

Information Technology Capital Investment Program
Project Status Report

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

From: Susan Shellard

Email: susan.shellard@ct.gov

Agency: Department of Economic and Community Development

Project: Lean-Driven IT Revitalization Project--Plateaus 1 and 2

Project Manager: Susan Shellard/Irene Matulis/Sidney Yeung

Reporting Period: Project Inception through 06/30/2020

Total Funds Requested: \$4,841,500

Total Funds Allotted to Agency: \$4,841,500

Accumulative Total Capital Fund Expenditures to Date: \$3,520,479

Brief Project Description/Summary:

Plateau 2 builds on the foundation of Plateau 1 and expands the use of a CRM (Dynamics) application; implements CRM functionality at DOH; implements enterprise content management (ECM) using Filenet for both DECD and DOH; initiates online application submission to DECD via a client portal; creates efficiencies in the management of agency desktop units (System Center); and integrates CRM with other applications that are vital to DECD's mission.

Project components are being fine-tuned to accommodate rapidly changing circumstances including transition to remote work, use of technology, challenges to the economy and administration's approach to economic development.

Summary of Progress Achieved to Date:

Customer Portal: Development and implementation for the business processes identified in Plateau I is complete.

Enterprise Content Management (Filenet): Filenet implementation was completed on time and under budget. Enhancements, user communication to support adoption and advanced topic training are ongoing. Extension of the support contract was secured. Migration of emergency bridge loan program data/documents from Salesforce, the external partner that administered the program and an e-vault is underway using a combination of internal and external resources.

DOH CRM: DOH completed an assessment process and determined that an expansion of the services provided by HDS will best serve their needs. A SOW has been developed, plans shared with BEST, and procurement is proceeding with input from DAS.

CRM (Dynamics): System enhancements have been completed and user support continues. Please see details regarding changing program requirements.

Please see details below regarding efforts to complete integration of CRM and Filenet.

The procurement of DocuSign (using another funding source) will allow documents to be executed and tracked electronically. Procurement of a strategic partner to integrate DocuSign with Dynamics and Filenet is underway.

System Center: Implementation is moving forward in cooperation with BEST. Staff is scheduled for in-depth training in September. Microsoft 365 will be fully implemented.

Issues and Risks:

Response to COVID19 has necessitated that a number of initiatives be deferred. The emergency pandemic response has diverted agency IT resources to rolling out emergency programs, refurbishing aging equipment and providing support for the transition to remote work.

Per the Governor's initiatives, substantial changes in DECD's organization and programs are anticipated. Strategic planning has resumed taking into account the impact of COVID on the economy. To maximize the return on investment, expenditures will need to be aligned with the administration's approach to economic development. Substantial expenditures are anticipated to tailor systems to new programs and to allow the agency to respond rapidly to changing conditions.

Integration of CRM and Filenet was initiated in 2019. Multiple issues prevented progress including F5/firewall and security certificate issues. Multiple attempts were made to resolve these issues with BEST and issues were escalated only to be delayed further by the COVID19 response. In June 2020 conflicting security issues were resolved. Unfortunately, our partner Spruce informed us that due to the extensive time that elapsed while attempting to resolve these issues any further work will be considered outside the scope of the contract and negotiations are underway to complete the necessary testing and work. This delay has created additional issues related to file migration which will also need to be addressed.

An ITA 3 position that was both vacant and under-resourced for an extended period was filled on June 19, 2020. Non-routine requirements including outlook migration, system and hardware failures, and a recent survey have created strain on IT resources.

Next Steps & Project Milestones:

DOH CRM: Procurement of HDS system to be completed by 9/30/20 with implementation to be completed by 3/31/21.

Integration of Dynamics with Filenet: Pending the results of testing and contingent on no other issues being identified, estimate 90 days to completion after testing is complete.

Microsoft System Center: Project plan to be finalized by 8/1/20 with full implementation target of 1/1/21.

DECD CRM: Will continue activities as described above. Expect to complete planning for the impact of changing requirements on Plateau 2 by 10/31/20.