

**April 7, 2016
MEETING MINUTES**

Committee Members in attendance:

John Vittner, Director of IT Policy, Office of Policy and Management
on behalf of Secretary Ben Barnes
Michael Bzdyra, Commissioner, Department of Motor Vehicles
Roderick Bremby, Commissioner – Department of Social Services
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

Committee Members Absent:

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

Others in Attendance:

Bill Seymour, DMV IT
George White, DMV IT

Easha Canada, Director of Application Services, DAS-BEST
Angela Taetz, IT Manager, DAS-BEST
Mario Mezzio, IT Manager, DAS-BEST

Robert Swartz, Director of Operations, Connecticut Interactive

*A meeting of the Information and Telecommunication Executive Steering Committee (EGovernment) was held on **April 7, 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 was unavailable to attend this meeting. John Vittner chaired the meeting in his absence. John called the meeting to order at 1:05 p.m.

Information and Telecommunications Executive Steering Committee

- **REVIEW / APPROVAL OF MINUTES:**

- A motion to accept the minutes from the February 4, 2016 meeting, was made by Commissioner Sullivan and seconded by Commissioner Bremby. The motion was accepted and approved with no abstentions.

ASSESS NEW PROJECT SUMMARIES OR STATEMENTS OF WORK:

- **Statement of Work 015: Lien Holder Status Requests, DMV:**
Robert Swartz reviewed the details of the Statement of Work, explaining that the Project Summary was approved in February. This online application will allow individuals to enter a VIN number and get a set of results returned electronically. At the present time, individuals are required to call into one of four DMV operators who provide the information to the caller. Use of an online application will alleviate that demand. A brief discussion followed. Robert shared that this system is currently being successfully utilized in Nebraska; however, he did not have statistics available regarding the volume of use or its success when asked by Committee.

In response to inquiry, Commissioner Bzdyra and IT Managers White and Seymour explained the communication avenues that they will utilize to market this new option to the lienholder users as soon as it is available. They added that the association representing lienholders has reviewed the project summary and believes that it will meet their needs.

John Vittner asked how CI is determining which application services will be fee-based, revenue-generating and value-based. Robert Swartz explained that DMV is not charging a fee to the end-user right now for individuals calling about Titles and Lien Holder Status. CI would not be looking to charge individuals utilizing the online system for Lien Holder Status Requests. Revenue versus non-revenue applications are leveraged against the value-based benefits to the state. As an example, Driver History Records transaction revenue from DMV helps support the CI Portal, therefore CI is planning to develop Lien Holder Status requests as a value added service back to the state and DMV. Commissioner Bzdyra explained that the Lien processing backlog has been reduced from 90 days to 55 days. It was affirmed that the benefit of this project is almost entirely to the State. Angela Taetz explained that there is an undocumented criteria that is utilized when determining the tolerance of fees; she will work to document that criteria for the information of this Committee.

It was recommended that, in the future proposals, CI include their experience with other states as well as the fees associated with their applications and the revenue-generating resources.

Information and Telecommunications Executive Steering Committee

In response to inquiry, DMV Chief of Staff Seymour recommends that we make as many services as possible available on the DMV mobile app.

Having concluded the discussion, Commissioner Bremby moved for approval of this Statement of Work, Commissioner Sullivan seconded. All voted in favor of approving the project summary with no oppositions or abstentions.

- **Project Summary: Suspicious Activity Reporting (SAR), DESPP:**

Robert Swartz shared a PowerPoint presentation of the SARS mobile application that has been developed at the request of DESPP's Connecticut Intelligence Center (CTIC). He shared that this app is working in West Virginia and they have had over 10,000 downloads. In response to inquiry, Mr. Swartz will examine the option of adding voice activation.

It was asked how this app and its information compares to the national version. Mr. Swartz stated that this app conforms to the information currently being collected by CTIC; he is assuming that CTIC's procedures are based on the Federal mandates. Statistics were requested regarding the success, utilization and consequences of this app in other states. Commissioner Sullivan expressed a preference for seeing Connecticut subscribe to a national model rather than an individual one. Mr. Swartz will follow up with the agency to get more information on the portal use.

There was an inquiry about the capability to transmit video vs. photos, to which Mr. Swartz expressed concern about the size of video files. CI does not expect video to be an accepted format.

CI was asked to provide clarification about disclosure and acceptance of the terms and conditions for use of the app, as it pertains to the collection of metadata. Mr. Swartz explained that the individual will have to manually select to allow location information to be recorded. CI was also asked about the growth, retention, and storage requirements that will be necessary to maintain this data; to which, no response was provided.

Concerns were expressed about the app's option for anonymity and the potential for abuse that could result. Mr. Swartz will report back on the data collected from use of this app in West Virginia and New Jersey.

Having concluded this discussion, Commissioner Sullivan moved to defer this Project Summary pending receipt of additional information. The motion was seconded by Commissioner Bremby. All voted in favor of deferring the project summary with no oppositions or abstentions.

Information and Telecommunications Executive Steering Committee

- **Project Summary: Connecticut State Library Donations, CT State Library:**

Robert Swartz explained that this use is similar to that which was just designed for DVA. Currently, the Connecticut State Libraries receive donations via check. This application creates an online avenue for people to donate by using credit cards. CI was asked where the donated monies are maintained and if they go into a separate account or to the general fund. Director Vittner explained that, in accordance with State statute, a non-profit has been established for the collection of these donations; credit card account fees are paid out of that account.

It was suggested that CI create an enterprise-level function that could address the needs of all agencies, rather than developing one application for one agency, one account at a time.

Director Vittner referred to the DVA donation procedure that was recently initiated and explained that a dedicated fund to receive these donations has been established. The 2% transaction fee is being paid for from the interest earned on that fund. He supports recommendation to look at this issue holistically rather than agency-by-agency. There was discussion regarding the larger fiscal policy issue that is created by incurring transaction fees which are an additional expenditure to the State.

Having concluded this discussion, Commissioner Bremby moved to defer this Project Summary pending clarification on the payment of transaction fees, as well as, consideration of a holistic approach to processing all donations collected across all agencies. This motion was seconded by Commissioner Sullivan. All voted in favor of deferring the project summary with no oppositions or abstentions.

- **Project Summary: Encroachment Permits, DOT:**

Robert Swartz explained that the DOT receives approximately 7,500 Encroachment permit applications per year, of which, approximately 4,000 are approved. At the present time, paper applications must be delivered to local DOT offices, are processed manually, and paper permits are mailed back to the applicants. This Project creates an online application that is electronically routed to the appropriate district office where it is processed. If approved, a permit is generated electronically and returned to the individual. Since some of these applications require a fee, the online payment engine is part of this project. Mr. Swartz shared that convenience fees would be avoided by individuals choosing to come into the local DOT Office rather than opting for online processing.

Clarification was sought about the role of CI vs. the capabilities of the State IT workforce. There was a question if the current E-Licensing system could be utilized to facilitate this process. Director Vittner noted internal discussions at OPM regarding CGS

Information and Telecommunications Executive Steering Committee

11J that allows for use of existing state contracts for payment processing and recommended also that we look at this function holistically.

Director Vittner recommended an off-line discussion to consider creation of a single authority to oversee all of the credit card transactions and the policies associated therewith. Angela Taetz explained that DAS-BEST does routinely consider in-house systems before turning to CI. There was a request for clarity on the best, fastest, cheapest route to get these things accomplished for them to be supported.

Having concluded this discussion, Director Vittner entertained a motion to approve the Project Summary. Commissioner Bremby seconded the motion; Commissioner Bzdyra and Deputy Spallone voted yes to approve. Commissioner Sullivan voted no to deny. There were no abstentions. The motion was passed.

- **Other Business:**

- **FOIA Online Request form:** Robert Swartz shared a presentation of the Maine.gov online system for processing of Freedom of Information Requests. The front end is an application for information that is forwarded to the agency selected. The recipient can then assign the request to users within their agency to process the request. The application contains a tracking mechanism which records response times and ultimately determines the costs incurred as a result of the request. Agencies can view their own information; the Attorney General can see all agencies statewide.

It was referenced that there can be misuse of the FOIA system and its cost to the State. Several Connecticut State agencies have expressed interest in this system. Director Vittner, along with other members from OPM, the Office of the Attorney General and DAS have been working on E-Discovery processes and requested that interested agencies participate in this process. Commissioners Bremby, Bzdyra, and Sullivan would all like to have their agencies involved.

- **Monthly Report and Resource Planning eGovernment Program Report:**

Robert Swartz reviewed the information contained within the attached Monthly Status Report and Resource Planning Program dated March 2016. There was no discussion or questions posed by the Committee.

There was a request that CT.gov statistics be presented as a separate report and presented as an agenda item for discussion at future meetings.

Information and Telecommunications Executive Steering Committee

- **Resource Plan** Robert reviewed the information contained within the attached Monthly Status Report and Resource Planning Program dated March 2016. There was no discussion or questions posed by the Committee.
- **2016 Business Plan Outline:** It was noted in the February 4, 2016 meeting minutes that CI planned to present a completed 2016 Business Plan to the Committee at the March 2016 meeting. This plan is still being developed and will be presented at the May 2016 meeting of this Committee.

Having no further business to discuss. A motion to adjourn the meeting was made by Deputy Spallone and seconded by Commissioner Bzdya. All were in favor with no discussion. This meeting was adjourned at 2:22 p.m.

*Due to scheduling conflicts, the next meeting of the Information and Telecommunications Executive Steering Committee is rescheduled to take place on **May 12, 2016** at 1:00 p.m. at this same location.*

Respectfully submitted,

Aleshia M. Hall, Executive Secretary

Office of Chief Information Officer Mark Raymond
State of Connecticut, Department of Administrative Services
Bureau of Enterprise Systems and Technology
55 Farmington Avenue, Hartford, Connecticut 06105
Office: (860) 622-2416 Email: aleshia.hall@ct.gov

