

Information Technology Capital Investment Program
Project Close Out Report

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

From: Irene Garcia

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Agency: Department of Energy and Environmental Protection
Project: IT Capital Investment Program - Document Repository Automation Program

Project Start Date: 6/1/2011



Project End Date: 9/1/2021



Project Manager: David Madsen

Total Funds Requested: \$4,000,000

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

Accumulative Total Capital Fund Expenditures to Date: \$4,000,000

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.

List Project Goals and Deliverables Completed:

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

- ✓ Implementation of a standardized agency-wide document Taxonomy. This was a critical first step in expanding our document repository to improve productivity and customer service by helping employees and the public find information faster and more reliably.
- ✓ Completion of 2 large back-file scanning projects for Hazardous Waste Manifest and Emergency Spills Response documents. These are high-demand documents previously accounted for a large majority of on-site Records Center visits and DEEP FOIA requests.
- ✓ Implementation of Datacap solutions will ensure all future Spills and Remediation paper documents are digitized and ingested into the enterprise FileNet repository.
- ✓ Implementation of multiple public-facing electronic filing systems replacing paper submissions with digitally-born documents saved within the DEEP Document Repository.
- ✓ DEEP has well over 2 million electronic documents accessible to the public through the DEEP Document Online Search Portal (<https://filings.deep.ct.gov/DEEPDocumentSearchPortal/>). This number continues to grow.
- ✓ Reduced footprint of paper files in the on-site DEEP Records Center as well as off-site file storage locations.
- ✓ Increased transparency to clients, constituents, and stakeholders particularly during the COVID pandemic by making high-demand agency documents readily available online.
- ✓ DEEP business units with records that are now fully available online have seen FOIA requests drop to near zero, reducing staff time to only assisting public with general questions.

Project Replication Opportunities:

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

The implemented solutions leverage the enterprise FileNet and Datacap solutions.

Key Lessons Learned:

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

- ✓ Level of effort and time needed to complete foundational work of implementing an agreed upon agency-wide document taxonomy.
- ✓ Required time commitment of business resources for document preparation, de-duplication, QA/QC, etc.
- ✓ Time needed to build out the necessary enterprise infrastructure.
- ✓ Planning for increased usage costs associated to increased document volume within the enterprise ECM environment.