STATE OF CONNECTICUT INFORMATION AND TELECOMMUNICATIONS STRATEGIC PLAN FOR FISCAL YEAR 2023

September 15, 2022

Pursuant to C.G.S. § 4d-7 as amended by P.A. 14-202, this plan provides an overview of State agency efforts to improve government efficiency through the use of technology. This plan reflects enterprise and agency efforts and includes special attention to eGovernment initiatives to put more government services online.

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IT Strategic Plan for Fiscal Year 2023

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FISCAL YEAR 2023 INFORMATION TECHNOLOGY STRATEGY

Statement of Vision for Technology

To measurably improve outcomes across the State of Connecticut by leveraging the right people, process and technology in the delivery of reliable, secure and cost-effective services.

Background

Connecticut Organizational Structure of Technology

The technology resources in the State of Connecticut have previously been organized by agency. This reflected the broader organizational structure of state agencies.

In 2020, the State of Connecticut began a process of planning for the centralization of IT services to meet growing demands for technology. As of this report, the implementation of this process called IT Optimization is underway.

The state's new IT organization is located within the Department of Administrative Services (DAS) and is called the Bureau of Information Technology Solutions (BITS). This change to a central IT organization is a major shift in technology delivery for the state and this work is covered in detail under the Strategic Goals section of this report.

Connecticut remains one of the few states in the country that funds its IT operation through direct appropriations. Most states utilize chargeback services so that line agencies have direct visibility into full cost of agency operations.

Capabilities

Traditionally, the state's technology capabilities have been largely focused on legacy application, infrastructure maintenance and end-user support. There are emerging skills in online services, architecture, business process re-engineering, automation and project management. These skills are required to apply technology more efficiently at a larger scale.

Over the last year, the State made significant progress in collaboration technologies, digital government, cyber security, and has adopted platforms like Salesforce, API development and content modernization. State also has a growing set of capabilities in cloud infrastructure and automation. The State continues to make steady progress in sharing best practices across agencies through more effective collaboration and knowledge management.

External Perspectives

The National Association of State Chief Information Officers (NASCIO) recognized the State's stellar work in digital government – for improving government to citizen services through nomination as finalist in the NASCIO State IT Recognition awards. The award recognized the Office of Early Childhood Parent Portal project. The winners will be announced in October at the NASCIO annual conference.

The Center for Digital Government issued their biennial ranking of state technology efforts in September 2022. The 2022 Digital State's Survey identified Connecticut with a grade of "A-" – while highlighting progress made in digital efforts, remote working, cyber security and data management. This follows a Digital State Survey 2020, 2018 and 2016 of grade "B+". Connecticut continues to improve throughout the pandemic.

Current Technology Assessment

Substantial progress has been made over the last two years in modernizing both the infrastructure and applications of the state.   Major projects at the Department of Labor and the Department of Revenue Services to enable new systems are either complete or close to completion and are both delivering new value to the public. These new systems bring more capabilities and convenience to the public. At the same time, the state is implementing new on-premises and public cloud capabilities for computing to provide the most secure and cost-effective choices for technology. The State recognizes that the pace of technology change continues to increase, and we have just begun to leverage the scale of a 27,000-person organization.

Strengths

The two data centers, one in Groton, CT and the other a partnership with the Commonwealth of Massachusetts to share a backup data center in Springfield, MA has helped in incrementally moving agency computing from older, location-based technology to a modern, shared, private cloud infrastructure. The adoption of Microsoft Azure and Amazon Web Services for multiple use cases have provided more options for many workloads and applications.

The State continues to deploy the enterprise Voice over IP (VoIP) telephone system to state agencies. This shared system greatly improves agency communication capabilities and reduces operational and maintenance costs.

The State's dedication to networking has driven large improvements and cost reductions as well. High-speed networks are the highways of the future. The centrally managed Connecticut Education Network and Public Safety Data Network jointly comprise the Nutmeg Network. This unique capability blankets the state with fiber-optic networking. The state's Enhanced 911 service runs on this network. A project is now underway to refresh the underlying network platform to take the state into the next decade. Additional connections are added to the network on a regular basis to bring low cost, high bandwidth access to schools, towns, libraries, state agencies, first responders and more.

Connecticut is a leader in open government and open data, providing a massive amount of information directly to the research community and to the public. The Open Data Portal at Data.CT.Gov continues to provide access to rich data sets across domains.

Threat Intelligence continues to be a bright spot in the cyber security area. In March 2022, the State published its second cybersecurity strategy (2022 Cybersecurity Strategy). This was developed through

partnership with federal, state and local governments. This strategy focuses the state's resources on areas that reduce our risk for the critical systems we run and protect.

In January 2020, Governor Lamont outlined a new focus for the State of Connecticut: To become the first all-digital government. The biennial budget enacted in June 2020 established a new Digital Government Services team within the Department of Administrative Services. Agencies have also delivered on significant digital government initiatives – DMV online services, business.ct.gov, DRS myConnect, SOTS Business Registration Services, ReEmployCT, OEC Parent Portal, COVID-19 related applications, data and websites to name a few. The Lamont administration continues to support the vision of Digital Government through legislative actions, investments and strong executive commitment.

The growing recognition of technology led transformation potential, increased synergy of agency business and IT teams focusing on customer outcomes, and realization of exploiting data as a strategic asset are other emerging bright spots.

Challenges

Agencies have faced personnel and other budget reductions in information technology over the last decade. As a result, the IT skills in place at agencies are primarily focused on maintenance of existing systems and not on the transformation required by agencies. Ongoing budget pressures will continue to drive reductions to operating funds, while demands for future technology skills are growing.

Agencies demonstrate a reliance on outside consulting assistance for any type of improvement opportunities and some agencies also use consultants to augment existing staff in some areas just to maintain applications when larger than normal maintenance demands occur.

One substantial result of the continued program-specific and agency-specific focus is the high number of applications in the state's portfolio. Although the state reduced the number of applications from 762 in 2018 to 625 in 2019, a substantial improvement, there are still too many applications. Most of these applications have been in place for several years (average age 11.7 years old) and represent a major drain on resources for support.

While there is a growing recognition of leveraging data with and across agencies, the siloed application architecture and lack of standardization create challenges. This lack of integration is a substantial impediment that prevents agencies from seeing greater efficiency and from using more of our rich data for analysis of trends and correlation of data across programs.

The agency-centric focus on technology has allowed for local control of IT and a close alignment between agency business needs and IT priorities. However, this agency autonomy translates to the limited sharing of technology solutions when a large overlap of business needs is evident. Additionally, this agency-centric focus has resulted in an undervaluing of a citizen-centric view of "whole of person" and "whole of business" needs. Some progress has been made in this area over the last two years.   The pandemic helped shine a light on the connectedness of state services.

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Shared Services

Targeted investment in shared solutions has started to show benefits across the state, both in bringing new capabilities online and in reducing the overall size of the technology portfolio. Developing shared solutions that meet the needs of many different agencies will take time. Our strategy embraces continued efficiency through shared solutions. It should be noted that the delivery of efficiencies through this approach is painstaking slow as multi-agency agreements must be established and continually monitored.

Workforce Transformation

The technology workforce in the state is primarily filled with strictly technical skills. Gaining value from technology requires a broader skillset. Business process improvement, Data Analysis, Data Integration, Enterprise Architecture skills all drive technology towards greater impact, yet are generally missing from the State of Connecticut workforce and job classifications. The recent retirement wave saw many of our most experienced IT professionals retire from state service. While there have been strong efforts to refill these positions, it takes time for new employees to understand the layout of our systems.

FY 2023 Strategy

FY 2023 strategies continues to focus on the themes set out in 2022:

- Advancing IT Optimization through a new IT organization to meet agency challenges
- Accelerating movement to Digital Government Services; and
- Reducing cyber-security risks across state government

GOAL 1 – IT Optimization

Leveraging technology requires careful planning and flexibility in a changing business environment, especially with the breadth and variety of state government functions. Through this IT Optimization effort, DAS - alongside OPM and all executive branch agencies – is working to completely change how technology services are delivered in state government. Through this effort, the State will apply the full capabilities and scale of state government to improve employee engagement and alignment, increase automation, apply skills flexibly across agencies, standardize software and support; plan holistically and build the skills in our workforce that are currently in high demand. We are doing this by creating a new centralized IT shared services organization, **Bureau of Information Technology Solutions or BITS**, that:

- Is a great place to work;
- Is the agency IT provider of choice; and
- Is viewed as experts in the field.

While BITS was put into operation in July 1, 2022, significant changes will be introduced incrementally through FY 2023 and beyond. BITS is built upon three organization behaviors – **Be One Team, Own The Outcome, Make It Better**. These are the ethos that will bind all stakeholders within and interacting with BITS. *Be One Team* puts focus on watching each other's back and ensuring inclusivity and belonging. This

means with our customers, with our agencies, with ourselves and with the public we serve. *Own The Outcome* is our commitment to customer centricity and ensuring outcomes through to resolution. *Make It Better* is the strive for continuous improvement, excellence, and innovation.

As BITS has begun operating as one, Directors and the various teams will look for opportunities to increase consistency and efficiency, focus on reuse, make things predictable but agile enough to manage changes confidently. A very broad and emerging outline of priorities are mentioned here. Focus is to get the right process, tools and adoption velocity matching State's *unique needs, maturity and constraints.*

Customer Relationships
- Establish Customer Success Managers as trusted agency partners
- Holistic strategic planning and needs harmonization
- Bring industry best practices to the agencies

Workforce Development
- Leadership Development
- Creating a learning organization. State IT employees undertook over 37,000 units of training in the last year. The goal is to get to the right learning culture backed by commitments at all level
- Developing brand new capabilities and skills
- Building a sense of belonging within BITS
- Celebrating wins together

Operations
- Operational Dashboards for service levels and KPIs
- Accelerating the rollout of a new Integrated Service Desk with automation.
- Holistic Application Monitoring, Infrastructure Monitoring and Incident Response
- Capacity Management for people and infrastructure
- Granular show-backs\chargebacks capturing true cost-of-ownership

Change Management
- Project Portfolio Management and Prioritization Process
- Project Lifecycle Management with visibility / traceability from strategic goals to maintenance hand over
- Unified process to manage accurate Application Portfolio, Application Architecture and Infrastructure Inventory relationships across landing zones
- Infrastructure Automation
- Easy access to Enterprise Reference Architecture and Reusable Assets

Cybersecurity is covered as part of Goal 3 below.

GOAL 2 – Accelerate Digital Government Services

Delivering services and outcomes through a greater number of channels while staying true to accessibility needs continues to be of highest priority. The FY21 biennial budget outlined a new direction for the state. There is a significant investment of $60+ Million committed for expanding on the gains of FY22 in this area.

The guiding principles for the Digital Government initiatives continue to be:

- Listen to the end user
- Hide the "seams" between government agency services from user interactions
- Implement enterprise technology that makes services accessible to many users
- Move quickly to start with enterprise solutions while capturing immediate value

In FY23, the State delivered many capabilities impacting business and citizen services. Examples include, CareerConneCT for finding retraining resources, ReEmployCT at DOL, DPH Immunizations, ADS Rehab, OHE CT STEAM, CSDE EdSight, OWS Grants portal, STEM Challenge, Cannabis, DoAG Grants, DCP Gaming, OTG Social Equity and more.

State IT teams continue to work with agency business partners to develop digital government priorities aligned to agency missions – many of which are mentioned in this document under the respective agency plans. At an enterprise level, key focus area includes:

- MyCT platform to provide agency agnostic personalized service dashboard to State constituents
- Orchestrate content across agencies based on end user intent and service categories so that service recommendations become more targeted, personalized and comprehensive
- Expand the usage of chatbot including live agents and provide seamless omnichannel experience
- Rapid forms digitization platform to quickly help agencies digitize paper forms
- Enterprise standard for document management and payment processing. We have significant variations across agencies. Connecticut CREATES report captures the opportunities in these areas.
- Identity correlation across systems, Identity verification and fraud prevention (Over 400,000 identities in the new platform)

GOAL 3 – Improve Cybersecurity Statewide

The State's cybersecurity mission is to build a best-in class cybersecurity program and a resilient technology infrastructure that supports digital government and the constituents of Connecticut. The Lamont administration, taking note of the emerging threat landscape as online adoption of services grows post COVID-19, announced a $11 Million investment for enhanced cybersecurity efforts. Trust and security are at the heart of the relationship between businesses, residents, and their digital government. The public must be confident in the solutions we provide in order to use them.

Current Status

Basic security infrastructure is in place (firewalls, AV, etc.). Threat Intelligence is a notable bright spot, but we need to keep it as actionable as possible. Advanced Endpoint protections have been rolled out to state agencies to combat the ever changing malware threat. Active and regular enterprise vulnerability scanning is in place to prevent unseen threats from harming state systems.

Objectives

1. Increase Visibility – Centralize agency security resources and budget. Gain holistic and real-time view of risk. Get the right funding, tools and people in place

2. Build a Foundation - Foundational elements of the cybersecurity program in place. Key risks like third party security have not been addressed. Prioritize and plan for spending the upcoming budget. Adopt a risk-based approach to identify and focus on key cybersecurity program elements.

3. Future Proof - Address long-term security risks proactively, build a sustainable program and achieve best-in class status. Develop capabilities in DevSecOps practices. Identify and budget for security needs. Obtain sustainable ongoing program funding. Ensure proper resourcing and training of all security resources and basic awareness training for all State employees.

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Statutory Basis

Connecticut General Statutes (CGS § 4d-7, as amended by P.A. 14-202) instructs the Commissioner of the Department of Administrative Services to develop, maintain and publish annually an "Information and Telecommunications Systems Strategic Plan." The Commissioner of the Department of Administrative Services has delegated this responsibility to the State's Chief Information Officer (CIO).

The goal of this strategic plan is to articulate the activities and resources needed by the State to provide, maintain or enhance:

- A level of voice and data communications service among all State agencies that will ensure the effective and efficient completion of their respective functions;
- All necessary telecommunication services between State agencies and the public;
- In the event of an emergency, immediate voice and data communications and critical application recovery capabilities which are necessary to support State agency functions; and
- [The] necessary access to higher technology for State agencies.

Moreover, the statute requires that the strategic plan include:

- Guidelines and standards for the architecture for information and telecommunication systems that support State agencies;
- Plans for a cost-effective State-wide telecommunication network to support State agencies;
- Identification of annual expenditures and major capital commitments for information and telecommunication systems;
- Identification of all State agency technology projects;
- A description of the efforts of executive branch State agencies to use e-government solutions to deliver State services and conduct State programs, including the feedback of agencies' clients and agencies' plans to address those concerns using online solutions if feasible; and
- Potential opportunities for increasing the efficiency or reducing the costs of the State's information and telecommunications systems.

Effective July 1, 2011, statutory language (CGS § 4d-8a) transferred the responsibility for information and telecommunications systems policymaking from the CIO to the Secretary of the Office of Policy and Management (OPM). New language was also added (CGS § 4d-7(a)) that directs the strategic plan be developed "in accordance with the policies established by the Office of Policy and Management."

Accordingly, this strategic plan was developed using input from the Office of Policy and Management.

Standards and Guidelines

Information Technology Standards and Guidelines can be located in the following locations. (Note that some of these locations reference links that are only accessible from within the State network.)

Information Technology Procedures – Available on Intranet

Technology Services (DAS/BITS) - http://portal.ct.gov/DAS/Services/For-Agencies-andMunicipalities/IT-Services

Technology Policies (OPM) - http://www.ct.gov/opm/cwp/view.asp?a=3006&q=383274

Agency Reports

Agricultural Experiment Station

Mission

- The mission of The Connecticut Agricultural Experiment Station is to develop, advance, and disseminate scientific knowledge, improve agricultural productivity and environmental quality, protect plants, and enhance human health and well-being through research for the benefit of Connecticut residents and the nation. Seeking solutions across a variety of disciplines for the benefit of urban, suburban, and rural communities, Station scientists remain committed to "Putting Science to Work for Society", a motto as relevant today as it was at our founding in 1875.

Technology Strategy

- Update desktop computers on a 5-year replacement plan.
- Keep software programs current including antivirus software.
- Keep hardware up-to-date and running.
- Keep backup software and hardware operational and current.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- We provided Wi-Fi for our Valley Laboratory at our Windsor location.
- We have replaced desktop and laptop units as necessary. Currently, our equipment is up-to-date and running properly, including switches, servers, and back-up drives. We have been updating and keeping up to date on our Bee keeper, Nursery, and Nursery Dealers registration process online.

Digital Government

List of Online Services Available:

- Bee keeper registrations online for our constituents and real-time updates to the database for our inspectors.
- Complete Nursery and Nursery dealer registrations for our constituents and real-time updates to the database for our inspectors.

- Soil testing screen fillable forms and then mail.
- Insect and Plant Disease screen fillable forms and then mail.
- Tick Testing screen fillable forms and then mail

List of Online Services Requested by Constituents:

- Tick Testing Services online, screen fillable, submitted electronically, and send results via email using a .PDF or by another digital transmission.

List of Online Services Planned to be made available:

- Tick Testing Services online, screen fillable, submitted electronically, and send results via email using a .PDF or by another digital transmission.

Planned Applications

- Keeping all CAES computers operating systems up to date. Currently running Windows 10 Enterprise. Upgrade to Windows 11 when available.
- Keeping all CAES computers up to date using Office 365 and MS Teams.
- We need off-site backup and would like to house our virtual servers at the Groton Data Center OR use SharePoint/One Drive for backup and usage at all locations.
- Our agency is in the planning stages to send our data to the Groton Data Center and be backed up to Springfield MA or SharePoint/OneDrive to be advised by DAS/BITS.
- Would like to have all our locations connect to these virtual servers, therefore no longer having a need for physical servers and provide a backup service for all staff members.
  - New Haven
  - Hamden
  - Windsor
  - Griswold
- Would eventually like to have all staff able to always access files in any location in real time for back up purposes and file retrieval—this will be accomplished once we are routing our data to the Groton Data Center OR SharePoint/OneDrive.
- CAES would like to join the EXEC domain through DAS/BITS.
- Keep up to date with VOIP with the DAS/BITS Enterprise system installed at our New Haven, Windsor, and Lockwood Farm (only at the farm managers office) facilities.
- Would like to have VOIP phones installed at the Insectary at Lockwood Farm in Hamden (conduit needs to be run from the Farm Managers office to the insectary. The current conduit has a broken connection and unable to complete the connection). The Farm Managers office is a ADSL line with a State of CT router

and the insectary is currently on a Frontier DSL line. Would like to have them all on the ADSL line with the State of CT router.

- Would like to have VOIP phone and LAN connections installed at Farm Managers Office at Valley Laboratory in Windsor the Insectary at Lockwood Farm in Hamden (conduit needs to be run from the Main Laboratory to the Farm Managers office).
- Would like to connect our Griswold Research Center in Griswold to the VOIP phone system from DAS/BITS enterprise system (They are on a DSL Line). Checked some of this out in 2021-2022 with DAS/BITS and Frontier and it was way too expensive to run and pay for the line monthly for just 1 person, but still would like to get this accomplished at some point when economically feasible.

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $40,000.00
- Software $5,000.00
- Services (consulting) $5,000.00
- Subscriptions $2,500.00
- Telecom and Data $40,000.00

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- NONE currently scheduled

Board of Pardons and Paroles

Mission

BOPP IT continuously strives to digitalize and update hardware and software infrastructure based on current and future agency needs.

Technology Strategy

Our technology strategy is based on digitalizing business processes to automate workflows and further system integrations with DAS and other state agencies using CISS platform and cloud computing.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Up to date we had implemented new wireless network switches and Aps to improve network reliability and speed.
- Introduced digitalized event scheduling process using state calendar platform linked to our BOPP website
- Replaced and integrated the new website with ct.gov standard using HTTPS security
- Implemented digitalized ePardons Database and Web application/Portal with collaboration with JT, DAS and CISS and replaced paper applications for Pardons and COEs
- Purchased and deployed tablets for remote work during and post Covid-19
- New video teleconferencing and live streaming equipment

Digital Government

List of Online Services Available:

- ePardons Portal for public use
- YouTube BOPP channel for public Pardons steams

List of Online Services Requested by Constituents:

- Storage for documents management

List of Online Services Planned to be made available:

- ePardon Commutation – currently in the implementation phase
- New storage management system

Planned Applications

- Y: drive – Physical storage migration

FY 2023 Technology Budget

- Hardware: Laptops, desktops, tablets-TBD $20,000
- Software: FOXIT license $1,500
- Subscriptions: Office365 $1,000
- Telecom and Data $2,000
- ePardon Maintenance $50,000
- ePardon Commutation $50,000
- Y drive migration $40,000

  Total expected FY2023:   **$164,000**

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- None

FY 2023 Structural and Process Changes

- IT contractor to help with coverage, projects

Commission on Human Rights and Opportunities

Mission

The mission of the Connecticut Commission on Human Rights and Opportunities is to eliminate discrimination through civil and human rights law enforcement and to establish equal opportunity and justice for all persons within the state through advocacy and education.

Technology Strategy

Our technology strategy is to continually assess the effectiveness of technology throughout the agency to improve efficiencies and the overall services provided to the public. This includes continual training of staff on the use and implementation of new technologies and the designation of an internal working group to adapt strategy to new needs and possibilities.

The CHRO recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

The CHRO has been able to ensure that agency functions are now available remotely through the use of online meetings, allowing the public to continue to utilize our services safely.

Outreach events have been successfully held remotely utilizing the Microsoft Teams platform.

Sexual harassment prevention training has been made available to the public online with automated generation of certifications of completion. This was accomplished with minimal expense by utilizing a suite of integrated Microsoft applications.

The CHRO has launched a web-based, innovative outreach called "From Me to You" featuring students reading educational civil rights books for younger audiences.

An internal working group has been put together to update the agency's forms and make them so they are functional with database software. This includes creating online intake inquiry forms to increase the ease with which the public can use the agency's services. This project is expected to be completed within the next fiscal year.

Digital Government

LIST OF ONLINE SERVICES AVAILABLE

- Online sexual harassment prevention training is available online 24/7.

- The Commission has put most of our outreach materials and events online over the past fiscal year so they are accessible even for those who could not attend an event on the day of. The outreach materials include a substantial educational campaign through social media.
- All CHRO proceedings can be held virtually, drastically improving accessibility and safety.

LIST OF ONLINE SERVICES REQUESTED BY CONSTITUENTS

- We have been made aware that some constituents would like the opportunity to fill out an "Intake Inquiry" online, and have it emailed or placed in an investigator's queue for review and follow up. This project is being worked on and should be completed within the next fiscal year.

LIST OF ONLINE SERVICES PLANNED TO BE MADE AVAILABLE

- Online intake forms are planned to be made available within the next fiscal year.

- All CHRO regional offices will be conforming to a standardized method of completing case processing activities, electronically.

- Contract Compliance Affirmative Action database will be reviewed for efficiencies and possible enhancements.

- CHRO would like to make all its processes understandable to those using them. We would like to have videos demonstrating how to complete Contract Compliance Affirmative Action plans, state agency Affirmative Action plans. Videos on how to file a discrimination complaint for employment, public accommodation or housing would be of tremendous value to those most likely to be discriminated against.

Planned Applications

- The CHRO is looking into a new case management system to improve overall efficiency throughout the agency.

FY 2022 Technology Budget

- Services - $1000
- Hardware - $1000
- Telecom and data - $30,000

FY 2022 Technology Major Expenditures

- Up to $200,000 to automate portions of the affirmative action process
- Agency-wide computer refresh

Connecticut Department of Agriculture

Mission

The mission of the Department of Agriculture is to foster a healthy economic, environmental, and social climate for agriculture by developing, promoting, and regulating agricultural businesses; protecting agricultural and aquacultural resources; enforcing laws pertaining to public health, animal health and animal care; and promoting an understanding among the state's citizens of the diversity of Connecticut's agriculture, its cultural heritage, and its contribution to the state's economy.

Technology Strategy

DoAg continues to pursue technology upgrades and installations which will assist our employees and customers in their day-to-day operations. Technology will improve our operations, capture more data, and is more user friendly for our customers and employees on the backend. DoAg will rely on the Department of Administrative Service and Bureau of Information Technology Solutions to assist with providing the best technology services and training our agency can invest in.

For FY 2023, DoAg will be working to finalize its goal of establishing all licensing and inspection to be managed online. We will also be investing and implementing our mobile inspections technologies which will allow inspectors to do inspection reports in the field. These services through Mi-Corp will enable our agents to capture more useful data in real time, which will help us better serve our customers.

DoAg recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

Since FY 2020, DoAg moved most of its licensing applications and transactions to being fully completed online, creating a simpler process for our customers to apply for new, or renew, licenses, and to pay online.

Digital Government

List of Online Services Available:

- Licenses and Renewals for Agriculture, Aquaculture and Domestic Animal Service Licenses (eLicense)

- DoAg Adjudications Search (Site Core)

- Grants Application Submissions (Slalom/Salesforce)

- Mobile Inspections Application (Mi-Corp)

- CT Grown Store (Site Core)

List of Online Services Requested by Constituents:

- More online licensing services

- Agricultural data (e.g. crop production) -   Online Certificates of Veterinarian Inspection

List of Online Services Planned to be made available:

- Animal Population Control Program Voucher Applications

- Dog Licensing

- Mobile Inspection Capabilities in Other Units within the Agency

Planned Applications

The Mi-Corp mobile inspection application integrated with eLicense will allow us to have true mobile inspections capabilities. It is not dependent on having an internet and VPN connection to eLicense when not in the office. The Mi-Corp product can operate without an active internet connection and sync to the system when internet is available.

All regulatory services within both Bureau of Regulatory Services and Bureau of Aquaculture will benefit from use of this system. Our goal is to have all inspections conducted electronically (aquaculture, dairy, animal control, agricultural commodities, produce safety etc.)

Phase 1:

Task: To create the initial and renewal eLicense application process for all credentials in the following boards. Also allows the applicant to make payments online and to receive their certificates automatically through email.

Status:

Completed	Agricultural Commodities Agricultural Commodities
Completed	Agricultural Development

Completed	Animal Control
Planned for 2021-2023	Animal Health
Planned for 2021-2023	Aquaculture
Completed	Food Safety

Phase 2:

Task: To setup the new Mi-Corp inspection process for all credentials. An interface has been developed to share data between eLicense and Mi-Corp. This phase allows AMIRs and ACOs to log in to eLicense to upload/write inspection reports and/or violations in eLicense.

Status:

Completed	Agricultural Commodities
Planned for 2022-2023	Agricultural Development
Completed	Animal Control
Planned for 2022-2023	Animal Health
Planned for 2021-2023	Aquaculture
Completed	Food Safety

Phase 3:

Task: Create reporting dash boards for credentials using MiCorp Analytics. MiCorp Analytics is contracted through DAS. This function would all leadership to run all sorts of inspection reports and information for each board.

Status:

Planned for 2022-2023	Agricultural Commodities
Planned for 2022-2023	Agricultural Development
Completed	Animal Control
Planned for 2022-2023	Animal Health
Planned for 2022-2023	Aquaculture
Planned for 2022-2023	Food Safety

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

Hardware	$50,000.00
Software	$12,000.00
Services (consulting)	$108,000.00
Subscriptions:	$1,000.00
Telecom and Data	$55,000.00

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- $108,000 for hiring a Business Analyst to build and manage all Mi-Corp applications and eLicense integration.

- $167,000 for Online Dog Licensing Portal which includes an APCP application portal and a licensed dog registry.

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Connecticut Department of Veterans Affairs

Mission

The mission of the Department of Veterans Affairs (DVA) is "Serving Those Who Served." DVA serves Connecticut's Veterans by advocating for Veterans' interests and assisting them in obtaining entitlements and benefits through the Office of Advocacy and Assistance (OAA) around the State. In addition, DVA provides health, social and rehabilitative services through the Sgt John L. Levitow Healthcare Center (HCC) and the Residential and Rehabilitative Program at the DVA Campus in Rocky Hill. Finally, DVA honors Connecticut Veterans and eligible dependents through its Cemeteries and Memorial Services Programs.

Technology Strategy

DVA's technology strategy is to partner with the DAS/Bureau of Information and Technology solutions (BITS) in order to effectuate the following: 1) Support DVA's mission effectively and efficiently; 2) Continue to maintain existing successful IT platforms; 3) Ensure capabilities are aligned with current IT standards and trends; and 4) Ensure security and compliance in all aspects of hardware, software, applications and users.

"The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm."

Technology Achievements

- Held the 2nd Hybrid Virtual Stand Down
- WiFi upgrade and expansion to improve state agency operations and veteran resident internet access (ongoing)
- Expanded agency wide internet bandwidth from 100 megabytes to 200 megabytes

Digital Government

List of Online Services Available:

- Electronic Donations

- Volunteer Applications

- Facility Use Requests

- Facility Work Order Requests

- Mobile App

  o Crisis Assistance by Phone, Text Message and Online Chat

- o Veterans Benefits and Services
- o Healthcare and Hospitals
- o Housing
- o Business and Jobs
- o Supporting a Veteran
- o Flag Status
- o Connecting with DVA on Social Media

List of Online Services Requested by Constituents:

- Online Residential and Healthcare Center admissions applications

- All DVA forms and applications available in digital environment and securely submittable electronically

List of Online Services Planned to be made available

- Full life cycle support in a CT Veteran Virtual Environment

Planned/Requested Applications that will save operating funds and improve client services

- Wartime Service Medal Application Conversion

- Veteran Designation on Driver's License / ID Card Application Conversion

- Veteran Owned Micro-Business Certification Application Conversion

- Cloud based Electronic Healthcare Record (EHR) with integration with Federal Veterans Administration and state healthcare providers

- Residential Communications Log – Database

- High Speed Internet Fiber Optic Capability at the Middletown State Veterans Cemetery and Veteran Service Offices in Norwich and Fairfield

- Upgrade Building Energy Management and Security Systems

- Facilities Work Order System

- Veteran Case Management System

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

Hardware $66,935

Software $102,200

Services (consulting) $0

Subscriptions $ 0

Telecom and Data $77,627

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Expansion of the campus wide network infrastructure/WiFi

- Replacement and modernize DVA campus security and safety system technologies (hardware devices, software, and cloud-base focus)

- Cloud based Electronic Healthcare Record (EHR) with integration with Federal Veterans Administration and state healthcare providers

- Energy Management System

Connecticut Military Department

Mission

- The Connecticut Military Department is a unique dual-status agency, having both federal and state missions. The federal mission is to maintain properly trained and equipped National Guard units for prompt federalization in the event of war, domestic emergencies, or other emergencies. The state mission is to coordinate, support and augment federal, state and local authorities in emergency response, to provide emergency response planning and to conduct community service programs.

Technology Strategy

- The agency continues to see adaptive measures, utilizing technology to streamline and simplify processes that reduce costs and improve proficiency. At the core of the agency's strategy is the necessity to connect all of the agency's locations to the Nutmeg Network in order to improve security, provide faster access and a more reliable connectivity. The agency continues to improve its online presence in order to provide faster and effective services to the public. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Completed upgrades to Camp Nett billeting systems to support credit card transactions, improve room maintenance, customer stay tracking and routine hotel management procedures
- Upgrade to Branford Armory LAN Wiring/Ethernet Cable Run/LAN Expansion Project
- Upgrades to Newtown security camera and telecommunications
- Hartford Armory LAN & Data connections installation
- LAN & Internet service provided to Building #325 at Groton Theater Aviation Support Maintenance Group
- IT preparation of construction of Putman Army Readiness Center

Digital Government

List of Online Services Available:

- Access to National Guard recruiters

- Ability to request National Guard units for community outreach – to include C130 flyovers
- Service Member and Family Support Center resources
- Access to the Connecticut Guardian
- Military Relief Fund
- Request military records
- Request use of training sites, such as the NEDTC
- Wartime Service Bonus
- Recruitment and information of the Governor's Foot & Horse Guard

List of Online Services Requested by Constituents:

- The agency has no requests from constituents at this time to increase online services.

FY 2023 Technology Budget

- Hardware - $15,000.00
- Software - $12,000.00
- Services (consulting) - $2,000.00
- Subscriptions - $7,000.00
- Telecom and Data - $20,000.00

FY 2023 Technology Major Expenditures

The agency seeks to apply for funding from the Information Technology Capital Investment Program in partnership with federal funding to achieve the following:

- Connect all state military facilities to the Nutmeg Network. The National Guard's mission to provide public safety during emergency operations requires us to ensure that all facilities have reliable and affordable IT infrastructure in order to quickly disseminate and share vital information. This requirement has become more evident in the agency's support to the COVID-19 Operational Response.
- Secure wireless capabilities at key installations, Hartford Armory, Camp Niantic, Bradley Air National Guard Base & Windsor Locks Readiness Center is being sought as a means to provide personnel from multiple organizations to securely connect to their respective servers through virtual personal network (VPN) technology.

Connecticut State Library

Mission

The mission of the Connecticut State Library is to preserve and make accessible Connecticut's history and heritage and to advance the development of library services statewide.

Technology Strategy

As an important component of its technology strategy, the State Library will continue to collaborate with its various technology partners to improve library systems across the state. Their partners include:

- Connecticut Education Network (CEN)
- Connecticut Digital Archives (CTDA) at the University of Connecticut
- Bibliomation
- Lyrasis
- Online Computer Library Center (OCLC)
- Digital Public Library of America
- EBSCO

During the current fiscal year, BITS will focus on several support strategies for the State Library:

- Pursuing strategic software platforms (especially for the website) to provide enterprise-grade features, support, and security
- Assisting the agency with federally funded, business-led projects, including
  - A NARA-funded project to improve archiving of sensitive records
  - The Connecticut Digital Newspaper Project
    - Migrate from local drives to a more robust pre-CTDA storage solution
- Assisting the agency with the Digitization of Building Codes Project (in partnership with DAS)
- Standardizing various IT support models, including
  - Purchasing of IT products and services
  - IT asset management
  - End user support and education
  - Capital equipment refresh program
- Developing specific strategies for a few opportunity areas, including
  - Records information management software

- o Software solution for the Records Center
- o Museum management software (tentative)
- o Contract management
- o Forms management
- o Digital preservation management
  - Handling obsolete file formats and media migration
  - Better temporary storage solution
  - Improving workflow
- o Electronic signatures (e.g., for permission to publish, loan agreements, contracts … etc.)
- o Patron support (onsite digital access concerns, online payment processing)

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Handled 1,932 tickets
- Deployed 120 computers to library staff
- Migrated to the state's executive domain (and associated consolidation/merging)
- Migrated to Avaya VoIP new phone system at two locations (231 Cap. Ave & Rocky Hill)
- Redesigned the patron network to utilize DHCP and DNS
- Developed a plan for migrating to the ct.gov web portal
- Continued rollout of online applications for library cards
- Expanded databases (e.g., divorce records from New London)
- Supported LBPH move from Rocky Hill to Middletown
- Surplused old equipment

Digital Government

List of Online Services Available:
- Online catalogs
  - o Primo (CSCU Library Consortium, including the State Library)
  - o findIT (Bibliomation/Equinox, serving 354 libraries public, school and academic)
  - o The library uses the services of OCLC (Online Computer Library Center), both as provider of our principal library cataloging software and as a source of, and outlet for contributing to, the world's preeminent source of bibliographic records. OCLC also supports reQuest IT CT ILL cataloging services to 354 libraries in CT.

- Online library card applications
- Online reference services via website chat
- Online interlibrary loan (requestIT CT)
- Online magazines and newspapers (researchIT CT)
- Online genealogy and historical research tools
- Online library guides (libguides)
- Online databases (researchIT CT, formerly iCONN)
- Online eBooks and eAudio (eGO platform Lyrasis Palace Project)
- Online learning for librarians (Webjunction, Niche Academy, InfoPeople)
- Online digital images (art, photos, maps … etc.)
- Online public records retention schedules (for state agencies and municipalities)
- Online archive collections
    - ContentDM (legacy digital collections)
    - Connecticut Digital Archive (CTDA, in cooperation with UConn)
    - Archive-It (web archiving system, in collaboration with archive-it.org)
- Online archive collection management and search tool (ArchiveSpace)
- Online policies (e.g., permission to publish)
- Online social media outreach (Constant Contact, Twitter, Facebook, Instagram, Pinterest and HistoryPin)

List of Online Services Requested by Constituents:

- Public Records has updated records disposition forms (PDF) available on the State Library's website to allow paperless transactions for disposal requests, as requested by state agencies and municipalities.
- State Library cards can now be requested via an online form on our website.

List of Online Services Planned to be made available:

- Continue to create and expand the in-house databases and indexes (available to the public on Agency websites) of archival materials.
- Work with FamilySearch.org to scan new materials and expand the accessibility of Connecticut State Library materials.
- Expand in-house subscription databases/indexes to include more remotely accessible resources for CT State Library borrowing cardholders.
- Update the online forms available on State Library websites to become paperless transactions.
- Implement digital signatures and associated workflows for selected use cases (e.g., permission to publish, museum loan agreements, other contracts/agreements)
- Expand integrated library systems connectors for findIT CT Statewide Digital Library catalog.
- Improve ILL and Discovery functions for reQuest IT to better serve CT residents seeking ILLs

- Enhance eGO platform/Palace eBook project collections to meet demand.

Planned Applications

- The State Library will migrate its main website content from WordPress to SiteCore (the enterprise portal for the state)
- The Connecticut State Library (CSL) and the Connecticut Digital Archive (CTDA) working with the Connecticut Department of Administrative Services (DAS) Bureau of Information and Technology Systems (BITS), will use federal funds to research and develop a plan to expand and improve the automatic digital connection system required to transfer essential long-term and historically significant digital records from state agencies to a digital repository certified as meeting digital preservation standards which is currently the CTDA and create and issue a Request for Information (RFI) for a secure digital preservation repository that can meet CJIS, FERPA, HIPPA, and other restrictions / regulations. The project will attempt to accomplish the following tasks in this fiscal year:
  - finalize a Statement of Work (SOW);
  - hire appropriate project staff;
  - develop Request for Information (RFI) document(s) for a secure digital preservation repository that meets statutorily mandated privacy and confidentiality requirements including but not limited to criminal justice information systems (CJIS), HIPAA, and FERPA;
  - execution and issuance of the RFI document(s);
  - draft a report analyzing the RFI responses, recommendations on next steps, and cost figures;
  - develop Business Requirements Document(s) and Technical Specifications.

FY 2023 Technology Budget

- Externally Funded Projects/Programs $1,113,800
- Subscriptions $2,500,000
- Hardware $100,000
- Software $12,000
- Telecom and Data...$9,060

FY 2023 Technology Major Expenditures

- Subscriptions to databases & library materials $660,361
- CT Education Network (connections to public libraries) $1,800,000
- Statewide Digital Library
  - findIT CT Statewide Catalog...$263,451
  - eGO Statewide eBook platform and content...........................$500,000

- o   researchIT CT Databases……………………………………...$1,339,639
- Archives Improvement project...$948,800
- CT Digital Newspapers Project..$165,000

State of Connecticut
IT Strategic Plan for Fiscal Year 2023

Department of Administrative Services

Mission

The mission of the Department of Administrative Services is to provide administrative services to other state agencies. DAS's services enable the state to save money by taking advantage of economies of scale and streamlining services and processes. DAS has statutory authority in the areas of personnel recruitment, workforce planning; fleet operations; state workers' compensation administration; procurement of goods and services; collection of monies due the state; surplus property distribution; contractor prequalification and supplier diversity; federal food distribution; consolidated human resources, payroll, fiscal and equal employment opportunity services for several smaller state agencies; printing, mail and courier services for state government; information technology services; the state building and fire codes; school construction financing; design and construction of state facilities; and state facilities leasing and management.

Technology Strategy

The Bureau of Information Technology Solutions (BITS) provides quality information technology (IT) services and solutions to state agency customers, effectively aligning business and technology objectives through collaboration, in order to provide the most cost-effective solutions that facilitate and improve the conduct of business for our state residents, businesses, visitors and government entities. The multiple lines of business work alongside DAS/BITS to utilize enterprise systems where appropriate. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

As part of the optimization effort, DAS/BEST (and all Executive branch agency IT teams) will transition into the new IT Organization – Bureau of Information Technology Services or BITS. The technology strategy of DAS/BEST will align with the emerging technology strategy for BITS with focus on Digital Government and Cyber Security. Those strategic imperatives are discussed in the IT Optimization section of this document. In the interim DAS/BEST will continue to facilitate the mission for the DAS functional units – Statewide Human Resources, Procurement Services, Business Office, Collection Services, Bureau of Facilities Management. DAS/BEST will also continue to make improvements to the statewide platforms and services that it currently supports.

Technology Achievements

BITS – Application Services

o   Improved Agency Websites to make information easier to find and use
- DOL, DMV, DAS HR
- COVID, Immunization & Vaccine Portals
- DCP Cannabis & Gaming
- SDE Certifications and EdSight
- CHRO Affirmative Action and Hate Crimes
- OHE Steam Program Awareness
- DSS Heating & Utility Assistance
- DSS Abortion Rights
- OTG Social Equity Council
- OHS Health Score
- DECD Arts Portal

o   One Stop Service Development to lessen the burden of citizens to understand where services are provided in the state. Reduced the need for individual agencies to duplicate efforts saving time and money.
- Jobs
- Health
- Transportation

o   Introduced an Enterprise chatbot to guide and assist users and lower agency support costs. Deployed to:
- Business (SOTS, DOL, DRS, DECD, DCP)
- DPH (Covid, CTWiz)
- DCP – Live Chat
- SDE – Bureau of Certification

o   Improved how people engage with the State of Connecticut DAS State
- Began a paper to digital forms initiative to increase accuracy and reduce manual data entry
- Introduced Enterprise Accessibility improvements across web properties including a feedback tool to residents of all abilities.
- Explored and implemented translation services to improve state content availability across more languages prominent within the citizen base.
- Created an Enterprise Search Engine Optimization (SEO) strategy to improve searchability of state content and services

o   Made finding state services and information easier for citizens
- Created eligibility screeners and online tools to help citizens understand what benefits may be right for them
  - OEC Care4Kids
  - HHS benefits screener

- Jobs career exploration tool
- DCP gaming self-exclusion tool

o Implemented a flexible Enterprise Design System to speed up website delivery and lower the burden of support

BITS - Digital Opportunities

- Partnered on major agency application and service redesigns:
    - o Secretary of the State (Business Registry Service)
    - o Department of Motor Vehicles (Digital Services)
    - o CT Paid Leave (Digital Services)
    - o Department of Economic and Community Development (Digital Services)
- Assisted in guiding agency digital modernization efforts
    - o Office of Policy & Management (Data & Municipal Services)
    - o CT Governor's Workforce Council (Digital One Stop)
    - o Department of Social Services (Salesforce Implementation)
    - o Department of Agriculture (Grant Portal)
    - o Department of Housing (Grant Portal and Case Management)
    - o Department of Veterans Affairs (Digital Forms Assessment)
    - o Office of Early Childhood (Service Portal)
- Partnered on Web content and redesign efforts across 50 different web properties supporting 28 different agencies
    - o Incorporated standard design elements
    - o Improved user experience
    - o Built information architecture and service taxonomy

BITS – Compute Services

- Transformed a highly manual and unstable process for producing the "COVID-19 Daily Governors Report" to a fully automated data analytics portal leveraging a combination of on-prem data points and cloud-based analytics tools.
- Stabilized the COVID-19 data reporting pipeline resulting in higher availability, reliability, and data quality.
- Expanded on our MuleSoft integration to improve communication between our COLLECT and DMV Registration applications.
- Completed security enhancements to our AWS/Azure cloud offerings, including redundant networks, and secure firewalls .
- Deployed next generation security solution to DAS infrastructure.
- Expanded our data encryption to include the Mainframe VTLs and distributed systems backup and recovery environment to meet strict IRS audit safeguards.
- Deployed a new backup solution for our database and applications data.
- Fully automated our database server builds, providing a consistent image and standard for building database services going forward.

- Updated our Mainframe software licensing model to reduce our year-over-year spending.
- Consolidated, all VMware licenses, and support contracts under one statewide enterprise agreement (EA), to extend our support coverage and reduce year-over-year spending.
- Lifecycle Management
    - Upgraded 324 databases to the current standards
    - Upgraded 342 servers to the current standards

BITS - Infrastructure Services

IT Optimization

- Infrastructure Services has formed six, specialist, Center of Excellence teams: Infrastructure Services Oversight, Core Network and Security, Edge Network, IT Facilities, Wide Area Network, and Unified Communications. Each team brings a diverse agency heritage, combined with modern, technology expertise.
- The specific disciplines and areas of responsibility for each Center of Excellence team, represent the vision of the organization structure, and framework, needed in order to build focused depth of skill, over time, whilst incrementally moving towards greater standardization of deployed technologies.

Core Network and Security

- Continued migrating users from on-premise, Multi Factor Authentication onto cloud based NPS.
- Completed a Posture Assessment Process for VPN client devices available to agencies who need or request it.
- For selected agencies, completed a VPN Split-Exclude/split-tunnel process for all O365 Applications to lift the load on the state VPN connections improving speed for the end user.
- Additional 15 new Web Application Firewall policies with latest signatures and attack patterns on application load balancers.
- Continuous updates of the SSL cipher suite on the application load balancers to include latest cipher's eliminating security risks.

Edge Network

- Continued expansion of power-over-ethernet, data network, switch infrastructure, at approximately sixteen sites, with predominant focus on sites in queue for conversion to enterprise voice-over-IP platform.

Wide Area Network

- Provisioned approximately 33 additional circuits over the Public Safety Digital Network (PSDN) to a wide range of state, municipal and non-profit public safety entities to transport critical public safety communications data. Increased resiliency and regionalization of emergency services and allowed the cancellation of numerous costly wireline and broadband services.
- Completed the relocation of four (4) PSDN 911 PSAP and seven (7) non-PSAP PSDN locations without any errors, delays, or downtime.
- Increased overall network stability by replacing approximately 60 end-of-life, 2800 series routers for all agencies.
- Transitioned off older, and costly ADSL/T1/ATM WAN data circuits to newer technology of Switched Ethernet Services for a minimal cost per site.
- Migrated, repurposed, and decommissioned the Wide Area Network along with the associated data circuits for the Department of Developmental Services and Security of the State satellite offices.

IT Facilities

- Disaster Recovery and Business Continuity environments were upgraded for the Board of Regents, Higher Education, and the University of Connecticut at into the state's Groton Data Center. Replaced the Mainframe backup with a more robust unit located the Springfield Data Center.
- Performed the physical installation of the new IBM z15 Mainframe, IBM 7770 virtual tape solution and DS8910 Enterprise class high-performance storage system at the Groton Data Center, in conjunction with decommissioning and proper disposal of the legacy Mainframe equipment.
- Performed facility network data cabling assessments and re-cabling, at approximately sixteen sites, with predominant focus on sites in queue for conversion to enterprise voice-over-IP platform.

Unified Communications

- Continued modernization of the State's voice-over-IP, telephone system. Additional migrations, of varying size, completed this fiscal year, total sixteen, many bond funded, are as follows: DMHAS SATU New Haven; DMHAS CMHC New Haven; DMHAS CRMHC Hartford; DMHAS GBMHC Bridgeport; DHMAS SWCMHS Bridgeport; DDS Cheshire; DDS Stratford; CT Library for the Blin; CT Library Hartford; DESPP Troop F Westbrook; DHMAS CVH Middletown; WCC Middletown; DPH lab; DEEP Dinosaur Park; DCF Meriden; DEEP Ft Trumbull.
- Provided consultation and technical assistance to agencies in many initiatives and projects that result to optimization and cost saving.

BITS - Security Systems and Operations

- Published the Connecticut Cybersecurity State Strategy

- Executed multiple Statewide phishing campaigns to aid in building a strong security culture and purchased a new security awareness and anti-phishing tool with SANS.org.
- Began the process of the Optimization of cybersecurity resources across the agencies.
- Provided facilitation of audits for State agencies that are required to follow Federal Regulatory Compliance standards which include but is not limited to FTI, CMS, SSA, HIPAA, and PCI.
- Partnered with Federal Agencies to share and disseminate critical and informational cyber security alerts to our state agencies.
- Expanded our security monitoring capabilities and began the process of adding response automation (SOAR).
- Improved external and internal email trust by implementing DMARC standards for email security that also helps reduce instances of forged email.
- Replacing outdated antivirus technology with a new solution to stop breaches, ransomware and cyber-attacks.
- Expanding our primary vulnerability management tool to all in scope agencies.
- Participated in GridEx tabletop exercise against the energy grid with the National Governor's Association and Cyber Yankee with the National Guard.
- Partnering with OPM on a tool to help manage the workflow in our polices and standards.

BITS – Workforce Enablement

Device support/Management:

- Formulate standards for all devices supported under BITS
- Provide standards for Hybrid work environments
- Finish the new security agent deployment
- Provide standards for Virtual Desktops and start migrating to common platforms

Messaging:

- Migrate all on-premises public folders to cloud
- Provide standards for Mobile access to cloud collaboration tools
- Start migration to common Mobile platforms

Help Desk:

- Finish conversion of BEST Helpdesk to the CT Service Desk
- Plan for and migrate all ticketing systems in use at BITS agencies
- Migrate content to new Knowledgebase for self-help
- Investigate chatbot functionality for the Service Desk

Human Resources

- HR Service Delivery Platform
  - Digitized all HR files
  - Automated the process to establish and refill positions
- LinkedIn Learning available to all Executive Branch employees

Real Estate and Construction

- Implemented a system to manage and monitor all state vehicles

Digital Government

List of Online Services Available:

- Business.ct.gov
- Service.ct.gov
- State Phone Directory
- Online State Surplus Auctions
- Online training for State Employment Process
- Online Contracting Portal to register businesses and respond to bids and RFPs
- Report a technology outage
- Apply for access to the Nutmeg Network
- Apply online for certification as a Small or Minority Business Enterprise
- Apply online for prequalification to bid on state funded construction contracts
- Report or comment online about State Fleet vehicles
- Show personalized status on CT State Exam Lists
- Apply online for CT Bar Exam
- Review Open Data Portal
- Provide feedback regarding new state portal
- Apply online for a uniform license for community-based entities
- Apply online for a new license, permit or certification
- Sign up for e-alerts for new notices for jobs, examinations, bids/RFPs
- Register online to become a public surplus buyer
- State public meeting calendar
- Online filing for Encroachment Permits
- Online Crane and Demolition Licensing
- Online Job Search and Recruitment

List of Online Services Requested by Constituents:

List of Online Services Planned to be made available:

Planned Applications

- Bureau of Information Technology Solutions
  - o Customer Relationship Management for Agency Success
  - o WorkOtter Project Portfolio Management

- Real Estate and Construction

  - Construction Management System-eBuilder

  - Elevators/Boilers – online payment portal

- Human Resources

  - Automated Shortlisting of Application for Recruitment

  - Staffing Dashboard

- Legal and Legislative Affairs

  - GovQA – FOI Administration Application

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

Hardware	$ 1,917,070
Software	$ 20,921,292
Services (consulting)	$ 415,644
Subscriptions	$ 742,211
Telecom and Data	$ 2,148,776

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- GovQA
- Facilities Management Software
- Collections Avatar Upgrade
- LinkedIn Recruiter

Department of Aging and Disability Services

Mission

The mission of the Department of Aging and Disability Services (ADS) is - *Maximizing opportunities for the independence and well-being of people with disabilities and older adults in Connecticut*. We provide a wide range of services to our clients to assist them in maintaining or achieving their full potential for self-direction, self-reliance and independent living.

Technology Strategy

ADS IT provides the agency with modern, secure and reliable technologies to meet the growing in house demands and the requirements of Governor Lamont's Streamlining Digital Services Initiative. We will continue to improve service delivery using existing tools and adding new methodologies. Infrastructure, including servers, applications, telecommunications network, security and monitoring will continue to be redesigned and upgraded to current, more secure standards. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Combined two very old file servers and migrated to one newly built virtual file server. Redesigned and reconfigured file access permissions.
- In conjunction with DAS/BITS migrated all users from RSA to NPS VPN. Installed and deployed SBL VPN on all laptops.
- Migrated Tracker and EOP applications from deteriorating physical servers to new servers and configured both applications access over Chrome and MS Edge browsers.
- Sourced and deployed duplicate hybrid equipment at all users' remote locations and implemented centralized printing and faxing for users while hybrid
- Developed a replacement software solution for a legacy application with one of our vendors that will be replicated nationally in SSA DDS offices.
- Installed a new CCTV system at DDS
- Migrated most active directory components from old DORS, BESB, CDHI OUs to newly created ADS OU.

Digital Government

List of Online Services Available:

- State websites: www.portal.ct.gov/ADS and www.ct.gov/connect-ability

- Client information websites: www.cttechact.com, www.elearning.connect-ability.com
- Long Term Care Ombudsman Program website https://portal.ct.gov/LTCOP
- CT Elder Justice Coalition website - https://elderjusticect.org/.
- A new Microsoft cloud-based Intranet site created in SharePoint for ADS employees to access employment related information.
- Social media websites: https://twitter.com/ADS__CT, https://www.facebook.com/ADSConnecticut, https://www.linkedin.com/in/brsct/, https://www.youtube.com/channel/UCzc2xHDq5WYgVr_bpar9jrg, https://www.instagram.com/ads__ct/

List of Online Services Requested by Constituents:

- Ability for a prospective consumer to provide information and complete an application online for Vocational Rehabilitation Program services
- Ability to learn about agency services and obtain access to available resources
- Use of online video communication options

List of Online Services Planned to be made available:

- Apply for volunteer services.

Planned Applications

- Senior Center database and application to manage fund distribution.
- Redesign web-based Volunteer application to be accessible from outside.
- Migrate BRS System 7 case management system application from old hardware to vendor's cloud solution.
- Implement Chatbot in ADS web portal.
- Develop application to support BRS Deaf and Hard of Hearing program.
- Develop application to support BRS Driver Training program.
- Exploration of JotForms or similar program to increase efficiency throughout the Department.

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:
Hardware - $950,000
Software Maintenance & Support – $$600,000
Software Subscriptions- $150,000
IT Consulting Services - $200,000
Telecom and Data – $40,000

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Software Maintenance & Support - $400,000 annually for Disability Determination Services Case Tracking Software
- Software Maintenance and Support - $200,000 annually for BRS Vocational Rehabilitation Case Management Information System.
- Refresh all computers - $ 700,000
- Upgrade Network switches in all offices - $ 200,000
- Purchase Virtual Senior Center Platform - $100,000 - $250,000 (federal funds) depending on number of users.

Department of Banking

Mission

The mission of the Department of Banking is to protect users of financial services from unlawful or improper practices by requiring that regulated entities and individuals adhere to the law, assuring the safety and soundness of state chartered banks and credit unions, educating and communicating with the public and other stakeholders, and promoting cost-efficient and effective regulation.

Technology Strategy

The role of MIS is to assist the Department of Banking in reaching its business objectives by:

- Improving the efficiency and effectiveness of processes through automation;

- Providing the support services necessary to maintain accreditation.

The Department of Banking recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- Implemented Wi-Fi access in 260 Constitution Plaza, Hartford
- Put in place a training tracker for all staff
- Alternate Continuity of Operations Plans location for key staff at Eastern Connecticut State University
- The National Credit Union Administration (NCUA) issued the Modern Examination and Risk Identification Tool (MERIT) used by credit unions to interact and share information with examiners
- Electronic submission of certain state securities filing material using NASAA's EFD (Electronic Filing Depository) system.
- Excel spreadsheets of industry data Banking collects is available to entities that want to utilize it
- Refreshed 7 laptops and 33 hotspots

Digital Government

List of Online Services Available:

- Online submission of complaints
- Online license application and renewal for mortgage licenses through NMLS
- Online license application and renewal for non-mortgage license types through NMLS
- Online license application and renewal for Investment Advisors through IARD
- Online license application and renewal for Broker/Dealers through CRD
- Online Scheduling and conducting of independent and multi-state examinations
- Online News Bulletin
- Securities registrations and notice filings including
  - Exemption/Notice Filings
  - UIT notice filings
  - Mutual Fund notice filings and renewals
  - Registration by Coordination
  - Registration by Qualification (Reg A)
  - Business Opportunity Registration
  - Business Opportunity Exemption Notices (Trademark filings)
  - Agent of Issuer filings

List of Online Services Requested by Constituents:

List of Online Services Planned to be made available:

- *Chatbot functionality*

Planned Applications

- Implement an Enterprise Content Management System
- Investigate additional alternate site locations and update Continuity of Operations Plan
- Assessment of data available and tools to perform advanced analytics
- Review MS Access Databases in use and determine if other systems available to utilize
- Refresh the hearing room to work with multiple setups
- Security Scorecard, service to track cyber security compliance for regulated banks and highlight potential weaknesses based on analysis of information available on the internet and sites know to be frequented by hackers.

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

Hardware	$44,900
Software	$94,074
Services (consulting)	$385,000
Subscriptions	$112,605
Telecom and Data	$69,647

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Enterprise Content Management System

State of Connecticut
IT Strategic Plan for Fiscal Year 2023

Department of Children and Families

Mission

To partner with communities and empower families and raise resilient children who thrive. Connecticut's Department of Children and Families (CTDCF), sister state agencies, community-based organizations, early childhood, K-12 education, healthcare, law enforcement, judicial/courts, housing, behavioral health, labor and social service systems are all on the same team, working together to achieve optimal outcomes for children, youth, families and communities.
For more information see: https://portal.ct.gov/DCF/1-DCF/Mission-Statement

The State of Connecticut's child welfare system values families and believes children are best served safely in their own homes. A strength of the system is a fundamental belief that the wellbeing of children and families is a shared responsibility amongst all members of the community. When a need is identified, families predominantly require local "support" versus government "surveillance."
See Executive Summary for Family First Prevention Services Act Plan - Connecticut-Prevention-Plan-Executive-Summary_FINAL-Updated-Visual.pdf

In order to align with DCF's cross-cutting themes and overall mission and strategy the following technology strategy goals have been put into place:

Technology Strategy Goals

1. Improve Customer Satisfaction and expand on-line service delivery
2. Increase System Security and Legal Compliance both on premises and in the cloud
3. Consolidate and Standardize Technologies
4. Continue to increase Data Quality through Data Governance System improvements
5. Facilitate Data Exchange with State and Federal Partners
6. Improve Worker Mobility, Collaboration and Accessibility
7. Optimize Internal Processes Efficiency and Effectiveness
8. Develop and Enhance Staff Skills Sets
9. Improve Asset Management and optimize Returns on Investments
10. Improve the Disaster Recovery Capabilities and validate them through periodic disaster recovery exercises

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements for 2022

LINK (SACWIS) – achieved

- **DE Obfuscate Multiple Mindshare Records:** Mindshare provides reports and dashboards for using DCF provided de-identified data. DCF needed to de-obfuscate The LINK Case IDs, Person IDs, staff assignments (and other fields) in order for and DCF QI and other staff using the Mindshare site to be able to review the actual cases in LINK. Completed in December 2021.
- **Foster Care QPI Aikido file transfer:** DCF redesigned the current Adoption/Foster Care page on the Department's site that will be more user friendly, look more appealing and better reflect Quality Parenting Initiative (QPI) as a core aspect of the Department's work. Completed in January 2022
- **Expungement of FAR Cases:** This project aims to bring DCF in compliance with the CT Public Act No. 13-54, Sec.2, Subsection (h) of section 17a-101k of the general statutes. Completed in February 2022.
- **UCONN School of SW LINK Extract:** Purpose of the project was to improve the current extract for the purpose of strengthening the data analysis and improving practice of the Community Support for Families (CSF) Program, as part of DCF's Differential Response System. Completed in March 2022
- **Expungement-Person Management:** As the Person Management was moved over to CT-KIND, the expungement process was needed for those persons/participants who are either erroneously entered, are a part of a Child Protective Services (CPS) Report that is not-accepted or are involved in an open case that is being expunged, according to rules and policies. Completed in May 2022.
- **Integrated Care for Kids:** Integrated Care for Kids model (InCK) is a child centered local service delivery and state payment model aimed at reducing expenditures and improving the quality of care for children. Completed in June 2022.

CT-KIND (CCWIS) - achieved

This is our major project to replace the current child welfare system of record named LINK. Some of the recent achievements for CT-KIND are:

- **Background Checks (BGC):** DCF replaced the existing Central Registry check system with a self-service portal for providers, community partners and other state agencies. Completed in February 2022.
- **Mandated Reporter Online Portal:** The Mandated Reporter Online Portal is a component of the Careline Module. This is new functionality for the State of Connecticut to satisfy part of the new legislation, Public Act No. 21-46, specifically: (1) to facilitate the online reporting of non-emergent incidents to DCF by mandated reporters. Completed in May 2022.

- **Office of Community Relations (OCR) Youth Mobile Contact:** This is new functionality for the State of Connecticut to satisfy part of the new legislation, Public Act No. 21-46, specifically: (2) to facilitate communication between children in the care and custody of the Commissioner and Social Workers assigned to such youth. Completed in May 2022.
- **Person Management:** The Person Management components are a part of the Careline Module but crosses over to all modules and will impact all staff. The creating and maintaining of persons/participants is launched from LINK but completed in CT-KIND (Dynamics platform). In addition, the persons/participants completed in CT-KIND synch back to LINK. Completed in June 2022.

Other projects and initiatives - achieved

- **Good Sync Upgrade:** Completed in July 2021.
- **Windows 10 - upgrade to 20H2:** Completed in August 2021
- **SAFE Family Recovery Program:** Project SAFE (Substance Abuse Family Evaluation) underwent a LEAN process whereby improvements needs were identified. This project was meant to address these needs with the purpose of continuous quality improvement (CQI) for the SAFE-FR program. Completed in August 2021
- **Litigation Log:** Build application to allow replacement of current Word-based log and transferred historical data to new log. Completed in September 2021
- **NYTD Extract Code Version 10:** The purpose of this project is to automate the report detailing the completeness of the NYTD surveys to better monitor this activity. Completed September 2021.
- **F5 Virtual Appliances Upgrade:** BIG-IP LTM VE in production was operating on version 11.6.1 and was upgraded to version 16.0.1. Completed in October 2021
- **VDI UAG Conversion from RSA to Azure:** DCF eliminated costs associated with RSA accounts for staff and simplify the multifactor authentication procedures for remote access to the agency VDI desktop compute environment. Completed in Nov 2021.
- **LiveScan system upgrade:** This project reduced costs and improved the process for conducting applicant fingerprinting and subsequent criminal background checks by replacing the previous Cogent LiveScan system with the DESPP provided web-based portal. Completed in Dec 2021.
- **RTI International Evaluation of the Infant Toddler Court Team Project (ITCP):** In order help a comprehensive evaluation of Infant Toddler Court Project (ITCP), DCF securely provided relevant data also used for NCANDS and AFCARS to RTI international (external consultant). Completed in December 2021
- **Virtual Reality Headsets for Solnit North:** DCF purchased and configured an Android device to assist in configuring all purchased VR devices. Completed January 2022
- **Congregate Care Facilities SA19 19:** Special Act 19-19, An Act Concerning the Provision of Certain Information Pertaining to Congregate Care Facilities Licensed or Administered by

DCF requires the routine collection and public availability of information concerning the monitoring and inspection of such facilities, and the health, safety, treatment, and discharge outcomes concerning children receiving services at such facilities. Completed in February 2022

- **Supportive Housing for Families (SHF) Study):** SHF has served child welfare-involved families who have been struggling with homelessness or unstable housing. Various data sets (e.g., Substantiated Allegations Data in same Case, Placement/Legal Episodes Data), were provided as a result of matching DCF data to specific populations (identifiable Treatment Group file). Completed in March 2022

- **Veeam Backup Upgrade and Optimization:** Veeam implementation was upgraded from version 10.x to 11.x. Completed in March 2022

- **Employee Directory - Time and Attendance:** This is a new application that was implemented to record, display, manage time and attendance, and generate time sheets. Completed in March 2022.

- **IV-E Enhancements Release:** Completed in March 2022

- **CAPTA Data for State Portal:** This project increased data availability to the public by posting CAPTA data to the open portal while reducing burden of answering multiple requests for data in a manual way. Completed in April 2022.

- **Multi-Systemic Therapy for Emerging Adults (MST-EA) Evaluation:** The DCF Clinical and Community Consultation Team needed to evaluate the effectiveness of their programs. The project involved sharing specific data including a list of youth served by the MST-TAY or MST-EA program models beginning in December 2016 and ending in December 2021. Status: Completed in April 2022

- **CJIS Audit - security improvements:** This project addressed all nine (9) findings of noncompliance which were highlighted as a result of the Noncriminal Justice Information Technology Security (NCJITS) audit. Completed in May 2022.

- **CAPTA Evaluation:** DCF had to meet federal data requirements and ensure that Connecticut follows the primary federal law regarding child welfare practice in the U.S., the Child Abuse Prevention and Treatment Act (CAPTA). Changes were made to states' mandates related to prenatally substance-exposed infants that require specific data elements, notifications to DCF, and plans of safe care be reported annually to Congress. Completed in July 2021.

- **Automate Report NYTD Surveys Completion and Errors:** Automated the report detailing the completeness of the NYTD surveys to better monitor this activity. Fixed the inconsistent Data issues with regards to NYTD items 34 through 58. Completed December in 2021

- **NYTD compliance 2020A 2020B:** ACF has determined has issued new guidance for NYTD 2020A and 2020B extract files for the period ending September 30, 2020. DCF modified LINK code to produce the 2020A and 2020B NYTD extract files in compliance with the current requirements prior to submitting these files for FFY 2020. Completed July 2021

- **IRS 2020 Changes to 1099 NEC and 1099 MISC:** DCF was mandated by IRS to implement changes to accommodate a new 1099B form. Implement changes to the mainframe job that produces the 1099B form. Replace Excel macros that processes the mainframe extract with SSIS and send that via SFTP to Exela. Completed in January 2022
- **NCANDS Data Production Enhancements - Phase 1:** Completed April 2022
- **Meriden Regional Office Move (6):** New Meriden regional office needed IT Infrastructure to support staff and DCF operations. DCF procured and provisioned standard ASE data circuit, network infrastructure (cabling/switches/routers), UPS systems, Wi-Fi Access points, and utility server (print/DHCP/DC). Completed in April 2022
- **Federal Reporting Data Clean-Up:** Improved data quality for the Adoption and Foster Care Analysis and Reporting System (AFCARS), and National Youth in Transitions Database (NYTD). Completed in December 2021

Digital Government

List of Online Services Available:

- Mandated Reporter Online Portal (updated) - allows for the online reporting of non-emergent incidents to DCF by mandated reporters.
- Office of Community Relations (OCR) Youth Mobile Contact (new) - this allows for extended support of urgent needs for DCF adolescents via text/chat including after hours, on holidays and weekends.
- BGC (Background Checks) (updated) - portal feature to automate both state and internal Central Registry check requests with real-time approvals, notifications and review process
- URF (Universal Referral Form) portal used by DCF and third parties to streamline referrals and services
- PIE – Provider Information Exchange (updated)
- Emergency Safety Intervention and Average Daily Census
- Training Portal (updated) includes Mandated Reporter, Medication Administration, Foster Care Provider, Fostering Health for Children
- LIST – Application to track Youth Skills
- Electronic 603 and Delivery Tracking
- Runaway Database Consolidation and NCMEC Interfaces
- Comprehensive Addiction and Recovery Act (CARA) (updated) online system capable of collecting information about infants affected by substance abuse.
- Teams and Zoom online service - enables remote video collaboration between managers, external partners and clients
- Results-Oriented Management (ROM) Public Site provides the public with relevant high-value data.
- Open Data Portal (updated) expanded DCF data sets to include CAPTA data

List of Online Services Requested by Constituents:

- Youth 18+ - Online completion of NYTD Surveys
- Employers / Background Checks – Submitting and Receiving CPS background checks
- Foster Parents – Real-time communication including afterhours ability to review Medical profile, Ability to request services, Ability to submit and review Critical and Significant Events
- Private Licensed Providers – online licensing and inquiries.
- Other Providers – Invoicing, Service information and Service Updates, Referrals and Service Authorizations.
- CT Association of Foster and Adoptive Parents – Consolidated inquiry process
- CPA (Therapeutic Foster Care) Providers – Licensing Information, Home Approvals
- Education Districts – Provide information on Grades, Standardized Testing, Attendance, Discipline and Suspensions
- Medical / Dental and Behavioral Health Providers – MDE form submissions, Document Management and E-signatures.
- Ombudsman – Online submission of feedback, inquires, complaints
- Caregivers and Children 13+ - Information on Case Plans, family feedback
- AAG – Court Memos
- Office of the Health Care Advocate – Release and Request for assistance with assessing insurance

Planned Applications for fiscal 2023 (some are already in progress)

- **CT-KIND and Family First Prevention Services Act (FFPSA) Alignment:** The CT-KIND Project is realigning development per the Family First Prevention Services ACT (FFPSA) to facilitate meaningful collaboration between partners in Connecticut to reimagine a coordinated system designed with and for families. Planned for FY2023.
- **Careline Supplemental SOW:** The Careline Module encompasses all of the functionality for the Careline staff including processing Child Protective Services (CPS) Reports. A Careline Supplemental SOW was issued to the vendor pool for the remainder of the Careline Module work. This project is in progress.
- **Foster Home Payment for FFT-TFC:** The DCF Executive Team selected the Functional Family Therapy Foster Care model for TFC (FFT-FC) as the replacement for our current system of Therapeutic Foster Care (TFC). One opportunity is to change LINK such that DCF will pay foster homes directly, rather than providing payment through the Child Placing Agency, thereby reducing administrative overhead for those agencies. This project is in progress.

- **Central Office Network Refresh:** DCF Central Office network switches are 15+ years old and no longer covered by manufacturer support or a maintenance contract. This project is in progress.

- **Family First QRTP IV-E Enhancements:** In order to continue to be able to claim the QRTP services for federal reimbursement, DCF needs to update its IV-E system. These are mandatory changes. Additional questions were added to the IV-E application, the eligibility section. Additional codes for eligibility were added. This project is in progress.

- **WAF Redesign:** Internet Explorer was the platform utilized to host the current (legacy) Wrap Around Funds (WAF) application that is utilized by all staff to request "purchase" of services through LINK. With the impending sunset of Internet Explorer support, it is critical to upgrade our WAF code for uninterrupted funding for our children and their families. This project is in progress.

- **New Waterbury Regional Annex Office:** DCF relocated Waterbury regional annex office to a new facility and moved in additional staff from the main Waterbury office. Need was for building IT infrastructure which included Procurement and provisioning of standard ASE data circuit, network infrastructure (cabling/switches/routers), UPS systems, Wi-Fi Access points, and utility server (print/DHCP/DC). This project is in progress.

- **VDI Instant Clones:** Upgrading VDI RAM capacity allows for improved performance for end users. Virtual Machines in Horizon View must be Instant-Clones prior to upgrading to any versions of VMware Horizon 8. Provision 6 GB of memory (upgrade over 4GB) to the Virtual Machines will improve performance by providing additional resources to W10, Chrome, O365 Suite, and other memory demanding applications. This project is in progress.

- **Internal Web Server 2019 Upgrade:** It was determined this project is needed as the current web server environment contains aging and mixed operating systems which include server 2008 and 2016. This project is in progress.

- **Deployment of MFPs and Secure Printing:** DCF is replacing current network printers with and fax machines with multi-function color printers to save costs. Replaces current method with sending secure print jobs to the copier/printer and printing them on demand. This project is in progress.

- **CT-KIND and Department of Social Services (DSS) Child Support Exchange:** The CT-KIND Project is working with the Department of Social Services (DSS) on a data exchange/interface with their Child Support Division. This project is currently in progress.

- **Mobility:** Over 3000 tablets and iPhones were distributed due to the Covid-19 Pandemic in 2020, over 2400 iPhone 11s were deployed in the Summer of 2021, a tablet refresh is in progress for FY2022, and 2-in-1 laptop devices are being configured and will replace older models for increased productivity and compatibility. This project is currently in progress.

- **Unused Accounts and Assets Dashboard:** Ongoing efforts to keep track of unused accounts (AD, RSA) and assets (mobile phones, laptops, tablets, O365 licenses). This project is in progress.

- **Data Quality System:** DCF is in the process of acquiring Atacama in order to provide data quality/profiling, data cleaning, data matching, data modeling/integration with Dynamics, data analytics and reporting, duplicate detection, data merging, data synchronization with external systems, data versioning and auditing, metadata management, and master data security. This project is in progress.

- **IV-E technology upgrade:** Upgrading IV-E application. The application supports title IV-E federal reimbursement and is a mesh of older technologies that facilitates millions of federal reimbursement dollars each month. This application needed to be upgraded to the latest frameworks and technologies in order to allow for better performance, faster maintenance and integration with CT-KIND. This project is in progress.

- **Internal Report Portal move to Dynamics:** The current internal DCF reporting portal (reportpoint.dcf.ct.gov) is running on an older version of SSRS (2008) in SharePoint integrated mode with an old version of SharePoint Foundation (2010). This project will move all reports off the current internal DCF report portal into Dynamics. Currently in progress.

- **Upgrade SQL Servers to SQL 2016:** Upgrading our SQL Servers to SQL 2016 is required to maintain active support, security and performance of the SQL databases DCF uses in the normal course of business. Currently in progress.

- **NYTD Skip Patterns:** This project aims to modify and improve the LINK NYTD survey such that based on the answers to previous questions, subsequent questions that do not apply will not be asked of the user (they will be "skipped") in order to reduce NYTD reporting errors. Planned for FY2023

- **Intake SOW:** The Intake SOW includes all of the necessary functionality for DCF's Differential Response System (DRS), including processes related to Investigations and Family Assessment Response (FAR) cases. Planned for FY2023 after Careline Supplemental SOW completes.

- **FFPS Main Report:** This project aims to create a new report that will help claim Title IV-E reimbursement for FFPS (Family First Prevention Services. The new report for the new preventive service population will be run twice yearly for the reporting periods April - September and October - March and includes elements relevant to IV-E claiming. Status: Planned for FY2023

- **Utility Server Refresh:** Current utility servers are 5+ years old and no longer covered by support and maintenance contract. This poses a risk to the agency as a failure in one of these systems would prevent staff from logging into their computers and would prevent printing documents until a replacement could be provisioned and deployed. Planned for FY2023

- **Binti Foster and Adoptive Care Software:** DCF's foster care division lacks automation for all the pre-licensing work. DCF sees the need to automate and digitize all our front-end work in order to manage, expedite and track licensing while creating client self-service capabilities and process transparency. Status: Planned for FY2023

- **Expand Mindshare Data Exchange** DCF has contracted with Mindshare, Inc. to build and host MindShare's proprietary dashboards. The purpose is to allow for more complete reporting on historical data for CPS Reports (including non-Accept reports), SDM Safety and Risk data, and Case Planning. Status: Planned for FY 2023

- **Care4 TFC Providers:** The purpose of the Care4 project is for TFC Providers and specific DCF staff to have access to a standardized database where child and family level data can be obtained. This data driven system will contain all necessary domains of the FFT-FC model and will be used to develop reports and monitor identified outcome measures including but not limited to, treatment goals, progress with clinical intervention, permanency goals and placement stability. Status: Planned for FY2023

- **Car Dispatch and Route Scheduling Software:** Implement a proven and cost-effective route planning solution to help reduce costs, improve accuracy and timeliness while reducing miles driven and waiting times. Allow for real time tracking and alerts and notifications about pickup and drop off times as well as recording the actual routes cars find themselves on. Planned for FY 2023

- **Fiscal Access Databases Transition Phase 1:** Due to the limitation with access databases and the fact that the records are kept in Groton, Fiscal Services/Budget Unit would like to initiate a multiphase project to move Fiscal Access databases to Sequel Server. Status: Planned for SFY 2023

- **Independent Living Service Codes:** The purpose of this project is to prevent underreporting of service provision for our adolescent youth by improving the LINK NYTD federal reporting system. Status: Planned for FY2023

- **NCANDS Data Production Enhancements - Phase 2:** The National Child Abuse and Neglect Data System (NCANDS) data are a critical source of information for child welfare personnel, researchers, the federal government, and others. Several deficiencies in CT NCANDS data were discussed during our annual Technical Assistance call with our NCANDS liaison. Status: Planned for FY2023

- **Closed Record Desktop Applications Integration:** The Closed Records group uses four different methods and systems to search and gather the data they need. Closed Records needs to consolidate the data and provide an easier way to access ALL the closed records into one place and then share with DCF staff in need of these records. Status: Planned for FY 2023

- **Duplicate Payments Report:** The DCF Revenue Enhancement department discovered that sometimes two families (foster and adoptive) are receiving separate stipends for the same child. This issue needs to be fixed. The purpose of this project is to reduce duplicate payments, and to ensure that duplicate monthly adoption subsidies/ foster care stipends or other maintenance payments are not issued for the same child for the same time period. Planned for FY 2023

- **Consolidated Fiscal Status Report (CFSR) Phase 1:** DCF must produce a monthly Consolidated Fiscal Status report (CSR) by State Statute. This CFSR is used by the Executive and Legislative Branches, as well as the record of all DCF expenditures generated by both CORE-CT and LINK. Planned for FY 2023.
- **Electronic Health Record (EHR):** DCF's medical facilities do not currently have an approved Electronic Health Record (EHR). This will improve processes relative to handling medical information and patient care, and will replace the 28 access databases being utilized by Solnit North and South. In addition, there will be mobile access and interfaces with providers, referring agencies and CT-KIND, amongst other features. Planned for FY 2023.
- **SharePoint Cloud Migration to O365:** Currently managed SharePoint sites are clumsily designed and used since they were mostly implemented by "regular users". Technology is deprecated, features are limited, and old SharePoint versions will soon go out of support. Status: Planned for FY2022
- **AFCARS 2020:** The Adoption and Foster Care Analysis and Reporting System (AFCARS) collects case-level information from state and tribal title IV-E agencies on all children in foster care and those who have been adopted with title IV-E agency involvement. Currently In Progress.

- ==FY 2023 Estimated Technology Budget==

Description	SFY2023 - Estimate
Personal Services	$6,210,000 *
Consulting	$11,868,000
Contracted Services	$13,455,000
Software	$7,876,000
Hardware	$4,392,000
Miscellaneous	$3,498,000

* Does not include fringe benefits

==FY 2023 Estimated Technology Major Expenditures==

List all planned agency technology expenditures in excess of $100K:
- CCWIS Implementation and Maintenance
- BINTI Foster Care Management Implementation
- FFPSA (Family First Prevention Services Act) Implementation
- Juvenile Justice Education Evaluation System
- Adolescent Mobile Texting Capabilities
- Automated QA and Monitoring Tools for CCWIS
- Atacama Data Quality Governance System
- Dynamics Licensing
- Office 365 Licensing
- Windows Licensing
- VDI Licensing and Devices
- Helpdesk System
- Electronic Health Records System (EHR)
- Enterprise Phone System + Call Center
- Technical Training (Operations, Development, BI)
- Blades, Servers, Storage expansion, Switches, WIFI
- Smart Phones, Tablets, and Mobile Device Management, VPN Licensing

Department of Consumer Protection

Mission

The mission of the Department of Consumer Protection (DCP) is to ensure a fair and safe marketplace for consumers and businesses. In support of the mission, DCP's Technical Systems Division (TSD) crafts state system-compliant technology solutions as the backbone for the agency's operations. TSD seeks to create innovative and cost-effective solutions that enable users to maximize their performance.

Technology Strategy

TSD recommends hardware and software acquisition that optimizes DCP user productivity in support of the Agency mission. TSD listens to users and seeks ways to increase productivity and efficiency while maintaining or reducing cost. The strategy for the coming year includes increasing capacity of agency staff with respect to remote work, including mobile inspection integration with eLicense. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Cybersecurity upgrade
- Implemented Gambling Self Exclusion system
- Implement Salesforce Live Chat and Chatbot systems
- Expanded use of mobile inspection system

Digital Government

List of Online Services Available:

- License look-up

- License application and renewal

- License Verification

- Licensing roster generation

- Print a Certificate

- Anytime Payment and Document Upload

- Online Complaint

- Online address change

- Online supervision

- Continuing Education course submittals and approvals

- Numerous self-service enhancements for credential holders for managing their account, including

  - Cancelling their credential

  - Changing name of their DBA

  - Submitting various reports

List of Online Services Requested by Constituents:

- Additional credential applications

List of Online Services Planned to be made available:

- Additional credential applications

Planned Applications

- "Seed to Sale" adult use cannabis system
- AI interface for agency phone system
- Body cameras for sworn officers

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

Hardware

- Computer upgrades/monitors - $149,500

Software

- Adobe Acrobat – $8,500

- Seed to Sale - $165,000

Services (consulting)

- Enhancements to eLicense - $20,000

Telecom and Data - $92,000

Subscriptions

- Docusign - $6,100

- Adobe Creative Cloud - $750

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Seed to Sale - $165,000

Department of Correction

Mission

- The Department of Correction shall strive to be a global leader in progressive correctional practices and partnered re-entry initiatives to support responsive evidence-based practices aligned to law-abiding and accountable behaviors.
  Our core mission is based around Human Dignity:
  - Enhance wellness initiatives and organizational culture which support all employees' – Mind, Body, Spirit.
  - To continue as a national leader in protecting, safeguarding and improving the lives of all those who are affected by our mission.
  - Engage our community partners to assist in assuring positive outcomes, especially in the areas of employment, housing education and family reunification.
  - Ensure safe and humane environments, efficient and effective operations throughout the agency
  - Center around a compassionates approach, develop and implement progressive correctional practices and programs to increase successful reentry to our communities.

Technology Strategy

- The technical strategy within the Department of Correction is to support the strategic issues, goals, objectives, and ideas within the Department's Strategic Plan. This will be accomplished by providing technological systems to assist staff in achieving the Department's ultimate goals of improving Departments' core values. We are striving to improve the management, facility services, staff interactions, mobility, remote capabilities, public interfaces and security and to provide timely, consistent and accurate information to those requiring information within and from the department. "The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm."

Technology Achievements

- During this last fiscal year 13,882 tickets were handled by the DOC IT staff. Out of the total service tickets, there were 418 research related requests and 617 Health Service/EHR related requests.
- Purchased new: 100 Desktops, 215 laptops and 12 Tablets.
- Built a lab for internal IT staff learning.

- Installed wireless network at BOPP, Manson YI, Maloney Center for Training and York CI for staff, guests, inmate education and IoT. (internet of things)
- Established IoT network at Central Office for LED lighting replacement project.
- Replaced old SAN with new PURE Storage.
- Finished online classroom Schoology platform setup for inmate learning.
- Installed and configured Smartboards for inmate education to share Smartboard content with inmate PCs.
- Configured ARES inmate job search program.
- Implemented HA (high availability) process for critical E H R (electronic health records) system to DR site.
- Implemented BOPP Event Calendar online. Introduced digitalized event scheduling process using state calendar platform
- Started implementation of digitalized ePardons Commutation application in our existing Database and Web application/Portal with collaboration with JT, DAS and CISS as future pardon system replacing paper applications
- Configure New video teleconferencing and live streaming equipment. Implemented new Logitech Video Conference systems with collaboration with DOC. It utilizes MS Teams video for live streaming of BOPP Hearings embedded to our website.
- Completed Outpatient Specialty Service scheduler: web based system with a SQL server backend and a asp.net c# front-end. The system allows users to make an appointment, tracking appointment dates and appointment outcomes with reports.
- Finished Liaison Unit Report Tracking – web based system with a SQL Server backend and asp.net core mvc front-end. The system allows users to manage legislatively required reports, track reports status, send reminders, and send the reports.
- Completed Legal Affairs Freedom of Information web based system with asp.et core mvc front-end and SQL Server back-end. The system allows users to track case management.
- Completed Case Notes data migration from Lotus Notes to SQL server.
-

Digital Government

List of Online Services Available:

- Electronic Inmate Deposits - Process allows people to go to one of three vendors, Western Union, JPay or Touchpay, and make a deposit into an inmate's commissary account.
- CTSAVIN – allows a victim or any member of the general public to register for notifications on the movement/release of any offender they might have interest in.
- CT Open Data – CTDOC provides uploads of its data to the shared data portal that can then be extracted by the general public for their consumption.

- Municipal Access to Case Notes for Law Enforcement Agencies as well as DOC partners. Allows LEA agencies ability to check on offenders under community supervision.
- Municipal Access to Case Notes for Halfway House Partners. Allows staff at Halfway Houses to access case information on those offenders in their care.
- On-line Visiting Application Process to schedule family visits with incarcerated population.
- Video visitations using Teams for family and friends at all DOC facilities.
- Court video hearings for local and federal courts as well as BOPP hearings.

Planned Applications

- Atlas project – upgrading to new version and bringing into DOC Data Center.
- PDMS (Provider Data Management System) migrating system from CDCS to DOC Data Center.

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware – $2,400,000 - Equipment replacement: network switches, servers, wireless, computers, laptops, tablets.
- Software - $2,100,000 – Renewals, maintenance
- Services - $300,000 - 2 contractors
- Subscriptions - $25,000
- Telecom and Data - $1,000,000 – Data, Telephone, Inmate telephone lines.

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Cisco Maintenance and Support - $150,000.
- Microsoft Server Maintenance and Support - $220,000.
- Microsoft O365 – $400,000.
- Oracle Maintenance and Support - $200,000.
- VMWare Maintenance and Support - $130,000
- Veeam Backup Maintenance and Support - $135,000.
- EHR Maintenance and Support – $500,000
- Hardware – $2,400,000
- All Software - $2,100,000
- Telecom and Data - $1,000,000

Department of Developmental Services

Mission

The mission of the Department of Developmental Services is to partner with the individuals we support and their families, to support lifelong planning and to join with others to create and promote meaningful opportunities for individuals to fully participate as valued members of their communities.

Technology Strategy

The mission of DDS IT is to provide customer-centric IT solutions that drive productivity and support business transformation while keeping critical data and IT assets safe, secure, and reliable. The vision of DDS IT is to deliver incremental value continuously and efficiently to DDS business units through unbreakable solutions that ensure seamless data integration across functional areas, promote streamlined workflow and approval processes, adapt quickly and responsibly to changes in the business, and encourage continuing innovation among our business partners. To achieve the mission and realize the vision, DDS IT will adopt the following strategies:

- Invest significantly in the ongoing development of state employee IT personnel to ensure that they perform their work effectively and efficiently and with the highest level of job satisfaction. More specifically,
  - Continue a significant, perpetual, internal training program, focused on mastery of enterprise technical skills and basic project management skills.
  - Continue pursuit of Level 3 of the following Capability Maturity Model for an Application Development Unit:
    - Level 1: The development unit has the necessary skills to design, build, test, and deploy enterprise applications using the department's preferred architecture.
    - Level 2: The development unit has adopted policies and standards for developing applications, as well as mechanisms for ensuring adherence to these policies and standards.
    - Level 3: The development unit has adopted project management best practices to ensure that development work is carried out systematically and efficiently within the constraints of scope, time, quality, and budget.
    - Level 4: The development unit has committed to continuous process improvement, having identified key performance indicators and having implemented continuous process improvement strategies.
- Leverage enterprise systems and shared, existing infrastructure for IT solutions whenever possible.

- Collaborate with other agencies to share technology solutions, procurement vehicles, and planning and implementation strategies.
- Adopt core principles of DevOps, including:
  - Ensuring the streamlined flow of work from Development to Operations
  - Reducing the amount of work in process such that the turnaround time for features is minimized
  - "Building quality in" by ensuring comprehensive, automated unit tests and integration tests
- Continue laying the foundation for transitioning from monolithic applications to microservices and "micro-applications", in which functional components structured around business capabilities are independently developed, tested, deployed, and maintained.
- Work with business stakeholders and process improvement teams to identify minimum viable processes (ultra-streamlined, standard work) and minimum viable solutions (bare-minimum solutions) as the pivot points for all migrations away from legacy systems.
- Continue exploring low-code/high productivity platforms as alternatives to traditional enterprise development, with a focus on the cost/benefit of these systems.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Closed 2,632 support tickets
- Worked with DAS and DHMAS on configuration of new JIRA ticketing system
- Restructured regional IT responsibilities to provide better IT service
- Made significant progress on various operations projects including:
  - Logins for DDS direct-care staff
  - Deployment of over 300 laptops
  - Deployment of tablets for special situations
- Provided new SCCM image and upgraded 1700 PCs desktop\laptop operating systems to Windows 10-20H2
- Upgraded DDS LON IE to Edge for 1700 PCs
- Upgraded numerous server operating systems, ASE circuit bandwidth increases, and networking components throughout the state, including rollout of new bridged access point and MoCA technologies
- Upgraded Torrington and Norwich facilities from CAT5 to CAT6 with new Avaya VoIP
- Deployed PC, Wi-Fi, and Active Directory accounts to Griffin Hospital Employees to set up stations at on site vaccination clinics
- Migrated from Nessus Server to Tenable VM Scanner

- Upgraded QuickBooks Server
- Upgraded Track-IT Server
- Configured Tableau Server operating system and coordinated with DAS\BITS Security in securing server in Groton location
- Configured network for DAS Statewide Security\Johnson Controls for Woodland St incident reporting system and DAS Facilities\USA Energy Resource for new PoE motion lighting at Central Office
- Deployed PRC/HRC application, which is built on a microservices architecture and enterprise security standards.
- Deployed Vacancy Tracking application, which is built on a microservices architecture and enterprise security standards.
- Deployed Qualified Provider Application Process application in eLicense.
- Enhanced PRAT application, which is built on a microservices architecture and enterprise security standards.
- Implemented solution to provide extended PDF support for LON application after Internet Explorer was deprecated
- Configured FileBound document management solution to support electronic storage of IPR docs and Probate/Legal/Forensic documents for Case Managers
- Upgraded Tableau Server to latest version
- Continued collaboration with Therap, LLC, on REST Service API for electronic submission of incident reports to DDS.
- Continued collaboration with Sandata and Gainwell Technologies on Electronic Visit Verification (EVV) project, implementing the following:
  - Data exports of member, provider, and authorization records
  - Data imports of visit records
  - Enhancements to existing DDS attendance system to support EVV testing by providers
  - Full Mode support for Benhaven as POC
- Developed workaround to allow continued use of legacy application for assessing Level of Need (LON) scores for individuals

Digital Government

List of Online Services Available:

- Qualified Provider Application Process (QPAP), which allows providers to submit applications to provide services for persons with intellectual disabilities. NOTE: This online service is being transitioned to the E-Licensing System (see below)
  - Agency Application
  - Agency Certification
  - Individual Practitioner Application
  - Individual Practitioner Certification

- <u>WebResDay Attendance System</u>, which allows providers to make entries into the DDS internal attendance application.
- <u>QSR System</u>, which allows DDS staff to record results from quality reviews and allows providers to view results and enter plans of correction online.
- <u>BizNET Contract System</u>, which allows providers to review, sign, and submit contract documents.
- <u>Enterprise Licensing (E-Licensing) System</u>, which allows providers and the public to view provider credentials online and allows providers to perform some self-service tasks related to their credentialing (e.g., applying for a license, scheduling inspections … etc.). Currently, the online capability includes Community Living Arrangements, Community Companion Homes, Medical Administration Certification, and Qualified Provider Applications

List of Online Services Requested by Constituents:

- <u>Individual Portal</u>, which provides access to current information and data related to plans for the individuals we serve.
- <u>WebResDay Data Upload</u>, which would allow providers to upload attendance data to the WebResDay Attendance System.
- <u>Electronic Submission of Incident Reports</u>, which would allow providers to submit incident reports electronically to DDS.

Planned Applications

- Commence work on a federally funded Care Management System
  - Create and submit Planning Advanced Planning Document (PAPD)
  - Create RFP for consulting services
  - Hire project management staff with PAPD funds
  - Research and evaluate available implementations in other agencies and states
  - Gather requirements
  - Develop project management plan
  - Create and submit APD to fund Care Management System procurement, implementation, and integration
- Continue work on stop-gap Service Authorization System to replace a legacy application on VB6
- Enhance the Critical Incident Analytics System
  - Integrate Level of Need data
  - Work with Connie staff to identify opportunities for integration (e.g., Admit, Discharge, and Transfer data)

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

- Federally Funded Projects $25,042,500
  - CMS APD Funding (anticipated) $22,538,250
  - ARPA Funding $2,504,250
- Hardware $2,508,385
- Software $1,115,000
- Services (consulting) $820,000
- Subscriptions $31,000

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Electronic Visit Verification Service Fees (per transaction)
- Electronic Visit Verification Integration Work
- PC/Laptop Refresh
- Modernization Project
- Care Management System
- Critical Incident Analytics System Enhancements

Department of Economic and Community Development

Mission

The Department of Economic and Community Development (DECD) is Connecticut's lead agency responsible for strengthening the state's competitive position in the global economy. The agency takes a comprehensive approach to economic development that incorporates community development, brownfields remediation, tourism, historic preservation, and arts. DECD provides IT support services to the Department of Housing and the Social Equity Council.

Technology Strategy

DECD continues to build on the foundation established by a LEAN-driven IT revitalization plan by adopting technology to serve a diverse constituency through a variety of programs. The agency continues to participate in statewide initiatives to maximize efficiency and develop online services to facilitate interaction with stakeholders.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Survey Monkey Apply was implemented by the State Historical Preservation Office (SHPO) for online applications and grant management for the Historic Restoration Fund Grant Program.

- Established digital submission standards and procedures for Connecticut Historic Rehabilitation Tax Credit Applications.

- Upgraded the point-of-sale system at all museums.

- Implemented use of Everlaw application to increase efficiency of FOI production.

- Initiated initiative to develop customized reporting capability within Nortridge loan management system to automate reporting related to the loan portfolio.

- Initiated a migration from Drupal 7 to Drupal 9 for CTvisit.com, the Office of Tourism's consumer-facing site, that receives over 7 million visits a year. The migration will be complete in FY23.

- Launched a new look and feel for CTvisit.com, including upgraded navigation and content. The state's tourism site receives over 7 million visits per year. A significant architecture and functionality update will launch in FY23.

Digital Government

- www.ctfilm.com enables production companies and producers to view a selection of the state's potential shooting locations, available incentives, permitting authorities, production resources and to submit/certify COVID safety plans.

- www.CTvisit.com provides information about the state's attractions using the latest interactive and mobile technology.

- https://www.surveymonkey.com/user/sign-in/?ut_source=homepage&ut_source3=megamenu allows online submission of grant applications, review, and execution by the CT Office of the Arts.

- www.ctforme.com is supported by a complimentary Instagram account and helps businesses attract and retain young professionals in CT.

- https//shpo.myreviewroom.com provides information about historic preservation resources including archaeology, historic cemeteries, and historic properties database for southern CT.

- https://ctcollections.org/ gives the public access to museum collections of art and historic artifacts.

- www.ChooseCT.com provides compelling reasons to live, work and play in CT.

- https://business.ct.gov The Connecticut business portal provides information and services for businesses to launch or grow a business in CT.

- https://portal.ct.gov/DECD/Content/Arts-and-Culture/Funding_Opportunities/Data-Maps-of-COA-Awarded-Grants/Institutional-Grants-Map provides maps of grants made throughout CT.

Online Services Requested by Constituents

- Online websites for applicants to submit grant applications and tax credit requests with ability to check the progress of review and approval processes.

- Added features and tools on websites to make it easier to find the information and services needed for businesses to launch or continue to grow.

Online Services Planned to be Made Available

- Expanded portal capability for companies, municipalities, and not-for-profit organizations to create unique accounts, explore programmatic offerings, submit applications, view status, and supply ongoing compliance information.

- Partnering with New England Foundation for the Arts to update and integrate Creative Ground online directory.

- Commission on the Arts website is being upgraded.

- Historic preservation archives are being digitized.

- Updated GIS inventory map of potential brownfields across the state.

- Participation in multi-agency project to implement grants-making portal for JobsCT program.

Planned Applications

- CONNCRIS– web-accessible, online viewer for Connecticut's cultural resources GIS data.

FY 2023 Technology Budget

Please note, projections exclude major expenses below and bond funds approved after 7.1.22. The agency has new programs in the planning stages for FY23.

Hardware	$ 67,000
Software	$ 145,000
Services (consulting)	$ 16,000
Subscriptions	$ 108,000
Telecom and Data	$2,210,680

FY 2023 Technology Major Expenditures

Planned agency technology expenditures in excess of $100K:

- Participation in multi-agency grants portal development, cost estimate pending

- Integration of Dynamics CRM and FileNet, estimated total: $300,000

- Upgrades and enhancements for CTvisit.com: $250,000

- Upgrades to six CT Welcome Centers including digital kiosks, integration with websites and internal systems and connectivity upgrades: $490,000

- Completion of digitization and online viewer for Connecticut's cultural resources GIS data: $500,000

- Social Equity Council website design and marketing: $500,000

State of Connecticut
IT Strategic Plan for Fiscal Year 2023

Department of Emergency Services and Public Protection (DESPP)

Mission

The Connecticut Department of Emergency Services and Public Protection (DESPP) is committed to protecting and improving the quality of life by providing enforcement, regulatory and scientific services through prevention, education, criminal justice information sharing and the innovative use of technology.

In striving to accomplish our mission, we embody the agency's core values. With great **PRIDE:**

- **PROFESSIONALISM** through an elite and diverse team of highly trained men and women
- **RESPECT** for ourselves and all others through our words and actions
- **INTEGRITY** through adherence to standards and values that foster public trust
- **DEDICATION** to service
- **EQUALITY** through fair and impartial application of the law

Technology Strategy

DESPP continues its multi-year program to make Connecticut the safest state in the nation. Our focus on information systems and technologies has led to measurable improvements in emergency services, public protection, first responder safety, and increased productivity for our agency staff as well as that of our criminal justice partners. The deployment of efficient and digital services to the state and local agencies and the public throughout Connecticut has aided in this effort. DESPP is an active partner with other state agencies supporting Connecticut's COVID program by coordinating unified command via the Virtual State Emergency Operations Center (VSEOC), technology deployments, personal protective equipment (PPE) provisioning and emergency planning needed to ensure the safety of our citizens.
As resources grow scarcer and the demand for excellence in governance remains high, the agency continues to strive to operate smarter by improved planning and governance. DESPP will provide cost-effective, low maintenance tools and mobile technologies in support of first responders' efforts to maximize their time in the field and minimize administrative paperwork. To this end, DESPP also continues to pursue Agile initiatives, particularly those that drive business process re-engineering and systems automation, eliminating low and no value activities as quickly as possible thereby, reducing costs and backlogs.

The charge of the Connecticut Criminal Justice Information System (CJIS-CT) Governing Board, established in 1999 by Public Act 99-14, is primarily to create the means and methods by which information that informs criminal justice agencies' decision-making could be shared in a secure environment and consistent with each agency's security requirements and those of the

FBI. In August 2015, OPM transferred CJIS-CT's administration functions to DESPP. In keeping with the memorandum of understanding, DESPP and CJIS-CT collaborate on the operation of the Connecticut Information Sharing System (CISS) to include building application interfaces to facilitate data exchange.

"The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm."

Technology Achievements

DESPP Headquarters and Executive Offices

- Modernized the state's outdated Automated Fingerprint Identification System (AFIS) and Master Name Index/Computerized Criminal History (MNI/CCH) system to ensure CT remains in compliance with FBI technology and security standards and will allow DESPP/CSP to offer additional online services in the future
- Replaced DESPP's aging Special Licensing and Weapons Registration System, which modernized the technical architecture, enhanced security, and reliability, expanded online access by business partners and established a foundation that will allow for increased online/digital services in the future
- Replaced DESPP's outdated disaster recovery system with a more modern and robust solution that will significantly enhance the agency's business continuity and cybersecurity posture
- Deployed call center solution for the CT State Police Special Licensing and Firearms Unit (SLFU) to enhance monitoring and manage call volumes more effectively and efficiently
- Implemented a semi-automated, paperless process for DESPP HR to utilize to onboard large volumes of documentation for new employees (i.e. new Trooper Trainee classes)
- Continued deployment of Mutualink platform to key DESPP locations to significantly enhance first responder communications, interoperability, and reduced response times during significant events at CT State Universities and Community Colleges
- Completed Phase 5 of DESPP's workforce mobility program to enhance emergency response outcomes and agency-wide business continuity
- Continued upgrades of agency smartphones to band-14 compatible devices and associated service plans to leverage FirstNet broadband services

Division of Emergency Management and Homeland Security (DEMHS)

- Continue to enhance and expand the WEBEOC system increasing the capabilities for State and municipal users
- Continue to implement additional video and mobile workstations at the State Emergency Operations Center (SEOC), CTIC, DEMHS Regional Offices and alternate EOC, thereby improving device performance, reliability and staff and partner agency productivity during actual events and exercises

- Expand the use of the WASP Inventory Management software to support the DEMHS resource management and logistics operation and expand its use to include the Radiological and Interoperability programs
- Implement the transfer of WebEOC Hosting from DAS/BITS to the cloud-based service hosted by Juvare (WebEOC developer) insuring that during the transition there is no loss of service or functionality. Target for transfer in September 2022
- Evaluate and implement a mobile oriented application for disaster damage assessments, to be utilized by State Agencies and Municipalities, linked to current and future FEMA disaster assistance information systems. Explore the uses of Crisis Track product now being offered by WebEOC and Survey123 being offered by ArcGIS
- Continue the evaluation and enhancement of video transmission capability for DEMHS deployed Mobile Communications Vehicles (MCVs) to allow for real time video streaming to the SEOC and other command and control centers
- Continue the evaluation of the current Mobile Internet Communication Asset (MICA) to ensure that emergency management functions continuity of operations capabilities in the event of catastrophic loss of Internet, wireline and cellular telecommunications services
- Enhance the capability of MCVs to access the Internet after catastrophic damage to the wireless network using CDR or other technology being supplied by AT&T/FirstNet in accordance with the State of Connecticut First Net Plan.
- Deploy new mobile satellite phone systems to the 6 MCVs and provide training to operators
- Continue to evaluate and enhance the hardware and software used by the Connecticut Intelligence Center (CTIC) for analysis and reporting; in particular, the leasing or sharing of existing databases; continue training on newly acquired Kaseware system
- Continue upgrades and updates to the DEMHS Web Page including CTIC, giving it increased visibility and a more direct connection to the public
- Implement the approved upgrades of the ARCGIS software into the State GIS Lab and members of the DEMHS GIS Working Group
- Evaluate the hardware used in the SEOC GIS Lab ensuring that it is interfaced and interoperable with the systems used by the State, Local or Federal agencies. Install new GIS Lab computers in the SEOC GIS Lab by September 2022.
- Implement CIVIX Grant Managements Software (GMS) starting in Summer 2022 with full roll out occurring through 2023
- Develop a strategy for technical upgrades to allow integration of the fixed EOC, and Regional Offices with the Virtual EOC concept developed during the COVID 19 Pandemic
- Evaluate existing cache laptops for effectiveness and deployability, as surge for the State EOC, use in an Alternate EOC and forward deployment for regional events. Existing cache is approaching five years of age and may not be able to adapt to new systems
- Conduct repairs to the Strategic Technical Reserve Towers that were identified during an inspection that occurred in June 2022
- Identify solution and issue purchase order for fixed satellite phones at five DEMHS Regional Offices to replace existing phones that failing and no longer supported

- Deploy new file servers to the SEOC to replace aging equipment to ensure security and redundancy of DEMHS files

Division of Statewide Emergency Telecommunications (DSET)
- Migrated Land Mobile Radio Network from legacy system to state of the art Project 25 system
  o Phase IV of the buildout is nearing completion which has improved coverage in many areas, most recently a site was constructed in Branford. A new site in Hartland is expected to be online by the end of 2022
  o Bond funding for Phase V of the expansion ($39M) of the system was recently approved. A plan for coverage improvements is currently being developed
  o Improved monitoring of the system to ensure maximum operational readiness as well as rapid response to any system issues has been implemented using an application called Manager of Managers (MoM)
- Sharing of the Land Mobile Radio Network with Municipal Organizations
  o To date many towns and cities such as Coventry, Groton, Hartford Fire, New Britain, Norwich, Stamford, Stonington, are on the system. Bridgeport and Westport have recently been migrated
  o Additionally, MOU's have been sent to 125 municipalities, with 112 fully executed
  o Current cost savings to towns exceeds $20M

- Utilizing federal grant award created a backup PSAP / training center at CSP Academy Building
- Created online 911 training curriculum. Addressed immediate need to provide 911 certification within COVID restrictions and for future use it reduces PSAP personnel costs (salaries, backfill, overtime and travel)
- Obtained portable laptop 911 workstations for use in disaster recovery situations

Police Officer Standards & Training (POST)

- Replaced the existing 50 shared desktop computers and monitors with 100 new Dell laptop computers for use in basic training program allowing for mobility of training and individualized workstations
- Completed the migration of all existing classrooms and conference rooms to have video conference capabilities. This included upgrades to universal projectors, installation of video conferencing cameras, televisions as well as upgrading of microphone and audio capabilities to eliminate the need for stand-alone microphones or battery pack wireless transmitters

- Continued utilization of Google classroom, Zoom and Teams modules for recruit and in service training
- Installed a 65" digital display sign for the Police Academy lobby which will interface the buildings daily schedule, display law enforcement memorial information and map out building offices for visitors
- Upgraded to new ID card printers and scantron equipment
- Evaluated, upgraded, and improved POSTCATS database to work more efficient
- Upgraded Wi-Fi capabilities for the Training Academy
- Created on-line fillable forms for the Use of Force and Pursuits

Commission on Fire Prevention and Control (FPC)

- Received a federal Assistance to Firefighters Grant (AFG) to allow the division to procure the Acadis® Learning Management System to replace SABA LMS currently being used. The new LMS will ultimately replace our primary student records management database and permit on-line registration and credit card payment.
- Continued to issue and use computer laptops to students enrolled in our residential Firefighter Recruit Training Academy. This allows students to complete homework, quizzes and other class assignments electronically. As a result of COVID, we began Recruit Class #68 remotely rather than in-house residential.
- Outside of COVID, we are expanding the education to include more mandatory on-line homework components. It is expected use of laptops will only increase.
- Continued use of Zoom and MS Teams for various meetings and collaboration.
- Awaiting final installation and programming of hardware procured to modernize the Connecticut Fire Academy's (CFA) WIFI access. Limited deployment to date.
- Completing research on a replacement Point of Sale software solution for the CFA Bookstore. Currently testing wireless credit card readers to allow sales in the field.
- Procured and installed video conferencing equipment in the Academy's Auditorium to be used for long distance learning, meetings and seminars.
- During the 2022 Legislative Session, the General Assembly passed legislation to require DESPP to establish a pilot program implementing a fire and rescue service data collection system. Work is underway to stand up a governance board and working group to move this effort forward. Funding was provided to support this initiative.

Division of Scientific Services (DSS)

- Installation additional network printers to replace local printers (LEAN)
- Integration of additional temperature monitoring devices for remote monitoring

- Part-time presence of IT personnel at DSS for IT assistance and troubleshooting
- Improving some Wi-Fi capabilities for tablet implementation of LIMS software
- Tablet deployment for LIMS access within laboratory
- Transition from in-person breathalyzer instructor training (full and recertification courses) to virtual remote training
- Imaging of instrument hard drives for ease of reinstallation of necessary software
- Upgrade to existing LIMS-plus software to v3.8
- Implementing STACS Casework and Track-Kit software, DESPP will be able to streamline SAK and secondary sexual assault evidence tracking and case management while simultaneously providing real-time case status and testing results to law enforcement agencies, prosecutors and most importantly, sexual assault survivors.
- Upgrading DSS's Quality Management System called Qualtrax to hosted.
- Intelligence Server. DSS is interested in creating an electronic interface with NexGen, which is a record management system (RMS), used by about 94% of the agencies in the Connecticut. The interface will lead to the creation of a searchable database repository combining forensic data with law enforcement operations across local jurisdictions. DSS will use the RMS to allow law enforcement officers to receive timely results of NIBIN entries and additional associated investigative leads developed by DNA and the fingerprint databases. The RA will compile forensic results from the databases and work with the WC to distribute the information to the law enforcement linked by the NIBIN lead. The NexGen RMS has situational information from the crime scene that when coupled with the NIBIN and other forensic intelligence can provide strong leads for investigators.
- Expansion of the Rapid DNA Program for Law Enforcement. There will be a need for IT integration between the Division and the Rapid Instruments placed throughout the State. This project will be similar to the Waterbury Police Department's Rapid Instrument.

Division of State Police (CSP)
- Completed the replacement of the weapons permit processing system replacing a decade old platform with an online cloud-based solution that allows for enhanced customer service and higher quality data collection. This platform will include rollout of a on-line customer portals, change of address capability and renewal of weapon licenses thus reducing manual processing and unnecessary backlogs. This new platform has already seen improvements in dealer processing as this is now available online.
- An updated fingerprint processing platform has been deployed and allows for online processing via credit card for services such as fingerprinting. The operational efficiencies are being further enhanced with on-premise credit card processing at headquarters
- Requisite work to comply with the "Clean Slate" initiative is underway, and the platforms are being designed to accommodate the data hygiene process. This initiative is targeted for January 1, 2023, in collaboration with multiple State agencies.
- Acquired, configured, tested and deployed Mobile Data Terminals, dash cameras, modems and e-citation printers to equip new cruisers w/ the latest mobile technology

- Continued deployment of Body Worn Camera (BWC) devices to specialized units, command staff and administration, pursuant to Public Act 15-4
- Completed upgrades to troop surveillance equipment to increase privacy inside holding cells (PREA-compliance)
- Completed upgrade of back-end client for unified digital evidence management platform which will enhance evidence sharing capabilities and streamline operations
- Collaborated with DAS/BITS to replace aging/failing legacy phone system at Troop F (Westbrook) with brand new VOIP phone system. Troops A, B, D, E, G, K and L scheduled in FY23 (bond funded via DAS)
- Continued expansion of License Plate Reader (LPR) data sharing program with local PDs and re-deployed LPRs to 10 vehicles
- Deployed and upgraded mobile technologies and services to enhance operational efficiencies and safety of task force members within the Emergency Services Unit and Bureau of Special Investigations
- Continued deployment of NexResponder smartphone app to CSP command staff for mobile access to CAD system

CJIS-CT Connecticut Information Sharing System (CISS):

CISS Phase 2 statewide implementation is in progress, and includes:
- "Digital Workflows" to replace currently paper based Uniform Arrest Reports workflows that are driven by Law Enforcement to courts throughout the state daily. This will result tremendous efficiencies freeing up officers to protect the public.
- Clinton Police department is "live" and is sending arrest information using the Digital Workflows. Cromwell police Department is currently in progress for production.
- NexGen RMS has completed all of their work for connectivity to CISS for Digital Workflows. The plan is to deploy over 56 police departments and all of state police over the next 18 months.
- ACCUCOM and IMC RMS vendors are expected to complete their connectivity to CISS by February 2023. This will allow over 30 police departments to use the Digital Workflows. CJIS-CT is also negotiating to add three more Central Square RMS systems which are Inform, SunGard and ProSuite.
- All of the 169 town local Police departments and State Police locations will be part of the statewide Digital Workflows implementation.
- The Department of Correction (DOC) and the Board of Pardons and Paroles (BOPP) are using the MVP to view the Early Arrest Notifications for those people on conditional release and parole supervision.
- The Department of Motor Vehicles (DMV) is using the MVP to view the Early Arrest Notifications for immediate notification of arrests for any individual who holds a Public Passenger Endorsement.

- The Division of Criminal Justice (DCJ) is using the MVP to view all the Early Arrest Notifications and to consume early arrest information from CISS with the full arrest package.
- Judicial is also receiving early arrest information from CISS currently with the full arrest package.
- CJIS-CT has an ongoing effort to train CISS Search users through online training, instructor lead training and has worked with POSTC which now trains new recruits also
- CISS Reports, Data Access and Key Performance Indicators implementation is in progress, and includes:
- OPM – Prison and arrest information provided for statistical analysis, charts and better decision making
- DCJ – Arrest reports for information
- CT Sentencing Commission – Criminal history
- Type of delivery data methods include Spreadsheets, Interactive Dashboards, Mobile-friendly reporting tools

CISS Other Systems and Projects include:
- Racial Profiling Prohibition System - Live
- OPM Prison Statistics & Charts - Live
- DAS/DMV Marshall's Data Access – Live
- PA 19-90 Police Use of Force Reporting – Development Phase
- Sentencing Commission Special Act 19-17 Implementation Phase
- Clean Slate P.B. No. 5712 - Implementation Phase
- Infrastructure Upgrades - Implementation Phase
- Key Application Version Upgrades - Implementation Phase
- Centralized Digital Evidence Storage, Search and Workflows for CJIS-CT agencies – Initial Phase

Digital Government

List of Online Services Available:

- Transparency portal link to public with multiple resources and reference materials including topics such as Use of Force, Pursuits, and annual Internal Affairs report Transparency Portal (ct.gov) http://www.cspnews.org/transparency
- Online Accident Reports at https://accidents.despp.ct.gov/
- Online Sex Offender Registry at http://sheriffalerts.com/cap_main.php?office=54567
- Online Forms for Pistol Permit Renewals and Temporary Permits at http://www.ct.gov/despp/cwp/view.asp?a=4213&Q=494632&desppNav_GID=2080
- Online Suspicious Activity Reporting at http://www.ct.gov/demhs/cwp/view.asp?a=1939&q=400082

· Electronic Submission of Crime Analysis Data, Municipal PDs to State Police (internal)

List of Online Services Requested by Constituents:

- o Online web portal to facilitate gun transfers (requested by CT gun dealers)
- o Online/credit card payments for fingerprinting, special licensing and weapons permits
- o Increased self-service options for citizens: Consider chatbot functionality for specific units to reduce call volumes and onsite visits

List of Online Services Planned to be made available:

- o Online and over-the-counter credit card payment options to be made available for services provided by the State Police Bureau of Identification and Special Licensing and Firearms Unit
- o Online course registration and credit card payments at CT Fire Academy
- o Continued expansion of web portal access by Connecticut-based weapons dealers for background checks and other safety/security measures
- o Deployment of the system changes needed to support the "Clean Slate" initiative
- o Evaluation of the COLLECT law enforcement tracking system for replacement in cooperation with Federal and State agencies
- o Division of Scientific Services (DSS) Lab web portals:
    - PDs to schedule evidence drop-off/pick-up
    - Scheduling Lab Kiosk activities (NIBIN, Rapid DNA, AFIS)
    - Electronic submission of evidence requests and related information from MDTs to LIMS-Plus
    - State's Attorneys Offices / Public Defenders to access DSS procedures and other quality documents
    - DUI/DUID defendants to remotely access toxicology reports in a secure manner to alleviate need for physical mailing of paper copies (LEAN)

Planned Applications

- Upgrade NIBRS data repository to include enhanced lat/long coordinate mapping features (grant funded)

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

Hardware

Software

Services (consulting)

Subscriptions

Telecom and Data

CJIS-CT/CISS

CJIS/CISS Opex	$	3,591,000
CISS Prod Phase 1	$	60,920,000

FY 2023 Technology Major Expenditures

Note: The supporting IT budget for operating expenses was transferred to DAS/BITS on July 1, 2022

List all planned agency technology expenditures exceeding $100K:

DESPP (CEPF funding required unless stated otherwise)

- Technology for New CT State Police Cruisers: $1.8M
    - Cruiser Dash Cameras: $825K
    - Mobile Data Terminals (MDTs) and docking stations: $600K
    - Modems and antennas: $225K
    - E-Citation Printers: $125K

- CT State Police Body Worn Camera (BWC) Program (bond-funded) $1.0M
- Agency Enterprise Storage Platform Replacement $700K
- Agency PC Refresh $550K
- Agency Network and Security Enhancements $500K
- DEMHS Grants Management System (grant-funded) $475K
- Expanded Deployment of Cell Phones to all CSP Troopers (OE) $350K

- STACS DNA Software Module for Div. of Scientific Services (OE) $326K
- POST Public Safety Training and Compliance System (OE) $300K
- CT State Police Interview Room Systems Replacements $250K
- CT State Police Dispatch Workstation and Printer Refresh $175K
- SLFU Weapons Registration System Upgrades/Maintenance (OE) $165K

CJIS-CT/CISS
- CJIS (OPM approved CJIS request for additional Bond $8.92M
  funds to complete
  - CISS workflow and Search User deployment of Phase 2):
    - CISS Search Deployment to identify, train and
      authenticate 13,000 users $2.71M
    - Electronic Workflows Deployment from all RMS vendors
      to Judicial and 18 GA courts, DCJ, BOPP, DPDS, DESPP…
      $2.65M
      Connectivity to CISS for all LEAs (about 151 locations)
      and RMS Vendors $2.53M
  - Vendor Costs $1.02M

Department of Energy and Environmental Protection

Providing Technical Support for: Connecticut Siting Council, Council of Environmental Quality, and Office of Consumer Counsel

Mission

The Department of Energy and Environment Protection (DEEP) is charged with conserving, improving, and protecting the natural resources and the environment of the state of Connecticut as well as making cheaper, cleaner, and more reliable energy available for the people and businesses of the state. The agency is also committed to playing a positive role in rebuilding Connecticut's economy and creating jobs – and to fostering a sustainable and prosperous economic future for the state.

Technology Strategy

To encourage and support transparency by providing quick and easy access to timely, accurate and integrated environmental information to Department staff, partners, and constituents. To deliver a comprehensive view of environmental activities, conditions, and Department actions. To offer capabilities to use the information more efficiently and effectively to better protect and manage the environment.

"The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm."

Technology Achievements

DEEP continued to make significant advances in the implementation of technology over the past year. DEEP has a modern network that supports approximately 75 office locations including headquarters, district offices, field operations facilities, education centers, and state parks and forests in addition to supporting CEQ, CSC, OCC and a remote workforce. This network carries data traffic as well as voice (VoIP) for our larger facilities. DEEP completed multiple virtual environment upgrades, field office equipment refresh, and headquarters network refresh. DEEP continues to be a state leader in the use of Geographic Information Systems (GIS) and Records Management. DEEP initiated a project to digitize millions of agency Remediation records which are the most sought after DEEP public files. DEEP also released online electronic permit applications for 10 additional permit processes.

Digital Government

List of Online Services Available:

- The DEEP Records Center online appointment scheduling tool was released in June 2021 in support of efforts to re-open state buildings to the public. This has quickly proven to be a useful tool for our external stakeholders and Records Center staff alike resulting in reduced wait times, efficiencies for staff and public, improved social distancing in office.

- The DEEP Geographic Information Systems (GIS) Open Data portal was released in July 2020 and provides over 200 GIS datasets as well as easy access to a number of DEEP GIS web applications and public viewers. The DEEP GIS Open Data portal is fully integrated with the CT Open Data Portal so the public can easily search for these datasets from either portal.

- Pesticide/Arborist Business Registrations, Pesticide Operators, Dealers, Supervisors, and Private Applicators certification applications were added to the enterprise E-License online licensing system in March 2021.

- Wildlife Sighting Reporting and Public Viewer provides the public with the ability to easily report wildlife sightings including bears, bobcats, and moose. Data collected includes geospatial location to assist DEEP with wildlife tracking as well as to provide the public the ability to spatially search and view reported wildlife sightings.

- The DEEP Document Online Search Portal provides the public the ability to search, view, and download all existing unrestricted public electronic documents. The portal is searchable by a variety of fields and includes a collection of documents electronically produced or digitally scanned by the agency. DEEP has over 2 million electronic documents accessible to the public through the DEEP Document Online Search Portal

- ezFile is an online electronic filing system for DEEP's application, licensing, registration, and permitting processes. Currently, public users can leverage ezFile to submit Boating and Fishing Permits and Registrations, Radiation Registrations (Diagnostic & Therapeutic X-Ray Device (DTX) and Radioactive Material & Industrial X-Ray Device (RMI)), Stormwater Registrations (Construction, Industrial, and No Exposure), and Underground Storage Tank Notifications (UST). This was expanded this year to include Land and Water Resources, Aquatic Pesticides, and Hazardous Waste Transportation permits.

- DEEP has an on-line system to reserve campsites, including those with rustic cabins, at state park and forest campgrounds. Reservations for all state campgrounds are available online accessible from the DEEP website. Additionally, out-of-state residents can pre-pay for parking at select park locations.

- Connecticut's Online Boating Certificate - A boating certificate is necessary for operation of all Personal Water Crafts (PWC) and operation of certain boats. Within a week of completing your boating safety course and passing your exam, you are able to purchase your certificate by going to the Online Sportsman Licensing system.

- Connecticut's Online Sportsmen Licensing System - From this site, you can purchase Connecticut fishing, hunting, and trapping licenses, as well as all required deer, turkey, pheasant and migratory bird permits, stamps, and tags.

- DEEP Electronic Reporting System for Wastewater Treatment Plants and Collection Systems - To fulfill the requirements in Public Act 12-11 "An Act Concerning the Public's Right to Know of a Sewage Spill" DEEP is required to post, on the department's Internet web site, notice of unanticipated sewage spills and waters of the state that have chronic and persistent sewage contamination that represents a threat to public health, as determined by the Commissioner of DEEP in consultation with the Commissioner of DPH. To meet this requirement, an interactive webpage has been made available to municipalities to report their CSOs through the DEEP portal. The entry will update the required spatial presentation for the public automatically showing the required information above based on the information provided by the municipal entity.

- The Air Emissions Inventory and Compliance Reporting System (EMIT) is DEEP's web-based Air emissions reporting application. EMIT is used to report Air emissions statements as well as Title V and GPLPE Air compliance reporting. An emissions inventory is a detailed list of air pollutant emissions associated with the various sources of emissions.   Title V sources are expected to submit an electronic emissions statement annually.

List of Online Services Requested by Constituents:

- Expanded Online Document Repository – this will allow individuals to conduct required document reviews online, eliminating the need for time-consuming and costly trips to Hartford. It will also allow DEEP to manage its documents in a much more efficient and secure manner and will reduce costs associated with having to maintain and expand its paper-based repository. DEEP staff will be able to shift focus from management of paper to managing environmental information.

- Expanded Online Electronic Permitting – this will allow DEEP regulated entities to submit online filings for various licenses, notifications, permits, and registrations. This will reduce the submission of paper applications to the agency, increase application accuracy, and reduce the time needed for internal review and approval. It will also allow DEEP to manage its documents in a much more efficient and secure manner and will reduce costs associated with having to maintain and expand its paper-based repository. DEEP staff will be able to shift focus from management of paper to managing environmental information.

List of Online Services Planned to be made available:

- The Sites CMS project will consolidate project management and data tracking needs of multiple DEEP business areas that support various aspects of discovery and remediation of contaminated and potentially contaminated sites including Dispatch, Oil & Chemical

Spills, Leaking Underground Storage Tanks, PCBs, Emergency Response, Site Assessment & Support Unit (SASU), Remediation, and Cost Recovery. The new system will replace current paper-based manual processes to manage the oversight of environmental cleanup at approximately 7,000 CT properties resulting in the elimination of redundancies, fostering better coordination of effort across business areas, enabling more efficient processing of vendor invoices and assisting with cost recovery efforts, simplification of reporting a spill or discovery of a polluted site for the general public, and promoting transparency to the general public and other state government agencies. Other project goals include providing a responsive application that can be leveraged by emergency response and other field staff to view and update data and documents directly from their mobile devices, eliminating legacy systems, and creating common electronic interfaces and workflows for enforcement actions that can be extended outside of this project for potential re-use throughout the agency.

- The ezFile Electronic Permitting project will extend the DEEP ezFile platform to incorporate the remainder of DEEP's application, licensing, permitting, and registration processes. ezFile currently includes less than a dozen e-permitting processes. However, DEEP has over 120 application, licensing, permitting, and registration processes which currently rely on paper-based application submittals, old legacy technologies, and manual review processes. This project will provide a more streamlined, efficient approach to both the external public interface and internal workflows based on lessons learned from previous projects. The focus of the project will be on the intake process to increase our services and online presence to the public by offering expanded electronic filing options. The goal is to make both the process of applying for permits and the process to review permits, lean, fast and efficient thus lowering the cost to citizens, business and government. Delivering feedback of results quickly, to promote transparency, program efficiency and strategic program development within DEEP, and across state government.

- New State Parks website as a coordinated effort between DECD Office of Tourism and DEEP's Office of Outdoor Recreation. The new website will replace the current State Parks and Forests section that currently resides within the ct.gov portal. The new website will include a modern design to attract tourists and incorporate new features including a geographic park finder, blog, campground reservation platform, and a variety of audio-visual content specific for each park and forest, including its educational facilities, – all in multilingual format to service a diversity of users.

- New Office of Consumer Counsel website including Chatbot functionality to provide a more modern design for an improved user experience to better provide services to consumers.

Planned Applications

- Electronic Natural Diversity Database (NDDB) Applications - An automated NDDB review process will utilize the existing DEEP ezFile platform and will develop an online request form, mapping component, and Decision Support Tool utilizing logic to automate simple reviews and return standard results, allowing for automated, self-service request processing. This will simplify natural diversity data base determinations and provide instant answers through the online NDDB portal for 60 percent of applications. An NDDB review is a prerequisite for many other DEEP permit applications and this solution is expected to help expedite these permit review processes as well.

- ezFile Phase 2 – Provide critical regulatory oversight and environmental permits online, with predictability, transparency and efficiency. Leverage Agile with a focus on delivering business value through releasing incremental Minimal Viable Products (MVPs) that can be delivered quickly and then built upon later.

- Newsletter Consolidation Solution - DEEP is looking to consolidate its various newsletters from across 3 third party platforms, 100+ audiences, multiple listservs, and individual email accounts to one service. We are in a phase of creating terms of service with Granicus for their GovDelivery platform that would meet the immediate needs of DEEP, as well as provide opportunities for growth. Gov delivery is a DoD approved communications platform that is widely used by federal, state, and local governments with the ability to securely and consistently deliver communications via email and SMS. It leverages, user and audience segmentation, user journeys, API integration, action triggers and hooks, as well as analytics packages to help us optimize our communications and grow our audiences.

- Municipal Coordination Solution – Customer relationship management (CRM) solution to track municipal contact information as well as related correspondence and municipal input including survey information.

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware – $750,000
- Software – $2,000,000
- Subscriptions – $250,000
- Services - $10,000,000

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Hardware
  - Auditorium, Conference Room, and PURA Hearing Room upgrades
  - UPS replacement
- Records Management
  - Remediation Files – Scanning & FileNet Ingestion
  - DEEP Document Online Search Portal Phase 2
- Case Management
  - ezFile Electronic Permitting – Phase 2
  - Sites Case Management System

Department of Housing

Mission

The Department of Housing's mission is to ensure everyone has access to quality housing opportunities and options throughout the State of Connecticut.

Technology Strategy

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm. The agency continues to facilitate a renewed commitment to the technological goals required to support improved customer service, workflows and access to information. The intent is to improve our internet presence, provide access to data and information sources and provide easy to use tools for the compilation of this data.

Also, the agency continues to identify improvements to telework capacity and efficiency.

This strategy is being implemented through the following:

- The implementation of the state's chatbot solution to aid in our customer's online experience by quickly finding the answers to their questions, or resources to help them find answers, whenever they visit our website

- Expansion of video capacity in group environment for use in meeting/conference rooms

- Developing automation for grants' processes and procedures (Salesforce)

- Exploring a solution to copy ACF2/HUT data from the mainframe to an online application/database (Security Deposit Guarantee program)

Technology Achievements

During the "hybrid" environment of telework/office work, due to the COVID-19 pandemic, the agency has maintained an 80% - 20% work schedule with great success. Also, during this hybrid period the agency has maintained an exceptional level of IT support, connectivity, and resources.

The following projects/activities have been completed during this time:

- Implementation of a conference room, group video conferencing solution
- Implementation of an O/S imaging solution using SCCM imaging solutions provided by Bits
- Transition of antivirus solution from Symantec to Crowdstrike

Digital Government

List of Online Services Available:

- UniteCT application process
- Housing Registry
- e-alerts
- Power BI reporting tool

List of Online Services Requested by Constituents:

- None

List of Online Services Planned to be made available:

- CDBG-SC Application

- Use of Salesforce for automated processing of applications, information and contract workflows

- A streamlined solution in the processing of assistance requests for Section 8 and homeless assistance (Security Deposit Guarantee program)

Planned Applications

- Chatbot (Robin) 3.0
- Salesforce
- Security Deposit Guarantee
- HDS Web
- Power Bi

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

Hardware

None anticipated

Software

- o Salesforce
- o HDS Web
- o Power Bi
- o FileNet
- o Yardi Rent Relief
- o Crowdstrike

Services (consulting)

- o None at this time

Subscriptions

- o Microsoft 365 GCC licenses
- o HDS Licenses
- o Adobe Pro XI
- o Owl Meeting HQ subscription for video conferencing

Telecom and Data

- ▪ Avaya
- ▪ Cell Phones (Verizon/AT&T)

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- • None currently anticipated

Department of Insurance

Mission

The mission of the Connecticut Insurance Department is to serve consumers in a professional and timely manner by providing assistance and information to the public and to policy makers, by regulating the insurance industry in a fair and efficient manner which promotes a competitive and financially sound insurance market for consumers, and by enforcing the insurance laws to ensure that consumers are treated fairly and are protected from unfair practices

Technology Strategy

The overall technology strategy for the Department of Insurance is to utilize technology resources and expertise in support of the agency mission.

The role of the Computer Systems Support (CSS) unit, now included in BITS as part of IT optimization, is to assist the Insurance Department in fulfilling its mission by:
- Improving the efficiency and effectiveness of processes through automation;
- Enhancing service delivery to customers through e-Government initiatives;
- Providing the support services necessary to maintain NAIC accreditation.

The Insurance Department recognizes the Software Management Policy that describes the use and disposal of software assets found at
http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- Successfully maintained our DR solution for our hosted applications and Data to Eastern State University

- Completed deployment of new laptops for telework as well as refreshed existing machines

- Servers have been upgraded to the latest supported versions

- Upgraded capabilities of Video Conference equipment in large conference room

- Ongoing deployment of Office 365 to upgrade from Office 2013

- Ongoing migration of users from network shared drives to Microsoft OneDrive

- Configured and implemented three SharePoint sites for DOI business units

- Implemented additional internal forms processing for Business Office functions such as mileage reimbursements

- Completed deployment of Adobe Acrobat DC Pro to the current subscription-based model

- Several software solutions were implemented to facilitate business operations for a handful of divisions:
    o Actuarial - Igloo for analytics to better understand risks and resulting capital needs
    o Actuarial - An application used by data scientists for predictive modeling
- Migrated many mission-critical functions of our custom developed core system, CRIS, to the State Based Systems (SBS) application made available by the National Association of Insurance Commissioners (NAIC).
- Together with the DAS/BITS Portal team, created new websites for two major events hosted by the Department of Insurance (Connecticut Conference on Climate Change and Insurance, and Next Generation Insurance Career Fair)

Digital Government

List of Online Services Available:

- Medical Malpractice Closed Claim Reporting: A system developed in response to a statute passed in 2006.
- Online license information update: This allows licensees to change selected information on their license record
- Online License and appointment query: This will allow the general public to create and download lists of licensees.
- Online license verification: This allows verification of the status of a license.
- Online license print: Licensees may print their license online. The Department no longer prints and mails licenses.
- Online license application: Up to 16 different license types may be applied for online.
- Online complaint submission
- Online license renewal (via the NAIC's NIPR application)
- Online Payment Portal
- Online Freedom of Information request form (via DocuSign)

List of Online Services Requested by Constituents:

- Online Complaint Inquiry
- Online External Review
- Online Company Address Update

List of Online Services Planned to be made available:

- To be determined based on planned website migration noted below

Planned Applications

- Migrate and update remaining mission critical applications which were not included in NAIC's SBS system noted above to BITS-hosted virtual servers
- Migrate from the legacy client-server financial auditing software solution to a cloud-based solution with the same vendor (TeamMate+)
- A software solution will be explored to facilitate tracking and aggregating assessments and all invoicing for the Business Office
- Complete deployment of Office 365 and implementation of Microsoft OneDrive
- Establish a SharePoint site for each of the remaining divisions of the Insurance Department
- Stand up an agency intranet portal as a resource to link the various division sites, post relevant information, news and culture items, and link to administrative forms and resources from one easily accessible location.
- Phase out existing end-of-support Microsoft Hyper-V HP Failover Cluster environment which provides replication for Disaster Recovery in favor of newer supported cloud methods
- Refresh and upgrade a broad range of IT equipment (laptops for telework, audio/video equipment, peripherals, printers, scanners)
- Working together with DAS\BITS replacing McAfee antivirus with CrowdStrike for security, threat intelligence, and cyberattack response services and implementing Tenable for vulnerability scanning
- Work with agency business units and BITS to update and migrate current website to a newly redesigned template to align with the strategic direction of the state and provide enhanced user experience and functionality
- As the state implements a new Chatbot technology, DOI has expressed interest in adopting this for use on the agency website. This would be a benefit in reducing call volume by answering common questions and providing instant information to constituents.
- Implement a Robotic Process Automation platform, making it available to all Divisions with a goal of alleviating repetitive tasks, and allowing Agency staff to focus on value-added work.

FY 2023 Technology Budget

Outlined below is an estimated plan for technology spend within the agency:

Hardware	$50,000
Software	$73,500
Maintenance	$51,656
Services (consulting)	$0
Subscriptions	$0
Telecom and Data	$21,678

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- None currently planned

State of Connecticut
IT Strategic Plan for Fiscal Year 2023

Connecticut Department of Labor

Mission

The mission of the Connecticut Department of Labor (CTDOL) is to protect Connecticut's workers from labor law violations and promote global economic competitiveness through strengthening the state's workforce. CTDOL collaborates with business and industry leaders on registered apprenticeship programs and other workforce pipeline initiatives, and conducts U.S. Bureau of Labor Statistics research including collecting, analyzing, and disseminating workforce data.

Technology Strategy

The involvement of Information Technology in business planning and delivery is key to the success of the Connecticut Department of Labor (CTDOL) mission. To be a key partner in this endeavor, the IT department places focus on the following foundations:

- The efficient and effective provision of business value by implementing solutions iteratively while engaging with stakeholders throughout the development process.
- Upgrading underlying infrastructure, which:
  - Keep our IT staff up to date with newer technologies.
  - Provide a more agile development environment.
  - Enable more enhanced security measures.
- Automation of IT processes to allow more reliable and predictable results.
- Capitalizing on the State of Connecticut's enterprise IT infrastructure to strengthen our ability to meet CTDOL's business goals.
- Engaging with the Department of Administrative Services (DAS) and Bureau of Information Technology Solutions (BITS) as they roll out comprehensive centralized services.

"The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm."

Technological Achievements

- Transitioned the new Unemployment Insurance (UI) application (ReEmployCT) into the AWS environment.
- Deployed a Salesforce Paid Family Medical Leave appeals web application for the Legal Division.
- Deployed a Salesforce Customer Relationship Management (CRM) solution for the Office of Unemployed Workers Advocate.
- Utilized the JotForm tool to streamline and bolster virtual services to improve staff and customer experiences.

- Implemented Machine Learning in our integrity data warehouse technology, enhancing our ability to combat fraud.
- Successfully shut down all legacy business systems in support of the data migration to ReEmployCT.
- Provided legacy system data to the ReEmployCT team as step one of the ReEmployCT production tasks.
- Applied a significant upgrade to the State Information Data Exchange System (SIDES) federal program.

Digital Government

Online Services Available:

- ReEmployCT is a self-service application for unemployed individuals. It allows claimants to submit initial claims 24 hours a day, seven days a week. The secure cloud platform is a vendor-supported service. Once enrolled, claimants can self-service the following:
    - Establish and change direct deposit payment information.
    - File weekly certifications.
    - Apply for emergency and special benefits.
    - Review claim and payment histories.
    - Download the most recent 1099G tax form.
    - Complete work search requirements – filers must look for full-time work every week they file for unemployment benefits unless excused from the work search requirement through an employer or other program.
    - Report work search activities online with their weekly certification.
- The Paid Family Medical Leave appeals web application enables all affiliated parties to securely upload/view documents related to a PFML appeal case and CTDOL employees to enter case notes and decisions.
- The CTFMLA Complaint System and the CTPL Appeals System provide employees an avenue to file complaints concerning an alleged violation of the CTFMLA or appeal the denial of paid leave benefits by the CTPL Authority or a private plan. Both processes allow all parties and CTDOL to view and update the case. The systems enable CTDOL to manage the cases from intake through disposition.
- Geographic Solutions' CTHires offers an array of resources, including the following: job skills assessment tool, resume and cover letter templates, job bank, list of training providers, job search tracker, virtual job recruiter/job candidate finder and labor market information, as well as an email system for communications between job seekers, employers, case managers, and training providers. CTHires also collects the data for reporting requirements on self-services and staff-assisted services for WIOA (Adult, Dislocated Worker, and Youth), Wagner-Peyser, Trade Adjustment Assistance, National Dislocated Worker Grants, and Registered Apprenticeship Expansion Grants.

- The E-Wage Case Management System is a web-based public complaint filing system. The application captures, manages, stores, reports, and centralizes business information for the Wage and Workplace Standards Division, enhancing workflow and efficiency in serving the public.
- The Appeals Decision Library (ADLIB) provides the public and CTDOL staff an online view of Appeals decisions.
- Salesforce hosts a customer-facing web form for the Consumer Contact Center. It also supports a chatbot that provides customers an online communication option via text designed to simulate interaction with a live customer service representative.
  - On the same webpage (www.filectui.com), we offer "Quick Clicks," a tool which provides direct access to several online forms to resolve issues and concerns related to UI claims. The claimant can complete forms online and trigger case creation and submission. Once the case is submitted, it goes into an electronic file and our agents take ownership of the issue for resolution within 48 hours.
- The Office of Unemployed Workers Advocate (UWA) was statutorily established to provide a resource for unemployed individuals to seek assistance when having problems understanding UI processes, forms and appeals. Salesforce hosts a customer-facing web form for complaints to be submitted (similar to the Consumer Contact Center form), and a case management system for internal staff to document and report on incoming customer cases, demographics, and resolutions.
- The Employer New Hires is a web-based application to provide employers with fast, reliable, and secure options for reporting their new hires to the National Directory as required by Federal and State regulations.

Online Services requested by constituents:

- The Appeals division requested and now utilize a self-service solution for claimants to have the ability to upload their appeal documents before a hearing.
- The Research Division requested an in-progress enhancement to the New Hire application to facilitate online entry of employers' new hires to modernize receipt of documents.

Online Services planned to be made available:

- Enhancements to the New Hire application to facilitate online entry of employers' new hires through the institution of a public interface.
- Enrich the search capabilities of the Appeals Decision Library (ADLIB) and provide a new look and feel to improve the user experience.
- Implement a Connecticut Paid Leave Complaint management system for individuals who allege retaliation or interference for filing a claim for paid leave benefits. This tool will be added to the current CTFMLA complaint system and provide complainants with a

mechanism to file complaints if they feel that they have been retaliated against or interfered with for filing a CTPL claim. The process will allow all parties and CTDOL to view and update the case. The new system will enable CTDOL to manage the cases from intake through disposition.

Planned Applications:

- Enterprise ID Proofing- to enhance fraud prevention, possibly integrated into the state-specific portion of the ReEmployCT application. The solution is dependent upon cost and timeline.
- IT Supporting CTDOL's UI Benefits and Tax divisions and our UI Modernization (UIM) vendor as needed for future ReEmployCT/USA enhancement projects:
    - Support USDOL UI grant initiatives.
    - Pub1075 mandated changes by the IRS/Treasury.
    - Select a new financial institution for processing bank transactions of UI claimant payments.
    - Enhance the ReEmployCT screen to a more customer-centric flow and clarity of UI terms.
    - Support release 2 of the redesigned Reemployment Services and Eligibility Assessment (RESEA) program.
    - Enhance integrity aspects of ReEmployCT, including but not limited to automation to hold payments until all claim integrity checks are completed.
    - Expand integrity data warehouse software – significantly broaden the available data for fraud cross-matching purposes.
- Enterprise E-Signature – CTDOL is considering the E-Signature Enterprise solution in streamlining and providing more efficiency in the signature process, pending an additional review of the cost and timeline.
- DMV identity verification and commercial identity – to enhance fraud prevention, possibly integrated into the state-specific portion of the ReEmployCT application. Solution is pending on cost and timeline.
- Electronic Data Management System (EDMS) legacy data inquires application- to enable internal staff to search, view and print documents (based on their access permission) from EDMS which were not uploaded into ReEmployCT and are stored in the enterprise FileNet Data Repository.
- Appeals Decision Library (ADLIB) rewrite– to enrich the current application's search capabilities and provide a new look and feel to improve the user experience.
- New Hires application updgrade- to facilitate online entry of employers' new hires.
- Legacy business applications, software, and hardware retirement
- MS Access systems- review and update
- CTDOL Data Center- migration to the State Data Center.
- CTDOL intranet website- migrate to the enterprise software.
- Pilotfish- analyze and implement to facilitate data integration from various sources.

FY 2023 Technology Budget

State of Connecticut
IT Strategic Plan for Fiscal Year 2023

Planned technology spending from all sources: The budget numbers below include CTDOL system support and IT Capital Investment Program Bond funds to support the modernization project. Based on USDOL direction, funds are subject to change.

In accordance with IT Procurement LEAN process, CTDOL seeks pre-approval of this list of planned agency purchases:

FY 2023 Technology Major Expenditures

Capital-IT Hardware Purch/Inst	28,890.00
IT Consultant Services Hourly	11,930,673.00
IT Data Services	347,623.00
IT Hardware Maint & Support	345,530.00
IT Software Maint & Support	3,126,011.00
Non-Controllable Software	1,999,867.00
Online Information Services	5,896.00
ReEmployCT Maintenance and Enhancement	7,500,000.00
Grand Total	**$25,284,490.00**

All planned agency technology expenditures above $100K:

ID Proofing, if implemented – $1.2M (possibly some federal dollars)

CTDOL Data Center Migration – $350,000 (possibly some federal dollars)

Variety of USCTDOL Funded projects – Total unknown

State of Connecticut
IT Strategic Plan for Fiscal Year 2023

Connecticut State Colleges and Universities

Mission

The Connecticut State Colleges & Universities (CSCU) contribute to the creation of knowledge and the economic growth of the state of Connecticut by providing affordable, innovative, and rigorous programs. Our learning environments transform students and facilitate an ever-increasing number of individuals to achieve their personal and career goals.

Technology Strategy

CSCU is undertaking an initiative to optimize the current IT environment serving all 17 CSCU institutions and the System Office. As part of this initiative, CSCU will assess the existing IT environment juxtaposed to post-pandemic higher education IT service needs and build a roadmap of solutions to ensure CSCU IT remains a state-of-the-art IT service organization.

The assessment will focus on four (4) IT service arcs - Information Protection, Institutional Collaboration, Versatility of Technology, and Digital Transformation. Within each service arc, solutions will assimilate practices to align with business process management, achieve IT service management (ITSM) and project management improvements, systems and software normalization, and adoption of post-pandemic adaptations (e.g., telework) across all functional areas in support of all CSCU institutions.

Technology Achievements

- Implementation of a Project Management System (Mindstaq)
- Expansion of collaboration software capabilities in Microsoft Teams
- Implementation of Ellucian Banner Finance, Banner HR/Payroll for the One College Banner (OCB) project
- Hyland OnBase Document Management System
- Server/Storage Infrastructure Updates
- Network & Voice Updates/Enhancements
- Expansion of Firewall Capabilities
- Wireless Infrastructure Upgrades

Digital Government

List of Online Services Available:

- Online registration
- Online admissions
- Online financial aid processing through a secure digital portal
- Online educational courses through Blackboard
- Online bill payment through TouchNet
- Office 365 Productivity and Communications
- Video Conferencing for Students in Microsoft Teams, WebEx, and Collaborate
- Online Advising and Telemedicine
- Event Management System (Room Scheduling)

List of Online Services Requested by Constituents:

- Human Resources forms automation
- Integration of voice telecommunications services into existing collaboration software

List of Online Services Planned to be made available:

- Automated "Request to Fund" (RTF) Workflow
- IT Request Management
- IT Asset Management

Planned Applications[1]

- Implementation of Ellucian Banner Student Catalog (OCB)
- Implementation of Ellucian Banner Student Curriculum (OCB)
- Implementation of Ellucian "Experience" Portal System (OCB)
- Implementation of Ellucian CRM Recruit (OCB)
- Implementation of Ellucian Banner Financial Aid (OCB)
- Implementation of Ellucian Banner Student Schedule (OCB)
- Implementation of Ellucian DegreeWorks (OCB)
- Implementation of Ellucian CRM Advise (OCB)
- Implementation of Ellucian Student Self-Service Registration (OCB)
- Implementation of Ellucian Banner Student Accounts Receivable (OCB)
- Implementation of Argos (CT State)

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[1] The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm."

- Implementation of CourseLeaf (CT State)
- Implementation of Event Management System – Event/Room Scheduling (CT State)
- Implementation of Follett Bookstore Integration (CT State)
- Implementation of Parchment – Transcript send/receive (CT/State)
- Implementation of Symplycity Suite (CT State)
- Implementation of TouchNet (CT State)
- Implementation of TraCloud (CT State)
- Implementation of Service Now Request Management
- Implementation of Service Now Application Engine (for HR Workflows)
- Implementation of a Cyber Asset and Attack Surface Management System
- Implementation of Endpoint Detection and Response (EDR) through Microsoft Defender for Endpoint
- Implementation of a cyber security Governance, Risk, and Compliance (GRC) solution.
- Proof-of-Concept for Microsoft Teams Voice

FY 2023 Technology Budget

Hardware

Backup Infrastructure	$	48,000.00
Server Upgrades	$	134,000.00
Storage Expansion	$	261,000.00
Voice Servers	$	110,700.00
Wireless Upgrade	$	2,668,000.00
Voice Equipment GW Replacement	$	144,000.00
	$	**3,365,700.00**

Software

BannerCloudSaaS	$	700,000.00
BannerCloudSoftwareMntnc	$	1,324,000.00
BannerCloudHosting	$	3,724,892.00
Ellucian Experience	$	177,000.00
BbAlly	$	90,000.00
Bb Learning Core SaaS	$	900,000.00
EMS Campus Agreement	$	64,600.00
Kaltura	$	233,000.00
Symplicity Accommodate/Advocate Licensing	$	579,000.00
	$	**7,792,492.00**

Services

Blackboard Help Desk Support	$	475,265.00
Ellucian Consolidation	$	2,300,000.00
Everbridge Emergency Notification	$	113,000.00
Evisions Argos Data Migration/Conversion	$	500,000.00
Security Managed Services	$	999,999.00
Voice/E911 Services	$	93,700.00
Core and System Office DC Project PS	$	342,500.00
Service Now	$	400,000.00
	$	**5,224,464.00**

Subscriptions

Educause	$	29,300.00
Gartner	$	227,200.00
Nercomp	$	3,096.00
On Demand Training - Ellucian	$	73,000.00
	$	**332,596.00**

Telecom/Data

Cisco ELA	$	698,962.00
Network/Voice Managed Services	$	483,300.00
	$	**1,182,262.00**

	$	17,897,514.00

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Expansion of Service Now (ITSM)
- Implementation of Service Now Application Engine (HR Workflow creation)
- Implementation of a New Authentication/Account Provisioning system
- Replacement of network infrastructure equipment (Switches, Routers, Wireless) due to end-of-life
- Argos Professional Services – SQR conversion (CT State)
- Argos Professional Services – IRDB Migration (CT State)
- CRM Advise 2nd Environment (CT State)
- Ellucian Experience Implementation – (OCB)
- Cloud deployment of EMS – Event Management System - (OCB) Expansion of Microsoft Teams to include Teams Voice
- Continued consolidation of Active Directory – (OCB)
- Modernize Security Operations Center (SOC)
- Cyber Asset and Attack Surface Management
- Cyber Security Governance, Risk, and Compliance System

State of Connecticut
IT Strategic Plan for Fiscal Year 2023

Department of Mental Health and Addiction Services

Mission

The Connecticut Department of Mental Health and Addiction Services is a health care agency whose mission is to promote the overall health and wellness of persons with behavioral health needs through an integrated network of holistic, comprehensive, effective, and efficient services and supports that foster dignity, respect, and self-sufficiency in those we serve.

Technology Strategy

The mission of the Information Systems Division is to provide quality IT services and solutions, effectively aligning business and technology objectives through collaboration, in order to provide the most cost-effective solutions that facilitate and improve the conduct of business for our state residents, businesses, visitors and government entities.

"The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm."

Technology Achievements

- Safety and Training Conference Rooms
- Office of the Commissioner Conference Rooms
- Upgraded 32 Microsoft Server 2012 servers to Server 2019
- Upgraded phones to VoIP enterprise phone system at CRMHC, BHSA, SWMHC, CMHC, and Middletown campus
- Horizon View Virtual Desktop infrastructure upgrade
- Microsoft System Center Upgrade
- Upgraded the DMHAS client admission, discharge and transfer system called WITS to the latest version of the application to meet current security standards.
- Upgraded all SSRS reports to be compatible with new version of WITS
- Developed MFA security model for current development projects
- Dental clinic upgrade (Installation and upgrade to digital technology)
- Crowdstrike (Replaced McAfee Antivirus software)

Digital Government

- Nothing Planned

Planned Applications

- Electronic Health Record
- Upgrade legacy Tobacco Compliance System (TCS) with Enterprise mobile impact platform from Mi-Corporation that will interface with DRS and eLicensing system.
- Migrate Mental Health Adjudication Repository (MHAR) from externally hosted application to DMHAS data center.
- Upgrading all Robo servers (Vmware servers/file servers)
- Upgrading phone to VoIP enterprise phone system at WCMHN
  - Pyxis Medication Dispensing System (Upgrade and deployment of new medication dispensing carts)
- HIPAA Risk assessment
- Merritt video installation (Installation of video surveillance in Patient Care Buildings)
- Middletown campus video system upgrade
- Body cams and Police car camera deployment

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

Hardware - $962,650

Software - $1,213,300

Services (consulting) - $1,694,195

Subscriptions – $217,600

Telecom and Data - $80,000

Electronic Health Record - $6,026,203

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Desktop/Laptop Refresh $500K
- File Server Refresh $100K
- Switch/Router Refresh $100K
- Electronic Health Record $6M

State of Connecticut
IT Strategic Plan for Fiscal Year 2023

Department of Motor Vehicles

Mission

To promote and advance public Safety, Security, and Service through the regulation of drivers, their motor vehicles, and certain vehicle-related businesses Technology Strategy.

Strategy Focus

The goal of the DMV Modernization Program is to:

1. Deliver new services and business capabilities on-line.
2. Increase the number of transactions that can be delivered on-line.
3. Leverage the State Enterprise Platform to provide enable services prospective and current citizens expect

To Achieve the Operational Goals DMV will:

- Migrate the underlying infrastructure environment to new technologies.
- Integrate the Licensing and Registration systems.
- Enabling online services.
- Migrate to the American Association of Motor Vehicle Administration (AAMVA) verification services known as the Unified Network Interface (UNI) by 2024. AAMV is planning to discontinue support of current services by 2025.
- Modernize and Digitize DMV by deploying solutions (i.e., scanning and workflow) to eliminate paper, reduce manual processing and improve data quality.

Strategy Deployment Approach:

Year 1: Deploy open, flexible, and scalable web-based front-end architecture, connected to the back-end legacy system via middleware. (in progress, Salesforce / MuleSoft, etc.) and continue to modernize and digitize all business processes.

Year 2: Migrate applications and user interfaces from the mainframe to the newly developed web-based architecture and enable access to the new State-to-State AAMVA verification system.

Year 3: Migrate all licensing applications and data to a newly deployed web-based environment and integrate the registration system into to the state-of-the-art environment.

The result will be a new future-ready web-based application environment with modern technologies with enhanced security, interoperability, and scalability allowing seamless integration with enterprise architecture currently being developed at the state level. (cloud-based)

"The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm."

Technology Achievements:

- Deployed a self-service integrated transaction processing portal for employee and customer.
- Initiated migration from legacy, mainframe technology environment to a modern, customer-centric, and cloud-based platform. (Salesforce and MuleSoft)
- Implemented middleware solution (MuleSoft) that integrates existing driver and vehicle solutions across technology platforms. (.NET, Mainframe, and Salesforce).
- Implemented an enterprise shared service for customer id-proofing, leveraging DMV data. Other agencies (e.g., DOL) have begun to leverage this enterprise service.
- Implemented address validation software, Smarty Streets, which conforms addresses to USPS postal requirements.
- Deployed customer contact information verification process SMS capabilities via SMS-Magic.
- Established an enterprise payment processing service (Global Payments) for all online transactions, streamlining reporting and reconciliation activities.

Digital Government

Available On-Line Transactions	Requested by Constituents	Available Services
Renew Driver's License (DL) and non-Driver ID	Y	Y
Duplicate DL or non-Driver ID Request	Y	Y
Change of Address	Y	Y
Request Driving History (includes Medical Certification status)	Y	Y
Vessel Registration Renewal	Y	Y
Submit a Customer Service Request / Inquiry	Y	Y
Convert Learner's Permit to Driver's License	Y	Y
Change Organ Donor Status	Y	Y
Change Voter Registration Status	Y	Y
Reinstate License	Y	N
Special Operator Permit Application	Y	N
Commercial Driver's License Renewal	Y	N
Terminate and Reprint Vehicle Registration	Y	Y
Credential Status Tracking	Y	Y

Initiate REAL ID application	Y	N
Integrated Change of Address		Y
Stand Alone Change of Address	Y	Y
Customer Contact Inquiry	Y	Y
Medical Certification added to Driver History	Y	Y
MyCT Account-DMV	Y	Y
Standalone Update Motor Vehicle Voter and Donor Status	Y	Y
Delivery Tracking Status	Y	Y
myCT -Account DMV: Ability to view 'My Vehicles and My Vessels'	Y	Y
Request, Renew and Update Disability Placard	Y	N

Planned Online Services for Fiscal Year 2023:

Planned Online Service	Requested by Constituents
Change Name	Y
Change Gender	Y
Fleet Renewals	Y
Trailer Renewals	Y
RV Renewals	Y
Document Upload	Y
Online Knowledge Test	Y
Online Dealer Services	Y
Report Abandoned Vehicle	Y
Request Administrative Hearing	Y
Insurance Compliance Services	Y
Vehicle Titling and Plate Services	Y
Website Refresh	Y

Planned Projects:

- Enable automated end-to-end business support capabilities i.e., fleet Management Functionality for businesses (e.g., towing companies, transportation/limousine, school buses, etc.).

- Upgrade AAMVA interfaces including modernizing interfacing technologies and implementing State-to-State electronic verification interfaces.

- Reengineer and modernize back-office business operations and solutions including digitizing paper-based processes.

- Continue to migrate licensing applications and data to the newly deployed web-based environment and integrate the registration system to the state-of-the-art environment.

*The plan reflects FY 2023 Technology Budget Only – the Agency is seeking I/T Bonding funds for the Overall DMV Modernization Program. Cost estimations for the proposed initiatives are currently in progress.

FY 2023 Technology Budget

Type	FY2023 STF Budget	Federal Grants	CVISN Bonding	Unified Communications Project (Customer Contact Center)	Automated Voter Registration Project	CVILS, Central Issuance and Modernization Programs	Total
Hardware Maintenance	$82,671						
Software License & Rental	$622,402						
Consultants	$519,288						
Software as a Service	$1,057,218						
Subscriptions Software Maint & Support	$1,297,563						
Telecom & Data	$789,661						
Total Funding	$4,368,803	$1,847,604	$2,480,519	$467,471	$1,047,268	$453,177	$10,664,842

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures over $100K:

Vendor	Description	Price
• Carahsoft	Salesforce Service Cloud unlimited edition	$1,100,000.00
• AAMVA	Commercial Driver License Information System	$255,000.00
• Carahsoft	MuleSoft	$200,000.00
• Celtic	IRP & DMS systems	$225,000.00
• Idemia	Mobile ID	TBD
• Idemia	@HomeKnowledgeTesting	$400,000.00
• TBD	DMV Modernization Program (FY2023-2025)	$ TBD
	Upgrade AAMVA interfaces	
	Reengineer and modernize back-office business operations	
	Continue to migrate licensing applications and data to the newly deployed web-based environment and integrate the registration system to the state-of-the-art environment	
	Enable automated end-to-end business support capabilities i.e., Fleet Management Functionality (e.g., towing companies, transportation/limousine, school buses, etc.)	
	Customer and worker portal enhancements	
• JD Power	VIN Prefix	$200,000.00
• AT&T Mobility	CVSD routers/modems for vehicles	$111,000.00

State of Connecticut
IT Strategic Plan for Fiscal Year 2023

Department of Public Health

Mission

The mission of the Department of Public Health is to protect and improve the health and safety of the people of Connecticut by:

- Assuring the conditions in which people can be healthy
- Preventing disease, injury, and disability, and
- Promoting the equal enjoyment of the highest attainable standard of health, which is a human right and a priority of the state.
- Support Governor Lamont's desire to support a digital government, which enables us to match service delivery efforts to how our citizens are expecting to consume them.

Technology Strategy

"The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm."

- The Department of Public Health is working to formulate a contemporary telework policy embracing new technologies and will now work hand in glove with DAS BITS to implement such. In some cases, functions will move to DAS BITS and no longer remain singular within DPH.   This includes several components of the infrastructure group such as Wireless, Security, Virtualization, and server/storage hardware.   In conjunction with the BITS team DPH members will be working alongside technical and business users to assure two things: 1) successful support and development of current and existing technologies and 2) successful implementation of new technologies with the various BITS departments to meet business goals.
- Implement a centralized IT Security training system that will be managed and monitored by IT to ensure all staff is kept current in vital technology security training.
- Expand wireless at the State Public Health Laboratory (SPHL) located in Rocky Hill.
- Implement the SCCM in conjunction with DAS/BITS to assure the endpoints are secure.
- Develop a hardware deployment strategy that better supports our current mobile work force model; reducing the dependence on hardware deployed on the user desktops and better utilizing Virtual Desktop and Virtual Server strategies which can also allowing better remote support.
- Support local Avaya phones and potentially implement an Avaya One X Client for units within DPH.
- Migrate multi-factor authentication users from RSA SecurID to Microsoft Azure cloud.
- Expand VPN services to support home working environment (teleworking).
- Implement a robust version of VDI to reduce staff dependency on hardware.

- Improve Asset Inventory with BMC FootPrints Inventory Manager and reach out to DAS BITS to review a larger solution to this.

The Department of Public Health partners widely with health practitioners and local health departments across the state and is the reporting agency for national health statistics to our federal partners.   To promote this exchange of vital data, the agency has recognized that we must improve our ability to automate and standardize our data flows, and our process of analyzing and reporting.

- Provide a uniform portal for receiving required reporting that can reduce or eliminate the volume of paper or ad hoc reporting that is accepted by the agency.
- The Department of Public Health continues to grow and support a robust private virtualized server environment based on VM Ware hosts to meet the growing data demands of our agency.
- Continue to standardize data access through posting to shared locations based on MS-SQL Server databases and expanding into the new Azure Tenant.
- Continue to expand our desktop deployment models and support services to allow for a highly efficient remote working environment to best capture skilled workers when it is more efficient.
- Incorporate better TEAMS and remote user capabilities in ongoing systemic hardware refreshes for enabling more users with "Work from anywhere" a mix of desktops and/or laptop combinations.
- Provide centralized IT support and integration to OHS (Office of Health Strategies).
- Work with other state agencies to increase our threat stances against malware.

Technology Achievements

Help desk/Network & Infrastructure
- DPH moved to a consolidated EDR SaaS solution provided by Crowdstrike hosted by BITS. This solution replaced the existing AV McAfee platform for all our endpoints (desktops, laptops, and servers).
- Worked with BITS to implement Tenable.io by Nessus Technology. Tenable.io provides comprehensive vulnerability coverage with real-time continuous assessment of the network.
- Stabilized VDI and moved some users from laptops to VDI.
- Deployed laptops to an additional 200 staff for remote work.
- Migrated the SPHL Avaya phone system to the state's enterprise telephone system.
- Completed the upgrade of the wireless infrastructure in DPH Headquarters and Laboratory to better support mobile connectivity for DPH state devices.

- Deployed a cloud-based Malwarebytes to all 23 WIC local site offices. Malwarebytes monitors all 200 endpoints from a single interface, deploys patches and updates, and automatically scans & quarantines endpoints.
- Moved DPH away from GHOST imaging which was a paid application to Microsoft Deployment Toolkit which is free. The new Imaging is much faster (30 minutes vs 1-2 hours). The new system is also granular allowing new device support on the fly as well as adding updates, new software, and making any changes at will. MDT is fully compatible with SCCM so images can be pushed out using this system in the future.
- Created unattended (silent) installs of various programs, such as ASPEN, ArcGIS, Avaya, Laserfiche, SQL, MS ODBC, Oracle, CGMS, etc. All unattended applications are compatible with SCCM allowing us to push out software in the future.
- Everbridge: Uploaded several lists for Facilities Licensing and Investigation Section (FLIS) at DPH. Lists included Assisted Living Services; Home Health Care Agencies; Ambulatory Surgical Centers; and Residential Care Home.
- Created a list of small useful command line tools by simply typing in the last 5 digits of barcode for tech use such as a universal printer install script that makes installing a printer easier.
- Windows 10 – feature upgrade to 21H2: Currently in progress of upgrading all desktops and laptops.
- During this last fiscal year, 11,754 tickets were handled by the IT staff.

Applications unit

- Developed and established a fully operationalized Microsoft based ContaCT Tracing application in the Azure environment.
- Expanded resilience of the CT-EDSS and reporting infrastructure by adding redundant application servers in a failover configuration.
- Immunization: CT WiZ is the statewide Immunization Information System (IIS) designed to meet national standard requirements for effective tracking and administration of immunizations in a public health setting. It is a web-based database that maintains complete, accurate, and secure immunization records for all Connecticut children. The below table give the breakdown of the onboarding progress of clinics.

Type	CoVP Clinic	CoVP Pharmacy	CVP Clinic	No CVP Clinic	Pharmacy	Grand Total
EHR Clinic	258	245	515	77	336	1,431
UI (User Interface) Clinic	69	30	104	3	16	222
Query & Response Clinic			1	153	1	155
It is NOT Online (NOT UI, EHR-HL7)	171	10	183	157	10	531
Grand Total	498	285	803	390	363	2,339

- Immunization Public Portal: A public portal to access the official immunization certificate. With this new portal, the public can query and download their immunization certificates. This is still under approval process and yet to be released to the public.
- DPH Online Ticketing System: DPH IT developed an online ticketing system for internal users and for the public to submit questions, clarifications, and assistance to individual sections within DPH.   This allowed us to move away from phone calls and voicemails to decrease the turnaround time and improve customer service.   In 2020, more programs within DPH came forward to use this ticketing system due to the pandemic and the need for an electronic system to move away from traditional phone calls and emails. Below are the metrics for the tickets received through the online CT Helpdesk system between May 2019-July 2022 by individual programs.

Business Unit /Application Name	Number of tickets
ABCMS (Applicant Background Check Management System)	1680
Connect to Care Jobs	159
ContaCT	28582
Covid-19 Case Reports/Vaccine Breakthrough	379
Covid-19 Recovery Facility	30
COVID-19 Vaccination	28823
CT-Vitals (Electronic Death Registry)	3166
FLIS - Healthcare Facilities Quality & Safety	1434
Homebound Vaccination	9
Immunizations (CT WiZ)	8575
PPE Request	12
School Submissions	785
Vaccine+	10
Total Number of Tickets	73644

- Long Term Care Facility (LTCF) Covid-19 Data Submission: During the pandemic, DPH undertook the collection of nursing home resident COVID-19 data. This detailed information assisted with the tracking, forecasting, and reporting of resident level data to the public and the leadership team. We also developed a daily COVID-19 reporting submission portal through the existing FLIS Events Tracking System where Skilled Nursing Facilities reported the daily numbers electronically and tracked the resident status. This was a huge data collection and reporting effort done by both FLIS and the Infectious Disease Section. We also added vaccine status of each COVID-19 infected patient later on for better reporting and analysis. With this system, we were able to track the onset date, symptoms, reactions, duration of infection, hospitalization and other important metrics which facilitated DPH to assist all LTCF who were the worst hit population during this COVID-19 pandemic.

Digital Government

List of Online Services Available

DPH Submissions: DPH IT developed a new portal named DPH Submissions (https://dphsubmissions.ct.gov) site to consolidate data collection by different sections within DPH from healthcare providers, public, etc. With the pandemic, we added more online data submission for various units within DPH for their review, processing, and reporting. Some of the new additions in 2022 were:

- Respiratory Collection Supplies Request Form for COVID-19 Testing Submission: State of Connecticut - Respiratory Collection Supplies Request Form to enable authorized testing locations to request testing supplies from the State of Connecticut.
- COVID-19 Vaccine Order form: Immunization program oversaw the COVID-19 vaccine order collection, review, approval of vaccine orders from eligible CoVP providers. This form helped collect all the vaccine orders weekly and assisted the Immunizations program to review, approve/reject and track the progress electronically.
- DPH Vans Intake Form: DPH worked to reduce barriers to vaccination across the state arranging walk-in clinics with our vaccination vans to serve communities, particularly our hardest hit and underserved. We designed the portal for providers to request vaccine vans and DPH to review and assist and keep track of requests.
- Immunization Portal – A public portal to access the official immunization certificate has been completed. With this new portal, the public can query and download their immunization certificates.
- Vital Records:
    - Death Registry
    - Birth Registry
    - Marriage registry
- Vital Records document services.
- E-License use of online renewal of all professional licenses.
- School Submissions: Daily reporting of School COVID-19 data for students and staff reported by individual schools. These data are used by CSDE and DPH to better prepare and track the cases in schools.
- Office of Emergency Medical Services (OEMS):
    - EMS Education Approval System: OEMS provides approval to certified EMS instructors to conduct courses. EMS instructors now can apply online through DPH Submissions and get an automated notification once approved by OEMS.
    - ImageTrend Elite – This service provides an electronic interface for all responding ambulance services in the state of CT and electronically received Patient Care Run reports (PCR) for each incident in the state.

- Trauma Registry - Electronic interface from all the Hospital Trauma Centers to report mandated Trauma admittance statewide.
- ABCMS - Automated Background Check System; this allows all health care facilities in the state that are statutorily required to perform background checks, to process and monitor background checks to be in compliance with biometric fingerprint-based background checks requirements for hiring direct care workers.
- Asthma School Survey: Web portal for reporting School based Asthma.
- ContaCT Tracing Application - this online system is available for all Local Health Departments to perform disease specific surveillance and follow-up. This was implemented as a response to the COVID pandemic and tracking needs and can be repurposed for ongoing outbreak and contact follow-up of infectious diseases.

List of Online Services Requested by Constituents:
- Electronic Laboratory test request for our State LIMS system.

Planned Applications

- Reportable Events for Behavioral Health and Substance Abuse Facilities:
  - Hospital Trauma Data Registry: In the past 24 months, the Emergency Services data (ambulance calls) has been migrated to its own SaaS solution. We also migrated Hospital Trauma Reporting to the same SaaS platform this year.
  - Electronic Reporting: Integrating Electronic Reporting of incidents by Behavioral and Substance Abuse facilities (Substance Abuse Care, Psychiatric Outpatient Clinics, Mental Health Residential Living, Mental Health Intermediate Treatment Facilities, Mental Health Day Treatment Facilities, Mental Health Community Residence) to DPH FLIS Events web portal. Approximately 600 clinics need to be on boarded to this electronic reporting website which are currently faxing their reportable events.
- LEAD Poisoning Prevention and Control Program: CT General Statute 19a-110 requires providers to report all lead levels in children screened for lead poisoning at least every 30 days. Levels of 10 mcg/dL are required to be reported within 48 hours. Currently, CT has approximately 100 Lead Care providers which send roughly 35,000 results annually (40% of all results). The form OL-15c is used for providers faxing in elevated levels. We are planning to develop an electronic submission system which will automate the reporting, reviewing, tracking, and uploading results in CT SITE.
- Long term care facility Strike Monitoring: During contract negotiation between healthcare workers' union and the nursing home industry, DPH receives strike notice from the facilities' healthcare workers, and we prepare for the strike monitoring activities. The strike monitoring activities consists of collecting volunteer nurses and assistance staff, scheduling, team formation, car rentals and strike monitoring teams reporting back to DPH. We are planning to

create a portal which automates these strike monitoring activities so we can focus on patient care and planning.

- Laboratory Information Management System (LIMS): Replace the LIMS system for the SPHL. The current Horizon LIMS that controls all laboratory test devices and results reporting has significant inherent barriers to service in the way we are currently operating. We have selected new vendors and contract negotiations are in progress.
- Expand the Electronic Lab Reporting capabilities to:
  o Incorporate all state of CT private reporting laboratories
  o Include the Tumor Registry in the electronic reporting workflows
  o Add the capabilities to receive Patient Case Reports electronically
- Productionize the initiative to have Multi-Agency (DDS, DPH, DSS and DMHAS) Medication Administration Certification training so that it can be offered in a digital format, state-wide on the CT-TRAIN platform and make the eligible administrators available across the HHS environment.
- DPH Employee Central Database, Leave Request, Telework Application Project: DPH IT is building a centralized database to capture all the employee details which include parking info, vehicle hang tag, pictured ID, leave requests, telework application and approval, and hardware assignment. With this new system, we will be eliminating all the individual paper forms, and request submission and approvals process and easy tracking of requests.
- Online Payment Processing for Asbestos Program and DPH: DPH IT is developing an online payment processing system to begin with the Asbestos program and then roll out these services for all the sections who deal with paper checks. The manual paper checks and reconciliation and reporting process has become cumbersome, and we are introducing the online credit/debit and ACH payment processing.
- DPH Online Ticketing System: More programs within DPH are coming forward to be part of this online ticketing system to improve customer service and answer questions on time.
- Immunization:
  o In-Continuation with onboarding clinics to Ct WiZ.
  o Immunization Public Portal: Works are under way to collect legacy data from the existing and new onboarding clinics so public portal have full immunization records.
- iQIES (Internet Quality Improvement and Evaluation System): iQIES will replace the legacy systems (QIES, CASPER, and ASPEN) with one integrated, Internet-facing, cloud-based system. The existing legacy systems' functionalities are being consolidated into a single system, the new Internet Quality Improvement and Evaluation System (iQIES).
- Users (Providers and State Survey Agency) will no longer require a virtual private network (VPN) or CMSNet to access this system. iQIES is Internet-facing and maintains the latest system architecture and security standards.
- System enhancements will support a flexible and user-friendly data reports system for providers, allowing for greater ease in using real-time data for care planning and quality monitoring and improvement purposes.

- Users will be able to access important information for work anywhere, at any time, on mobile devices, laptops, and tablets due to built-in adaptability with increased accessibility.

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware
    - Laptops, tablets, desktops $120,000
    - SPHL wireless (Wi-Fi/cell phone) expansion $80,000
    - Annual maintenance and support $100,000
- Software
    - Annual maintenance, support, and new purchases $100,000

Services (consulting) –

- Subscriptions
    - Office 365 $200,000
- Telecom and Data $35,000

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Laptops and desktops for new hires and replacements $120,000

- Additional Grant funding has been dedicated to agency wide Data Modernization/reporting efforts and LIMS replacement at the SPHL that were identified as deficits through the Pandemic reviews. Total costs for these 2 efforts are not yet determined.

Department of Revenue Services

Mission

Instill public confidence in the integrity and fairness of tax collection; achieve the highest level of voluntary taxpayer compliance; continuously improve agency performance; contribute to the fiscal and economic well-being of the state; and provide a positive and professional workplace.

Technology Strategy

As a data- and technology-driven enterprise, DRS applies a systems approach that aligns technological improvement with our business objectives and processes. DRS pursues an integrated, dynamic information management and communication strategy that:

- supports effective research, planning and resource allocation;
- securely and timely informs and assists taxpayers;
- prioritizes automation that cuts manual processing;
- reduces fraud;
- targets smart collection of state taxes administered;
- enhances communication, training, and teamwork for employees; and
- provides core management analytics, key performance indicators and benchmarking.

DRS is transitioning from its existing legacy system due to high maintenance outlays, end-of-life status, inflexibility, costly reprogramming, and lack of efficient integration. The DRS technology strategy is built on a transition to CTax, a modernization initiative that will create a new, safe, and secure tax administration environment defined by integration, streamlined service to taxpayers, and flexible adaptation to tax changes.

Additional technology expectations include:

- continued transition to paperless, automated processing and reporting that will free up resources for taxpayer services and collections;
- real-time information sharing, data mining and outcome tracking that is secure, accurate and accessible in the office, in the field and at home;
- user-friendly and real time online and on phone taxpayer information and taxpayer services that maximize voluntary compliance and combat fraud; and
- workflow enhancements that reduce processing and hand-offs, improving teamwork and timeliness.

"The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Release 2 of CTax - Multiyear IT modernization of the agencies tax processing systems.
- Migrate the Agency's Exchange environment over to DAS/BITS Exchange online.
- Replaced the Agency's Telecommunication environment to latest platform.
- Upgrade all DRS users from MS Office 2013 to MS Office 365.
- Upgraded BroadComm DLP (Data Loss Prevention) to the latest version and incorporated Cloud email monitoring
- ITAS (Integrated Tax Administration System) is the current production environment and is being replaced by CTax in a multi-year IT modernization project. Modifications to date:
    - Upgraded Oracle database platform.
    - New features for the CTAX Project Release 2 Tax Types
    - Conversion for CTAX Release 2 Tax Types
    - Changes for Legislative, Covid 19, and Tax Extensions
    - Enhancements to Facilitate Remote Business Processing
- FSET (Federal/State Employment Taxes) - Updates for CTAX Release 2
    - FSETNG - New front-end and system to DOL Gateway that DRS uses to accept Vendor information
- MeF (Modernized e-File) new features for CTAX release 2
- Enhanced General Correspondence Scanning / Email Automation for remote processing
- New Amnesty initiative requiring new features in CTax & modifications in ITAS were successfully completed.
- Legislative request to provide an updated TAX Incidence Report was completed
- Requested Legislative Initiatives that DRS Administered.
    - **Return to Work** program - program is to incentivize long-term unemployed people who live in Connecticut to return to the workforce. Eligible individuals meeting certain criteria, would receive a one-time, $1,000 incentive payment from the State of Connecticut
    - **Earned Income Tax Credit (EITC)** program - Retroactively enhance the 2020 Connecticut (EITC) from 23% of the federal credit to 41.5% to provide needed economic support to low-to-moderate income working individuals and families disproportionately burdened by COVID-19 and its negative economic impacts.
    - **Child Tax Rebate** program - Help Connecticut families with children that may be eligible for a child tax rebate of up to a maximum of $750
- Installed SABA for hosting and creating all DRS in-house training material. In addition, created single-sign on link to LinkedIn for all external general training material.

Digital Government

- Taxpayer Service Center (TSC)
- myconneCT (release 2 of new taxpayer portal)
- Self-service payment plan application and approval
- Refund validation quiz
- Tax calculators
- Electronic filing for real estate conveyance tax
- Self-service for tax status letter requests
- New Online Forms and DRS Application For NAA-02 (Neighborhood Assistance Application)
- Fillable and downloadable tax forms
- Taxpayer publications and guidance
- Paid Preparer e-License
- Business tax help presentations
- Home page Latest News feed, e-Alerts and social media deployment

List of Online Services Requested by Constituents:

- Taxpayer tutorials
- Taxpayer service chat capacity
- Enhanced website navigation
- Mobile applications

List of Online Services Planned to be made available:

- *myconneCT – release 3*
- *new online features*
- *New FSET Gateway*

Planned Applications

- CTax Release 3 - Multiyear IT modernization of the agencies tax processing systems.
- Earned Income Tax Credit (EITC) program additional enhancements
- Child Tax Credit operational application.

FY 2023 Technology Budget

Hardware
- Server replacements (normal replacement cycle) $224,400
- VNX SAN Storage replacement (GDC & SDC) $910,000
- Backup appliance replacement (GDC & SDC) $120,000
- Network Switches, Top-of-Rack (GDC & SDC) $255,000
- Laptops (new hires / replacements qty 50) $ 85,450

CTax
- Phase 3 rollout (completion); Phase 4 (partial) $11,050,000

Total   *$12,644,850*

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

Department of Social Services

Mission

We, along with our partners, provide person-centered programs and services to enhance the well-being of individuals, families and communities.

Technology Strategy

The strategy for DSS is built in 4 hierarchical layers Vision, Goals, Objectives and Plans

Our vision. DSS seeks to maximize the volume and efficacy of permitted benefits for its stakeholders. We recognize this is an ongoing process that requires continually improving the capabilities. We recognize that all capabilities may not be at the same level at the same time but we will continuously adjust plans and strategies to improve services and service delivery.

Our Vision. Guided by our shared belief in human potential, we envision a Connecticut where all have the opportunity to be healthy, secure, and thriving.

Our Goals: DSS has some aspirational goals, we seek to:

- Drive decision-making, collaboration and service-coordination through enhanced use of data and technology to improve services.
- Improve access to health and human services to enable our customers to gain independence, enhance health and achieve well-being.
- Instill public trust by continuously improving the way we administer programs, manage our resources and operate our infrastructure.

Our Objectives: In support of DSS agency goals, DSS ITS has established some initial objectives:

- To implement approved business information technology projects for HHS Shared Services.
- To develop standards on how we use data.
- To develop a method to prioritize and align new business technology projects.
- To continue to improve the IT organizational structure.
- Utilize partnerships and strategic alliances with DAS/BITS and other CT Executive Agencies to pursue and implement enterprise solutions and achieve economies of scale.

DSS recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Our plans. Our plans are designed to arrange projects to instantiate and bring to life our IT objectives.

- Please see the Planned Applications section of this document

Technology Achievements

- **ImpaCT** – Advanced Eligibility System - ImpaCT is the latest step in DSS's modernization process. A state-of-the-art eligibility system to improve the service we provide our clients, to help DSS be even more efficient and timely, and to make sure that Connecticut families are getting the vital human services benefits for which they are eligible. The final wave of a deliberate, phased approach was implemented August 2017. DSS requested additional funds from our federal partners to complete ImpaCT outstanding change request and funds were approved. Due to COIVD, many of these required enhancements planned for ImpaCT 2.0 were moved out of SFY20 and were completed in SFY22 with the last release in March 2022.
- **Enterprise Program Management Office (EPMO)** DSS continues to refine the Enterprise Project Management Office (EPMO) to manage the complex portfolio of concurrent, inter-related projects in the agency. The EPMO has increased the transparency of project activities and performance through the application of project management best practices, policies, processes, and industry-standard methodologies.
- **CT Medicaid Enterprise Technology System (CT METS) –** The Connecticut Medicaid Enterprise Technology System (CT METS) is a large-scale business process improvement and technology program to improve services and outcomes for residents served by Medicaid and other programs. CT METS, which is led by the Department of Social Services (DSS), is expected to replace existing systems with new, modular technologies and services to enable person-centered service delivery across DSS and other state agencies that administer Medicaid services. The effort is expected to extend over several years, beginning with an effort to optimize business processes and organizational structures, and to solidify plans for an enterprise platform and acquisition of modular systems and services. These systems/services will replace the existing Medicaid Management Information System (MMIS), which processes claims and other transactions for over 800,000 Connecticut residents annually. Other smaller-scale systems supporting Medicaid are also expected to be consolidated into CT METS. The effort is expected to positively impact multiple stakeholders including Medicaid members and providers, as benefits accrue from streamlined operations, new self-service functions, and improved access to data.

- **Mobile -** Mobile application platform to support DSS applications. The project completed Phase 1 and Phase 2 during FY2022.
  As part of Phase 1, the following functionalities were delivered

  - Create Accounts/Case Associate

  - View Benefits, Correspondences/Notices/Proof of Benefits

  - Perform Change Reporting for all circumstances.

  - Upload verification documents using the mobile device/device camera.

  As part of Phase 2, the following functionalities were delivered
  - Completed online Renewals and upload supporting documents.

  - Complete online Periodic Reporting Form and upload supporting documents

  - Additional reporting capabilities

- **Interactive Voice Response (IVR) in the Benefit Call Centers** - This project covers improvement, advancement, and optimization of the various channels of communication between Connecticut consumers and their access to Eligibility Information and Application. This includes Business Process Review, Mobile Application Development, Interactive Voice Response (IVR) Enhancements, Upgrades, Multiple Systems Integration including print and scan functionality.
  - IVR – Resolved Production defects
  - VHT – Enabled new feature to allow callers/Agents to schedule calls for future date
  - Enable Service Observe (Call Monitoring)
  - Expanded Benefit Center by increasing the number of concurrent Agent login to 551

- **Health Information Technology (HIT) -** HITECH initiatives have transitioned under the MMIS for the implementation of a Statewide Health Information Exchange system for FFY2022 and beyond. The HIE entity, Connie, went live and provides a common statewide service utility to support secure connectivity across the provider and caregiver community and the implementation of current and future use cases. It also provides a mechanism for the participation of community organizations, behavioral health providers, long-term and post-acute care providers, and others who may not have the technology or resources to participate in the same manner as those with certified electronic health record (EHR) systems. The functionality that went live over the past year include the provider portal. Through the provider portal, providers are able to upload clinical data, access Connecticut's statewide Prescription Monitoring and Reporting System (CPMRS), Best Possible Medication History

(BPMH) and image exchange.   Connie also implemented an internal Provider Directory which provides physicians with information on other physicians for referral purposes.

- **Low Income Home Energy Assistance Program (LIHEAP) –** This project enhances access to the LIHEAP program with a web-based Salesforce interface. Customers now have an automated application process to work through instead of downloading a form and submitting it manually. This increases the speed and accuracy of the application process.
- **Centralized Reporting / Dashboard Solution -** This project stood up a data warehouse for all reporting, analytics and business Intelligence work for requests coming into DSS Metrics Unit. This effort finished phase 1 in 2022 (standing up Tableau).
- **Dashboard and Visualization Through Customer Portal -** The DSS Centralized Dashboard and Reporting initiative is to create dashboards and visualizations and making them available through DSS customer portal.
- **Salesforce Governance and Continued modernization –** We have established a team of Salesforce developers and testers which, as an ongoing process, will systematically be modernizing antiquated systems for DSS.
- **Digital Government**

  List of Online Services Available:

  - Pre-Screening Tool
  - Benefit Details and Status
  - Online Application
  - Online Renewal
  - Online Changes
  - Document Upload
  - Document submission status
  - Paperless notices
  - Request a Fair Hearing
  - Client Survey
  - Community Partner Functionality
    - ability to submit multiple applications on clients' behalf a
    - document upload
    - online submission status

  List of Online services Requested by Constituents:

  - Community Partner Functionality to include a Community Partner Portal
    - Client Look up, revealing benefit details and status.
    - Online Renewals.
    - Online Changes.

- Online Periodic Review Form for SNAP

List of Online Services Planned to be made available:

- Online Periodic Review Form for SNAP
- Integrated Mobile Platform
- Integrated Client Portal….
- Mobile Optimized Landing Page, home page, and screen flow
- Mobile Application

Planned Applications

- **Child Support** - The Office of Child Support Services (OCSS) has been using a nearly 35-year-old green-screen, character-based legacy system for administering the Child Support Program. The project completed contract negotiations in October 2021 and has selected a vendor for the design and development phase of the project leading to the implementation of a new Child Support System.
- **CT Medicaid Enterprise Technology System (CT METS) –** CT METS seeks to modernize, streamline, and align current information systems and business processes in support of agency priorities for Medicaid Program. Key outcomes include improved experiences for members and providers of HUSKY Health, strengthened program integrity, and easier sharing of data among systems to enhance quality member outcomes. We have onboarded 3 foundational vendors – SI, OCM and IV&V. An iterative approach was adopted for the program focusing on near-term, mid-term, and long-term modules with the Enterprise Data Warehouse & Analytics and Enterprise Provider modules being the near-term modules. A Change and Communication Management Office was established and initiated to guide, implement and support organizational and project change management and communication management for the project.

  The SI vendor has submitted a contract amendment which was approved by DAS and is submitted with the fourth Annual IAPDU to CMS. The OCM vendor has submitted proposed contract amendment language for a second amendment to their contract. Both SI and OCM vendors have realigned their deliverables to support the dynamic roadmap and iterative approach.

  Business Process Workshops were being held with focus on processes around the data warehouse. Several OCM and SI foundational deliverables have been completed or are in progress.

- **Health Information Technology (HIT) –** The statewide HIE entity, Connie, will be working on enhancing the Provider Portal to include advanced health care directives,

immunizations and eConsent. eReferral services is planned to be operational in the fall of 2022. In addition, the Image exchange service will be enhanced to include a stroke network/emergent imaging, dental health records and patient data access.

- **Procurement And Contracts System (PACS) & Community Action Agency Tracking System (CAATS) –** Integrating PACS which is a web contract and document management system that is used to initiate and manage the life cycle of Procurement Request, Procurement, Contract and Amendments from the beginning to the end with CAATS which is Community action agency tracking system. CFI tracking – Phase 1 enhance the application to allow supervisors and leads to assign the cases to the fraud staff. Phase 2 will migrate project to Salesforce.
- **Project Portfolio Management Solution –**Implement Work Otter as a project portfolio management (PPM) solution as a proof of concept (POC) within CTMETS which will provide Executive Leadership a view across the organization to better determine resource needs (Human, Funding, Prioritization).   Once successful, rollout Work Otter as an agency wide project portfolio management (PPM) solution which integrates with current project management tools and aligns with EPMO and ITSPMO project methodologies and processes.
- **ImpaCT 2022/2023 System Enhancements** – enhance the Integrated Eligibility System by enriching client servicing needs, progression toward end-to-end case management, information sharing across programs and agencies and a foundation for the future shared services vision.
- **CT Pathways –** Enhance CT Pathways application (Connecticut's SNAP Employment & Training Program) hosted on the Salesforce platform to continue to automate manual business processes.
- **Centralized Reporting / Dashboard Solution -** This project stood up a data warehouse for all reporting, analytics and business Intelligence work for requests coming into DSS Metrics Unit. This effort finished phase 1 in 2022 (standing up Tableau). Phase 2 will be to migrate reports from ImpaCT and ConneCT to this repository.
- **Dashboard and Visualization Through Customer Portal -** The DSS Centralized Dashboard and Reporting initiative is to create dashboards and visualizations and making them available through DSS customer portal.
- **Mobile Application (Shared Services Portfolio) -** Build a Mobile application platform to support DSS applications/services utilizing PWA. Phase 3 is inflight and will be delivered by Nov 2022. This includes features to include real time EBT balance and push notifications.
- **Client Relationship Management (CRM) system (Shared Services Portfolio) –** Implement a centralized enterprise-wide CRM that will provide insight into customer and complaint trends based on the data received. This infrastructure can be leveraged for further utilization across HHS agencies for a multiple of client support and HHS system entry points.

- **Shared Services Readiness - Automation (Shared Services Portfolio) -** Identify and increase automation to support business process/operations to provide much needed efficiencies. Currently two use cases are being used to a develop a RPA solution under COVID Funding. This would also help the agency to create a RPA framework that would help increase the understanding as well as be scalable. This is currently being looked as a Prototype and its adoption will lead to additional automation opportunities within DSS and across other agencies in the state. Additional use cases will fall under Shared Services Readiness –Automation

- **Shared Services Readiness – Architectural Recommendations (Shared Services Portfolio) –** Implementation of Architectural recommendations provided as part of the Architecture Assessment done in 2018 to make enterprise applications Shared Service Ready. Architecture improvements should capitalize on current State/Department investments. Architectural enhancements should be made with a focus on minimizing maintenance effort long term.

- **Shared Services Readiness – Open Source Migration (Shared Services Portfolio) –** The Department and the HIX (ahCT) are actively planning for an effort to reduce dependency on more costly proprietary services by moving to open source products. Phase1 is expected to last for nine months and will significantly reduce ongoing maintenance and operations costs associated with the proprietary products. This is being discussed and planned for 2023.

- **Notice Engine (Shared Services Portfolio) -** A centralized noticing service can be leveraged by all agencies and support cost savings in notice development, implementation, and mailing.

Benefits

- Clients receive consolidated notices for all programs reducing confusion, delays and redundancy. This in turn reduces calls to call centers/benefit centers.
- Clients receive notices with consistent formatting/branding.
- Consolidation of the entire noticing process, the state will increase buying power to lower the overall costs of printing and mailing, prevent redundant payments and provide greater visibility into the volume and content of notices being sent to the AHCT/DSS customers/members.
- Provide flexibility to business users to make edits and have them sent to clients in a timely manner as opposed to waiting for IT support to schedule them as part of application deployments.

  Training Environment Platform

  Create a training platform that will be used by all HHS agencies - This initiative aligns with the vision of shared services, which extends beyond DSS, than that spans technology, tool, processes, and governance to build a common framework that will enable staff of all Health and Human Services agencies to better serve our constituents. It involves setting up a fully integrated training environment that would mimic the current production environment and be used for training staff on a periodic basis

with most recent system enhancements. The model of practice in training for eligibility staff and other state agency staff is critical to eligibility operations.

Formal training
- Reduces the need for supervisory led on the job training,
- Minimizes mistakes that may result in increased errors in processing and possible federal penalties,
- Ensures consistency,
- Provides practice to build expertise in the eligibility functions.
- Enhances the chances for success on the job then other eligibility projects that affect functions, should improve as well.

DSS is committed to Learning and Innovation and Excellence and Integrity as values. Highly trained staff, support these values.

The CT State Agencies supported by training and utilizing this new integrated training environment are listed below.
1. CT DSS
2. Access Health CT
3. CT State Department of Aging and Disability Services
4. CT Department of Developmental Services
5. CT Department of Mental Health and Addiction Services
6. CT Office of Early Childhood

Shared Services Consent Management
Consent Management - The establishment, design and implementation of a systematic approach to managing client consent. To be able to share data for various purposes (Medicaid, SNAP and WIC) across multiple systems while setting up entry points for the future State of CT Consent Management cross agency design. In order to collect and manage clients' consent on a large scale, we require a systematic solution to storing such consent to share data for specified permissible purposes. The solution must be interoperable with file-sharing platforms/technology (interfaces/ELT) and communications platforms/technology (email and texting), and needs to be able to store both systematic and manual-entry client consent information collected through online interfaces or by state staff

- **Medicaid Data Warehouse (MDW) -** The Medicaid Data Warehouse (MDW) is the State of Connecticut (CT) repository tied to interchange from the Medicaid Management Information System (iC-MMIS). With the T-MSIS implementation the federal government has for priority to relieve the states from the burdens of reporting. Hence, the Data Quality (DQ) effort is paramount. CT is number one nationwide for DQ, recognized by the federal government. The existing Medicaid Data Warehouse uses a traditional installed application to view and access the data and reports within.

This year the MDW will be transitioned to a web based system allowing the capability for other state agencies to be granted access to the data safely and securely without the current technical hurdles required of the traditional installed application

- **SWS (Social Work Services) Modernization**- Upgrade SWS case management system to meet ACL National Adult Maltreatment Reporting System (NAMRS) and State reporting requirements more fully and migrate from legacy technology to Salesforce.

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware will be procured utilizing OE General Funds and IT Bond Funds depending on the project and phase of the project. Depending on the federal agency and project federal funds re-imbursements are allotted at varying percentages.
- Software will be procured utilizing OE General Funds and IT Bond Funds depending on the project and phase of the project. Depending on the federal agency and project federal funds re-imbursements are allotted at varying percentages.
- Services (consulting) will be procured utilizing OE General Funds and IT Bond Funds depending on the project and phase of the project
- Telecom and Data will be procured utilizing OE General Funds.
- The statewide HIE, Connie, has partnered with CRISP to provide the technology stack for the HIE.

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Shared Services – Multiple Projects
  - Client Relationship Management (CRM)
  - Mobile Applications
  - Shared Services Readiness - Automation.
  - Shared Services Readiness – Architectural Recommendations.
  - Shared Services Readiness – Open Source Migration.
  - Shared Services Readiness – Training Environment
  - Shared Services Readiness – Consent Management Module
  - Notice Engine.
- ImpaCT Enhancements and M&O Releases. New APD centered around client centric enhancements.

- Expand storage to accommodate ImpaCT application audit logs which is a compliance requirement of the IRS
- CT METS (MMIS Replacement)
  - Procurement of System Integration Platform and necessary Components
  - Procurement of Tools/Licenses related to DDI/SDLC process such as JIRA, RTM tools/plugins, Test data generator and data de-identification tool.
  - Procurement of Data Warehouse and Analytics product and Provider Module COTS product.
- Child Support System Modernization Project
- HIE /HIT Projects - – Multiple Use Cases
  - Enhance Provider Portal to include: Advanced Health Care Directive, Immunizations and eConsent (both Provider and Patient Mediated Affirmative Consent)
  - Enhance Image Exchange to include: Stroke Network/Emergent Imaging, Dental Health Records and Patient Data Access
  - eReferral
- Mobile Application
- Client Relationship Management (CRM) system.
- SWS (Social Work Services) Modernization

Department of Transportation

Mission

- The mission of the Connecticut Department of Transportation is to provide a safe and efficient intermodal transportation network that improves the quality of life and promotes economic vitality for the State and the region.

Technology Strategy

- The DOT *Information Technology Strategic Plan (ITSP)* outlines deliberate steps to support with technology the Connecticut Department of Transportation business operations and improve the security of the information technology infrastructure. The ITSP plan will guide the efforts to provide scalable, efficient, and cost-effective technology solutions that enables continuous support to business operations, projects, LEAN initiatives, technical initiatives, and secure access to the Agency's data from any place at any time.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at: http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Local Transportation Capital Improvement Program (LOTCIP) System – Cash flow and Forecasting phase:
  Development is complete. The Local Transportation Capital Improvement Program (LOTCIP) provides State funds to urbanized area municipal governments in lieu of Federal funds otherwise available through Federal transportation legislation. When complete, this system will provide an automated way to maintain project information and provide LOTCIP information to DOT Management as well as the COGs and MPOs.

- TED – CTDOT Open Hub Data:
  Connecticut Department of Transportation has launched **Open Data Hub**, a new one-stop-shop for the public to access transportation data. The Hub allows the public to access and download timely location-based data and perform analysis through easy-to-use online tools, applications, and dashboards.
  As a live platform with geospatial data, the Hub allows users to access official CTDOT data, such as traffic volumes, crashes, and roadway characteristics and classifications. Additional authoritative datasets and applications are in development and will come online as they are available.

- Regulatory and Compliance Information System:

The Business requirements for the development is complete. Scope of Work (SOW) has been developed and approved by the business unit. The objective is to eliminate paper forms currently in use to apply for taxi and livery licenses and license renewals as well as create new workflows to improve business processes. The new online fillable forms will be posted on the agency's website and will be available to the transportation companies. When complete, this system will improve the submission and review process of applications for licenses and license renewals.

- Computerized Traffic Signal System Statewide Upgrade:
  Ongoing support for the advanced traffic signal technology implementation project and implementation of cellular technology to replace field traffic devices. Installation and configuration of cellular technology involves central system software and wireless telecommunications connectivity from DOT central office to field devices such as advanced traffic signal controllers and intelligent vehicle detection. This advanced technology allows traffic engineers to view real time field data to improve traffic flow, respond faster to changing traffic conditions, cut costs to business and consumers by reducing vehicle delay, reduce travel time, emissions, and fuel consumption. The advanced traffic signal technology is a real time program approach that includes objective based measurement and reporting to stakeholders.

- Contractor Prequalification System:
  Development is complete. The system eliminates paper and makes it easier and more efficient for contractors to submit their electronic applications, as well as creating increased efficiency for the DOT Contract Unit to process/review and approve the applications. The system also reduces or eliminates incomplete application submittals and errors which allows the unit to avoid spending much time working with the contractor to fix. The system includes an administrative review and approval process to allow contractors to apply for and become prequalified by the State of Connecticut, Department of Transportation. Contractors must be prequalified by the Department in accordance with the State of Connecticut Department of Transportation Construction Contract Bidding and Award Manual, as revised, to be eligible to have their bid proposals reviewed and to be considered for award of a contract. The system allows contractors to complete and submit electronically, the "Contractors Prequalification Application/Statement (Con-16)", an "Annual Update Certification" and "Other Revisions and requests for additional Work Classifications".

- Development of the Fact Finding Tracking System:
  The system helps to track the status, assist with locating certain hearing packages and in the future, allow for tracking types of incidents.   Also, the system allows for all Bureaus to have the same tracking ability and provides uniformity across the Department.

- Migration of on-premises databases and applications to the Azure Cloud to support end user mobility and remote access.

- Migration of shared files for the following business units: Public Transportation, Policy and Planning and Construction Office. The shared files were migrated from on-prem storage to a developed DOT SharePoint site.

- Solved and closed 9,028 helpdesk tickets related to the support of our production infrastructure and applications. Deployed 539 mobile devices, 94 of which were to support construction projects.

Digital Government

List of Online Services Available:

- SUPERLOAD Oversize/Overweight Online Permitting System.
- LOGO and Attraction Sign System.
- CT Travel Smart Traffic Cameras.
- TED – CTDOT Open Hub Data.

Planned Applications

- Computerized Facility Management System (FMS):
  DOT has an immediate need for a facility management and work order solution. The objective is to automate inventory process and produce condition data that will help to prevent deterioration of buildings and forecast capital projects and capital funds.

- Oversight/Overweight – SuperLoad auto routing System:
  DOT has an immediate need for the implementation and configuration of the OS/OW SuperLoad automated routing module. DOT issues about 95,000 oversize/overweight vehicle permits each year. Vehicle routing is currently a manual process. DOT has road and bridge data electronically available in their road network and Inspectech systems which will be used for the automated routing process and issuance of permits.

- UAS (Unmanned Aircraft Systems) Application:
  DOT's UAS Program (with financial assistance from FHWA) has evolved in the last couple of years from a single pilot to team of 13 drone pilots that represent various offices (Bridge Safety, Central Survey, Consultant Design, District Construction, AEC Applications, Environmental Compliance, Maintenance, Public Transportation, ROW, and State Highway Design). In addition, the Department has recently acquired 13 unmanned aircrafts of various sizes and capabilities. During the last 2 years over 25 drone flights generated significant amounts of data and records. While it was manageable

to track flights and UAS inventory for one pilot, with the growth of the UAS Program, its data and records, there is a need to manage all drone pilots, UAS flights and UAS inventory in more efficient and effective way.

- Online Interview Selection Report System:
  DOT has an immediate need for the development of an automated interview selection report system. The system will provide reports to track the status of pending vacant positions for HR. The system will store all interview selection reports and backup documents in a cloud-based system. The system will offer to hiring managers, supervisors, HR and OEOD an online approval process to apply electronic signatures more simply, and track approvals, with email notifications when a position is ready to approve.

FY 2023 Technology Budget

- Proposed DOT IT Operation budget for FY23

DESCRIPTION	BUDGET
IT Consultant services	165,000.00
IT Data Services	143,000.00
IT Hardware Maint & Support	90,000.00
IT Software Licenses/Rental	989,571.00
IT Software Maint & Support	295,000.00
Cellular Communication Srvcs	105,930.00
Internet Services	5,000.00
Telephone Repair & Maintenance	13,000.00
Telephone Installation	1,000.00
Loc/Long Distance Telecomm Sv	420,929.00
Television/Cable Services	54,000.00
IT Supplies	10,000.00
General Office Supplies	1,000.00
Minor Equipment	15,000.00

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Replacement of end-of-life network, server hardware and remote location phone systems.
- DOT COTS software maintenance.

Division of Criminal Justice

Mission

To investigate and prosecute all criminal matters fairly, consistently, and with the highest regard for public safety and the rights of all persons.

Technology Strategy

Technology - Support the integrity of criminal investigation and prosecution through enhanced, state-of-the-art technology to store, retrieve, share, and display (e.g., for trial purposes) information.

Communication - Enhance communication between the Division and other state and local law enforcement agencies relative to criminal investigations and prosecutions.

State Systems - Maintain the agency's ability to use, and grow with, state systems, which support its administrative and financial operations.

"The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm."

Technology Achievements

- On-going digitization and deployment of SharePoint for Capital Murder investigations and appeals. Deployment of a SharePoint application to track statewide complaints. Completion of the configuration and deployment of the DCJ intranet site inhouse developed in SharePoint.
- Deployment of a VPN solution to provide access for remote work for staff that need to work remotely. Purchased and deployed additional tablets for staff in the agency. This allows for remote work as well as access to eProsecutor from within the courtrooms. Deployment statewide of trial presentation laptops to each of the districts.
- Deployed additional wireless access devices in court rooms across the state to provide access to the prosecutors to eProsecutor from within the court rooms.
- Worked with the Governance Steering Committee, Advisory Committee, and vendor Journal Technologies to complete the design and configuration of the Statewide Investigation cases in the eProsecutor Case Management system. The migration of the Civil Habeas case data from the old Access database into eProsecutor is almost complete.
- Testing and preparing to receive all pending Juvenile cases from Judicial Juvenile System and insert those cases into DCJ's Case Management system.

- Mapped the data and developed the interface between DCJ's Case Management system and the CJIS CISS system for additional data exchanges. This includes the development of the Staging environments for the data exchanges between the systems.
- Created the requirements for the Digital Evidence Management solution.
- Configuration and deployment of two new Units in the DCJ. The Inspector General's Office and the Conviction Integrity Unit at Rocky Hill.
- Completed the Purchase Order of a vendor-based solution for the Inspector General's office.
- Procurement of an ITSM solution BMC Trackit

Digital Government

List of Online Services Available:

The Division of Criminal Justice does not currently provide any online services.

- We do have a traffic stop complaint form that we make available on our web page. However, that form must be submitted with the police department that made the initial traffic stop.

List of Online Services Requested by Constituents:

The Division of Criminal Justice has no current requests for online services from constituents.

List of Online Services Planned to be made available:

- The Division has contracted with Journal Technologies for an agency portal. This portal would provide case discovery to public defenders and defense attorneys statewide.

Planned Applications

- DCJ will be participating in the CJIS CISS system Model Office and pilot deployment in the Middletown District in the fall of this year. We will be participating the additional deployment of arrest information along with the Police, Judicial, and CJIS.
- Deployment of the Juvenile interface with Judicial. This will include the exchange of all pending Juvenile cases. We will also be deploying the Civil Litigation Habeas and Appellate cases   in eProsecutor.
- DCJ will be performing necessary infrastructure upgrades to accommodate the additional influx of criminal case data from the police through CISS.

- Deployment of the Case Discovery Portal in the Azure cloud for public defender's office and defense attorneys statewide.
- Piloting the Criminal Justice Commission virtual meetings to utilize Teams while providing access to the public to participate as required by law.
- Migration to Office 365
- Deploy BMC Trackit IT Helpdesk, Procurement and Inventory modules including training and adoption for the end users.
- Migration of Agency SharePoint site to Office 365

FY'2023 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $
- Software $
- Services (consulting) $
- Subscriptions $
- Telecom and Data $

FY'2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Desktop Replacements $
- Digital Evidence Solution $
- Infrastructure Upgrade $
- Lenovo Think Pads $
- JTI EProsecutor Licenses $
- Microsoft Unified Support $
- Westlaw Access $

Freedom of Information Commission

Mission

The Freedom of Information Commission's mission is to administer and enforce the provisions of the Connecticut Freedom of Information Act, and to thereby ensure citizen access to the records and meetings of public agencies in the State of Connecticut.

Technology Strategy

- This IT strategic plan incorporates our Mission, Vision and Values in determining our priorities for 2023. In order to best serve Connecticut, we will focus our improvement efforts in two areas: Integrate Worldox application into existing Lawbase system; and process, evaluate, clean and summarize the data in Lawbase for end users.

  The Freedom of Information Commission recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm

Technology Achievements

- Provided continuing support to Staff for Teleworking
- Providing support for Remote Audio and Visual Commission Meetings and Contested Case Hearings.

EGovernment

List of Online Services Available:

- Agency website contains the schedule of contested case hearings, Commission meetings and educational workshops; it also contains links to the Freedom of Information Act and regulations, Commission and Court Decisions, Declaratory Rulings, meeting agendas and minutes, and Commission policies; finally, it contains audio and visual links to contested case hearings and commission meetings recordings.

List of Online Services Requested by Constituents:

- None noted

List of Online Services Planned to be made available:

- None at this time

Planned Applications

- Integrate Worldox application into existing Lawbase system

FY'2023 Technology Budget

- Hardware - $1,500.00 Agency General Fund
- Software - $5,000.00 Agency General Fund
- Services - $5,000.00 Agency General Fund
- Telecom and Data – none at this time

FY'2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- None Noted

Office of Early Childhood

Mission

To partner with families of young children to advance equitable early childhood policies, funding and programs; support early learning and development; and strengthen the critical role of all families, providers, educators, and communities throughout a child's life. We will assertively remove barriers and build upon the strengths of historically disenfranchised people and communities to ensure fair access to OEC resources.

Technology Strategy

In FY22, the agency made significant progress improving current data systems to increase the agency's ability to use data to inform and improve policy and administration of the agency's programs. This work is rooted in common shared data models and a master data index across all divisions creating a single point of agreement among all agency data. In addition, the OEC continues to build IT and data service connections between state agencies to support real time data inquiries.

The agency continues to build the capacity and develop a strong internal team. IT Operations ensures that all OEC staff have secure and functioning computer and communications technology, along with the knowledge and support to make each individual OEC staff member effective in their work safeguarding and supporting. The Development Team develops applications that securely collect, process and give access to child and program data across OEC's divisions and to the public. The Information Technology Division works to remove barriers for internal staff and ensure an efficient, user-friendly experience for our parent and provider communities. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at
http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

The Office of Early Childhood's main technology achievements in FY22:
- Background Check Information System 2.0 with enhancements and data migration rolled out (September 2021)
- OECdata.org – Data visualization for Early Care and Education data rolled out (July 2021)
- Continued enhancements to DSS Impact Child Care Eligibility work (ongoing)

- Mobile licensing development and rollout (March 2022)

- Early Childhood Information System – Home Visiting Module – reporting rollout for program compliance (ongoing)
- Care 4 Kids Parent Portal launched: As part of the Citizen One-Stop initiative, the Care 4 Kids Parent Portal is a major modernization project that digitized the childcare subsidy eligibility application process. (September 2021)

Digital Government

List of Online Services Available:

- Child Care and Youth Camp Licensing – Program Data, Investigations, Inspections, and Violations (through Open Data Portal)

- Improved Early Care and Education data system: ECE Reporter (launched January 2021)

- Licensing inspections through mobile process (launched March 2022)

- Digital Application available for Care 4 Kids program (launched September 2021)

- Background Checks Information System 2.0 (launched September 2021)

List of Online Services Requested by Constituents:

- Digital applications: Development in final stages for the Care 4 Kids Parent Portal. Digitizing existing paper-based application (scheduled to launch August/September 2021)

- Consumer friendly website enhancements (launched November 2021)

- Parent Portal 2.0 where the portal shows benefit related information, make life event changes to the existing information, and provides capabilities to renew their Care 4 Kids application.

List of Online Services Planned to be made available:

- Parent Portal 2.0 where the portal shows benefit related information, make life event changes to the existing information, and provides capabilities to renew their Care 4 Kids application.

- More agency data made available through the Open Data portal

- Data Request process, whereby constituents can request data from existing OEC data systems

Planned Applications

RAIN: RAIN is the redevelopment of our existing Birth to Three technology system, SPIDER. This system has been in active development but delayed due to support for the legacy application through the pandemic. SPIDER was originally designed as an Access database and has been upgraded over many years. RAIN represents a modernized and redeveloped product. In FY23, the data migration is planned before a full system rollout.

Sparkler API:

In FY 2022, the team is focused on integrating Ages and Stages Screening data collected using a mobile app (Sparkler) with our existing Early Childhood Information System—Home Visiting (ECIS-HV). ECIS-HV has been under development for routine maintenance in the current year. However, in the coming year, this integration will improve provider experiences and expand access to important data for home visitors. This integration positions the agency to build additional APIs with other mobile applications.

Data integration/visualization: In service of the agency's mission to aggressively remove barriers for children, agency technology and research staff will be engaged in implementation of Tableau, data visualization software.

ECE Reporter Transition to OEC In-house: In order to work closely with the providers and stop incurring heavy vendor development and contractual charges, OEC has refactored vendor code for the ECE Reporter Application and will begin deploying and modifying the existing system in house as of October 2022.

Provider Portal: To ease the jarring experience of providers having to remember logins for each of our disparate OEC data systems, this portal would serve as a central location for them to login and access each of their systems.

Agency CRM System Implementation: Investigating the use of Salesforce as an Agency CRM system to have a central location where specific data points from each of the OEC's data systems would be populated. This would enable OEC staff to get a clear holistic picture of the provider.

FY 2022 Technology Budget

Technology spending:

Hardware

- Licensing Division: $19650 spent on equipment in FY22 for establishment of mobile licensing: tablet devices plus accessories (45)
- Other OEC Staff iPads: $3500 (5 at $700 each)
- Teleworking & remote office hardware (headsets, keyboards, mice): $4,500
- GEER funding (Sparkler major expansion and Tech purchase for programs)

- OEC Admin: $67500 spent on Laptops (45)
- Document Scanner - $17280 (60)
- Meeting OWLS - $2997 (3)

Software

Software	Notes	Amount
Microsoft 365 licenses	The agency maintains approximately 160 E3 licenses ($135/each)	$21,600
Impact	Maintenance	
Adobe	25 licenses	$9,895
Nitro Pro	25 licenses	$8,610
Qualtrics	5 licenses	$11,970
Canvas	Establishment of Learning Management System for the agency	$14604
Protraxx	Registration system for the LMS	$12,000
LogMeIn	Maintain diverse comms tools	$5,664
Infragistics Ultimate	Developer use	$6,055
Justinmind	Developer use	$6,653
Redgate	Developer use	$2,021
F-Secure	Salesforce system	$42,575

Not included above: Visual Studio, Camtasia, Articulate and Vengage (renewals in process)

Services (consulting)

- Development consultants: $888,000

- United Way: $12,558,158. This contract includes technology services and support among other work and support provided by the vendor.

- Deloitte (ImpaCT Enhancements): $817,948.3

- InfoSys (ImpaCT operations and maintenance): $546,073.60

- Deloitte (Care 4 Kids Parent Portal 2.0): $3.3M

- Skylight Digital (ECE Reporter Enhancements): $2.17M

Telecom and Data:

- Cellular Data for 45 Licensing iPads: $1799.95 (45*39.99*12)

- Cellular Data for 5 more Director iPads: $2,399.4 (5*39.99*12)

- Cellular Data for 60 OEC staff: $35,992.8 (60*49.99*12)

- Phone system: $3,500

FY 2022 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Impact Enhancements, Care 4 Kids Parent Portal 2.0 (Deloitte)
- ECE Reporter (Skylight)
- Development consultants (Covendis)

State of Connecticut
IT Strategic Plan for Fiscal Year 2023

Office of Health Strategy

Mission

The mission of Connecticut's Office of Health Strategy (OHS) is to implement comprehensive, data driven strategies that promote equal access to high quality health care, control costs, and ensure better health for the people of Connecticut.

Technology Strategy

OHS brings together critical data sets, health information technology, and health information exchange efforts and allows for collaboration with many stakeholders, including providers, payors, patient advocates and state agency partners. OHS includes three collaborative teams: Health Data & Analysis, Health Systems Planning, and Health Innovation.

The Health Data & Analysis Unit includes the following:
- o Oversight and successful progression of the official statewide Health Information Exchange (HIE) known as "Connie"
- o All-Payer Claims Database (APCD)
- o Electronic health information standards
- o Consumer health information website (HealthscoreCT)

The Health Systems Planning Unit includes the following:

- o Hospital Inpatient Discharge Database
- o Healthcare Facilities Database
- o Outpatient Surgery Database
- o Hospital Reporting System Database
- o Certificate of Need Database
- o Healthcare Facilities, Equipment, and Services Inventory

The Health Innovation Unit includes the following:

- o Annual cost-growth benchmarks to healthcare spending
- o Carrier aggregate data on total healthcare expenditures
- o Quality measures with providers and insurance carriers
- o Prescription drug prices monitoring
- o Real-time clinical, cost and financial data to consumers, providers and payers
- o Healthcare affordability measurement
- o State primary care spending targets

- o Health utilization and outcomes by race, sex, sexual orientation and gender identity, and income
- o Over- and under-utilization of healthcare services

- Pursuant to Conn. Gen. Statute § 17b-59d OHS is the sponsoring state agency to build and develop a statewide HIE. On May 3, 2021, the official statewide HIE, "Connie" commenced operations. In accordance with Public Act 22-58 §§ 37-38, OHS is also the regulatory and oversight authority for the HIE and actively engages with Connie in the develop plans to enable rapid and modular deployment of use cases for sharing data.

- OHS' strategy for the coming year is to focus on improving data acquisition, data analytics and reporting for supporting internal and external decision making as well as continue to build on the official statewide HIE.

- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- After undertaking an extensive stakeholder engagement and with guidance from the Health Information Technology Advisory Council (HITAC), OHS developed a Statewide 5-year Health IT Plan pursuant to Conn. Gen. Stat. § 17b-59a.

- Since its establishment in 2021, Connie has worked to position its suite of HIE services as a critical public utility for Connecticut consumers by providing centralized access to their health records, and to clinicians by providing timely access to information about their patients. By October of 2022, Connie had completed its rollout of the HITECH Act Technical Assistance Program and had distributed $4.7M of payments to more than 200 organizations who signed up for and met one or more milestones of the program. As of July 2022, Connie has received medical data for approximately 3.5 million unique patients; by the end of June 2022, 85% of hospitals were either committed to connecting to Connie, in the technical implementation phase of connecting to Connie or already providing data. Connie also established a consolidated view of state healthcare providers by aggregating multiple public resources into a single provider directory available to participating organizations; and radiology image sharing went live for those connected to Connie. Finally, Connie worked with partners at DSS and OHS to submit two Connie services – empanelment and encounter notification services.

- OHS, in collaboration with the Office of the State Comptroller, launched a web-based Connecticut Healthcare Affordability Index (CHAI) Interactive Tool. The CHAI

measures the impact of healthcare costs, including premiums, and out-of-pocket expenses, on a household's ability to afford all basic needs such as housing, transportation, childcare, and groceries. The tool was developed to help policymakers understand the real costs of healthcare and the challenges that Connecticut residents face in meeting their basic expenses.

- OHS and the DAS Digital Services team launched HealthscoreCT at https://portal.ct.gov/healthscorect, designed to provide CT residents with information about the quality, costs, and affordability of healthcare services and coverage using APCD.

- OHS performed or contracted with others to perform 32 data analyses utilizing APCD data including but not limited to: 1) using APCD prescription drug cost and utilization data pursuant to Conn. Gen. Stat. § 19a-754b, An Act Concerning Prescription Drug Costs; 2) in support of Governor's Executive Order No. 5 to create healthcare cost growth and quality benchmarks and primary care spending targets; 3) in support of 17 Certificate of Need program decisions; 4) as part of the Rand 4.0 study for hospital price transparency to compare commercial with Medicare hospital prices and trends in individual states, and the nation; 5) five Ad hoc analyses including a Workers' Compensation scope analysis; 6) to DSS to help determine federal funding for the operations of the HIE (Connie); 7) to Connie to identify out of state health care providers that provide services to CT residents; 8) to the Office of Fiscal Analysis to support legislation on breast cancer screening; and 9) to OPM for COVID testing costs.

- OHS released APCD data extracts and aggregations to support other CT state agencies' projects/initiatives.

- With the support of OHS, the APCD Advisory Group, a subcommittee of the Health Information Technology Advisory Council (HITAC), approved the collection and integration of denied and dental claims into the APCD. Consequently, the Advisory Group has created a workgroup and charged it with modifying the APCD Data Submission Guide to enable the collection and submission of dental and denied claims in alignment with industry and national standards. OHS is chairing and staffing this workgroup.

- As mandated by Public Act 21-35, OHS developed and promulgated Race, Ethnicity and Language (REL) Data Collection Standards and an Implementation Guide. OHS is convening meetings of state agencies to facilitate compliance with Public Act 21-35; participating in convenings with healthcare providers who must comply with the REL Standard; and is working with Connie on REL Standard implementation and the inclusion of disability status to be collected as part of the mandate. OHS successfully applied for

$1.05 million dollars as part of the American Rescue Plan Act (ARPA). The ARPA funds will be used to upgrade four OHS systems (APCD, Inpatient, Outpatient Surgical, and Emergency Room Patient Databases), and a select Department of Social Services (DSS) systems.

- OHS has engaged Mathematica, a data analytics vendor, to develop an Azure cloud enhanced APCD data analytics and visualization capabilities to support OHS data use strategy, implementation of Executive Order No. 5, provide access to de-identified claims, and patient data for public use and to support OHS mission to improve access to quality health care and contain costs.

Digital Government

- OHS provides a content-rich web portal for the residents of Connecticut, with information on strategies and services provided and mechanisms to engage the public. Information is provided on the following:

    - Healthcare Innovation
    - Health Information Technology
    - Consumer Engagement
    - Health Systems Planning
    - Reports and Data
    - Prescription and Drug Reporting System
    - Cost Growth and Quality Benchmarks and Primary Care Target
    - Healthcare Affordability Index and Self-Sufficiency Standard
    - News and Press Releases
    - Open Solicitation / RFPs
    - Healthcare Facility, Services and Equipment Inventory
    - Race, Ethnicity and Language Data Standards and Implementation Guide

- OHS uses a variety of social media platforms to connect with consumers, other agencies, and the public. These include Twitter, Instagram, LinkedIn, and a YouTube channel.

- Hospital Reporting System (HRS) web portal – an application developed to assist hospitals in the statutory annual reporting of their financial operating results for the previous fiscal year in an efficient and effective manner. Hospitals file both their annual reporting filing and their twelve-month actual filing data with the new portal.

- Certificate of Need (CON) web portal – an application that accepts and tracks all CON related materials (Applications, Determinations and Modifications) which

replaces the paper submission and allows information and updates to appear in real time for the public.

- Notification and Filings web portal – used to collect and track monthly and statutory annual filings related to financial and utilization data submissions from health care facilities defined under Conn. Gen. Stat. § 19a-630.

- Facility and Equipment Inventory Information web portal – used to collect and track information with respect to the Conn. Gen. Stat. § 19a-634. The statute mandates OHS/HSP to maintain an inventory of healthcare facilities and services, MRI, CT, and PET/CT imaging equipment and utilization information from select Connecticut healthcare providers and all imaging providers.

- Freedom of Information and data request web portal – used to collect and track requests submitted by the public for information related to OHS, and to provide transparency concerning OHS responses.

- Secure file transfer – for receiving individually identifiable patient discharge and encounter data submissions from acute care hospitals and outpatient surgery providers that OHS collects pursuant to Conn. Gen. Stat. § 19a-654.

- Consistent with its statutory mandate under Conn. Gen. Stat. § 19a-754(b), OHS developed a user-friendly prescription drug reporting web portal that enables sponsors and manufacturers to report certain information on new, pipeline and existing outpatient drug information to improve pricing transparency.

- Self-sufficiency standard and healthcare affordability index were developed to enable advocates and policymakers to estimate the financial impacts of various proposals and healthcare reforms on CT households.

- Community Health Worker Training Vendor Application Portal was developed to allow for the online Community Health Worker Advisory Body Training Vendor Applications. Part of the work of the Community Health Worker Advisory Body was to develop a core standard curriculum which was completed in 2020. The Community Health Worker Training Vendors must apply and have their curriculum reviewed by the Review Committee of the Community Health Worker Advisory Body to become an approved training vendor.

- Electronic exchange of healthcare data is available to healthcare organizations and state agencies through the statewide HIE, Connie. Assessment of the state's HIE needs determined that the HIE will utilize a network-of-networks configuration, allowing both individual EHRs and already existing interoperability initiatives to

connect and share data. Services include necessary core technology, various foundational services (e.g., identity management), and enhanced data exchange technology to meet the objectives of prioritized use cases identified by stakeholders. An initial set of use cases includes the exchange of electronic clinical care summary documents, immunization transactions, and electronic care quality measures (ECQM'S).

- Connecticut Healthcare Affordability Index (CHAI), a new measure that examines the impact of a family's healthcare costs, including premiums and out of pocket expenses, on their ability to afford all basic needs, such as housing transportation, childcare, and groceries. CHAI calculates healthcare costs and affordability for 19 household types in CT.

List of Online Services Requested by Constituents:

- Web-based electronic payment system to receive application fees for programs such as CON, APCD, and patient data extract releases.

List of Online Services Planned to be made available:

- The OHS Quality Council has determined the 2022 Core Measure Set, a menu for insurer selection to utilize in provider contracts and the 2022-2025 Quality Benchmark Measures and Values required under Gov. Lamont's Executive Order No. 5. These benchmarks became effective in January 2022 and collected data will be reported out to the public under the updated HealthscoreCT website.

- A redesigned consumer cost estimator using the APCD will be developed during SFY23 to enable CT residents to comparison shop for some of the most common inpatient and outpatient healthcare services and procedures at HealthscoreCT.com

- The OHS website will be overhauled with the help of the DAS Digital Team. The effort began with Phase I which involved developing a new HealthscoreCT website and overseen by OHS. In Phase II, the DAS Digital Team will aid OHS to redesign the overall website to change its visual appearance to enhance user experience.

Planned Applications

- Mathematica, OHS' data analytics vendor, is developing the Azure cloud platform to support the APCD data analytic environment.

- Web portal for CON compliance activities to be developed. Additionally, a web-based electronic payment system to receive application fees for programs such as CON, APCD and patient data extract releases.

- Update and implement the Community Benefits Portal to aid in the collection of annual hospital community benefits.

- OHS will hold a series of Convenings with State Agencies required to submit REL data according to the standards enumerated in PA 21-35 Section 11. These convenings will share lessons learned moving into the new REL Standard, monitoring database upgrades, and supporting state agency implementations with BITS. Four OHS databases will be updated to comply with the new REL standard (APCD, Inpatient, Outpatient Surgical, and Emergency Room Patient Databases).

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

Hardware - $20,300

Software - $28,000

Services (consulting) - $1,813,065

Subscriptions - $2,400

Telecom and Data - $1,330

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

Services (Consulting):

- Onpoint Health Data – Contractual Services - $761,101

- Mathematica – Azure Cloud enhanced analytics and visualization capabilities - $474,486

- Bailit Health – Health care benchmark initiative consulting and analytic services - $489,328

- CedarBridge Group LLC (or alternative contractor selected through RFP) - $900K

Other:

- American Rescue Plan Act - $500K (to implement system changes for REL between OHS and DSS)

Office of Higher Education

Mission

The Office of Higher Education (OHE) seeks to advance the promise of postsecondary education for all state residents, and to advocate on behalf of students, taxpayers, and the postsecondary schools and colleges that fall under its purview. The Office carries out its mission by assuring that students have access to postsecondary institutions which meet the highest standards of academic quality, by administering the state's student financial aid programs, and by serving as an information and consumer protection resource.

Technology Strategy

In the past, OHE invested in on-premise, internal custom-developed Microsoft Access Databases to support its various programs. Since this requires multiple programming staff personnel just to support/maintain this approach, OHE has created a new technology strategy. The Agency plans to take advantage of cloud vendors to host applications as Software-as-a-Service (SaaS) along with any Commercially-Off-The Shelf (COIT) software. Any custom software solutions will be used as a last resort solution when possible. As such, OHE will only invest in cloud software solutions that meet these criteria (above and beyond standard office automation tools).

In addition, the agency recognizes the Software Management Policy that describes the use and disposal of software assets found at: http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- A new software solution was implemented for the for the Academic Affairs Division, called Veoci, which includes the following programmatic areas:
  - Private Occupational School Approval
  - Licensure & Accreditation
  - Out-of-State Registration
  - State Authorization Reciprocity Agreement
  - Veterans Program Approval and Benefits Application Software
- A new Financial Aid Processing Application was implemented for the for the HR and Financial Division, called CT Scholars, which includes the following programmatic areas:
  - Roberta B. Willis Scholarship Program (Need-Based and Need-Merit)
  - Gaining Early Awareness and Readiness for Undergraduate Programs (GEAR UP)
- A new software solution was implemented for the for the Programs and Student Services Division, called Empower, which includes the following programmatic areas:
  - Alternative Route for Certification

- OHE has been migrated off their own ctohe.org domain and onto the State's standard Executive domain. This involved the following major services:
    - Email Services
    - Production Database Server
    - Web Server hosting the agency's website
    - File & Print Server
    - Active Directory

Digital Government

Presently, the list of Online Services Available includes:
- Academic Program Search
- Links to accredited Colleges and Universities
- Links to approved private occupational, hospital based and barber/hairdresser schools
- Out-of-State online registration
- Online payments for Academic Affairs and Programs and Student Services Divisions

List of Online Services Requested by Constituents:
- All forms and applications that need to be completed should be online

List of Online Services Planned to be made available:
- CT Scholars online portal for high school staff
- CT Scholars online portal for college staff
- CT Scholars online portal for students

Planned Applications

- The new Financial Aid Processing Application implemented for the for the HR and Financial Division, called CT Scholars, will have the following additional programmatic areas included:
  - Minority Teacher Incentive Program
  - John R. Justice Prosecutors and Defenders Incentive Act
- Work with agency business units and BITS to update and migrate current website to a newly redesigned template to align with the strategic direction of the state and provide enhanced user experience and functionality
- As the state implements a new Chatbot technology, OHE has expressed interest in adopting this for use on the agency website. This would be a benefit in reducing call volume by answering common questions and providing instant information to constituents.
- Business Office will work with BITS to become "paperless" by instituting electronic forms and signatures.

FY 2023 Technology Budget

Outlined below is an estimated plan for technology spend within OHE:

Hardware	$10,000
Software	$815,000
Services (consulting)	$100,000
Subscriptions	$12,000
Telecom and Data	$5,000

FY 2023 Technology Major Expenditures

Outlined below are the OHE's planned technology expenditures in excess of $100K:

Financial Aid Processing Application Software:
- Cost Estimate: $750,000 for consultant services, data conversion and one year of software maintenance and support which includes software development, data conversion, Software as a Service (Cloud hosted), training, ongoing support

Office of Policy and Management

Mission

OPM functions as the Governor's staff agency and plays a central role in state government, providing the information and analysis used to formulate public policy for the State and assisting State agencies and municipalities in implementing policy decisions on the Governor's behalf. OPM prepares the

Governor's budget proposal and implements and monitors the execution of the budget as adopted by the General Assembly. Through intra-agency and inter-agency efforts, OPM strengthens and improves the delivery of services to the citizens of Connecticut and increases the efficiency and effectiveness of state government through integrated process and system improvements. Technology Strategy

- Provide OPM staff with the hardware and software needed to accomplish OPM's mission.
- Assist divisions with implementation of new legislative requirements around the collection of data.
- Continue to support Lean initiatives that have an IT component that is integral to the success of the project and the mission of the agency.
- Utilize the new cloud-based environments, including Microsoft Azure, for external facing web applications used by the municipalities and other agencies.
- Provide infrastructure to facilitate the execution of our business continuity plan.

OPM recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Worked with DAS to implement new infrastructure to support the initiative to replace existing lights in the 410 – 474 Capitol Avenue Complex with new efficient LED lighting, which lights are controlled by a networked system and linked to a server at the Groton Data Center.
- Upgraded all agency systems to utilize office365 smtp mail service.
- Continued to work closely with the Bureau of Information Technology Solutions (BITS) to ensure our laptops and desktops are up to date with the latest windows updates using System Center Configuration Manager (SCCM) and malware definitions using Mcafee ePolicy Orchestrator (ePO).
- Converted the Automated Budget System (ABS) to a web-enabled application. The ABS is utilized by the OPM Budget Division and state agencies for developing and managing the Governor's budget.
- Upgraded OPM's internal regulation system to expand use by all divisions to facilitate the review of proposed regulations prior to submission to the Governor's Office.

- Developed and updated a statewide form for all state employees to enter their telework requests. The form is then shared with their respective agencies for review and approval.
- Commenced work with the Office of Labor Relations to define specifications for an internal grievance tracking system that will be developed by OPM staff.
- Planned and purchased new servers, SANs, and network switches to replace technology that are considered end of life. This new technology will allow us to make further security improvements and redundancy.
- Continued to enhance reporting and auditing capabilities of databases created by OPM to administer federal COVID funds.
- To develop OPM's IT resources, we provided external training opportunities in the realms of networking and security.
- Developed a web-based application to be used by those towns designated as a distressed municipality to report their Personal Property and Real Property tax losses, which data will be used to determine reimbursements from state appropriated dollars for FY 2023.
- Developed a web-based application to be used by municipalities to report their Manufacturing Machinery and Equipment exemptions.
- Enhanced the functionality of the Witness Tracking database for use by the Chief State's Attorney Office
- Continued to modify procedures to provide IT support in an expanded telework environment.

Digital Government

- Renters Rebate – Provides a partial rebate of rent and utility expenses to lower income elderly and totally disabled renters.
- Sales Ratio – Used to collect annual real estate sales data, by town, in order to calculate the Equalized Net Grand List.
- M13 (Grand List of Taxable Property) – Used by municipalities to collect Grand List assessment data in order to calculate the Equalized Net Grand List.
- Veteran's Additional Exemption Tax Relief Program – Used by municipalities to collect property tax exemptions for eligible veterans and apply for a reimbursement of lost property tax revenue based on program guidelines.
- Grants Management System – The Criminal Justice Policy and Planning Division uses an off-the-shelf electronic Grants Management System, referred to as Grantium, customized to meet OPM's business needs, to automate the grant administration process of federal grants to sub-recipients from collecting grant applications to disbursing grant funds as well as meeting federal reporting requirements.
- Notice of Intent (NOI) – A web-based application State agencies use to gain permission from OPM to allow the agency to apply for a federal grant. Once approved, the agency can then submit the grant application to the issuing federal agency.
- Open Data Portal – Participate in the State's effort to make raw government data open to the public to increase transparency and provide useful information.

- Fiscal Health Monitoring System (FHMS) -- An online portal, replacing the Uniform Chart of Accounts (UCOA) reporting system, that provides an electronic platform for municipalities to file their fiscal information including budgetary and audited financial statement data.
- Business Intelligence - State Analytical Reporting System (BI-STARS) - The system provides the State with advanced analytical and reporting capabilities for human resources/financial management and will enhance decision making. The goal is for STARS to become the statewide data repository for human resources and financial data.
- Eregs – An online internal tracking system utilized by the OPM legal staff to effectively monitor and facilitate the review and approval process of regulations submitted by agencies. The creation of this system has allowed OPM to streamline workflow and more efficiently communicate fiscal or policy concerns across agency divisions to either alert agencies of needed changes or signal approval to the Governor's Office.
- Witness Tracking – An online web application that allows courthouses to track and share the usage of jailhouse informants

- Municipal Coronavirus Relief Fund (CRF) - An online portal which allows municipalities to request reimbursement for eligible COVID-19 related expenses.
- M-1 – An online web application that allows municipalities to report tax and mill rate information.
- ITSOR Email Analyzer – A collaboration project that allows BITS security to quickly analyze emails for actionable intelligence that can be used for blocking Ips and reporting threats to CTIC for threat actor tracking.
- MM&E – a web-based application to be used by municipalities to report their Manufacturing Machinery and Equipment exemptions.
- Pilot – Automated system for the electronic submission of municipal assessment information for the State-owned and College and Hospital Payment in-Lieu-of-Tax programs. This assessment data provides the information needed to formulate public policy for the state and assist in preparing the Governor's budget proposals.
- Distressed Municipality - a web-based application to be used by those towns designated as a distressed municipality to report their Personal Property and Real Property tax losses, which data will be used to determine reimbursements from state appropriated dollars.

List of Online Services Requested by Constituents:

- Respond to AD-Hoc reporting requests from municipalities pertaining to data that is maintained by OPM.

List of Online Services Planned to be made available:

- None

Planned Applications/Other initiatives

- Roll out new servers, SANs, and network switches to replace technology that are considered end of life that was delayed due to the COVID supply chain, which will allow us to make further security improvements and redundancy.
- Continue development and implementation of the new Fiscal Health Monitoring System (FHMS).
- Develop a case management/grievance tracking system for the Office of Labor Relations.
- Develop state bond commission application to track the lifecycle of bond authorization requests.
- Migrate approximately fourteen (14) web applications to OPM's Azure Tennent.
- Upgrade the IGP Portal to newer development technologies for enhanced security and reliability.
- Work with BITS to implement a new remote access technology to phase out GoToMYPC usage.
- Train staff on their responsibility to handle and protect confidential information, including but not limited to development of a policy, incorporating training during orientation, and developing a procedure on how to handle a breach.

FY 2023 Technology Budget

OPM's FY 2023 IT Budget is currently under development. Funding is anticipated as follows:

- Hardware
  - Laptops for new hires - $30,000
  - SANs/Servers/Switches - $243,000
- Software o Adobe - $8,000 o Tableau - $1,680 o ESRI $3,314 o Contingency - $5,000
- Services (consulting) – o Hosting Provider for Municipal grants portal - $24,990. o Azure hosting for Uniform Chart of Accounts – approximately $ 4,140
- Online Information Services – o GovInvest – A pension modeling tool for budget analysis: $19,431.00 o West Law – A subscription for researching laws and statutes: $4,767.38 o HIS Economic Forecasting –Revenue projections: $33,979.00 o Socrata – Open data portal $240,000 o Federal Funds Info for States: $7,125

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

• Sans/Servers/Switches - $243,000

Office of State Ethics

Mission

The Connecticut Office of State Ethics (OSE) practices and promotes the highest ethical standards and accountability in state government by providing education and legal advice, ensuring disclosure, and impartially enforcing the Codes of Ethics.

Technology Strategy

- The OSE strategic plan incorporates our Mission, Vision and Values in determining our priorities for 2023. In order to best serve Connecticut, we will focus our improvement efforts on four areas: Data, Technology, Analysis and Board Operations.
- The Office of State Ethics recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Providing ongoing support to Staff for Teleworking
- Upgraded SFI and Lobbyist Development Environment
- Upgraded Lobbyist and SFI System on DOIT servers
- Provided responsive support to SFI and Lobbyist Filers
- Created multiple SFI & Lobbyist Releases due to changes in application/data
- Continued to optimize operational performance of the Case Management System

EGovernment

List of Online Services Available:

- Lobbyist Filing and Reports
- Statements of Financial Interests Filing
- Necessary Expense Filing
- Gift to the State Filing

List of Online Services Available: cont.

- Agency website contains Advisory Opinions and Declaratory Rulings; Enforcement Actions and UAPA Notices; Meeting/Agendas and Minutes;

Citizen's Ethics Advisory Board policies; Statutes and Regulations; Complaint Forms, Restricted Donor Forms and Conflict of Interest Forms

List of Online Services Requested by Constituents:

- Lobbyist Reports
- Statements of Financial Interests Reports
- Necessary Expense Reports
- Gifts to the State Reports
- Document Management System with website for increased public access to agency documents

List of Online Services Planned to be made available:

- None at this time

Planned Applications

- Optimize operational performance of the Case Management System.
- Create SFI Release due to changes in application/data.
- Create a lobbyist Release due to changes in application/data.

FY'2023 Technology Budget

- Hardware - $7,000.00 Agency General Fund
- Software - $6,500.00 Agency General Fund
- Services - $54,243.36 Approved Capital Investment Funds
- Telecom and Data – 1,000.00 Agency General Fund

FY'2023 Technology Major Expenditures

$54,243.36 Approved Capital Investment

State of Connecticut
IT Strategic Plan for Fiscal Year 2023

Office of the Attorney General

Mission

The Attorney General is the chief civil legal officer of the state. The Attorney General's Office serves as legal counsel to all state agencies. The Connecticut Constitution, statutes and common law authorize the Attorney General to represent the people of the State of Connecticut to protect the public interest. Among the critical missions of this office are to represent and vigorously advocate for the interests of the state and its citizens, to ensure that state government acts within the letter and spirit of the law, to protect public resources for present and future generations, to preserve and enhance the quality of life of all our citizens, and to ensure that the rights of our most vulnerable citizens are safeguarded.

Technology Strategy

The **Information Technology (IT)** Unit, as part of the Administration Department, is responsible for providing information technology support services to all departments of the Office of Attorney General. T**he needs of the Office are handled in a responsive, innovative, and cost-effective manner by proactive support of all hardware, software, and network infrastructure. The unit is responsible for finding better and more efficient ways to use technology within the legal industry. The goal is to make the office more efficient and productive in serving our clients.**

 "The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Improve remote work access by providing two methods: AG RDS and VPN with split tunneling and VPN RADIUS/Azure MFA authentication.
- Change the design layout on the Attorney General website
- Developed a new online system for Data Breach reporting submission and integrated it with the DMS (document management system) and CMS (case management system)
- Upgrade Windows Server OS 2012 R2 to Windows Server 2016, 2019
- Complete the network hardware refresh at the AG offices located at 110 Sherman Street.
- Install wireless access points throughout the building at OAG offices at 110 Sherman Street.
- Upgrade Windows 10 21H2 on all laptops.
- Install new updates to Lawbase.
- Installed Crowdstrike on all laptop devices (an End Point Detection and Response A/V software)
- Implement DAS/BITS Tenable.
- Upgrade Adobe Acrobat from 2017 to 2020 and extend support.

- Extend support on the hardware infrastructure.
- Extend support on the VMware infrastructure.
- Continue to enhance the OAG firewall security.
- Continue to investigate cloud computing solutions for the DMS/iManage.
- Installed a new and more efficient OCR software on the new and existing copiers in lieu of the existing Nuance one.
- Implement the SCCM in conjunction with DAS/BITS to assure the endpoints are secure.
- Increase security and compliance by encrypting data with BitLocker.

Digital Government

List of Online Services Available:
- On-Line Complaint form.
- On-Line Data Breach submission system.
- Access to the Attorney General's Formal Opinions.
- Links to social media on the AG home page to better provide better information to the public.
- Helpful Quick Tips for consumer issues in 6 languages
- Links and information helpful to seniors, children, charities and consumers

List of Online Services Planned to be made available:
- Updates and changes to the Attorney General website
- Update and enhancement to the Complaint system.

Planned Applications

- Upgrades to LawBase (Case Management Software)
- Upgrade to iManage – DMS - new web-based end-user interface.
- Continue investigating iManage (DMS) cloud computing services while staying informed on the Enterprise DMS that DAS/BITS is exploring.
- Modify the online constituents' complaint system and incorporate additional modules as needed by the consumer assistant section.
- Improve database communication systems between Judicial, DCF and the AG office.

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

- Software and maintenance – $200,0000

- Hardware extended support – $50,000

- Subscriptions - $2500

- Telecom and Data - $9,000

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

Office of the Chief Medical Examiner

Mission

- To provide accurate certification of the cause of death and to identify, document and interpret relevant forensic scientific information for use in criminal and civil legal proceedings necessary in the investigation of violent, suspicious and sudden unexpected deaths, by properly trained physicians. Providing such information may prevent unnecessary litigation, protect those who may have been falsely accused, and lead to proper adjudication in criminal matters. Medicolegal investigations also protect the public health: by diagnosing previously unsuspected contagious disease; by identifying hazardous environmental conditions in the workplace, in the home, and elsewhere; by identifying trends such as changes in numbers of homicides, traffic fatalities, and drug and alcohol related deaths; and by identifying new types and forms of drugs appearing in the state, or existing drugs/substances becoming new subjects of abuse.

Technology Strategy

- The role of the Information Technology Unit is to assist the Office of the Chief Medical Examiner (OCME) in reaching its mission critical objectives by ongoing improvement of the efficiency and effectiveness of processes through automation; enhance service delivery to customers through e-Government initiatives where possible; and providing the support services necessary to maintain our accreditation with the National Association of Medical Examiners (NAME). OCME recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Refresh up to 20 personal computers that are off of manufacturer support.
- Ongoing modifications to the Quincy Technology case manager database system that includes Electronic Death Registry System [DPH-project] statewide effort.
- Ongoing modifications to the Quincy Technology case manager database system that includes single point of data entry for accessioned cases.

Digital Government

List of Online Services Available:

- Agency website with down-loadable forms and electronic contact information.

List of Online Services Requested by Constituents:

- As part of the DPH lead Electronic Death Registry System project, on-line payment for cremation certificates has entered a mature operational phase.

List of Online Services Planned to be made available:

- The agency will work with Quincy and DAS-BITS to pursue on-line payment for medical records, photography, and histology fees.
- The agency will work with Quincy to enable electronic record transmission of reports to constituents.

Planned Applications

None.

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

- Software Quincy Case Manager contract license rental and maintenance support estimated at $35,590. [Master agreement supplement issued].
- 53740 IT Hardware Maint & Support $600.
- 53755 Non-Controllable Software $800.
- 53760 IT Software Maint & Support $35,590.
- 53820 Cellular Communication Srv $15,000.
- 53830 Internet Services $7,542.
- 53850 Telephone Repair & Maintenance $480.
- 53860 Telephone Installation $265.
- 53870 Loc/Long Distance Telecomm Sv $20,000.

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- The agency does not have a plan for agency technology expenditures over $100,000.

Office of the Healthcare Advocate

Mission

The Office of the Healthcare Advocate (OHA) is an independent agency which helps Connecticut residents understand what options they have for healthcare coverage, how to get and fight for their healthcare coverage, including coverage for mental health or substance use treatment, and to make sure all residents get covered for their healthcare needs. OHA works on behalf of all Connecticut residents. Our services are free and confidential and provided in real time.

Technology Strategy

Technology support is provided by the Department of Insurance IT staff, now included in BITS IT optimization. Their role is to assist the OHA in achieving its goals through technology.

OHA recognizes the Software Management Policy that describes the use and disposal of software assets found at: http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Upgraded LegalFiles to the latest software release

- Provided ongoing technology support related to current hybrid work environment

Digital Government

List of Online Services Available:

- Online Complaint Filing

- Release of Information Form (fillable PDF)

- Outreach Presentation & Materials Request Form

List of Online Services Requested by Constituents:

- None

List of Online Services Planned to be made available:

- Upcoming Events postings

Planned Applications

- Working together with DAS\BITS replacing McAfee antivirus with CrowdStrike for security, threat intelligence, and cyberattack response services and implementing Tenable for vulnerability scanning
- Legalfiles, a COTS application, is the primary application used by the OHA business users. As the state optimizes IT resources, we will continue reviewing the possibility of combining this with a centralized Legalfiles environment in use by other agencies to save license and hardware costs.
- As the state implements a new Chatbot technology, OHA has expressed interest in adopting this for use on the agency website. This would be a benefit in reducing call volume by answering common questions and providing instant information to constituents.

FY 2023 Technology Budget

Outlined below is an estimated plan for technology spend within OHA:

Hardware	$ 5000.00
Software	$
Services (consulting)	$
Maintenance	$ 6902.00
Telecom and Data	$ 5000.00

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- None planned

Office of the Secretary of the State

Mission

Through the commitment of a knowledgeable staff and advanced technology, the Office of the Secretary of the State works as a team to provide a wide range of services for the people of Connecticut.

We are a repository of records for the State and provide important information and resources regarding business and commercial filings, elections and authentication as prescribed by the constitution, federal and state laws.

We seek to support business development opportunities, and foster a more inclusive political process by educating, informing, and engaging communities and youth in civic participation.

Technology Strategy

In support of our mission, the Office of the Secretary of the State has focused its technology strategy in 4 areas: 1) providing our constituency with useful, reliable and user-friendly online services; 2) enhancing transparency by providing easy and timely access to agency information and services; 3) improving the efficiency and accuracy of internal processes; and 4) the cybersecurity of the critical Infrastructure.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

Due to the pandemic a remote work environment using Office 365 and Remote Desktop Protocol (RDP) was implemented and supported. Additionally, laptops were ordered to support and improve the remote work experience. As laptops were received, they were quickly configured and rolled out to staff. To boost efficiency even more, printers for some staff were ordered and setup at remote locations to keep the continuity of work flowing as pre-pandemic.

Connecticut eRegulations System Enhancements Project – Significant enhancements were implemented as part of a IT Investment initiative in 2020-21. The primary elements of this project are finished, tested, and in production. Some minor elements remain and will be completed in 2022. As IBM is phasing out the Case Manager platform that the eRegulations platform is built on, our office will work with DAS/BITS in 2022-23 to prepare and plan for the migration of the system to IBM's new Business Automation Workflow, which replaces Case Manager.

The new Business Registration System went into production On June 20, 2021 and is tightly integrated with the Department of Administrative Services (DAS) Business One-Stop Project, available to the public at business.ct.gov. The system is currently in the maintenance and operation phase. Monthly releases are planned throughout the remainder of the year and in to 2023 to fix remaining bugs and add additional functionality. There are no further major enhancements planned at this time.

The CVRS and EMS/ENR systems have been updated to reflect the redistricting that was implemented in 2022.

We have continued to upgrade the network connections to the towns for access to the CVRS system. The new connections are more reliable, secure and faster. We will continue to monitor the town connections and upgrade as necessary.

IT Capital Investment Program has approved funding for a new Voter Registration System (CVRS), Online Voter Registration System, and Election Management System (EMS). Additionally, funding was also approved for the Bluebook Publishing Automation Project and other small projects.

An RFP for the replacement of the CVRS and Online Voter Registration Systems was issued, and the selection process is underway.

EGovernment

List of Online Services Available:

- Election Management System / Election Night Reporting
- Online Public Meeting Notice Calendar System
- Online Business Formations for Domestic (LLCs, LLPs, Corps) and Foreign (LLCs, LLPs, Corps)
- Online voter registration and mobile app
- Online voter and polling location lookup tool
- Centralized Voter Registration System
- Online filing of annual reports for business entities
- Online certificate of good standing
- Amending existing business entities
- Submission of UCC filings
- E-Regs: centralized state regulations creation and publication
- Online State Register & Manual ("Blue Book")
- Online training services for local election officials and poll workers
- Online access to original filing documents of businesses

- Online registration and renewals for notary

List of Online Services Requested by Constituents:

List of Online Services Planned to be made available:

- Online Absentee Ballot Application System

Planned Applications

- CVRS System replacement.
- Online Voter Registration System replacement
- Election Management System replacement
- Blue Book Publication Automation

FY 2023 Technology Budget

Technology Source	Amount
Hardware	$220,400.00*
Software	$9,390,906*
Services (Consulting)	$686,844.00
Subscriptions	$6,546.00
Telecom and Data	$520,000.00

* includes maintenance

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Maintenance of BRS System (business registration application)
- Maintenance of CVRS System (centralized voter registration system)
- Maintenance of IVS System (Ballot marking system for disabled voters)
- Maintenance of E-Regs system
- Electronic poll books (bonding project)
- CVRS System replacement (bonding/HAVA project)
- Online Voter Registration System replacement (bonding/HAVA project)
- Election Management System replacement (bonding/HAVA project)
- Blue Book Publication Automation (bonding project)

Office of the State Comptroller

Mission

To provide accounting and financial services, to administer employee and retiree benefits, to develop accounting policy and exercise accounting oversight, and to prepare financial reports for state, federal and municipal governments and the public. The State Comptroller adjusts and prepares all accounting statements relating to the financial condition of the state and/or settles all demands against the state not first adjusted and settled by the General Assembly. OSC utilizes and manages the Core-CT computerized system to provide for the budgetary and financial reporting needs of the executive branch; to pay all wages and salaries of state employees; to pay state retirees and to administer miscellaneous appropriations including the procurement of medical, dental and pharmacy benefits.

Technology Strategy

OSC continues its work on a modernization project for Core-CT. The modernization project will implement the following Core-CT updated and enhancements.

- Migrate the Core-CT infrastructure to a cloud provider
- Bring all software to the latest code line
- Implement additional PeopleSoft functionality
- Implement mobile capabilities "PeopleSoft fluid"
- Improve reporting capabilities
- Investigate and implement paperless processing
- Implement additional security protocols for:
    - NACHA
    - PII
    - Federal Social Security Data Exchange
    - Data masking

The first phase of the project, the move to the cloud, is scheduled for completion in April 2023.

"The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

Implemented employee self-service benefit administration

Digital Government

List of Online Services Available:

- OpenConnecticut. Open Connecticut centralizes state financial information to make it easier to follow state dollars. Find out where deficits or surpluses come from. Find out how much was paid for a particular vendor or program. Find out what to expect in future years.

- Care Compass. Care Compass is an online employee health navigator tool which can be used to find answers to employee benefit questions, find doctors/providers and earn incentives for certain medical procedures.

- CTHEP. Employee health enhancement program.

List of Online Services Requested by Constituents:

- None

List of Online Services Planned to be made available:

- Enhanced Retiree Portal

Planned Applications

None

FY 2023 Technology Budget

OSC 's technology budget is $4.1M for the licensing and maintenance costs associated with Core-CT, and $18M for consulting services.

FY 2023 Technology Major Expenditures

Core-CT modernization project

Office of the State Treasurer
Mission

To serve as the finest Treasurer's Office in the nation through effective management of public resources, high standards of professionalism and integrity, and expansion of opportunity for the citizens and businesses of Connecticut by supplying services that:
- Provide a high-quality, responsive state of Office of the State Treasurer's enterprise information services and systems.
- Provide a reliable cost-effective in-house agency combination of vendors, equipment and software that supports the Treasury responsibilities.

- Provide adequate support and training for the Treasury operational staff.

Technology Strategy

Support agency divisions and programs in the delivery of Treasury services and information to constituents through cost-effective, innovative, transparent, reliable, and secure technology. This can be done by:

- Improving IT efficiencies
- Reducing infrastructure complexity
- Increasing the use of enterprise and shared applications. Leverage shared services across government agencies, offices, and divisions to increase value-added benefits while eliminating unnecessary duplication and reducing costs
- Updating or replacing old legacy programs as needed
- Working with DAS/BITS on innovative solutions
- Working with third party sources that can provide efficient, secure, cost-effective services
- The agency recognizes the 1999 Software Management Policy that describes the use and disposal of software assets.
  http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

Agency Microsoft Cloud Migration
- Office of the State Treasurer (OTT) servers, database servers, and application servers are slated to be delivered to the cloud this fall 2022.
  - The database server and application server have been delivered to the cloud:
    - 2019 Core Server installations (Benefits of Server Core (Windows) | Microsoft Docs)
    - Coast-to-Coast backup/disaster recovery.
    - No hardware to manage.
- Project Management:
  - Document all phases of the development lifecycle, from individual user requests to entire project charters; from individual code snippets to high-level architecture:
    - Use the Treasury's SQL-based Team Foundation Services (TFS) suite to manage all work.
    - Use the Treasury's SQL-based TFS suite to manage all source code and production deployments.
  - Work with Microsoft engineers to build, secure, and administer the OTT's best in class cloud services.
  - Provide documentation on request and make it secure but accessible to IT support staff at both the OTT and statewide DAS/BITS.

- o The costs are roughly $200.00/month for two servers.
- SQL/.Net Systems:
  - ▪ Short-Term Investment Fund is underway
- Ransomware awareness:
  - o In 2016 OTT servers and network were compromised by ransomware. OTT staff successfully removed the malicious software from servers and desktops and was able to perform a complete restore of all infected systems within one day without support from vendors or outside agencies. The agency continues to diligently maintain a comprehensive disaster recovery plan.
- Maintain a diverse set of hardware and devices – a mix of Windows, iPhones and iPad devices configured to work remotely with shared calendars and Exchange email access.
- Maintain and create pages for [Treasurer Shawn T. Wooden's website](#).
- Maintain Windows Servers at 165 Capitol Ave. for production and DR. OTT servers are in three locations – Hartford, Groton, and Springfield. They are replicated nightly to support the OTT DR capabilities.
- Provide desktop and user support
- Purchased, Imaged, Installed, and configured 25% of staff with new desktop computers
- Installed and configured new Backup/Replication solution using Veeam 9.5 Software
- Completed the update from legacy SIF accounting software.

eGovernment

- **Office of the State Treasurer Web Site** – The Treasurer's website has information used by businesses, government, Connecticut towns and citizens.
- **The Big List** - In Connecticut, the Office of State Treasurer collects and safeguards money and other valuables which have been unclaimed by Connecticut residents. The Big List provides people an online search for their unclaimed property and information to retrieve it.
- **STIF Express** - The Treasurer's Short-Term Investment Fund (STIF) is a Standard & Poor's AAAm rated investment pool of high-quality, short term money market instruments managed by the Pension Fund Management Division. Created in 1972, STIF serves as an investment vehicle for the operating cash of the State Treasury, state agencies and authorities, municipalities, and other political subdivisions of the State. STIF Express gives online access to the customer's account.
- **Connecticut Higher Education Trust** - CHET is a tax-advantaged, low-cost savings program specifically designed to help families save for future college costs. The funds can be used at accredited colleges and universities across the country, including vocational and technical schools, and some colleges abroad.
- **Buy CT Bonds** - is a website that provides interested investors with information on State of Connecticut bonds when they are offered for sale to the public. This website is used in advertising (print, digital and radio) when bonds are offered for sale.

Included in this site: Information on the State (economic, geographic, credit, etc.); information on the bonds being offered for sale (terms, maturity dates, security, broker phone numbers).

- **CT Baby Bonds** - CT Baby Bonds is a long-term investment in Connecticut families and communities. It will address generational poverty by giving families opportunities to build wealth while investing funds directly back into the community through various ways such as homeownership and small businesses.
- **Information Report for Potential Vendors** - Vendors and prospective vendors of the Office of the Treasurer are required to provide complete the Employer Information Report.
- Online forms and document which provide informative and efficient services required by vendors and constituents.
- Online state banking and Investor services for financial advisors, underwriters, and bond counsels.

Planned Applications

- Debt system update
- Data Pension Fund/Master Custodian system
- Short Term Investment operation system update
- Train staff to service the **OTT website**.
- Continue to update legacy programs.
- Continue to improve disaster recovery with support from BITS.
- Implement Microsoft Office 365 features to improve efficiencies.
- Improve and manage OTT IT infrastructure at 165 Capitol Ave. including: phone system, agency hardware, conference, and remote services, hardware-software purchases, configurations, and maintenance.
- Manage and support the divisional OTT websites.
- Provide proper Disaster Recovery support.
- Complete an offsite DR test and modify the agency disaster recovery as needed.
- Hire staff.

FY2023 Treasury Technology Budget

- Hardware – IT equipment updates and replacements - $50,000
- Software - Upgrading Microsoft and additional required software. - $20,000
- Services for consulting - Hardware replacement contract with system maintenance Services, and software consulting for new applications. - $55,000
- Subscriptions - $60,000
- Telecom and Data - $115,000

FY2023 Technology Major Treasury Expenditures

The major projects that are planned to start in Fiscal Year 2023.
- FoxPro Debt Management System Legacy Conversion - $900,000
- Consultants - $25,000

State Department of Education

Mission

To utilize technology in support of the Connecticut State Department of Education's (CSDE) efforts to achieve the goals outlined in the State Board of Education's Five-Year Comprehensive Plan and support CSDE's operations in meeting state and federal requirements for the collection and reporting of student, teacher, financial and district data. To complete the final transition of business support systems for the Connecticut Technical Education and Career System (CTECS) to CTECS and the Office of Early Childhood (OEC) to OEC.

Technology Strategy

- Provide robust, secure and streamlined application services to the department, local and regional school districts, charter schools and Regional Educational Service Centers. This will allow for accurate, timely and secure data collection, processing and reporting.
- Complete the final transition of technology services and support to the CTECS and the Office of Early Childhood (OEC).
- Implement best practices for project management, hardware/software life cycle management, and application development and maintenance.
- Implement best practices regarding risk mitigation plans, disaster recovery, and business continuity planning.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

Applications

- Supported ongoing maintenance and implementation of several data collection applications to support agency priorities (e.g., Public School Information System (PSIS), Directory Manager, Education Finance System, Teacher Certification, Educator Data System, special education, teacher-course-student, discipline)
- Modified and enhanced the extension to existing PSIS system to support collecting address and monthly attendance from school districts, separately for remote and in-

person days. These data supported the provision of Pandemic-EBT benefits in partnership with the Department of Social Services. Attendance data also supported the agency and districts to monitor and support greater student engagement.

- Continued implementation of the Direct Certification (including SNAP, TANF/TFA, Medicaid, Foster Care) application
- Successfully automated student rostering for statewide summative assessments (e.g., Smarter Balanced, LAS Links, DESSA – SEL assessment, CT-Special Education Data System) with multiple online vendors
- Worked with a cloud-hosted vendor to fully implement the Regional School Choice Office (RSCO) school choice lottery system
- Developed and implemented a new application module within the TCS application to collect student achievements such as the Seal of Biliteracy
- Began development of a new application to collect physical fitness assessment data at the student level
- Continued implementation of cloud-hosted SaaS adult education system
- Leveraged F5 technology to support newer TLS version to support legacy web server
- Successfully implemented a proof-of-concept with Microsoft partner (Quisitive) for cloud migration of data collection environment; now focused on full implementation
- Collaborated with DAS/BITS and vendor to procure ct.gov URL for cloud-hosted special education jobs application

Operations

- Procured and set up new environments for the CSDE data warehouse for public reporting and data management and launching of new visually interactive public reporting portal
- Coordinated with vendor to upgrade the teacher certification IVR system to Hyper-V and latest AVAYA software version
- Supported continued implementation and expansion of O365 system
- Provided ongoing continued support for remote or hybrid work due to the pandemic
- Finalizing retirement of the WANG system to a web-based cloud connectivity and integrate with CORE accounts
- Began the process of upgrading off-site disaster recovery storage systems
- Implemented hardware life cycle management for CSDE users

Digital Government

List of Online Services Available:

- EdSight – Education Data Warehouse (public and secure)
- Educator Certification
- Multiple Data Collection Applications (students, educators, facilities and finance)
- Regional School Choice Application and Lottery System (Blenderbox)
- Health and Nutrition Services – Direct Certification
- Online Assessment Testing (AIR-TIDE, DRC-Insight)
- Consolidated Grant Application for Federal Title grants (HMB)
- CT-SEDS – CT Special Education Data System
- Colyar-school meals claims application
- CARS-Adult Education (LACES/LitPro)
- Updated CSDE Website for Teacher Certification

List of Online Services Requested by Constituents:

- All of the above.

List of Online Services Planned to be made available:

- Special Education Jobs Portal

Planned Applications

- Complete final retirement of WANG/DELL historical payroll platform to CORE-CT
- Transition from using Novell e-directory to Azure Active Directory and migrate all data collection from on-premises to Azure
- Begin the redesign and rewrite of Directory Manager and the Public School Information System (PSIS).
- For existing applications and infrastructure using end-of-life technologies, either attempt to rewrite with newer frameworks or migrate business functionality into existing applications or newer severs built with currently-supported technologies.
- CT Physical Fitness Assessment application

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware: $748,000
- Software: $165,000
- Services (consulting): $2,200,000
- Subscriptions: $220,000
- Telecom and Data: $33,000

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Continued support of all existing applications (e.g., EdSight/SAS, educator certification, School Interoperability Framework, HMB eGrants, Colyar, assessment platforms, LACES-adult education, CT-SEDS, Blenderbox)
- Migrate existing data collection applications to Azure cloud
- Within current resource constraints, attempt to update legacy applications

State Elections Enforcement Commission

Mission

The Commission was established in the post-Watergate era of 1974 as an independent agency in the executive branch of state government, to enforce and ensure compliance with laws pertaining to state and local elections, primaries and referenda. In 2005, its mission was expanded to include the administration of the Citizens' Election Program, Connecticut's public financing program. Following federal court decisions in 2010, its mission was again expanded to include providing transparency and disclosure for the now unlimited independent expenditures from all persons, including corporation and SuperPACs. The Commission is comprised of 5 members, and is bi-partisan in composition. The Commission's goal is to prevent violations from occurring by ensuring that those who require advice obtain it in a timely manner and to improve and maintain the confidence of the people of Connecticut in the electoral process and the officials involved in that process.

Technology Strategy

The Information Technology Unit provides a wide range of consultation, training, management and technical support services to a geographically dispersed population located throughout the State. eCRIS support services are also provided to our customers in the State Legislature as well as Treasurers and Legislators throughout the State.

Historically, the agency has taken a tactical approach in meeting the needs of its customers. A number of internally developed systems have been built to serve a single purpose and a single set of users; many of which are proprietary and use complex data storage and application development technology. These critical systems still have a great deal of value and have the necessary design flexibility to accommodate change rapidly (e.g., enhancements due to state mandates) and the systems can be difficult to adapt to sharing information or services.

Over the next biennium, the IT organization will transition out of its normal mode of setting tactical priorities by taking a more proactive approach to manage priorities at the strategic level. IT will not only focus on delivering quality services to our customer base but will establish a clear linkage to the SEEC's information integration business strategies. Ongoing plans will include implementing IT strategies that focus on the following management priorities:

- o Recruiting, developing and retaining IT staff for the Future
- o Information design and management (includes succession planning)
- o Delivering services that align with agency business strategies
- o Delivering projects that enable agency growth
- o Process design and management (includes IT governance)
- o Partnering with BITS/BITS to Optimize Enterprise IT

- o   Technology infrastructure and Enhanced Cyber Security hardening
- o   Elimination of paper filings by mandating the use of eCRIS
- o   Elimination or reduction of Agency over dependence on paper.

In 2022 - 2023, SEEC IT will continue its partnership with business stakeholders to assess the agency's technology needs by researching existing and future conditions of the SEEC and branched out to consider technologies that are used in other State agencies locally and nationwide.

The IT organization continuously seeks to understand how the business works and must examine how to employ these new technologies. In order to do this, we must be appropriately staffed to accommodate ongoing development needs and increased solicitations for exemplary service.

When practical SEEC complies with the BITS application development and infrastructure domain standards. Preference is always given to strategic standards and products. As opportunities arise, efforts to migrate obsolete and transitional standards and products to an enterprise solution are made.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm

Technology Achievements

- Implementation of CrowdStrike Intrusion, Detection and Response software on all compute device at GDC and SDC
- Implementation of Tenable I/O Workstation scan on all SEEC compute devices.
- Completed SharePoint Document upload site to safely receive CEP documents from Committees.
- Rollout of Avaya x-one communicator for Election Officers and Staff Attorneys.
- Complete Disaster Recovery Plan with built in testing

Digital Government

The SEEC IT Unit continued active development projects on all in house systems. This action was necessary to maintain the flow of information and on line application infrastructure to the eCRIS customer base. All of the critical system enhancement requests were completed and put into production with little or no down time impacting our customers.

The Applications Development group completed all approved work assignments on development/ enhancement projects assigned. Successful completion of these projects allowed IT to shift its focus to additional enhancement and workflow activities:

- Implementation of CrowdStrike on all Compute devices.
- Updated browser support for cross platform functionality and usability.
- Update / Upgrade the Microsoft SQL Servers to latest versions.
- Renewal of Software licenses and support tools.
- Renewal of hardware maintenance contracts to support all platforms.
- Partnering with BITS on Cyber Security initiatives for 2022 Election cycle.
- Continuous monitoring of SEEC Enterprise systems and applications with Tenable I/O.
- Updating of SEEC Web pages to new portal technology.
- Updated eCRIS homepage to meet the needs of mobile customers.
- Updated eCRIS Search homepage to support mobile technology.
- Enhancing of the eCRIS registration process.
- Secured Login using multi-factor authentication on all workstations.
- Continued to enhance CTS with enforcement tabs and milestone tracking.
- The upgrade of .Net Development tools and all of our projects to the current level.
- Updated the Team Foundation Server and its legacy operating system.

On line Service

- Virtual Commission meetings continue to be held with WebEx and broadcast live to Facebook.
- Expanded Staff use of Teams and O365
- eCRIS On Line Filing System Member update
- eCRIS Document search
- Updated State Contractor Contribution Ban System
- Commission Decisions and minutes
- On Line Registration Forms
- Guides and Publications
- Additional new Training Videos
- FAQ's

On line Service Requested by Constituents

- Document upload and collaboration for CEP Candidates.
- Enhanced e-Alerts for Financial Disclosure Statements
- Enhanced document and filing search
- Additional campaign finance data downloads
- Updated Training Videos spanning all services

On line Service Planned to be made available:

- Use of SharePoint for external customer enablement
- Additional Training Videos spanning all services
- Enhanced document and filing search
- Enhanced data integration with 3rd party vendors

Planned Applications

- Partner with BITS to continue using the GDC and SDC.
- Partner with BITS to implement Microsoft System Control Center.
- Continue to update and refine IT Policies/Guidelines.
- Perform eCRIS updates to support external customers.
- Perform CTS updates as required by internal customers.
- Document, implement, monitor and measure Technology usage.
- Update SOP's for eCRIS Helpdesk, Desktop, Network/Server Support.
- Update SEEC Desktop Configuration Standards and guidelines.
- Update Network/Server Configuration Standards and guidelines.
- Server vulnerability, assessment and continued remediation for 2022 Election cycle.
- Server Updates, moving from Microsoft Server 2012 to 2019 and finally 2022.

FY 2023 Technology Budget

Limited financial resources will only allow the Information Technology Unit to make small scale procurements in order to continue operations with limited staff and resources.

- Renewal of Maintenance Contracts
- Renewal of utility software licenses
- Renewal of software licenses for development

FY 2023 Technology Major Expenditures

Procurement of additional Laptops and Surface Pro's for all Agency Staff and Commission members for Telework due to COVID-19 Safety Protocols to mitigate the ongoing pandemic in compliance with Governors Executive orders.

Upgrade equipment in 8th floor SEEC Conference room with large screen video and 2-way collaboration devices completed prior to the start of the CEP Season

Server Refresh. All production and Development infrastructure is falling behind and running out of warranty/ manufacture support within the next year so a server refresh is a must.

Teachers' Retirement Board

Mission

- The Mission of the CT Teachers' Retirement Board is to administer the CT Teachers' Retirement System per Chapter 167a of the CT General Statutes.

Technology Strategy

- Provide applications and services which enhance the agency's ability to serve members of the Connecticut Teachers' Retirement System (CTRS) while streamlining administrative processes and enhancing the efficiency of the CT Teachers' Retirement Board (CTRB). To increase the level of customer service for the members of the TRS system.

- "The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm."

Technology Achievements

- Created web portal for staff with over 50 validations for all transactions which reduces payroll and health benefit reporting errors.
- Created 834 file to meet industry standards for healthcare eligibility reporting.
- Trained power users to utilize TOAD software.
- Created software program to improve the disability process.
- Implemented electronic cost statement process.
- Enhanced the functionality of FileNet system for employees to improve workflow and track productivity.
- Created an IT Git repository to enable proper version control and tracking.
- Created a Script to identify more quickly and easily locked out Active Directory (AD) accounts.
- Created a Virtualization server to convert older computers and servers to modern hardware and host and run containers.
- Implemented EFT process for statutory required town subsidy program to audit reporting process.
- Improved reporting tools for districts to ensure data is provided timely to the agency for town subsidy.
- Created Tenable Scans to run security scans of our network.

- Obtained access to ExtremeCloud portal to allow complete administration of our network.

Digital Government

List of Online Services Available:

- Comprehensive website which provides employers, active and retired teachers their own dedicated section with the ability to run cost estimates, locate forms, policies, to run purchase estimates, plan retirements.
- Download training videos for transmittals, and town subsidy training.
- Latest news, policies, procedures, and fillable forms.
- Facebook and LinkedIn feeds.
- Benefit Estimator, Service Credit Cost Estimator, Retirement Overview.
- Procedure manuals for use of Local Board of Educations.
- Active member handbook.
- Health Insurance Webinars for retirees approaching age 65.
- Training Webinars for Local Board of Educations.
- Fillable forms.
- Provide the software tools for districts online.
- Links to external resources for members such as insurance, IRS information, and SSA information.

List of Online Services Requested by Constituents:

- A Pension System that provides School Districts and members of the pension system the online access to view and update their demographic, beneficiary, and banking information.

List of Online Services Planned to be made available:

- Migrate to CORE-CT for Pension Administration beginning September 2022.
- Implement Chat Bot to virtually assist members with FAQs.

Planned Applications

- Migration of servers to BITS virtual environment.
- Migrate to CORE-CT for Pension Administration beginning September 2022.

FY 2023 Technology Budget

Outline a plan for technology spend from all sources:

Hardware

- o HP USB-C Docks $1,000

Software

- o M365 $6,800
- o Oracle $9,100
- o Backup Software $1,000

Services (consulting)

- o Server warranty renewal $2,400

Subscriptions

- o Webinar Services $1,500
- o People finder Service $3,500
- o Death Reporting $2,500

Telecom and Data $30,000

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- N/A

Workers' Compensation Commission

Mission

The Workers' Compensation Commission (WCC) administers the workers' compensation laws of the State of Connecticut with the ultimate goal of ensuring that workers injured on the job receive prompt payment of lost work time benefits and attendant medical expenses. To this end, the Commission facilitates voluntary agreements, adjudicates disputes, makes findings and awards, hears and rules on appeals, and closes out cases through full and final stipulated settlements

Technology Strategy

The role of the IT department at WCC, now included in BITS as part of IT optimization, is to assist the Workers' Compensation Commission in administering the workers' compensation laws of the State by improving the efficiency and effectiveness of processes through automation.

WCC recognizes the Software Management Policy that describes the use and disposal of software assets found at: http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Continued deployment of laptops and desktops with Windows 10/Office 365 throughout the agency
- Deployed document scanners to District offices throughout agency to facilitate current and future plans to digitize
- Upgraded antivirus solution on laptops and desktops to align with BITS-selected solution, CrowdStrike, for security, threat intelligence, and cyberattack response services
- Created Cost of Living Adjustment (COLA) and Compensation Rate calculators for internal use by the Education Services division
- The Workers' Compensation Commission website underwent an upgrade and redesign while being migrated to the state standard Sitecore platform
- Incorporated requested improvements into the WCS application which were previously on-hold due to a separate project (for example: additional reporting features, application functionality, etc.)
- Relocation of the Middletown District office, including all IT infrastructure and assets, to a newly renovated shared location with Department of Labor
- Documented the full business and technical steps associated with a critical agency process, yearly Benefit Rate Table generation and publication

Digital Government

List of Online Services Available:

- Submission of First Reports of Injury (FRI). FRIs may be entered through a web interface, or in bulk via an EDI interface.

- Query of employer claim location information. This service enables employees to determine where to file their workers' compensation claim if designated by their employer.

- Coverage Verification Service (CVS). This service enables users to quickly see if a business operating in the State of Connecticut has workers' compensation insurance coverage.

- Documentation of Workers' Compensation Statutes & Regulations and Compensation Review Board Opinions & Annotations.

List of Online Services Requested by Constituents:

- Ability to query claims status and dockets online

- Paperless forms submission

List of Online Services Planned to be made available:

- Introducing paperless forms submission

Planned Applications

- The Workers' Compensation Commission has established an overall strategic goal to modernize and enable efficiency with technology while accomplishing their mission. While these are not bound only to Fiscal Year 2023, below are several focus areas where technology implementations are anticipated to improve business operations:
  - Electronic Document Filing
  - Ability to interface with Judicial Branch
  - Increased Paperless Potential & Electronic Interactivity (Judge's Ease of Use, Public Accessibility, Interested Party Web Portal)
  - Incorporating requested improvements into the WCS application
  - Other In-House Applications (Commissioner Evaluation, Safety & Health)
- Migrating First Report of Injury (FRI) from an unsupported hardware/software environment to a fully supported BITS-hosted solution with Disaster Recovery capabilities
- Migrating Data Warehouse from an unsupported hardware/software environment to a fully supported BITS-hosted solution with Disaster Recovery capabilities

FY 2023 Technology Budget

Hardware	$20,000
Software	$68,700
Maintenance	$10,000
Services (consulting)	$0
Subscriptions	$0
Telecom and Data	$120,000

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Technology implementations which are anticipated to improve business operations – approximate cost $500,000
    - Electronic Document Filing
    - Ability to interface with Judicial Branch
    - Increased Paperless Potential & Electronic Interactivity (Judge's Ease of Use, Public Accessibility, Interested Party Web Portal)
    - Incorporating requested improvements into the WCS application
    - Other In-House Applications (Commissioner Evaluation, Safety & Health)