

STATE OF CALIFORNIA PRINT AND MAIL OPERATIONS BASELINE ASSESSMENT

DRAFT

In support of the California State Information Technology Strategic Plan's objective to standardize state document management systems, a survey will be used to identify and assess document printing and mailing environments throughout state agencies. The goal, objectives, and timeline for the survey are:

GOAL

To determine how the various departments and agencies of the State of California are fulfilling their needs for digital print and mail services. (This excludes all lithographic and offset printing.) This requires identifying the types of services needed, describing the levels of services offered, and determining the extent to which the departments utilize any existing Information Technology (IT) infrastructure to perform these tasks.

OBJECTIVES

To accomplish this goal, eight specific measurement objectives are identified. These are as follows:

1. To determine the types of print and mail services that each department currently uses.
2. To determine the volumes of print output that is produced by each department as well as determining how frequently this output is printed and mailed.
3. To identify the classifications and staffing levels that support the print and mail operations in each department and to determine the need for staffing level changes during peak workload periods.
4. To determine if any of their print and mail products are required by legal or legislative mandates.
5. To identify how each department meets their specific print and mail service needs and the extent to which they use internal or external print or mail service operations.
6. To determine the type of print and mail equipment that these departments have available for meeting their specific needs.
7. To determine the degree to which they use their IT infrastructure, if at all, in obtaining print and mail services and to determine how that IT infrastructure is used to meet these needs.
8. To determine the types of facilities that each department uses for their print and mail operations, the location of these facilities, and to identify any special characteristics associated with these facilities such as size, climate control, and back-up power supply.

TIMELINE

08/16/07 – 09/05/07	Initial kick-off meeting to discuss needs Develop measurement goal and objectives Survey Team approval of measurement goal and objectives List of measurement goal and objectives sent to CIO/Workgroup
09/06/07 – 09/27/07	Review measurement indices (lists, categories, ranges) EDD's Survey & Applied Research Section staff designs measurement instruments (questionnaire and cover letters) Survey Team reviews measurement instruments Final Survey Team approval of measurement instruments Presentation of measurement instruments to CIO/Workgroup for approval
09/28/07 – 10/09/07	Contact department heads and obtain list of contact personnel. Prepare final questionnaire for distribution (electronic or print).
10/12/07	Initial mailing (or e-mailing contact) of questionnaires. Data entry begins upon receipt of completed questionnaires.
10/19/07	First follow-up reminder
11/02/07	Second follow-up with non-respondents. This will either be mailed or depending on the number of non-respondents, this could merely be a telephone contact to request that they complete the questionnaire and return it ASAP.
11/09/07	Cut-off date for receipt of completed questionnaires. Begin analyzing data
11/19/07	Initial summary tables and graphics delivered to the Survey Team and CIO/Workgroup.
12/03/07 – 12/14/07	Additional sophisticated data analysis is conducted and reviewed by the Survey Team for presentation to CIO/Workgroup.

NOTE: Thanksgiving Holidays are 11/22/07 and 11/23/07