



PRODUCT ENGINEERING

CASE STUDY

APPLICATION UPGRADE

California Department of Social Services achieved **proper upkeep of workflow application and letter repositories** leveraging R Systems' Application Upgrade service.



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Problem Statement

California Department of Human Services: Department of Social Services (CDSS) was facing challenges in modifying and implementing letters/reports needed to support a new Home Care Aid (HCA) program applicant type within Caregiver Background Check (CBC) application.

Business Need

- Enhancement of CBC application workflow and letters.
- Changes to the letters specific to HCAs from the DSS legal department

Solution Approach

- Provided consulting services on maintenance and enhancements of the CBC application
- Designing, development, testing, documentation, and implementation of the ITSRs and MRs, using Microsoft Technology Stack, Visual Basic, and MS SQL Server using Microsoft's Report Definition Language (RDLC)
- Wrote and executed test plan and testing scripts, and placed system enhancements into production

The Benefits

- Proper upkeep of the workflow application and letter repositories
- Seamless assessment, assignment, and prioritization of ITSRs and MRs