

Information Technology Capital Investment Program  
Project Close Out Report

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**To:** Information Technology Strategy and Investment Committee  
John Vittner, Office of Policy and Management

**From:** Jorge Perez, Commissioner / Fred Massa

**Email:** Fred.Massa@ct.gov

**Agency:** Department of Banking

**Project:** DOB Systems Modernization

**Project Start Date:** 10/6/2015



**Project End Date:** 1/13/2016



**Project Manager:** Leanne Appleton & Fred Massa

**Total Funds Requested:** \$160,000

**Total Funds Allotted to Agency:** \$160,000

**Accumulative Total Capital Fund Expenditures to Date:** \$160,000

**Brief Project Description/Summary:**

To utilize the services of an outside consultant to assist the DOB in making informed decisions on how to best replace its current obsolete, outdated and unsupported IT systems. The plan will provide an outline to implement the agency's IT efforts in a coordinated, cost effective, strategic and time-efficient way with the goal to minimize staffing increases, better service the public and increase our enforcement and examination capacity.

**List Project Goals and Deliverables Completed:**

*(Please provide a brief summary of the goals and deliverables that were implemented. Please reference the IT Capital Investment Brief for the initial goals of the projects.)*

DOB received and accepted a project plan and recommendations from our vendor, Accenture. The goal of this project was to have a vendor (Accenture) conduct a study of the agency's operations and to produce recommendations. This was accomplished.

**Project Replication Opportunities:**

*(Are there opportunities to repeat or leverage the project solution by other state agencies? Please provide a brief explanation.)*

Two of the deliverables from Accenture were a Business Requirements document and a Process and Application Assessment document. Both of these documents, if produced for any agency, would provide valuable information for that agency.

**Key Lessons Learned:**

*(Provide any lessons learned or experienced during this project that may be helpful to other agencies starting a similar project.)*

- Business processes in the various DOB divisions are more similar than previously believed.
- Lean is a valuable tool for optimizing business processes.
- The development of an agency Strategic Plan was a valuable learning tool for senior management.