

I. Project Identification

Project Title:

Agency Name	Agency Business Unit
Department of Economic and Community Development	DECDM1

Your Name (Submitter)	Phone	Email
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II. Project Details

A. Project Dates

Proposed Start Date (MM/DD/YYYY)	Expected Completion Date (MM/DD/YYYY)	Project Duration (in months)
3/31/2015	7/30/2016	15

B. **Project Description** - This information will be used for listings and report to the Governor and General Assembly on capital funded projects.

The DECD Information Technology (IT) revitalization project centers on the development of a hybrid IT environment consisting of on-premise, BEST-hosted, and Windows Azure (or other external) platform applications. The Agency’s central processing environment consisting of its business, document management, and customer relationship management (CRM) systems may reside in house or in a cloud supported by either BEST or a third party such as Microsoft. This environment will be the foundation for support of for all of DECD’s work.

C. Summary.

Summary - Describe the high level summary of this project in plain English without technical jargon
<p>The purpose of this program is to start to methodically rebuild and modernize the Agency's IT environment through the execution of the several projects comprising DECD's first implementation phase (as per its Lean-based IT Revitalization Plan developed by the agency with the assistance of Blum Shapiro). Once the work of this project is completed, the Agency will have the technical foundation necessary to continue its IT evolution in the support of DECD's mission and complete the next phases of the IT upgrades.</p>
Purpose – Describe the purpose of the project
<p>Development of a new foundation for IT in the agency through implementation of the first phase of projects. These projects will position the IT environment for further evolution through the execution of the subsequent phases described in the plan (phases two and three). The implementation of key foundational elements including Customer Relationship Management (CRM), Project Management Office (PMO) along with the use of Sharepoint collaboration solutions to establish the IT environment for the future.</p>
Importance – Describe why this project is important
<p>The benefits of the enhanced environment will help the agency manage its ever-increasing work load, provide more transparency on key outcomes, and remove substantial paperwork from the processes. Additionally, the work will position the agency for continued evolution into the subsequent phase(s).</p>
Outcomes – What are the expected outcomes of this project
<p>Fielding the baseline technology environment is necessary to support the execution of the Agency's core mission. The implementation of key foundational elements including CRM, PMO and more Sharepoint (as referenced above) will provide simplified processes, time savings to constituents and better reporting tools.</p>
Approach and Success Evaluation – Provide details of how the success of the project will be evaluated
<ul style="list-style-type: none">• Increased customer satisfaction• Ability of DECD staff to handle more volume• Shorter process times for constituents• Better internal and external reporting• A more robust and up-to-date infrastructure that will be more resilient and sustainable

D. **Business Goals.** List up to 10 key business goals you have for this project, when (FY) the goal is expected to be achieved, and how you will measure achievement, Must have at least one. Please use action phrases beginning with a verb to state each goal. Example: "Reduce the Permitting process by 50%". In the Expected Result column, please explain what data you will use to demonstrate the goal is being achieved and any current metrics.

Business Goal (Action Phase)	Target FY for Goal	Current Condition	Expected Result
Increased ease of doing business	FY16	Silo	Portal
Better decision making	FY16	Paper Based	Data Warehouse
Improved efficiency and execution of projects and business processes	FY16	Redundancy	Ability to manage more volume
Improved collaboration between departments and other sister organizations	FY16	"Paper pushing"	Business efficiency
Increased discipline and rigor related to IT project execution	FY16	One off	PMO-based management of IT projects
More transparency	FY16	Manually created	Information easily pulled from warehouse

E. **Technology Goals.** From a technical perspective, following the above example, list up to 10 key technology goals you have for this project and in which Fiscal Year (FY) the goal is expected to be achieved. Please use action phrases beginning with a verb to state each goal. Example: "Improve transaction response time by 10%".

Technology Goal	Target FY for Goal	Current Condition	Expected Result
Reduce TCO	FY17	Hetergeenous environment resulting in more costly to maintain	Ease of future operations and enhancements
Ease of Maintenance	FY16	Lack of integration results in more costly ongoing costs	"
Adaptive IT Environment	FY16	Unresponsive to changes in business environment	"
Stronger Integration of technologies	FY16	Limited integration	"
Establishment of Data Analytics Environment	FY17	Non-existent and/or manual	"

F. **Priority Alignment.** The criteria in this table, in concert with other factors, will be used to determine project priorities in the capital funding approval process. Briefly describe how the proposed projects will align with each criterion.

Priority Criterion	Y/N	Explanation
Is this project aligned with the Governor’s Key Priorities?	Yes	Economic Development – making CT a more business friendly state
Is this project aligned with business and IT goals of your agency?	Yes	Business planning driving IT planning
Does this project reduce or prevent future increases to the agency’s operating budget?	Yes	Once fully implemented, the target environment should reduce total costs of ownership
Will this project result in shared capabilities?	Yes	The technology components will be available to be leveraged elsewhere in the state technology environments
Is this project being Co-developed through participation of multiple agencies?	To some extent with Housing; they will benefit from some of the tools	Coordination and implementation will be formalized to ensure consistency and identify opportunities for sharing beyond housing
Has the agency demonstrated readiness to manage project of this size and scope?	Yes	The agency actively participated in the development of the revitalization plan and will be fully engaged in the phase 1 implementation
Is the agency ready to deliver the business value proposed?	Yes	The leadership team at DECD fully supports the implantation of this project

G. **Organizational Preparedness.** Is your agency prepared to undertake this project? Is senior management committed, willing to participate, and willing to allocate the necessary time, energy and staffing resources? How

Yes. This concept was spawned by the DECD Commissioner who will make key project decisions although several areas within the department have been clamoring for upgrades and new systems. Project business leads will be established for each stream of work, to ensure adequate business involvement and our IT staff will be engaged as well.

H. **Project Ramp Up.** If capital funds are awarded for this project, how long will it take to ramp up? What are the key ramp-up requirements and have any off these already been started? For example, has a project manager been identified? Has an RFI been issued? Is a major procurement required such as an RFP?

The agency will develop and prepare the agency for formal project execution based on the Lean-Driven IT Revitalization Plan. We expect to commence the project work as soon as funding is approved.

I. **Organizational Skills.** Do you have the experienced staff with the proper training to sustain this initiative once it’s a production system? Do you anticipate having to hire additional staff to sustain this? What training efforts are expected to be needed to maintain this system?

We do not anticipate any long term adds to staff, but will require consultant support in the implementation and training portions of the Lean-driven IT Revitalization Project and the establishment of a Project Management Office. While we will do much of the staff work internally, the extra workload the project will require, as well as the expertise in a variety of different areas, makes it appropriate to outsource much of the work to an IT consultant.

J. **Financial Estimates.** From IT Capital Investment Fund Financial Spreadsheet --PHASE I

Estimated Total Development Cost	Estimated total Capital Funding Request	Estimated Annual Operating Cost	One Time Financial Benefit	Recurring Annual Financial Benefit
\$1.67 million	\$1,620,000	Up to \$50,000/year (but replacing other systems whose costs should decline)		\$1.6 million to state revenue due to increased volume of financial assistance programs
Explanation of Estimates				
An explanation of the costs above are included later in the document.				
Assumptions: Please list key assumptions you are using to estimate project development and implementation costs				
The estimates above were provided by Blum Shapiro as part of the initial strategic IT plan. We believe these costs are at the top end of the range, and we will work through a competitive process to ensure we get the best value for work performed.				

III. Expanded Business Case

- A. **Project Impact.** Beyond the top business goals identified in Section II, 1) What impacts will this project have, if any, in the targeted areas below, 2) What would be the impact of not doing this project, 3) How will the project demonstrate benefits are achieved.

(1) Impact Area (Vision)	Y/N	Description of Project Impact
Will this project provide efficient and easily accessible services for all constituents?	Yes	Some new online tools will be available; staff will be freed up to respond to constituent requests and be more proactive in reaching out to organizations.
Will this project promote open and transparent government with the citizens of the state?	Yes	Improved reporting tools will aid in our online delivery of information to constituents and improved decision making within the agency.
Will this project establish efficient and modern business processes?	Yes	This enables of the implementation of many of the prior Lean initiative recommendations
Will this project increase accuracy and timeliness of data for policy making, service delivery and results evaluation?	Yes	Yes, fewer sources of information will ensure we don't have conflicting information; expected to dramatically improve our tracking and reporting; current systems do not provide accuracy or timeliness.

2) What is the expected impact of NOT doing this project?

Inaccuracies, slower delivery of services to customers, lower worker efficiency, poor internal and external management of data and reporting. Current systems do not meet agency's business plan goals. Further, many very old systems are written in languages that are no longer supported and cannot accept further upgrades.

(3) How will you demonstrate achievement of benefits?

Ease of doing business – faster turn around to agency constituents; more constituents served
Better decision making – faster and more accurate reporting
Improved efficiency and execution – ability to do more with existing
Improved results due to improved collaboration and higher degree of rigor

B. Statutory/Regulatory Mandates. 1) Cite and describe federal and state mandates that this project is intended to address. 2) What would be the impact of non-compliance?

(1) Statutory / Regulatory Mandates:

Implementation of these major applications address many of the required agency statutory/regulatory mandates for its state and federal programs.

(2) Impact of non-compliance:

The agency would become less and less timely and effective in managing its funding programs.

C. Primary Beneficiaries. Who will benefit from this project (citizens businesses, municipalities, other state agencies, staff in your agency, other stakeholders) and in what way?

