, during, or after the dissolution of relationship.
		67. Ability to select and view performance indicators and other critical measures via a "dashboard" format customized by individual users.
		68. Ability to capture and monitor the outcome and effectiveness of collection actions.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
3.EDD's current technology does not fully support business operations, policies, and laws: Although employers are legally required to pay and report payroll taxes quarterly, the TAS reconciles annually and cannot determine/establish liability on a quarterly basis: Currently the TAS does not have a process in place to determine if an employer is delinquent in reporting and paying their liability on a quarterly basis. The Tax Branch is unable to determine if the amount reported is equal to the amount paid. Lack of a quarterly reconciliation process, results in a delay in the identification and establishment of liabilities. This leads to a loss of penalty and interest and loss of lien priority when other tax agencies establish liabilities earlier than the Department.		**69.** Ability to capture and monitor and report on hours/MPUs by specific activity/case and by individual, group, section, etc.
		70. Ability to perform scenario modeling and forecasting (for example, "what if" analysis for cost/benefit scenarios, collection strategies, etc.).
		71. Ability to include standard tools as part of ACES desktop package, including but not limited to; * calendar * help screen * calculator (payment arrangements & interest)
		72. Ability to issue, extend and release liens electronically through interface with counties.
		73. Ability for staff to review assigned inventory for common locations to assist with field calls.
		74. Ability for collector to change amount due on collection action (i.e., EWOT, lien, levy, etc.) prior to issuance.
		75. Ability to track payments received and designate to specific liability (responsible individuals) to reconcile amounts due for collection purposes (i.e., on-line ledger cards for 1735 assessments, bankruptcy, payment arrangements, etc.).
		76. Ability to flag TAS that an account is in ACES and remove flag when account is resolved.
		77. Ability for ACES to recognize payment in full has been received and release lien, levy, EWOT, etc., based on business rules.
		78. Ability for ACES to monitor employer and staff initiated payment arrangements and take appropriate collection action on defaults.
4. Interaction and interfaces with internal and external agencies are not being optimized: There is a lack of electronic interfacing with internal/external		**79.** Ability for ACES to sweep TAS nightly and capture all new accounts regardless of collection status with balance due and form delinquency based on business rules (i.e., excluding IHSS, DI voluntary, etc.).

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
Interfacing with internal/external databases to locate employer information and assets: The TAS is not integrated with internal/external databases used for collection purposes, (Independent Contractor Reporting (ICR), New Employee Registry (NER), Wage record System (WGS), FTB, DIR, BOE, etc.). Currently, the collector must manually access other internal/external systems to search for employer information and assets. Currently, staff accessing online screens lack electronic interface with the databases. Automated retrieval of this data could be used to develop industry models, identify non-compliance, identify discrepancies in employer information, and locate assets.		**80.** Ability to interface with TEAM for bank information.
		81. Ability for Infoimage work queue to interface with ACES and delay/suspend collection actions or notices until work item completed.
		82. Ability for ACES to automatically take collection action based upon account model and business rules.
		83. Ability to automatically or manually evaluate accounts, check assets, and identify accounts that meet write-off criteria.
		84. Ability to identify pre and post bankruptcy petition liability for collection actions.
		85. Ability to identify a portion of liability that is not collectable (non-final, petitioned, appealed, etc.).
		86. Ability to update ACES with addresses processed by BOPSD using USPS certified systems for address cleansing and address move/update processing.
		87. Ability for ACES to automatically issue liens, levies and EWOTs based upon asset information and business rules.
		88. Ability for staff to manually request issuance, modify, suspend, accelerate and release collection action (statements, liens, involuntary collection actions, etc.).
		89. Ability to interface with other databases internal and external, obtain asset information and initiate collection action.
TAS reports are paper based, so the data cannot be sorted and displayed without manual input into a stand-alone database. TAS is unable to track metric data for performance measures (such as amounts collected from levies, warrants, etc.).		**90.** Ability to automatically issue blanket levy using centralized banks or geographic radius information when bank information is not available or levy returned “no account found”.
		91. Ability to group together, for mailing purposes, levies issued to a centralized location.
		92. Ability to interface with bank electronically for Notice of Levy (issuance, response and payment) where available.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
5. The TAS Management Information System (MIS) does not produce the reports needed TAS management information system reports do not support the collection process: The reports generated by TAS do not support Collection needs and goals that have changed since TAS was implemented nearly twenty years ago. These reports are hard coded in the TAS applications. Report changes, new reports, or ad hoc reports are time consuming, costly, and take programmer resources away from TAS maintenance and enhancements. These reports are insufficient and do not provide the data needed for strategic, tactical, and operational planning within the Collection program. TAS reports are paper based, so the data cannot be sorted and displayed without manual input into a stand-alone database. TAS is unable to track metric data for performance measures (such as amounts collected from levies, warrants, etc.).		**93.** Ability to automatically issue EWOT based upon wage information from Wage Record System or other agency database. **94.** Ability for lien issued on ACES to trigger lien fee establishment on TAS. **95.** Ability for ACES to automatically issue additional liens, based on business rules, if mailing address is in a different county.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		96. Ability for existing lien information to be loaded on to ACES (needed for releases, extensions and involuntary action) and future releases and extensions done by ACES.
		97. Ability for staff to manually issue, extend and release liens.
		98. Ability to receive recording information automatically (i.e., bar code) or interface electronically with county if available.
		99. Ability to recognize information gathered from other databases if different than ACES and place in work queue and flag account based on business rules.
		100. Ability to generate notices based upon employer model/business rules.
		101. Ability for staff to view list of future actions and anticipated date of issuance.
		102. Ability for ACES to automatically manage collection workload items based on business rules without supervisory interaction.
		103. Ability for ACES to have flexibility to establish and modify lien fees based on county fee schedules.
		104. Ability to allow for a predefined workflow for all case types. Workflow would have predefined stages and would incorporate time frames for moving a case from one stage to another.
		105. Ability for managers to define workflow and time frames for each step using a workflow management system. Statutory limitations, due process regulations, and tax payer bill of rights requirements should be incorporated into the workflow process.
		106. Ability to provide capability to consolidate information regarding a taxpayer, regardless of the sources of data.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		107. Ability to allow for access of data by authorized users in the central offices, remote sites, districts, and localities within data level security constraints.
		108. Ability to provide extensive online help.
		109. Ability to ensure efficient and effective system performance and response time in accordance with industry standards.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		110. Ability to run ACES during business hours while batch jobs are running in the background.
		111. Ability for all systems to "talk to each other".
		112. Ability to provide a test, develop, and production environment which will allow users to test various scenarios. Authorized users must have the capability to move information from the production system to the test environment.
		113. Ability for consolidated Help Desk to support ACES and SMS interface electronically.
		114. Ability to ensure that all shared data is updated in a timely and efficient manner.
		115. Ability to provide for all security of all tax data in accordance with state and federal requirements.
		116. Ability to display all information a collector needs in a concise manner (possibly one screen).
		117. Ability to capture, store, and use information from IRS tapes (if unable to obtain data from FTB warehouse).
		118. Ability for the system to be developed using an open architecture that is easily modified and expanded.
		119. Ability to provide necessary applications development and technical assistance for the integration of the system with TAS as necessary, and future applications developed under ACES.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		120. Ability for vendor to integrate all third-party equipment. (Correspondence with Microsoft Word, MIS with Excel or Access)
		121. The ability for ACES to provide timely backup and recovery capabilities to protect against the loss of data.
		122. Ability to view and edit any staff generated forms prior to sending to print.
		123. Ability to designate letters, notices, statements, and forms for special handling (i.e., certified mail)
		124. Ability to sort letters into batches so that letters requiring special handling are grouped together to ease manual processing.
		125. Ability to customize the "signature block" on a letter. Signatures can be for a specific point of contact at the Department or a generic work unit.
		126. Ability for online inquiry to a directory of predefined letters.
		127. Ability for online employee authorization for letters generated. (i.e., employees can send some letters directly, while others can be defined to require a supervisor approval.)
		128. Ability to ensure that the system meets EDDs information securityand confidentiality policies, and integrity objectives.
		129. Ability to conform to all external agencies security and confidentiality requirements, specifically regarding the storage and utilization of information.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		130. Ability to support all current 4100 users and be capable of expanding to include an additional 410 users without significant investment.
		131. Ability to allow concurrent access for all systems users.
		132. Ability for concurrent retrievals for up to 90% of all workstations.
		133. Ability to calculate prior balance on a specific date (example: date claim filed).
		134. Ability to prevent collection action/notices based on collection status (bankrupt, deceased, etc.) by account or individual.
		135. Ability to generate notices based on specific criteria (i.e., liability, individual, period of time, lien, etc.) and to different addresses.
		136. Ability to manually and/or automatically bring account information to ACES if account does not meet business rules in account selection (i.e., zero balance bankruptcy accounts).
		137. Ability for ACES to automatically recognize change in offset amount submitted and to electronically submit new balance to FTB/IRS based on business rules.
		138. Ability for ACES to recognize zero balance or new liability established in order to add or delete to offset list on an ongoing basis.
		139. Ability to interface electronically with other state or federal agencies to receive and transmit data for individuals, partners, corporations, etc..
		140. Ability to automatically capture and store FTB/IRS address provided from offset process.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		141. Ability to purify account data (NAMU, etc.) prior to automatic transmission of offset to FTB/IRS.
		142. Ability to support many different letters, notices, billings, statements, etc., depending on account circumstances. These letters can be issued with different frequencies based on account characteristics and business rules.
		143. Ability to periodically send TAS address of record and ADDI addresses without an end date by partitions to BOPSD for USPS address cleansing and address move/update certification processing.
		144. Ability for TAS to receive USPS certified move/update addresses from BOPSD and store as address of record on TAS, retaining original address as unique address type with end date on ADDI.
		145. Ability for TAS to receive USPS certified move/update addresses from BOBPSD and store on ADDI as unique address type, and place an end date for the bad address on ADDI.
		146. Ability to add offset flags to TAS (FTB, etc.)
		147. Ability to modify current tolerance process in TAS.
		148. Ability for ACES to send updated addresses back to TAS.
		149. Ability for ACES to receive USPS certified move/update addresses from BOPSD and store on ACES, retaining original address as unique address type with end date.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		150. Ability for ACES to sweep TAS nightly and capture all updates or changes on accounts currently in ACES, based on business rules.
		151. Ability for ACES to trigger TAS to change collection status from Collectable to Collection Doubtful for all accounts identified in ACES that meet write-off criteria.
		152. Ability to change collection status on TAS with out opening a case (i.e., Collectable to Collection Doubtful, Discharged to Written Off, etc.).
		153. Ability for interest to automatically update on TAS, with interest calculating through effective date of payment, when payment posts to PHIQ with out having to change collection status from Written Off.
		154. Ability for ACES to update TAS daily.
		155. Ability to create ACES's print files in post script compatible language.
		156. Ability to generate statements/notices on specific intervals and subject to change based on business rules (i.e., 30 days change to 60 days depending on backlog of workload and staff availability).
		157. Ability for ACES to flag TAS when an account is added or deleted from the offset list (FTB/IRS).
		158. Ability for ACES to update TAS with lien information.
		159. Requirement Deleted.
		160. Ability for ACES to trigger transaction in TAS of bankruptcy by individual and display on NAMI.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		161. Ability for ACES to query TAS for zero balance bankruptcy accounts and automatically bring to ACES.
		162. Ability for ACES to update TAS with collection status change (bankruptcy).
		163. Ability for ACES to update TAS with Bankruptcy claim information which affects other TAS functions, based on business rules (i.e., statements, DE7 reconciliation, etc.).
		164. Ability to flag TAS that address of record is incorrect.
		165. Ability to print notices in multiple languages per Dymally-Alatorre Bilingual Services Act.
		166. Ability to modify current TAS processing for all actions to be completed in ACES.
		167. Ability for ACES to do one time initial sweep of TAS to capture all accounts based on business rules.
		168. Ability to electronically file Bankruptcy Claims with Bankruptcy Courts.
		169. Ability for non-technical program area staff to maintain a modeling environment to test collection related scenarios (i.e., account profiles).
		170. Ability to interface electronically with other state or federal agencies to receive and transmit offset data.
		171. Ability for TAS to identify all offset payments, excluding Treasury Offsets, using "OF" payment type.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		172. Ability to receive and process information and payments using Direct Debit EFT.
		173. Ability for employer to designate Direct Debit EFT payments to specific liability, fund or quarter based on business rules.
		174. Ability for employer to make Direct Debit EFT payments online and by phone 24 hours a day (automated system).
		175. Ability to accept all major credit cards.
		176. Ability for Direct Debit EFT payment transaction file to be processed in the TEAM environment.
		177. Ability to capture the transaction and confirmation number for Direct Debit EFT Credit Card payments in Infoimage.
		178. Ability for employer to designate Direct Debit EFT Credit Card payments to specific liability, fund or deposit based on business rules.
		179. Ability for employer to make Direct Debit EFT Credit Card payment online and by phone 24 hours a day (automated system).
		180. Ability for Direct Debit EFT Credit Card payment transaction file to be processed in the TEAM environment.
		181. Ability to receive and process information and payments using Direct Debit EFT Credit Card payments.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		182. Ability for Direct Debit EFT payments to store initial transaction data per retrieve, archive and purge rule.
		190. Ability to exchange information with external sources via automated means.
		191. Ability to automatically calculate formulas as the customer enters information online.
		192. Ability to record detailed customer information (in addition to standard information currently collected) during collection process, including but not limited to: * owners * officers * key contacts * legal advisors * tax preparers * bank account routing and transit information * powers of attorney
		193. Ability to generate lien release request manually or automatically based on pre-designated criteria including, but not limited to: * liability paid in full * liability reduced to zero or cancelled
		194. Ability to generate documentation or correspondence that a lien release request has been initiated and to provide evidence of satisfaction of indebtedness.
		195. Ability to capture, store, and retrieve bank account information for all payments received by check and debit transactions.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		196. Ability for customers or their designated representative to establish or modify their own payment arrangements online, including length of agreement, amount of payment, and due date based on business rules.
		197. Ability for ACES to generate a confirmation letter and/or EFT registration form for payment arrangements established on line.
		198. Ability to provide a payment calculator to calculate amount due per period, penalty and interest, for external use.
		199. Ability to automatically calculate penalty and interest on amount due, or portion thereof, for different time periods (i.e., past, present, future).
		200. Ability for TAS to update ACES with change in balance daily and ACES will automatically stop debit if payment arrangement is paid in full.
		201. Ability for ACES to recognize if balance due is less than monthly payment and only debit final payment amount.
		202. Ability for employer to set up payment arrangement without staff intervention using the internet.
		203. Ability to use automated debit from bank account as mandatory method of payment for payment arrangements.
		204. Ability for payment arrangement data entered from Internet to interface with ACES.
		205. Ability for security system controls to limit access to only the specific data or data types for each authorized user.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		206. Ability to capture incoming collection correspondence in the TEAM environment and route to appropriate info-image work queue.
		207. Ability to provide manual capability to establish, modify, and terminate payment arrangements on ACES including the length of the agreement, the amount of each payment, and the due date of each payment.
		208. Ability for ACES to generate payment arrangement form with terms of agreement and mail to employer for signature along with EFT registration form (i.e., manual payment arrangements not established on line).
		209. Ability to hold all payment arrangement accounts in file and generate request for direct debit payment based on business rules.
		210. Ability for ACES to provide current collectable account balance to customer through payment arrangement application.
		211. Ability for ACES to calculate interest through term of payment arrangement and provide to customer with current collectable balance through payment arrangement application as final amount due for payment arrangement.
		212. Ability to expand TAS data capture (i.e., credit cards, direct debit EFT, payment agreements, UI/DI taxable wages, etc.)
		213. Ability to increase storage capacity of images captured through TEAM equipment (i.e., UI/DI taxable wages, correspondence, collection notices, additional DE6 returns, etc.).

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		214. Ability to establish, change and edit common business rules in order to process accounts in accordance with the CUIC, changes in law, and operational procedures. Business rules must be understandable and maintainable by non-technical business people
		215. Ability to archive, retrieve and purge.
		216. Ability to generate standard, ad hoc and customized reports with minimal assistance from technical resources, without significant impact on performance of the online transaction database.
		217. Ability to generate standard and ad hoc reports, using standardized or easily changeable report template.
		218. Ability to send and save all reports to multiple file formats including those currently on the ITB supportable software list (i.e., currently Excel and Access).
		219. Ability to schedule reports to run at a later date/time without further action by the user.
		220. Ability for MIS system to query any ACES database field to produce an ad hoc report.
		221. Ability to generate statistical reports including, but not limited to: * graphical representations * bubble charts * pie charts * employer trends * history reports based on data element selection
		222. Ability to generate "Control Reports". These will be used to verify that interfaces ran successfully and that all items were processed.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		223. Ability to generate reports under specified criteria (i.e., financial reports, performance reports and trend reports) including but not limited to: * fees paid and collected * receipt of information by type (i.e., document liability, period, etc.) * receipts * voluntary and involuntary payments * net fund adjustments * accounts receivable activities * special account situations (assessments & liabilities in doubtful collection status, petitioned liabilities, protest, appeals, bankruptcy, and amounts due from out-of-state customers) * error statistics * customized payment listing (i.e., by type and period) * write-offs * collection activities performed and payments received as a result of each ***** backlogs ***** throughput ***** aged items ***** overdue actions
		224. Ability to access documents stored in an archive/retrieval system or media.
		225. Ability to validate employer account number through check digit verification, based on business rules.
		226. Ability to identify performance metrics, establish targets, and monitor performance against those targets (i.e., tracking actions to results).

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		227. Ability to monitor and report on current and historical statistics including, but not limited to: * program * budget * receipts * expenditures * personnel * error/exception * production * operational performance statistics.
		228. Ability to route reports to individuals within EDD and designated external organizations on-demand or automatically.
		229. Ability to maintain a history of recipients of reports, by date and reason.
		230. Ability to enter information once and automatically update any other related systems.
		231. Ability to track recurring issues and capture data to perform trend analysis.
		232. Ability for vendor to ensure effective and appropriate training on all new or changed applications and systems for staff within the central office, remote sites, districts, and localities. This includes on the job training, provide job aids, task related advise, and computer based training. Training shall act as an interface between the worker and the application.
		233. Ability for the Department to provide change management process for internal/external customers (i.e., training, outreach, marketing, etc.).

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		234. Ability to review job tasks, work flows, and other items related to a specific job and guide staff through a new or unfamiliar task.
		235. Ability to filter, interconnect and summarize information from all the systems.
		236. Ability to provide key performance indicators which monitor productivity, revenue, receivables and case loads in a graphical representation.
		237. Ability for retrieval of detail data behind summarized numbers which could be summoned for review or passed through for economic modeling, policy decisions and forecasting.
		238. Ability for ACES to interface with forecasting and economic modeling systems; provide detail data from across systems to be used for further analysis and evaluation.
		239. Ability to track and utilize statistical productivity measurements to facilitate decisions.
		240. Ability to provide procedural documentation for work processes and systems operation.
		241. Ability to use an array of available technologies to more efficiently and effectively interact with the taxpayer, other outside parties, and the core processing systems.
		242. Ability to provide information based on level of detail, frequency of delivery and method of dissemination based on staff profile.
		243. Ability for staff's profile to be flexible for dissemination of information.
		244. Ability to have a training environment for new or changed applications and systems.
		245. Ability to ensure confidential information provided is secure and only accessible by authorized users.

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		246. Ability to verify access authority to accounts.
		247. Ability to apply business edit rules as the customer or EDD staff enters information online or submits information through the phone (i.e., the zip code must have 5 digits, etc.).
		248. Ability to prompt customers to verify account information entered during automated customer contacts.
		249. Ability to distinguish between payment types (credit cards, checks, EFT, offsets, etc.).
		250. Ability to distinguish between payment source (DE 88, Notice of Levy, Statement, EFT, Non-Remittance, Payment Proposals, etc.).
		251. Ability to maintain a library of standard correspondence templates, generate new templates, and maintain version control to determine which templates were in use during specific periods.
		252. Ability to automatically pre-populate forms and correspondence with customer/account information from the system.
		253. Ability to initiate notices and print through print process in the BOPSD print facility for, but not limited to: * DE Forms * Bills * Statements * Letters
		254. Ability to generate, print, and fax correspondence, notices, statements, and forms at the desktop level and/or on demand.
		255. Ability for TAS to use taxable wages, amounts paid, and tax rates to identify discrepancies between amounts reported and amounts paid.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		256. Ability to send separate notices for payment and form delinquencies.
		257. Ability to generate statement itemizing liability by tax period and fund, payments and how they were applied, and the balance by tax period and by account.
		258. Ability for TAS to maintain and view a return "as reported" by the customer, "as computed" by the system, and the discrepancy for each quarter.
		259. Ability for TAS to capture UI and DI taxable wages quarterly from DE6 and/or DE3BHW return using TEAM.
		260. Ability for TAS to store and display UI and SDI taxable wages as captured from DE6 and/or DE3BHW on TAS for each account.
		261. Ability for TAS to capture discrepancy process for all four quarters and bill only selected quarters.
		262. Ability for TAS to re-evaluate accounts for discrepancies before liability is established and notice is generated.
		263. Ability for TAS to identify accounts with discrepancies and place into categories based on flexible criteria.
		264. Ability for TAS to produce reports of accounts with discrepancies by category listed down to account level.
		265. Ability for TAS to establish liability and generate appropriate bill, assessment or notice by account number for category of accounts selected based on business rules.
		266. Ability for TAS to recalculate discrepancy daily for changes made to "as reported" or "as computed" data.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		267. Ability to adjust UI and SDI taxable wages on TAS.
		268. Ability to modify TEAM, Mag Media, EDI, Telefile, iFile, WGS, etc., to accept the new form revisions.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
5.	**3. Increase the compliance and accuracy of taxes and data by establishing non-audit related liabilities prior to the year-end reconciliation. This will be done by performing a reconciliation of payments to taxes due starting with the quarter ending December 31, 2010.**	**212.** Ability to expand TAS data capture (i.e., credit cards, direct debit EFT, payment agreements, UI/DI taxable wages, etc.)
		213. Ability to increase storage capacity of images captured through TEAM equipment (i.e., UI/DI taxable wages, correspondence, collection notices, additional DE6 returns, etc.).
		214. Ability to establish, change and edit common business rules in order to process accounts in accordance with the CUIC, changes in law, and operational procedures. Business rules must be understandable and maintainable by non-technical business people
		215. Ability to archive, retrieve and purge.
		216. Ability to generate standard, ad hoc and customized reports with minimal assistance from technical resources, without significant impact on performance of the online transaction database.
		217. Ability to generate standard and ad hoc reports, using standardized or easily changeable report template.
		218. Ability to send and save all reports to multiple file formats including those currently on the ITB supportable software list (i.e., currently Excel and Access).
		219. Ability to schedule reports to run at a later date/time without further action by the user.
		220. Ability for MIS system to query any ACES database field to produce an ad hoc report.
		221. Ability to generate statistical reports including, but not limited to: * graphical representations * bubble charts * pie charts * employer trends * history reports based on data element selection

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		222. Ability to generate "Control Reports". These will be used to verify that interfaces ran successfully and that all items were processed.
		223. Ability to generate reports under specified criteria (i.e., financial reports, performance reports and trend reports) including but not limited to: * fees paid and collected * receipt of information by type (i.e., document liability, period, etc.) * receipts * voluntary and involuntary payments *net fund adjustments * accounts receivable activities * special account situations (assessments & liabilities in doubtful collection status, petitioned liabilities, protest, appeals, bankruptcy, and amounts due from out-of-state customers) * error statistics * customized payment listing (i.e., by type and period) * write-offs * collection activities performed and payments received as a result of each ***** backlogs ***** throughput ***** aged items ***** overdue actions

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		224. Ability to access documents stored in an archive/retrieval system or media.
		225. Ability to validate employer account number through check digit verification, based on business rules.
		226. Ability to identify performance metrics, establish targets, and monitor performance against those targets (i.e., tracking actions to results).
		227. Ability to monitor and report on current and historical statistics including, but not limited to: * program * budget * receipts * expenditures * personnel * error/exception * production * operational performance statistics.
		228. Ability to route reports to individuals within EDD and designated external organizations on-demand or automatically.
		229. Ability to maintain a history of recipients of reports, by date and reason.
		230. Ability to enter information once and automatically update any other related systems.
		231. Ability to track recurring issues and capture data to perform trend analysis.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		232. Ability for vendor to ensure effective and appropriate training on all new or changed applications and systems for staff within the central office, remote sites, districts, and localities. This includes on the job training, provide job aids, task related advise, and computer based training. Training shall act as an interface between the worker and the application.
		233. Ability for the Department to provide change management process for internal/external customers (i.e., training, outreach, marketing, etc.).
		234. Ability to review job tasks, work flows, and other items related to a specific job and guide staff through a new or unfamiliar task.
		235. Ability to filter, interconnect and summarize information from all the systems.
		236. Ability to provide key performance indicators which monitor productivity, revenue, receivables and case loads in a graphical representation.
		237. Ability for retrieval of detail data behind summarized numbers which could be summoned for review or passed through for economic modeling, policy decisions and forecasting.
		238. Ability for ACES to interface with forecasting and economic modeling systems; provide detail data from across systems to be used for further analysis and evaluation.
		239. Ability to track and utilize statistical productivity measurements to facilitate decisions.
		240. Ability to provide procedural documentation for work processes and systems operation.
		241. Ability to use an array of available technologies to more efficiently and effectively interact with the taxpayer, other outside parties, and the core processing systems.
		242. Ability to provide information based on level of detail, frequency of delivery and method of dissemination based on staff profile.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		243. Ability for staff's profile to be flexible for dissemination of information.
		244. Ability to have a training environment for new or changed applications and systems.
		253. Ability to initiate notices and print through print process in the BOPSD print facility for, but not limited to: * DE Forms * Bills * Statements * Letters
		254. Ability to generate, print, and fax correspondence, notices, statements, and forms at the desktop level and/or on demand.
		255. Ability for TAS to use taxable wages, amounts paid, and tax rates to identify discrepancies between amounts reported and amounts paid.
		256. Ability to send separate notices for payment and form delinquencies.
		257. Ability to generate statement itemizing liability by tax period and fund, payments and how they were applied, and the balance by tax period and by account.
		258. Ability for TAS to maintain and view a return "as reported" by the customer, "as computed" by the system, and the discrepancy for each quarter.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		259. Ability for TAS to capture UI and SDI taxable wages quarterly from DE6 and/or DE3BHW return using TEAM.
		260. Ability for TAS to store and display UI and SDI taxable wages as captured from DE6 and/or DE3BHW on TAS for each account.
		261. Ability for TAS to capture discrepancy process for all four quarters and bill only selected quarters.
		262. Ability for TAS to re-evaluate accounts for discrepancies before liability is established and notice is generated.
		263. Ability for TAS to identify accounts with discrepancies and place into categories based on flexible criteria.
		264. Ability for TAS to produce reports of accounts with discrepancies by category listed down to account level.
		265. Ability for TAS to establish liability and generate appropriate bill, assessment or notice by account number for category of accounts selected based on business rules.
		266. Ability for TAS to recalculate discrepancy daily for changes made to "as reported" or "as computed" data.
		267. Ability to adjust UI and SDI taxable wages on TAS.
		268. Ability to modify TEAM, Mag Media, EDI, Telefile, iFile, WGS, etc., to accept the new form revisions.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
6. Employers are unable to validate and reconcile payments made on their accounts with out Tax Branch staff intervention. Employers must contact Tax staff during office hours to request a list of payments. This requires Tax staff to manually reconcile and provide account information to employers to resolve discrepancies: This lack of functionality leads to staff resources being spent on workloads that should not require human intervention and higher priority accounts being inadequately worked.	**4. Provide customers with timely information related to their account payment history by December 31, 2010.**	**183.** Ability for all employers to view all payment history (excluding tolerance, write-off, VU, etc.) on-line for one year plus the current year.
		184. Ability to capture payment amount, cashier date and payment source (DE88, DE88E, DE3, NR and STMT) from TAS and display on payment history based on business rules
		185. Ability to update payment history daily with new payments posted to TAS.
		186. Ability to refresh payment history with TAS changes on a periodic basis (i.e., transfers, refunds, NSF, etc.)
		187. Ability for payment history to be flexible to hold data up to 3 years.
		188. Ability for EDD staff to access payment history through intranet.
		189. Ability for all customers to access payment history (excluding tolerance, write-off, etc.) through IVR for one year plus the current year.
		214. Ability to establish, change and edit common business rules in order to process accounts in accordance with the CUIC, changes in law, and operational procedures. Business rules must be understandable and maintainable by non-technical business people
		215. Ability to archive, retrieve and purge.
		216. Ability to generate standard, ad hoc and customized reports with minimal assistance from technical resources, without significant impact on performance of the online transaction database.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		217. Ability to generate standard and ad hoc reports, using standardized or easily changeable report template.
		218. Ability to send and save all reports to multiple file formats including those currently on the ITB supportable software list (i.e., currently Excel and Access).
		219. Ability to schedule reports to run at a later date/time without further action by the user.
		220. Ability for MIS system to query any ACES database field to produce an ad hoc report.
		221. Ability to generate statistical reports including, but not limited to: * graphical representations * bubble charts * pie charts * employer trends * history reports based on data element selection
		222. Ability to generate "Control Reports". These will be used to verify that interfaces ran successfully and that all items were processed.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		223. Ability to generate reports under specified criteria (i.e., financial reports, performance reports and trend reports) including but not limited to: * fees paid and collected * receipt of information by type (i.e., document liability, period, etc.) * receipts * voluntary and involuntary payments * net fund adjustments * accounts receivable activities * special account situations (assessments & liabilities in doubtful collection status, petitioned liabilities, protest, appeals, bankruptcy, and amounts due from out-of-state customers) * error statistics * customized payment listing (i.e., by type and period) * write-offs * collection activities performed and payments received as a result of each ***** backlogs ***** throughput ***** aged items ***** overdue actions
		224. Ability to access documents stored in an archive/retrieval system or media.
		225. Ability to validate employer account number through check digit verification, based on business rules.
		226. Ability to identify performance metrics, establish targets, and monitor performance against those targets (i.e., tracking actions to results).

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		227. Ability to monitor and report on current and historical statistics including, but not limited to: * program * budget * receipts * expenditures * personnel * error/exception * production * operational performance statistics.
		228. Ability to route reports to individuals within EDD and designated external organizations on-demand or automatically.
		229. Ability to maintain a history of recipients of reports, by date and reason.
		230. Ability to enter information once and automatically update any other related systems.
		231. Ability to track recurring issues and capture data to perform trend analysis.
		232. Ability for vendor to ensure effective and appropriate training on all new or changed applications and systems for staff within the central office, remote sites, districts, and localities. This includes on the job training, provide job aids, task related advise, and computer based training. Training shall act as an interface between the worker and the application.
		233. Ability for the Department to provide change management process for internal/external customers (i.e., training, outreach, marketing, etc.).
		234. Ability to review job tasks, work flows, and other items related to a specific job and guide staff through a new or unfamiliar task.

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		235. Ability to filter, interconnect and summarize information from all the systems.
		236. Ability to provide key performance indicators which monitor productivity, revenue, receivables and case loads in a graphical representation.
		237. Ability for retrieval of detail data behind summarized numbers which could be summoned for review or passed through for economic modeling, policy decisions and forecasting.
		238. Ability for ACES to interface with forecasting and economic modeling systems; provide detail data from across systems to be used for further analysis and evaluation.
		239. Ability to track and utilize statistical productivity measurements to facilitate decisions.
		240. Ability to provide procedural documentation for work processes and systems operation.
		241. Ability to use an array of available technologies to more efficiently and effectively interact with the taxpayer, other outside parties, and the core processing systems.
		242. Ability to provide information based on level of detail, frequency of delivery and method of dissemination based on staff profile.
		243. Ability for staff's profile to be flexible for dissemination of information.
		244. Ability to have a training environment for new or changed applications and systems.
		245. Ability to ensure confidential information provided is secure and only accessible by authorized users.
		246. Ability to verify access authority to accounts.
		247. Ability to apply business edit rules as the customer or EDD staff enters information online or submits information through the phone (i.e., the zip code must have 5 digits, etc.).

ACES TRACEABILITY MATRIX

Business Problem/Opportunity	Business Objective	Business Functional Requirement
		248. Ability to prompt customers to verify account information entered during automated customer contacts.
		249. Ability to distinguish between payment types (credit cards, checks, EFT, offsets, etc.).
		250. Ability to distinguish between payment source (DE 88, Notice of Levy, Statement, EFT, Non-Remittance, Payment Proposals, etc.).
		251. Ability to maintain a library of standard correspondence templates, generate new templates, and maintain version control to determine which templates were in use during specific periods.
		252. Ability to automatically pre-populate forms and correspondence with customer/account information from the system.