

Employment Indicator Decision Support System

Evaluation Criteria – Definition of Terms

Working Draft: 12/12/08

Open Source/Multi-product solution-Supports open source (e.g. linux, gnu) or offers multiple product solution, so we're not stuck with one solution.

Good performance-Performs acceptably well even when heavily utilized.

Well Supported-Consulting services are available on a timely and affordable basis; customer service resources are adequate and responsive.

Remote Access- Since partnering organizations are distributed around the state, the project must support simultaneous remote access, via internet, from many different sites. The important issues here are performance and security. All sites should have similar performance, and security of the data as it's being accessed remotely must be assured.

Scalable -System scalability means adding new organizations, more users, and larger volumes of data to the system will not result in degradation in performance or affordability.

Extensible- System extensibility means that adding new capabilities (new applications or hardware components) to the system poses no technical problems and will not result in degradation in performance or affordability. Vendors will have to demonstrate the extensibility of their systems as part of the disclosure process.

Rapid Development-New sets of data can be added when needed; new forms and reports are easily added and modified.

Enhanced Business Flow-Application logic supports decision-making, and supports IT efficiencies and improvements re: time management solutions.

Sustainable-Ongoing costs are modest and proportional; likelihood of program investment from stakeholder organizations to support ongoing licensing requirements, consultation, and upgrades in product or hardware necessary long term use.

Cost Effective-Extent to which the product is capable of producing the desired effect of measuring employment outcomes in relation to costs. Moreover, the extent to which it is capable of supporting organizational decision making in relation to costs (e.g. ability long term to measure other program outcomes desired by participating organizations long term).

Secure- Security is of paramount importance. All data access and storage must be HIPPA compliant. Data security encompasses the following: **data compartmentalization**, implemented in the database, so that different organizations' information is accessible only by them and the system administrator; and **remote data access**, implemented in the communication protocol, so that data is secure from third-party prying as it is being accessed from remote sites. **Data auditing** (keeping track of which data was accessed and/or changed by whom) is also a desirable feature.

HIPAA Compliant-Meets policies and procedures enforced by the Health Insurance Portability and Accountability Act.

Accessible (ADA/504 Compliant)- Any solution must be ADA compliant, accessible to and usable by a wide variety of persons with disabilities.

User friendly-User interface is intuitive and easy to understand.

Supports Bulk Upload-Application supports regular upload of data (e.g. ability to extract data from existing reporting systems and upload to vendor hosted solution, allowing human resource and financial efficiencies)

Supports Bulk download-Application supports regular download of data (e.g. ability to extract data from vendor hosted system into other products for analysis or ad hoc reporting purposes).

Ability to produce own reports-Solution enables "on demand" reports at multiple levels of use (e.g. job developer, program manager, executive director, Bureau administrator, VR counselor, etc.); and from multiple points of view (i.e. per person, per program, per catchment area, type of service, etc.).