

Information Technology Capital Investment Program
Project Status Report

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

From: Lou Fazzino

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Agency: Department of Energy and Environmental Protection

Project: IT Capital Investment Program - Document Repository Automation Program

Project Manager: David Madsen

Reporting Period: Project Inception through 12/31/2018

Total Funds Requested: \$4,000,000

Total Funds Allotted to Agency: \$4,000,000

Accumulative Total Capital Fund Expenditures to Date: \$1,370,912

Brief Project Description/Summary:

The DEEP Document Repository Automation Project will replace an extensive paper document repository, regularly used by both the public and agency staff, with a comprehensive digital repository that will be available online to DEEP staff, and to the public at no charge, together with appropriate search tools, confidentiality protocols, automated document management tools, and day-forward procedures designed to reduce the need for DEEP and the entities it regulates to produce paper documents in the first place.

Summary of Progress Achieved to Date:IT Investment Projects that were completed in support of DEEP's Records Management this reporting period include:

- Taxonomy migration of Hazardous Waste Manifest and Oil & Chemical Spill documents already in the FileNet repository to utilize the standard DEEP taxonomy structure.
- Implementation of a Teamspace page using IBM Content Navigator technology within our on-site Records Center to allow the public to search the FileNet repository for of Hazardous Waste Manifest and Oil & Chemical Spill documents.
- Implementation of multiple upload and search templates within IBM Content Navigator to support internal use of FileNet to store and retrieve agency documents.

Previously completed projects include:

- Public Submission & Indexing Project: allow submission of electronic documents via FTP and other transfer methods from regulated entities to DEEP programs and allow staff to work with custom FileNet Templates to save documents in DEEP Document Repository.
- Development and implementation of an agency-wide document Taxonomy. A cross agency records management team developed a roadmap and provided governance over Records Management activities. This includes standardizing an agency-wide taxonomy and updating Records Retention Schedules. This critical first step as documents are classified and added to our repository improve productivity and customer service by helping employees and the public find information faster and more reliably. By establishing this common terminology and structure DEEP's taxonomy has improved communication among these various groups. Also the taxonomy itself is a valuable resource representing the agency's accumulated knowledge.
- Server level implementation of DataCap, an advanced scanning software, at BEST for the state enterprise.
- DataCap application to scan and index the following document types: Hazardous Waste Manifest (HWM), Oil & Chemical Spills and Remediation documents.
- The following registrations and permits that are born electronically in several public facing application and saved within the DEEP Document Repository. These include; Stormwater, Radiation, Underground Storage Tanks and several Environmental Conservation Permits.

Document Management Initiatives In-Process:

- Digitization of Waste Engineering and Enforcement Division (WEED) Hazardous Waste Manifest documents including scanning, indexing and loading into the DEEP FileNet repository using the DEEP approved Taxonomy. Total estimated documents to be scanned is 1.4 million.
- Digitization of Remediation documents including scanning, indexing and loading into the DEEP FileNet repository using the DEEP approved Taxonomy. Total estimated documents to be scanned is 3.6 million.
- Digitization of Emergency Spills Response documents including scanning, indexing and loading into the DEEP FileNet repository using the DEEP approved Taxonomy. Total estimated documents to be scanned is 775,000.
- Development of a public portal for searching of all DEEP public documents currently within the FileNet repository.
- Upgrade of Datacap solutions to utilize the DEEP taxonomy.
- Modernization of Datacap implementation to leverage the latest OS and software versions.
- Continue to work with individual programs to develop strategies to move from paper to electronic document management. This includes programs that have a large amount of scanned documents and photographs already in shared files as well as programs working with constituents to accept file electronically.
- Unified implementation of electronic document storage for e-Permitting, e-Filing and other e-government applications that generate documents, registrations and permits. Continue to develop all case management systems with ability to ingest documents into DEEP's enterprise repository.

Issues and Risks:

Risks include a complex and large project portfolio. The communication and coordination of multiple large projects in different stages of development is also a concern. Challenges with implementing business process change within the agency and the need to develop agency wide business standards. Both business and technical staff are working with new technology which delays decision making and impacts project schedule. Developing an ongoing support and maintenance plan for these applications with limited staff requires review. The FileNet P8 hosting environment for these applications is a shared environment at BEST. Increases in other agencies work volume can have a negative impact on DEEP's ability to process permits and the public's ability uses these online functions. Upgrade of FileNet P8 environment to version 5.2 completed in March 2016 did delay work on these projects.

Next Steps & Project Milestones:

Continue to move projects forward within the System Development Methodology as identified within the IT Investment update. Including additional paper to electronic document initiatives. Development of a web based portal to deliver DEEP documents to the public. Implement strategies to increase content in DEEP Repository with a focus on ingestion of documents from regulated entities, documents previously scanned and stored in share drives and bulk scanning initiatives. Continue to work with programs to move documents currently scanned in shared file into DEEP's FileNet repository and provide these electronically to the public through an online portal.