

Information Technology Capital Investment Program
Project Status Report

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

From: Angela Taetz

Email: angela.taetz@ct.gov

Agency: Department of Administrative Services

Project: Enterprise Licensing Enhancements

Project Manager: Dennis Geshel

Reporting Period: Project Inception through 06/30/2020

Total Funds Requested: \$2,692,150

Total Funds Allotted to Agency: \$2,692,150

Accumulative Total Capital Fund Expenditures to Date: \$2,650,747

Brief Project Description/Summary:

The ELMS project is a combination of activities to fully utilize the eLicense product currently being used for licensing management by DCP, DPH, OEC, and DOAG. The project includes: adding new agencies to the system that are currently using antiquated databases without online services; adding mobile inspection capability for agencies that perform manually or with laptops from their vehicle; rolling out new online features and capabilities for the licensing community to replace paper and manual processes; and adding advanced enhancements to the system to provide more efficiencies for agency staff when processing transactions each day.

Licensing, enforcement, and inspections of entities and individuals regulated by the State of CT are critical functions within these agencies. Investments in systems used by multiple agencies provides many benefits including; lower total cost of ownership, more support options through user groups, and administrative knowledge sharing. This project will allow agencies to more fully take advantage of the system to provide efficiencies that will assist with areas of low staffing levels and heavy workloads. The additional online public services enhancements will provide for quicker applicant turn around.

Summary of Progress Achieved to Date:

The ELMS Project is being executed as a Program with a phased approach. The three phases included multiple project efforts based on Benefit priority, resource availability as defined and maintained by the ELMS steering committee. We are transitioning from Phase 1 to Phase 2 and the following progress includes active or completed project efforts broken out into categories of enhancement types:

1. New Online Features (Vendor enhancements)
 - o Online Anytime Payment Completed
 - o Online Anytime Document Completed
 - o Online Grids: Class, Service Completed
 - o Online Location address Completed
 - o Online Alternate Logon Completed
 - o Online Reinstatement Completed
 - o Online Data Grids Completed
 - o Online ACH Check Payment Processing Completed
 - o Online Supervision Completed
 - o Online license verification Completed

2. Mobile Inspection Solution
 - o Requirements Completed
 - o Market Assessment Completed
 - o RFP Approved Completed
 - o Contract Negotiation Completed

3. Enterprise Agency Expansion to ELMS
 - o DOB Requirements: Completed
 - o CAES Completed
 - o DAS OSFM Completed
 - o DDS Completed
 - o DOT RCU Livery/Taxi Completed
 - o DOB Implementation Completed
 - o DCP Casino Completed

4. Agency Configuration Enhancement
 - o DCP Charity enhancement Completed
 - o BOA Migration to DCP Completed
 - o Administrator training Completed
 - o DCP-DPH contact merge Completed
 - o DCP Liquor enhancement Completed
 - o DCP-DPH Intern enhancement Completed
 - o OEC Online Renewals: Completed
 - o DPH OEMS Completed
 - o DPH Facilities Completed
 - o DOAG Enforcement Completed(Animal Control Only)
 - o DCP Enhancements Completed
 - o DOAG Online Completed

Issues and Risks:

- Agency commitment to resourcing projects continues to be challenging
- Mobile Inspections- Interface with Micropact is behind schedule due to contracting and design delay

Next Steps & Project Milestones:

The program approach will continue with a regular reassessment by the ELMS Steering committee on priorities. The active work from phase 3 and 4 will continue to progress and new project will kick off as the resources come available. The work listed below is the remaining work to close out the project and is expected to be complete by the end of calendar year 2020:

Mobile Inspection		9/30/2020
Interface to eLicense	Testing	8/30/2020
DCP Pilot	In Progress	8/30/2020
OEC Pilot	In Progress	8/30/2020
DCP Standards	In Progress	8/30/2020
DCP Food	In Progress	9/30/2020
DCP Gaming & Liquor	In Progress	8/30/2020
DOAG Animal Control	In Progress	9/30/2020
AES Nursery and Honey bees	In Progress	9/30/2020
DDS Facilities	In Progress	8/30/2020
DPH OEMS	In Progress	8/30/2020
DAS Elevators	Planning	9/30/2020
DEEP Pesticides	Planning	12/31/2020
Expansion		11/30/2020
DPH Labs	Ready (On Hold by Agency)	3/15/2020
DAS Elevators	In Progress-Delayed by agency	8/30/2020
DCP Casino's	completed	3/28/2020
DOAG Aquaculture	Not Started	11/30/2020
DAS State Marshal	In Progress	10/31/2020
Configuration Enhancements		12/31/2020
DPH Drinking Water	Not fully implemented	3/15/2020
Advanced Enforcement Configurations:	In Progress	12/31/2020
DOAG, OEC, DPH, DDS, SOTS, DOB		
DCP Liquor Control Enhancements	Hold	12/31/2020
Custom Reports: SOTS, DOAG, DPH, DOB	In Progress	12/31/2020
Custom grid Configurations: OEC, DOAG, DPH, DDS, DOB, DAS, DEEP	In Progress	12/31/2020