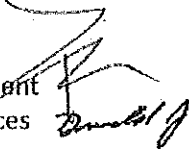# STATE OF CONNECTICUT

MEMORANDUM

TO: Heads of State Agencies

FROM: Benjamin Barnes, Secretary, Office of Policy and Management
           Donald J. DeFronzo, Commissioner of Administrative Services

SUBJECT: Announcement: Mobile Technology Pilot Grant Program for State Agencies

DATE: May 14, 2014

This administration values the use of technology to streamline our work and create a state government that is more accountable, efficient and effective in delivering services to our constituents. To ensure long-lasting, sustainable change, these efforts should be undertaken in coordination with Lean and other business process improvements.

As part of our commitment to continuous improvement in the operations of State government, we are announcing a pilot program for the new or expanded use of mobile technology by State agencies. We believe that this program provides an opportunity to enable staff to focus further on mission-critical tasks, and less on paperwork, when conducting inspections, meeting with clients, issuing permits, licenses or citations, billing, recording findings and doing other related field activities. As indicated in Attachment A, we will be supporting up to three pilot projects by State agencies. Please refer to Attachment A for details on the project selection process and evaluation criteria.

For interested agencies, proposals (per Attachment B) are due to OPM by June 30, 2014. Please contact Jim Hadfield of OPM with any questions you or your staff may have in this regard. Jim can be reached at (860) 418-6438 or at jim.hadfield@ct.gov . We thank you for your ongoing interest and efforts to modernize and transform the work of State government.

Attachment

Cc: Mark Raymond, Chief Information Officer, DAS
       Alison Fisher, Program Director, LeanCT
       John Vittner, Information Technology Manager, OPM
       Jim Hadfield, Information Technology Policy, OPM
       Robert Dakers, Executive Finance Officer, OPM
       Paul Potamianos, Executive Budget Officer, OPM
       Agency Chief Financial Officers
       Agency Information Technology Managers

Pilot Grant Program Promoting the Use of Mobile Technology by State Agencies

Issue/Opportunity: For state employees in the field or in facilities conducting inspections, meeting with clients, issuing permits or citations, billing, recording findings and taking other related activities, the work may often involve manually completing forms and later re-entering data into agency systems. Manual entry is often time-consuming and an inefficient use of available resources.

Some state agencies are already utilizing mobile technology to streamline processes and improve service delivery. With the appropriate business processes in place, on-site data collection can assist in automatically filling in and/or creating other documents, eliminating duplicative data entry and enabling employees to spend more time on mission-critical tasks.

Pilot Program: OPM and DAS are soliciting proposals from state agencies for a total of <u>up to three</u> pilot projects relating to the new, or expanded, use of mobile technology by employees who perform offsite tasks requiring data entry. 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.

Selected Pilot Projects Are Eligible to Receive:
- Assistance with, and funding for, benchmarking/best practice research;
- Funding to support a Lean event for the process(es) involved with the pilot;
- Funding from the IT Capital Investment Fund/CEPF and technical support from BEST, if needed;
- Operating funds for on-going maintenance of software and hardware costs; and
- Total Funding Per Pilot: Not too exceed $100,000

OPM and DAS Selection Criteria: Projects will be rated on their ability to:
- 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;
- Communicate the direct impact of the proposal 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; and
- Provide for appropriate confidentiality, integrity, and availability of the State's valuable electronic or digital data information resources.

Pre-Selection Process: An evaluation team, designated by the Secretary of OPM and the Commissioner of DAS, will pre-screen all proposals. If your agency's proposal is approved, you will receive additional instructions from the evaluation team.

Selection Process: Approval for funding of proposals will occur by the Information Technology Strategy and Investment Committee, in consultation and coordination with the Statewide Process Improvement Steering Committee, as needed.

Pilot Summary: As a part of the program, you will be required to summarize the results of your pilot including lessons learned and recommendations for future use.

Proposal Content: For pre-selection, agencies should complete the HIGHLIGHTED sections of the IT Investment Program's Investment Brief (Attachment B) and await further instruction.

Application Deadline: June 30, 2014

Application Submittal and Questions to: Jim Hadfield, OPM, (860) 418-6438, jim.hadfield@ct.gov