

**February 4, 2016
MEETING MINUTES**

Committee Members in attendance:

Mark Raymond, Committee Chairman, Deputy Commissioner –
Department of Administrative Services, Bureau of Enterprise Systems and Technology
on behalf of Commissioner Melody Currey

Michael Bzdyra, Deputy Commissioner, Department of Motor Vehicles
On behalf of Incoming Commissioner Dennis Murphy

Roderick Bremby, Commissioner – Department of Social Services

Catherine Smith, Commissioner – Department of Economic Development

James Spallone, Deputy Secretary, Office of the Secretary of State
on behalf of Secretary of State Denise Merrill

Kevin Sullivan, Commissioner, Department of Revenue Services

John Vittner, Director of IT Policy, Office of Policy and Management
on behalf of Secretary Ben Barnes

Others in Attendance:

Thomas Miano, SOTS IT Director
Bill Seymour, DMV IT
George White, DMV IT

Angela Taetz, IT Manager, DAS-Bureau of Enterprise Systems and Technology

Robert Swartz, Director of Operations, Connecticut Interactive
Paul VandenBussche, General Manager, Connecticut Interactive

Committee Members Not in Attendance:

*A meeting of the Information and Telecommunication Executive Steering Committee (EGovernment) was held on **February 4, 2016** at 1:00 p.m. at the Department of Administrative Services, Bureau of Enterprise Systems and Technology located at 55 Farmington Avenue, Hartford, Connecticut. The following items were discussed.*

• **WELCOME**

- Mark Raymond called the meeting to order at 1:03 p.m. and invited all attendees to introduce themselves.

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- **REVIEW / APPROVAL OF MINUTES:**

- A motion to accept the minutes from the January 7, 2016 meeting, as written, was made by Commissioner Smith, and seconded by Director Vittner. The motion was accepted and approved with one abstention from Commissioner Sullivan.

ASSESS NEW PROJECT SUMMARIES OR STATEMENTS OF WORK:

- **Project Summary: Lien Holder Status Requests, DMV:**

Increased auto sales has put additional pressure on the DMV causing a 120-day backlog of requests on four individuals assigned to process these registration requests. They are primarily answering calls to check status which reduces the number of requests they can actually process. The proposed system is an online application that will allow individuals to request a motor vehicle title by entering the VIN number into the DMV system. Personal information is not entered. DMV does not have available resources from IT and Business Analysts to dedicate to this effort because their resources are focused on the current modernization project. At this time it was felt that CI can accomplish their needs faster and cheaper than DMV doing it themselves. This is a tactical response to provide services to citizens in a timely and efficient manner. There are advantages to leveraging programs that already exist rather than spending our limited time and resources on developing new programs.

It was asked if charging service fees was another item that should be considered. It was felt that the main purpose of the application was to reduce calls to the four staff members and if given a choice to pay a fee online or just call, they would continue to call. DMV noted that they would consider fee based projects in the future once new DMV Commissioner assumes responsibility.

OPM is discussing how and when fees will be applied for online services approved by this committee.

Approval of this Project Summary was moved by Commissioner Smith and seconded by Commissioner Sullivan. There was a brief discussion about statistical references in the document. All voted in favor of approving the project summary with no oppositions or abstentions.

- **Project Summary: Towers Requests, DMV:**

Moved by Commissioner Sullivan, seconded by Commissioner Smith. There was a brief discussion regarding customer-based billing and application. All voted in favor of approving the project summary with no oppositions or abstentions.

- **Project Summary: Branch Appointment Scheduling, DMV:**

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DMV would like to leverage an application that was developed in the State of Indiana for customers to reserve a time slot/appointment at the DMV as opposed to just coming in and waiting. The application would be self-scalable for additional scheduling needs. Scheduling would be based on a fixed number of service windows and timeslots each day at each location.

Processes have been through LEAN already. When the SOW is looked at, they have to ensure that scheduling does not include customers they cannot service. Their user base has very a disparate skill set that must be considered. They are seeking seamless customer service throughout the process.

Commissioner Sullivan moved for approval, Commissioner Smith seconded. All voted in favor of approving the project summary with no oppositions or abstentions.

- **Project Summary: NCIC Driver License & Registration, DMV:**

Robert Swartz reviewed the Project Summary which eliminates the mail-in paper-based process.

Commissioner Smith moved for approval, Commissioner Bremby seconded. All voted in favor of approving the project summary with no oppositions or abstentions.

- **Statement of Work 013: Emergency Preparedness Mobile Application, DESPP:**

Robert Swartz explained that this Statement of Work was originally presented in December. He reviewed the features and benefits associated with this application.

Commissioner Sullivan moved for approval, Commissioner Smith seconded. All voted in favor of approving the project summary with no oppositions or abstentions.

- **Monthly Report and Resource Planning eGovernment Program Report:** Paul VandenBussche reviewed the information contained within the attached Monthly Status Report and Resource Planning Program dated January 2016.

There was discussion regarding:

CT.gov Portal Design Applications: to which IT Manager Angela Taetz assured Commissioner Smith that feedback is welcomed and a meeting will be scheduled to solicit input.

CERT/CLIC Project Potential Scoring: will be revisited at the recommendation of Commissioner Smith.

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- **2016 Business Plan Outline:** was reviewed by Paul VandenBussche. The purpose of bringing this outline to the committee is to afford the Committee an opportunity to include any other items that may be of value. Commissioner Smith requested inclusion of an external view that benchmarks Connecticut's progress against other states that have undertaken similar efforts. This information will be helpful for us to ensure that we are prioritizing effectively. No additional comments were offered. A 2016 Business Plan will be presented at the next meeting of this Committee.

Having no further business to discuss. A motion to adjourn the meeting was made at 2:33 p.m. by Commissioner Smith and seconded by Commissioner Bremby. All were in favor with no discussion. This meeting was adjourned at 2:33 p.m. The next meeting of the Information and Telecommunications Executive Steering Committee is scheduled to take place on March 3, 2016 at 1:00 p.m. at this same location.

Respectfully submitted,

Aleshia M. Hall, Executive Secretary

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