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

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Agency: Department of Economic and Community Development

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

Project Manager: Susan Shellard/Sidney Yeung

Reporting Period: Project Inception through 06/30/2021

Total Funds Requested: $4,841,500

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

Accumulative Total Capital Fund Expenditures to Date: $3,513,844

Brief Project Description/Summary:

Plateau 2 builds on the foundation of Plateau 1 and expands the use of a CRM (Dynamics 365) 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 user hardware (System Center); and integrates CRM with other applications that are vital to DECD's mission.

Project components are being assessed and adjusted to accomodate changing requirements including the transition to remote work, enterprise technology initiatives, new legislative initiatives and federally-funded programs.

Summary of Progress Achieved to Date:

Customer Portal: Development and implementation for the business processes identified in Plateau I is complete. DECD is working in collaboration with BEST to identify opportunities to transition portal functionality for new programs to align with Business One Stop.

Enterprise Content Management (Filenet): Filenet implementation was completed on time and under budget. Enhancements, user training to support adoption and advanced topic training are ongoing. Migration of agreements from covid-related emergency programming administered by external partner is underway. Indexing and training for new areas (Workforce Strategy, Social Equity Council) assigned to DECD for administrative purposes is in process. Integration of CRM with Filenet was delayed by internal and external challenges, and has been placed on hold pending the CRM upgrade (see below).

DOH CRM: DOH has intiated independent implementation of a CRM.

CRM (Dynamics): An assessment of the current CRM configuration was completed along with an upgrade to UCI (required by Microsoft). The goal of the assessment was to identify strategies to leverage the application to increase flexibility in response to changing business needs and enhance user experience. Development of an SOW to implement reccomendations has been initiated and the project will proceed when the ITA3 hiring process is completed.

System Center: This application became available as part of the 365 implementation. Complete adoption is pending availability of components with BEST

Issues and Risks:

Response to COVID19 necessitated that a number of initiatives be deferred as agency resources were diverted to implementing emergency programs, supporting the transition to remote/hybrid work schedules and providing support for remote work.

Substantial changes in DECD's organization and programs are necessary due to Governor's initiatives, legislative requirements and new federal funding. Efforts are underway to tailor systems that will allow DECD to respond flexibly to changing condition and accomodates two new departments for administrative purposes. An assessment of the CRM (Dynamics 365) system was completed. Intiatives are being coordinated with BEST to leverage enterprise-wide resources.

As of 4/1/21, 50% of the DECD IT staff retired and positions remain vacant. Recruitment efforts for an ITA3 with the necessary skills began in Feb. 2021 and continue to present. The CRM upgrade can proceed when this position is filled.

The Integration of CRM and Filenet was initiated in 2019. Multiple issues prevented completion 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. 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. Due to the delays and pending project, this work will be completed as part of the CRM upgrade.

Next Steps & Project Milestones:

Microsoft System Center: Project plan will be completed per work in cooperation with BEST.

DECD CRM: Will continue activities as described above when necessary staff resources are available. Continue coordinating with enterprise-wide efforts at BEST.