August 6, 2015
MEETING MINUTES

Committee Members In attendance:

Mark Raymond, Committee Chairman, Deputy Commissioner –
      Department of Administrative Services, Bureau of Enterprise Systems and Technology
      on behalf of Commissioner Melody Currey
Andres Ayala, Commissioner – Department of Motor Vehicles
Roderick Bremby, Commissioner – Department of Social Service
James Spallone, Deputy Secretary of State on behalf of Secretary of State Denise Merrill
Kevin Sullivan, Commissioner, Department of Revenue Services
John Vittner, Director, Office of Policy and Management

Others in Attendance:

Robert Swartz, Connecticut Interactive
Angela Taetz, IT Manager, DAS-Bureau of Enterprise Systems and Technology
Paul VandenBussche, General Manager - Connecticut Interactive

A meeting of the Information and Telecommunication Executive Steering Committee
(EGovernment) was held on August 6, 2015 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 items were discussed.

- **WELCOME**

  o Mark Raymond called the meeting to order at 1:07 p.m.

- **REVIEW / APPROVAL OF MINUTES:**

  o The minutes from the June 10, 2015 meeting were unanimously accepted and approved
  with no discussion. Since he was not in attendance at the June 10 meeting, Deputy
  Spallone abstained.

- **NEW BUSINESS:**

  o **Statement of Work:** Robert Swartz reviewed the details outlined in their Project
  Summary entitled: **Criminal History Background Search**. This new service would
  allow people to access criminal background information via internet and email
  rather than relying on the paper copy system currently in place.

- Connecticut Interactive confirmed to Commissioner Sullivan that this is an unlicensed product developed by Connecticut Interactive. As such, it may serve to replace licensed products currently being used at other agencies, thus eliminating current licensing restrictions. CIO Raymond explained the information exchange options available. Mr. Swartz confirmed that development of this new system was not the result of a legislative mandate.

- Robert Swartz sought approval to pursue the Statement of Work as presented. A motion to approve the Project Summary and create a Statement of Work was made and unanimously approved by the Committee.

o **Monthly Report:** Paul VandenBussche reviewed the information contained within the attached Monthly Status Report dated July 2015.

- CT.gov and Business Portal: Mr. VandenBussche offered that Connecticut Interactive is compiling a list of Frequently Asked Questions and has attached links on the homepage to other sites that are of common interest to users. Commissioner Sullivan asked how they would control clutter on the homepage and recommended that a standard criteria be established to create consistency in usage and inquires to ensure that clutter on the homepage is avoided. CIO Raymond recommended that we utilize evidence-based rationale to make all changes.

    Mr. Swartz reviewed the two final presentation candidates for the Content Management System. He plans to present the finalist to the Steering Committee at the next meeting on September 3, 2015 along with a proposed timeline.

    There was a discussion about "CT.gov" and "Business Portal" reflecting a status of "Completed" on the report. CIO Raymond clarified that the launch of CT.gov was completed but there is much more work to be done. Future reports will reflect that "Phase 1 has been completed"; all work has not yet been completed.

    Commissioner Sullivan also received clarification that the Business Portal for DECD has also "completed" Phase I and future reports will reflect that there is still more work to be done.

    CIO Raymond requested that Connecticut Interactive compile a report showing access from mobile sites showing current trends against historical data. Mr. Swartz will examine the information available and report back to this Committee. .

Commissioner Sullivan initiated a discussion, seeking a correlation between the use of Internet Explorer and the duration of use. CIO Raymond noted that the number of pages per session is comparable across many browsers and no correlation is immediately obvious

- DMV subscriber service has increased. Details were reviewed by Mr. Swartz. Comparable modernization efforts in other states are being reviewed to ensure that our online offerings are compatible with other states. Demonstrations should be available in September. Mr. Swartz referenced different directories and forms that will be available on mobile devices, including "See Something Say Something". Connecticut Interactive will be putting together a press release to announce when 100,000 downloads has been surpassed. Deputy Spallone asked if the consumer feedback information was being utilized and if that information would be shared. Ms. Taetz explained that, to date, approximately 100 responses have been received, 1/3 have been from State Employees, and the majority of the responses are negative. She explained that they will be making the link more accessible and attributes the negative feedback to the fact that it is primarily those with complaints who seek out a customer response survey. CIO Raymond emphasized that there is information to be learned from all feedback and he requested that those responses be shared at future meetings.

- Enterprise Calendaring Solution: Ms. Taetz referenced the public meeting calendar concerns brought to this Committee at the last meeting. In response, Deputy Spallone clarified that there is no legislative impediment to uploading meeting announcements and agendas. Commissioner Sullivan received confirmation that the system will create a simultaneous posting on the facility's website and the SOTS website.

- **Resource Planning EGovernment Program Report:** Mr. Swartz reviewed the resources referenced on the Resource Plan dated 08/03/2015.

- **OTHER BUSINESS:**

CIO Raymond shared that the Agencies' IT Strategy Plans would be compiled for submission in September. He intends to share the report this this Committee at the September 3, 2015 meeting.

Commissioner Bremby again requested a catalog of applications available through Connecticut Interactive. After some discussion, it was agreed that Mr. VandenBussche will share an Excel document of approximately 3,500 applications. Since this catalog contains very little information, detailed discussions on programs of interest would need to be arranged. Commissioner Sullivan inquired about two-way fraud alert options and messaging programs. Upon receipt of the catalog, he will initiate further discussion into programs that may already be available.

- **WRAP-UP:** Having no other business to discuss, the meeting was adjourned at 2:08 p.m.

The next meeting of the Information and Telecommunications Executive Steering Committee is scheduled to take place on September 3, 2015 at 1:00 p.m.

Respectfully submitted,

Aleshia M. Hall
Executive Secretary to Committee Chair and
Chief Information Officer Mark Raymond
Department of Administrative Services
Bureau of Enterprise Systems and Technology