February 2, 1017
MEETING MINUTES

Committee Members in attendance:
Mark Raymond, Committee Chairman, Deputy Commissioner –
      Department of Administrative Services, Bureau of Enterprise Systems and Technology
      Designee for Commissioner Melody Currey
Michael Bzdyra, Commissioner – Department of Motor Vehicles (via conference call)
Catherine Smith, Commissioner – Department of Economic and Community Development
Tom Miano, Designee for Office of the Secretary of State Denise Merrill
Kevin Sullivan, Commissioner, Department of Revenue Services
John Vittner, Director of IT Policy – Office of Policy and Management
      Designee of Secretary Ben Barnes

Others in Attendance:
Matthew Smith, representing the Department of Banking
Vaness Torres, representing the Office of Victim Advocate

Easha Canada, Director of Application Services, DAS-BEST
Angela Taetz, IT Manager, DAS-BEST
Robert Swartz, Director of Operations, Connecticut Interactive
Paul VandenBussche, President, Connecticut Interactive

Not in Attendance:
Roderick Bremby, Commissioner – Department of Social Services

*A meeting of the Information and Telecommunication Executive Steering Committee
(EGovernment) was held on **February 2, 2017** at 1:00 p.m. at the Department of Administrative
Services, Bureau of Enterprise Systems and Technology located at 55 Farmington Avenue,
Hartford, Connecticut. The following agenda items were discussed.*

WELCOME

- o Mark Raymond called the meeting to order at 1:00 p.m. and welcomed all those in
  attendance.

- **REVIEW / APPROVAL OF MINUTES:**

  A motion to approve the minutes from the January 5, 2017 Executive Session as written
  was made by Commissioner Sullivan and seconded by Commissioner Smith. The
  minutes were unanimously approved without discussion or abstentions.

- **OPENING REMARKS:** CIO Raymond shared that an extension of the EGov contract has been approved.

- **PROJECT SUMMARIES AND STATEMENTS OF WORK:**

  o **Statement of Work (SOW019/02): NIC Application Engine**
    Agency: Office of the Victim Advocate
    Project: Online Consumer Complaints Assistance Form

    An overview of the Statement of Work was provided by Robert Swartz and discussed. An online complaint form has been developed. OVA currently receives complaints via email or telephone call through the website's "contact us" information. Each call averages 36 minutes. Online complaint submissions facilitate response by providing information to the agency that can be researched prior to returning the call.

    Robert Swartz explained that SOW019 would be numbered as new forms develop for different agencies through the NIC Application Engine. In response to Commissioner Sullivan's inquiry, CIO Raymond clarified that the complexity of where the data needs to be systematically processed will be one of the determining factors of which agencies and which forms are accomplished through this function. For some agencies that have limited options available, this will be a quick and responsive feature for them to take advantage of. Looking at online forms more broadly across agencies may be a future consideration; however, in the interim this provides a capability that can be ready now. Committee discussed that there is a technology need across agencies, complaint forms appears to be one of strongest interests and needs. Would it make sense to position this on CT.gov so that the consumer does not need to know to which agency the complaint must be directed, but rather, make it an agnostic form that can apply to every agency that gets routed accordingly.

    CIO Raymond recommended that we implement this function as it is for now and later we can work toward a more expansive system. Robert Swartz confirmed that there is an administrative function incorporated to allow the data to be searchable by date or data field. The agency would have to go and pull the data but it is available. Paul VandenBussche explained that a username and password access is currently established, but further development is underway. At this time, it is an intake service only; the consumer does not have the capability to check on the status of the complaint. OVA explained that they currently have a data management system that is utilized to save the complaint into a legal file and import it into another program. They are hoping that eventually an email notification feature can be added to alert them when a complaint is filed. Angela Taetz explained that this form will allow them to collect personally protected information and keep it encrypted and confidential. CIO Raymond explained that most of these agencies have no IT staff and no technology available to

develop a set of technology like this. Angela explained that the other form technology in use can collect the information, but cannot keep it confidential.

In response to committee member inquiry, OVA explained that the personal information would be maintained in accordance with their records retention policy. They would need to be informed of when and how the information could be purged and who they could call to make that happen. Records retention would require that CI maintain the data for a longer period of time than their contract extends to. Angela explained that records retention is part of the concern regarding the length of the contract with CI.

After a discussion, a motion to accept the Statement of Work (SOW019/02) as written was made by Commissioner Smith and seconded by Commissioner Sullivan. The motion was unanimously approved without discussion or abstentions.

o **Statement of Work (SOW019/01): NIC Application Engine**
Agency: Department of Banking
Project: Online Complaint Form

An overview of the Statement of Work was provided and discussed as another gap solution to address this need. Robert Swartz shared that this has two forms; one is an online complaint form, the other is a request for additional information. This will convert a paper process to an electronic process as they wait to move to an ELicense program which will not be available for a minimum of one year.

Matthew Smith, from the Department of Banking, shared that the complaint process was examined through a LEAN event last spring. He reviewed the method by which complaints are currently received which is an involved multi-step paper process. This form would mirror the current paper form, as well as inclusion of a narrative statement and an option to upload the documents along with the form.

Committee asked how they match the current complaint with the additional information that is received. Matthew Smith said that the complaints are numbered but do not tie back to the initial complaint. They receive an email notification that a complaint has been received. In response to inquiry about controls to prevent spam, CI explained that at the present time, there are not any, but they will look at that requirement.

In response to another inquiry, Robert Swartz clarified that the information and the uploaded documents are captured in an encrypted form and the information can only be accessed through authorized users. Committee recommended that they add a feature to scan for viruses before the information enters into the data base.

After a discussion, a motion to accept the Statement of Work (SOW019/01) as written was made by Commissioner Sullivan and seconded by Commissioner Smith. The motion was unanimously approved without discussion or abstentions.

o **Project Summary: Veterans Mobile Application**
   Agency: Department of Veterans Affairs
   Platform: Native Mobile

An overview of the Project Summary was reviewed by Robert Swartz. While NIC has not yet done a Veterans Application, there are four other states that have successfully developed them.

It was clarified that this is generally a reference application, not an interaction vehicle. Committee sought clarification on the difference between this and the website, to which CI explained that the mobile app can utilize features of the phone such as social media, directions and the "near me" feature is available on the mobile application and would have to be sought through the website. There could also be push alerts to the user through the application to make them aware of events and opportunities. CI shared that there are currently two mobile apps developed – DMV and DESPP. Before we add a third, committee member shared that there could be value of this application but thinks we should consider if this should be a third app or if we should consider creating a State of Connecticut application for all agencies. There was discussion about the fact that we have to revisit the creation of individual apps to consolidate into one over time. Committee discussed why the website cannot be made interactive enough to avoid the need for an app and the need to maintain both information banks. It was explained the functionality and the value of mobile apps because they allow us to facilitate consumer interaction with the State, and allows the State to glean information about who the users are.

Committee member expressed frustration about the fact that not all agencies are on the portal despite the fact that we are over a year into this process. It was recommended that we focus on getting everyone onto a common base before we focus our resources on expanding into options such as app development and asked that BEST develop a planned strategy to get all agencies onto the website and bring it to this committee for discussion. They referenced the attached Resource Plan and shared how the resources are expended.

Director Canada shared that the RightPoint work agreement has just been signed so that work should start soon. Phase I for RightPoint is approximately 24 weeks to create a plan and methodology that can be rapidly deployed.
Committee member explained that to facilitate their transition, priorities need to be established for agencies to clean up their sites now. Another committee member also recommended that BEST put together a strategy to improve performance.

Angela explained that there are several agencies that feel that they would like to develop mobile apps. Director Canada recommended exploring Government-to-Go apps. Committee member recommended formulation of a vision from this committee based upon a survey of agencies. Angela explained that the agencies' statistics on mobile access looks much different than the attached report depicts. She will research some details to bring back to this committee.

It was shared that Michigan and Utah are on the forefront of the mobile app market, and we should educate ourselves on what they are doing and what our strategy should be.

Robert Swartz also shared that the DESPP has also entertained bringing back the "See Something, Say Something" reporting app.

Due to the content of the discussion, Commissioner Sullivan made a motion to table the development of a native mobile app for further discussion. The motion was seconded by Commissioner Smith and unanimously passed without further discussion.

- **Other Business:**

    o At approximately 2:36 p.m., the State of Utah hosted the Committee to a webinar regarding their OSBR and Business Portal Demo which completed the meeting.

Having exhausted the time allotment for this meeting, the attached reports were shared but not discussed:

- **MONTHLY REPORTS:**

    o **MONTHLY STATUS REPORT FOR JANUARY 2017**

    o **CI RESOURCE PLAN**

    o **MONTHLY CT.GOV STATISTICS:**

        ▪ **CT.GOV Homepage – 60 days**

        ▪ **Topic vs. Search Infographic – Month 2**

Having no further business to discuss, this meeting was adjourned by motion at 3:00 p.m.

The next meeting of the Information and Telecommunications Executive Steering Committee is scheduled to take place on **March 2, 2017** *at 1:00 p.m. at this same location.*

Respectfully submitted,

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