

## **IT INVESTMENT CAPITAL FUND PROJECT CLOSE OUT REPORT**

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

**FROM:** Stephen Hunt, Financial Director

**AGENCY/PROJECT NAME:** DPDS / Capabilities Improvement Program

**PROJECT MANAGER:** Frank DiMatteo

**Project Start Date:** 1/1/2013

**Project End Date:** 6/30/2020

**Total IT Capital Funds Allocated:** \$3,834,250

**Total IT Capital Fund Expenditures:** \$3,607,346.28

### **Brief Project Description/Summary:**

The Division's Strategic IT Plan is a five year program that strives to create a “best in class”, client centered work environment that will increase the overall capabilities of the Division and give employees around the clock access to the information they need to do their jobs. Major accomplishments will include: (1) integrated access to CISS; (2) mobile and office technology that will provide access to a wide array of information; (3) a comprehensive Case Management System; 4) An updated technology infrastructure; and (5) a Brief and Motion Library. Business Benefits to this plan include: 1) Creation of a dedicated Case Management System that meets the needs of adult and juvenile clients; 2) Creation of standardized attorney and staff processes; 3) Wireless connectivity to the enhanced DPDS technology tools; 4) Creation of integrated information architecture; 5) Reduction in the use of paper files; 6) Human resource efficiencies that would allow for staff reductions, principally through attrition.

### **List Project Goals and Deliverables Completed:**

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

1. Creation of a dedicated Case Management System that meets the needs of adults and juvenile client.
2. Creation of standardized attorney and staff process and tools.
3. Creation of wire and wireless connectivity to the enhanced DPDS systems and tools.
4. Creation of integrated information.
5. Reduction in the use of paper files.

### **Project Replication Opportunities:**

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

Yes, this has already been achieved. DCJ is now implementing their case management solution with the same vendor. Since we completed our project and released our case management system years earlier, this company was already familiar with workflow process and the criminal justice system within Connecticut, thereby saving time and ultimately releasing a more robust product.

**Key Lessons Learned:**

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

The most important lesson learned was to involve stakeholders early and often in the planning, training, and implementation phases of the project. Getting input from those who will be using the product is critical for its success. Users are more likely to embrace something that they've been a part of building. Moreover, it's also important to get feedback from those stakeholders once the product has been released, especially in the beginning of the implementation.