



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

Eric T. Schneiderman
Attorney General

Division of Social Justice
Charities Bureau

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Charities Bureau's Business Process Analysis

The Charities Bureau of the Office of New York Attorney General Eric Schneiderman has announced a project with Capstone Strategy Group, a business and technology consulting services company, to conduct a Business Process Analysis of the Charities Bureau.

The goal of the project is to review, determine the necessity for, and improve the procedures we employ in requiring and processing the registration and financial filings of charitable organizations and fundraising professionals. We expect that the review will identify opportunities to simplify filing requirements, reduce administrative burdens on charities, and make better use of registration and annual filing information and integrate that information with enforcement and case management efforts. The review should also provide us with suggestions on how to provide better information to the public, funders and others.

The Business Process Analysis project is being executed in three distinct phases:

Phase 1: Current state and gap analysis

In this phase, Capstone Strategy Group ("CSG") is focusing on the collection and documentation of all relevant information concerning the current state (as-is) processes in order for CSG to develop a high level understanding of those processes and identify strengths and weaknesses. To complete the analysis, CSG is observing current procedures and conducting workshops and interviews with key stakeholders and subject matter experts (SME) from the different groups involved in the process, including bureau line staff, senior managers, external stakeholders and other relevant parties to understand clearly current business processes.

Phase 2: Future state requirements

This phase will be used to define future state business requirements and process design based on Phase 1 output. During this project phase, CSG will conduct additional workshops and interviews with key stakeholders and subject matter experts (SME) to ensure that their input is accounted for in defining future state processes and systems and to get their buy in and validation for the overall solution framework.

Phase 3: Recommendations and process guideline

CSG will work with stakeholders in the Office of the Attorney General and SMEs to compile recommendations and create process guidelines.

We anticipate completion of the project in the spring of 2016.

We will share with you the results of the project when it has been completed.

Sincerely,

James Sheehan
Bureau Chief