

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:** Rodrick Marriott

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**Agency:** Department of Consumer Protection

**Project:** Mobile Technology - Initial Inspection Efficiency Enhancement

**Project Start Date:** 7/1/2014



**Project End Date:** 8/13/2018



**Project Manager:** Rodrick Marriott

**Total Funds Requested:** \$78,000

**Total Funds Allotted to Agency:** \$78,000

**Accumulative Total Capital Fund Expenditures to Date:** \$78,000

**Brief Project Description/Summary:**

Improvement of the initial inspection process of in-state registrants

**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.)*

1. Reduce the time to approval of new registrants requiring an initial inspection
2. Update inspection forms to make them more mobile friendly and publish them on the website for applicants to use prior to the inspection
3. Reduce data re-entry from an inspection form to our licensing software
4. Improve data analysis
5. Allow businesses to provide their services to the public in a much more timely manner

We were able to reduce time to approval of new registrant from 233 days in 2014 to 50.9 days in 2017. This deliverable addresses goal 1 and 5. We were able to achieve this by developing new forms to improve our inspection process and publishing them online. In addition to the form development, we added statute and regulation number where appropriate to the forms thereby allowing us to more accurately select violations found and track them. We now have a report that identifies the most common violations and we will begin discussing them during presentations that we give to various registrants around the state. In general, this grant also framed the business needs that were developed with help from the Drug Control Division to assist BEST and others in putting out the Request for Product (RFP) for the mobile inspection software. This work will assist in our transition to the mobile software and further advancements at Drug Control using technology.

**Project Replication Opportunities:**

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

This project can be replicated by other state agencies that perform inspections of locations prior to approval to commence work activities at a location. There are a couple of key components that are required to achieve this. Firstly, the agency must have a device that is capable and reliable for field use that can either temporarily store the data for synchronization or have an active. It would be preferable that the agency have a software tool compatible with any internal software that would have logic to allow for the form to deal with multiple inspection types. Whenever possible, the agency should publish the inspection forms that they use to allow for registrants to have an idea of what to inspect.

**Key Lessons Learned:**

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

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An appropriate software tool could enhance this process in a significant way primarily due to data re-entry

PDF filled forms are helpful but have limitations for this purpose

Publishing sample inspection forms are helpful for improving the initial inspection

Data analysis can be a helpful tool especially if the electronic tools are built to interface adequately

There are a number of areas of opportunity created using an appropriate hardware and software that will assist inspectors across the state in improving the efficiency of inspection