

**Department of General Services
Strategic Plan
California Commission on Disability Access 2018**

2018 STRATEGIC PLAN	
Identifying Information	
Division Name	Interagency Support Division
Branch / Office	California Commission on Disability Access
Supporting Branch/Office	OSP/EDMS
Strategic Goal	
Goal #1	Phase 1 of the Electronic Data Collection Project: Implement an Electronic Document Management Services (EDMS) solution for all past and future documents.
Explanation of Goal	AB 54 (Olsen), chaptered in September 2016, addresses CCDA continuous concerns about the efficacy of data collection operations and the current diagnostics process of the data. The first steps towards addressing this effort are the creation of the EDMS, which will serve as the back-end overlay process in the elimination of the inconsistent manual paper submittals.
Definition of Success	The creation of a scanning and indexing case & pre-litigation documents into an online repository
Measurement	The successful scanning of case and pre-litigation documents from 2012-2016

2018 STRATEGIC PLAN	
Identifying Information	
Division Name	Interagency Support Division
Branch / Office	California Commission on Disability Access
Supporting Branch/Office	ETS
Strategic Goal	
Goal #2	Phase 2 of the Electronic Data Collection Project: Create a database for data collection.
Explanation of Goal	The solution will provide a web-based electronic form for the public to submit claims directly to CCDA. To capture this data, CCDA requires a secure database to serve as a single source for all case and pre-litigation data.
Definition of Success	A new system that addresses document storage issues, creates one format of case submittals, and produce more accurate robust reporting tool.
Measurement	A database in which a secure and accurate collection of case/pre-litigation records are stored that increases the analytic research capacity of CCDA.

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Supporting Branch/Office	N/A
Strategic Goal	
Goal #3	Conduct Regional Listening Forums in 2018.
Explanation of Goal	Preventing or minimizing problems of compliance through ongoing education and outreach to the small business community, as directed in Government Code 14985.5 (b)(1).
Definition of Success	The completion of Listening Forums in which they are historically archived on CCDA website
Measurement	The execution of Listening Forums in various location within CA in 2018