

**MINUTES  
DECEMBER 6, 2018**

**Committee Members in attendance:**

Mark Raymond, Committee Chairman, Chief Information Officer, Designee for Commissioner  
Melody Currey, Department of Administrative Services, Bureau of Enterprise Systems &  
Technology  
Michael Bzdyra, Commissioner, Department of Motor Vehicles  
Scott Jackson, Commissioner, Department of Revenue Services  
Tom Miano, IT Manager, Designee for Secretary Denise Merrill – Office of the Secretary of State  
John Vittner, Director of IT Policy, Designee for Secretary Ben Barnes – Office of Policy and  
Management

**Others in Attendance:**

Easha Canada, Director, DAS-BEST  
Michael Cianci, DAS-BEST Consultant, Project Manager  
Robert Swartz, Connecticut Interactive  
Paul Noren, Connecticut Interactive

*A meeting of the Information and Telecommunication Executive Steering Committee (EGovernment) was held on December 6, 2018 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 agenda items were discussed.*

- **WELCOME:** Mark Raymond called the meeting to order at 1:09 p.m. by thanking the Commission members for their participation in this effort to improving IT Technology throughout the State by their participation.
- **REVIEW / APPROVAL OF MINUTES:** A motion to approve the minutes from November 1, 2018 as written was made by Director Vittner, seconded by Commissioner Bzdyra and approved unanimously without discussion with one abstention by Commissioner Jackson.
- **BUSINESS DISCUSSION:**  
**HB-5440 – An Act concerning business Registration, Licensing, and Permitting through the State’s Electronic Business Portal.** Special Act 18-17 was created to require that this Committee submit a report to the legislature in January regarding the possibility of creating a “business one stop” system that will allow a business to create a single online account in order to register and pay for the formation of a new business.

## Information and Telecommunications Executive Steering Committee

Project Manager Michael Cianci presented and reviewed a draft of the Business One-Stop Report. If Committee members wish to bring this back to their colleagues for review, please send completed comments back to Michael Cianci no later than December 14, 2018.

Mark Raymond provided the following suggestions and recommendations:

- moving the “Introduction” section earlier in the report;
- adding a connective reference to Delaware’s approach;
- clarifying that this report is intended for Executive Branch State Agencies only;
- listing the State agencies rather than referring to them as “effected agencies”;
- moving the Use Case references to an appendix;
- taking the “benefits” section out and validating with the Agencies that the proposed savings would, in fact, be realized.

Michael will explore incorporating these recommendations into the final product. John Vittner recommended consultation with CERC and DECD before finalizing the document.

Michael Cianci clarified that we are not rewriting any of our existing systems to accommodate this program. The data will be integrated.

Michael explained that the Business One-Stop is intended to streamline the process for a small business to be created through “the wizard”. It is unclear at this time if large and small business alike will be required to utilize his model.

It was noted the importance of both sharing and collecting data through this model.

LEAN processes were referenced but will be reviewed at a later date.

Other details of the report were discussed and edits and corrections were noted.

Michael Cianci shared a presentation to explain the governance. Project Costs reflect only resource costs, not hardware or software or other expenditures. Paul Noren explained that the costs of the project will vary considerably depending on the scope of the complexity that you are looking to develop. John Vittner offered that a project of similar scope in Maryland cost \$3 million; the scope of this project can vary from \$1 to \$22 million.

Assessment takes place prior to the design phase and then conceptual design can include the costs of individual integrations. The more information we have to present, the more accurate the number will be. At the end of the Assessment, a timeline and estimated cost range can be estimated.

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Michael Cianci shared the Online Wizard example for Nevada as an example.

Michael Cianci solicited and welcomed input from the agencies to incorporate into this report prior to the end of the day on December 14. Mark recommended that Agency feedback be documented regardless of how it is integrated into the report.

It was noted that 26 agencies can be effected if this system goes down, so there is a need for adequate customer service support.

It was recommended that we assess the cost of the project against the value that it will provide.

Mark thanked Michael and all those who participated in the process of developing this document.

- **Monthly Report:** The Connecticut Interactive Monthly Report dated November 2018 was reviewed by Paul Noren and Robert Swartz and discussed. Paul Noren will explore where the dramatic increase in page clicks can be attributed to. At first glance, it appears that there is a random uptick in many of the popular sites that have resulted in the increased number of clicks.
  
- **OTHER BUSINESS:** None

*Having no further business to discuss, this meeting was adjourned by Mark Raymond at 2:51 p.m.*

*The next meeting of the Information and Telecommunications Executive Steering Committee is scheduled to take place on January 3, 2018 at 1:00 p.m. at this same location.*

*Respectfully submitted,*

*Aleshia M. Hall*, Executive Secretary  
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