On May 14, 2014, OPM and DAS issued a joint announcement to state agencies of an opportunity to apply for a pilot grant program promoting the use of mobile technology. To ensure long-lasting, sustainable change, agencies were encouraged to specify how they would implement Lean and other business process improvements related to their proposal. Additionally, the initial pilots would be smaller to mid-size in scope so that some early successes could be achieved and the projects would be easier to manage. $300,000 was dedicated from the Information Technology Strategy Committee for this effort.

Agencies were required to submit abbreviated proposals, using a scaled back version of the Information Technology Capital Investment Brief (IB), which were due June 30, 2014. A total of 12 proposals were received. An evaluation team pre-screened all proposals based on the following rubric:

Make state government more user-friendly, cost-effective efficient for citizens, businesses and others transacting business with the state, including for those obtaining permits or licenses, paying taxes and receiving or accessing services.	Identified business process with potential opportunity for improvement using Lean tools	The direct impact of the Mobile Technology on CT residents and other stakeholders.	Enable State employees doing field or site-work to focus more on mission critical functions and less on paperwork when conducting inspections, meeting with clients, issuing permits or citations, billing, recording findings and other similar activities.	Provide for appropriate confidentiality, integrity and availability of the State's valuable electronic or digital data information resources.
25% weight	**25% weight**	**20% weight**	**20% weight**	**10% weight**

Based on the initial evaluations, 6 of the original 12 agencies were notified that there projects were still being considered and asked to complete the remainder of the Investment Brief. Those projects were:

Agency	Project Title	Summary	Duration	Cost
Office of the Chief Medical Examiner	Medical Examiner Forensic Field Investigation	Streamlining secure data remotely between the Investigator and Case Manager in an effort to update the Chief Medical Examiner in real time with information on any particular case and mass casualty event. Remote access will provide reliable data to Medical Examiner, while increasing efficiency of field employee by reducing time and costs associated with returning to office after every scene.	4 months	$70,000
Department of Revenue Services	Mobile Revenue Collection	Modernize how DRS collects revenue by introducing mobile technology to eliminate insecure manual revenue collection processes. Currently, our field collectors write down payment information of businesses and must return to DRS before the money can be deposited. Collectors cannot access business account information because they do not have access to our computer tax system. We are looking to establish a medium that supports mobile access for our collection needs.	4 months	$79,275
Department of Public Health	Medical Facility Complaints Website, Automation and Document Storage	The project will eliminate a paper laden, manual process and replace it with a website, mobile computing and an automated electronic filing system that will better serve the people of the State of Connecticut, save time and money. Additionally, it will provide the complaints staff the ability to view records on-line while conducting an investigation at a facility. It also allows the surveyor to interact with their supervisor in real time when assistance and review is required.	6 months	$97,407
Department of Labor	Wage and Workplace Mobile Computing (WWMC)	Provide mobile computing tools to allow field investigators to perform work in a true mobile environment while conducting wage and workplace investigations.	3 months	$75,000
Department of Emergency Services and Public Protection	Enhanced Field Investigations – Sex Offender Registry Unit	Funding for this project will be used for the purpose of enhancing communication between the SORU, local officers and Parole with field investigations and address verifications of registered sex offenders.	6 months	$34,480
Department of Consumer Protection	Initial Inspection Efficiency Enhancement	The Drug Control Division is a paperless internal environment. We have the opportunity to improve in the electronic documentation of field inspections. In 2010 the Division participated in a Lean Event. That knowledge enhanced the use of the enterprise system, increased our overall efficiency, and identified inspection reporting as an area to be improved. The area we would like to focus on for this project is the digitalization of all initial inspections by performing data entry and storage directly into the enterprise system at the initial inspection site. These enhancements would eliminate re-entering data, improve data analysis, expedite approval times for registrants, and permit employees to spend more time on mission-critical tasks.	12 months	$78,000

Recommendation:

As a result of the final evaluations, the committee recommends the following projects receive funding through this grant program:

- Office of the Chief Medical Examiner
- Department of Revenue Services
- Department of Public Health
- Department of Emergency Services and Public Protection

The total cost of these four projects is $281,160, leaving a balance of $18,840.