April 13, 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
Joe Stanford for Roderick Bremby, Commissioner – Department of Social Services
Michael Bzdyra, Commissioner – Department of Motor Vehicles (via conference call)
Tom Miano, for Scott Bates, Office of the Secretary of State Denise Merrill
Kevin Sullivan, Commissioner, Department of Revenue Services (via conference call)
John Vittner, Director of IT Policy – Office of Policy and Management
      Designee of Secretary Ben Barnes

Others in Attendance:
Joe Daneo, IT Manager, Department of Veterans Affairs
Shaun Corey, Lieutenant, Department of Homeland Security, DESPP

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:
Catherine Smith, Commissioner – Department of Economic and Community Development

*A meeting of the Information and Telecommunication Executive Steering Committee
(EGovernment) was held on **April 13, 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 was made by Commissioner Sullivan and seconded by
  Director Vittner. The minutes were unanimously approved without discussion or
  abstentions.

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

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

    Robert Swartz reviewed the details and benefits of pursing this project summary as outlined on the attached Project Summary.   A link to housing assistance will be included at the request of a committee member. Governor Malloy has placed an emphasis on eliminating homelessness among veterans and including this in the app would be recommended. Joe Daneo further shared that this is a preferred vehicle for outreach, particularly to younger veterans.   CIO Raymond supports the app as well but would like to set a usage parameter for maintaining this app. Goals for threshold and oversight should be determined by this Commission.

    Commissioner Sullivan moved to approve this project summary, Commissioner Bzdyra seconded. Without further discussion, the Project Summary was unanimously approved.

  o **Project Summary: Suspicious Activity Reports (SAR)**
    Agency: Department of Emergency Services and Public Protection
    Project Description: Hybrid Mobile Application

    Robert Swartz reviewed the details and benefits of pursing this project summary as outlined on the attached Project Summary. Lieutenant Corey has provided additional information from other states that has been included in the Project Summary. A discussion took place regarding marketing campaigns for this initiative that could be considered. Lt. Corey shared that the majority of SARs received, come from law enforcement and he explained how these tips are vetted and distributed. At the present time, they are receiving approximately 40+ tips while he expects that they should be receiving closer to 1,000. This is a fairly new system and only a few states have opted for it to date. Lieutenant Corey shared that in 2015, they received 49 tips; 30 of which were forwarded to eGuardian which is the next level with a Nexus for terrorism tips. Some of the remaining tips were not terrorism, but were criminally related and valuable as well. In 2016, of 79 tips, 24 went into eGuardian. To date in 2017, 17 have been received, with 4 being forwarded into eGuardian.

    CIO Raymond shared his concerns about having this set up as an individual app because people will probably not want to download an additional app that they may never use. Coupling this with an app that we already have for DESPP's CT Prepares app would reach a broader audience. Lt. Corey agrees that the success of this app would require an aggressive ad campaign. He is concerned about this capability being buried inside the CT Prepares app where it is not easily accessible. CIO Raymond shared that if we added

it as an upgrade to the current CT Prepares app, we would already have 9,500 individuals as a base. We could reach a broader audience and configure the app to provide easy to report options. Lt. Corey agreed.

Director Vittner made a motion to approve, Joe Stanford seconded the motion. Adding this feature to the currently existing application will be explored. Without further discussion, the Statement of Work was unanimously approved.

o **Statement of Work (SOW019/03): Child Safety Class Registrations**
   Agency: Department of Motor Vehicles
   Project: NIC Application Engine, Child Safety Class Registration

An overview of the Statement of Work was provided by Robert Swartz. This engine would allow individuals to schedule their participation in Child Safety Class registration online. Commissioner Bzdyra explained that there are approximately 400-500 calls per year to schedule these classes. While this is just a small portion of the calls that come in, any opportunities to alleviate the demands on their workforce will be beneficial.   In response to inquiry, Commissioner Byzdra clarified that scheduling of these classes does not require integration into other systems. There was also a question if the call-in option would utilize this same scheduling system, both Commissioner Bzdyra and Robert Swartz confirmed that was the case. CIO Raymond asked about the security of the PII information available through this site. After a discussion, Commission Bzdyra explained that the intent would be to have this information only accessible to the select group of individuals with a digital footprint. CIO Raymond explained that from an administrative perspective, it should be done from the State environment or other level of security in addition to username and password.

CIO Raymond initiated a discussion about the length of retention of the PII and recommended that parameters for length of retention need to be considered. Per Easha Canada, additional vetting criteria for information and retention will be included in this Statement of Work.

Director Vittner made a motion to approve, Joe Stanford seconded the motion. Without further discussion, the Statement of Work was unanimously passed with Commissioner Bzdyra abstaining.

o **Statement of Work (SOW18): MyEvents2Go**
   Agency: Office of the Governor
   Project: Reimagining Justice Conference Planner

An overview of the Statement of Work was provided by Robert Swartz. This will be the first time that we are using this app for the State. There was inquiry about future use of this planner requiring approval of this Committee. Paul recommended that it be available for event management without coming to the committee. If there is a

payment option included for future events, permission from the Committee will be sought. CIO Raymond discussed ownership of the data. Paul offered that each event could be password protected but generally it only includes public data. After conclusion of the event, the information would become inactive so there would be no tracking of attendees. There was question if there was a strategy to eliminate printed materials and there was a brief discussion on that topic.

Joe Stanford made a motion to approve, John Vittner seconded the motion. Without further discussion, the Statement of Work was unanimously passed.

- **Other Business:**

  o **2017 Sitecore Target Project Timelines** were reviewed by Paul in detail. As each template is approved, it is migrated into the DAS webpage. He also discussed the Rightpoint Chromed Lift and Shift Project Approach. Paul confirmed that CI would be responsible for ongoing support. Easha Canada further explained that the local system administrators would be the main points of contact. CI would serve as support for the system administrators.

- **MONTHLY REPORTS:**

  o **MONTHLY STATUS REPORT FOR MARCH 2017**
    Paul reviewed the success reflected in the Portal Highlights & Accomplishments that have been realized by DMV and provided a brief overview of the information contained within the document.

  o **CI RESOURCE PLAN**

  o **MONTHLY CT.GOV STATISTICS:**
    Paul reviewed the details of the CT.GOV statistics and discussed some demographic information that was captured through Google Analytics. There was question if we could break the information down more specifically to age, gender, and topic; Paul will look into the possibilities.

- **OTHER BUSINESS:**

  o Paul shared that he, Robert, Easha and Angela attended a partner conference last week. They will be meeting to develop sharing and take away goals for the remainder of the year to leverage the talent that they have available.

Having no further business to discuss, this meeting was adjourned by unanimous motion at 2:30 p.m.

Information and Telecommunications Executive Steering Committee

*The next meeting of the Information and Telecommunications Executive Steering Committee is scheduled to take place on **May 4, 2017** at 1:00 p.m. at this same location.*

Respectfully submitted,

Aleshia M. Hall, Executive Secretary
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