



State of Connecticut
IT Strategic Plan for Fiscal Year 2024

STATE OF CONNECTICUT INFORMATION AND TELECOMMUNICATIONS STRATEGIC PLAN FOR FISCAL YEAR 2024

September 15, 2024

Pursuant to C.G.S. § 4d-7 as amended by P.A. 14-202, this plan provides an overview of State agency efforts to improve government efficiency through the use of technology. This plan reflects enterprise and agency efforts and includes special attention to eGovernment initiatives to put more government services online.

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FISCAL YEAR 2024 INFORMATION TECHNOLOGY STRATEGY

Statement of Vision for Technology

To measurably improve outcomes across the State of Connecticut by leveraging the right people, processes, and technology in the delivery of reliable, secure, and cost-effective services.

Background

Connecticut Organizational Structure of Technology

In 2020, Connecticut started planning to centralize its IT services in response to the increasing technology needs. As per this report, the IT Optimization process is currently in progress.

The State has established a new IT organization named the Bureau of Information Technology Solutions (BITS), which is housed within the Department of Administrative Services (DAS). This transition to a centralized IT structure marks a significant change in how the state delivers technology. Detailed information about this initiative can be found in the "Strategic Goals" section of this report.

Connecticut is among the few states in the U.S. that finance their IT operations directly through allocated funds. In contrast, most states use a chargeback system, allowing individual agencies to clearly see the complete costs of their operations.

Capabilities

Historically, the state has primarily concentrated its technological efforts on maintaining legacy systems, infrastructure, and supporting end-users. Today, there's a growing emphasis on skills in online services, architecture, business process improvement, cybersecurity, automation, and project management. These competencies are essential for leveraging technology effectively on a broad scale.

In the past year, the State has made notable advancements in digital governance and cybersecurity, incorporating low-code platforms, API development, and content modernization. The State is also enhancing its expertise in cloud infrastructure and automation. We continue to improve in sharing best practices among agencies via improved collaboration and knowledge-sharing.

Current Technology Assessment

Substantial progress has been made over the last year in modernizing both the infrastructure and applications of the state. Major modernization projects at the Department of Social Services, Department of Revenue Services, and Department of Labor are complete and are delivering new value to the public. These new systems bring more capabilities and convenience to the public. At the same time, the state is improving on-premises and public cloud capabilities for computing to



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provide the most secure and cost-effective choices for technology. The State recognizes that the pace of technological change continues to increase.

Strengths

Connecticut earned an 'A-' rating in the most recent Digital State Survey held in 2022. From the report: "The Bureau of Information Technology Solutions (BITS) provides innovative and high-performing solutions with verifiable impacts across constituent and governmental groups. Over the last two years, Connecticut has displayed a tremendous commitment to serving its customers. Connecticut was given a special Digital States Survey award for its efficient and effective IT consolidation process. BITS is one of the most strongly aligned enterprise technology organizations across all states."

Connecticut was recently awarded a 2023 Government Experience Award for our efforts in helping the public find state services. The award was given for 'Robin' Enterprise Chatbot, a multi-agency, multi-lingual, context sensitive service to meet resident needs.

The State has been improving central computing, storage, and networking, as evidenced by the movement of agencies to the Groton and Springfield data centers and the expansion of direct connections to cloud service. Connecticut's Everybody Learns initiative commits the largest amount per student in the nation for household internet connection. The state is in a good place to expand network coverage to more local jurisdictions and adopt innovative networking technologies.

Connecticut is a leader in open government and open data, providing a massive amount of information directly to the research community and to the public. The Open Data Portal at [Data.CT.Gov](https://data.ct.gov) continues to provide access to rich data sets across domains.

Challenges

Agencies continue to face personnel and skill challenges. These challenges have been exacerbated by an increase in the number of people retiring or resigning from state service. As a result, the skills and personnel in place are focused primarily on the maintenance of existing legacy systems and not on the transformation required by agencies. Ongoing budget pressures will continue to drive reductions to operating funds while demands for future technology skills are growing. In addition, agencies rely on outside consulting support for improvement opportunities and, in many cases, to augment staff to support the existing portfolio.

While there is a growing recognition of the value of leveraging data with and across agencies, the siloed application architecture and lack of standardization create challenges. This lack of integration is a substantial impediment that prevents agencies from seeing greater efficiency and from using more of our rich data for analysis of trends and correlation of data across programs.

The agency-centric focus on technology has allowed for local control of IT and a close alignment between agency business needs and IT priorities. However, this agency autonomy translates to



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the limited sharing of technology solutions when a large overlap of business needs is evident. Additionally, this agency-centric focus has resulted in an undervaluing of a citizen-centric view of “whole of person” and “whole of business” needs. We continue to make progress in this area.

Shared Services

Targeted investment in shared solutions has started to show benefits across the state, both in bringing new capabilities online and in reducing the overall size of the technology portfolio. Examples include a common Identity Management Service, statewide visibility into vulnerabilities and end-user device protections. Developing additional shared solutions that meet the needs of many different agencies will take time. Our strategy embraces continued efficiency through shared solutions. It should be noted that the delivery of efficiencies through this approach is slow as multi-agency agreements must be established and continually monitored. We have also made progress with shared platforms for API management, website content management, and Citizen Identity and low-code platforms.

Workforce Transformation

The technology workforce in the state is primarily filled with strictly technical skills. Gaining value from technology requires a broader skillset. This is appropriate given the size of the existing technology portfolio that needs to be maintained. Business process improvement, Data Analysis, Data Integration, and Enterprise Architecture skills all drive technology towards greater impact yet are generally missing from the State of Connecticut workforce and job classifications. Efforts are now underway to build skills in emerging areas by training our workforce while gaining recognition of these new skill areas.

FY 2024 Strategy

FY 2024 strategy continues to focus on themes laid out in the FY 2023:

- Execute on IT Optimization;
- Accelerate the movement to Digital Government Services;
- Reduce cybersecurity risks across state government; and
- Harness and manage the power of Artificial Intelligence technology

Goal 1 – IT Optimization

Leveraging technology requires careful planning and flexibility in a changing business environment, especially with the breadth and variety of state government functions. Through this IT Optimization effort, DAS - alongside OPM and all executive branch agencies – is working to completely change how technology services are delivered in state government. We work each to ensure that DAS-BITS is:

- A great place to work;



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- The agency IT provider of choice; and
- Viewed as experts in the field.

DAS-BITS is built upon three organizational behaviors – ***Be One Team, Own The Outcome, Make It Better***. These are the ethos that will bind all stakeholders within and interacting us. Be One Team puts focus on watching each other’s back and ensuring inclusivity and belonging. This means with our customers, with our agencies, with ourselves, and with the public we serve. Own The Outcome is our commitment to customer centricity and ensuring outcomes through to resolution. Make It Better is the strive for continuous improvement, excellence, and innovation.

Throughout the past year, we have made tremendous strides in our optimization efforts. We’ve realigned DAS and agency staff, conducted more than 100 employee-led trainings, launched a customer-centric culture program, built our first area of practice to promote informal knowledge sharing, and are in the process of establishing a customer-focused, centralized service desk. We recognize the need to continue building on these efforts in the coming year.

Goal 2 – Accelerate Digital Government Services

Delivering services and outcomes through a greater number of channels while staying true to accessibility needs continues to be of highest priority. The FY21 biennial budget outlined a new direction for the state. There is a significant investment of \$60+ Million committed for expanding on the gains of FY22 in this area.

The guiding principles for the Digital Government initiatives continue to be:

- Listen to the end user
- Hide the “seams” between government agency services from user interactions
- Implement enterprise technology that makes services accessible to many users
- Move quickly to start with enterprise solutions while capturing immediate value

In FY23, the State delivered many capabilities impacting business and citizen services. This year we launched:

- Manufacturing.CT.gov
- Health.CT.Gov
- Enhancements to Business.CT.gov
- AffordableCT
- Expanded use of chatbot digital assistant, including projects with DOT, DDS, CSL, and DCP, among others.



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State IT teams continue to work with agency business partners to develop digital government priorities aligned to agency missions – many of which are mentioned in this document under the respective agency plans. At an enterprise level, key focus areas include:

- MyCT platform to provide agency-agnostic personalized service dashboard to State constituents.
- Orchestrate content across agencies based on end-user intent and service categories so that service recommendations become more targeted, personalized and comprehensive.
- Rapid forms digitization platform to quickly help agencies digitize paper forms.
- Enterprise standard for document management and payment processing. We have significant variations and possibilities for improvement across agencies.
- Develop policies and guidance for the safe, secure, and explainable use of artificial intelligence across the state to take advantage of the opportunities provided by this technology while safeguarding our data and preventing unintended consequences.
- Deliver a statewide state-wide software solution to manage the grants process more efficiently and effectively across Connecticut.
- Design and implement an enterprise Identity Proofing capability to reduce fraud and administrative overhead.

Goal 3 – Improve Cybersecurity Using a “Whole of State” Approach

The State’s cybersecurity mission is to build a best-in-class cybersecurity program and a resilient technology infrastructure that supports digital government and the constituents of Connecticut. The Lamont administration, taking note of the emerging threat landscape as online adoption of services grows post-COVID-19, announced a \$11 Million investment for enhanced cybersecurity efforts. Trust and security are at the heart of the relationship between businesses, residents, and their digital government. The public must be confident in the solutions we provide in order to use them. In addition, the State of Connecticut is pursuing Federal grants supporting a “whole of state” strategy that includes both state and local government.

Current Status

Basic security infrastructure is in place (firewalls, AV, etc.). Security monitoring and alerting are in place and operating 24/7/365. Advanced Endpoint solutions have been rolled out to state agencies to combat the ever-changing malware threat. Active and regular enterprise vulnerability scanning is in place to prevent unseen threats from harming state systems.

Objectives

1. Pursue a “whole of state” cybersecurity strategy leveraging Federal grants and existing state-level funding that considers the maturity of individual entities.



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2. Build on our existing State program by addressing key risks, including third-party and application security. Continue expanding visibility and addressing our risks proactively, prioritizing risks with the highest impact if they were to manifest. Establish a metrics program so that individual agencies can understand their risks.
3. Future Proof - Address long-term security risks proactively, build a sustainable program, and achieve best-in-class status. Ensure proper resourcing and training of all security resources and basic awareness training for all State employees.

Goal 4 – Harness and Manage the power of Artificial Intelligence Technology

This emerging area brings great promise toward improving state services; however, each step must be taken carefully to protect the privacy and data of our residents and businesses. We will continue to work with the Connecticut General Assembly, the Office of Policy and Management, and all our state agencies to:

- Inventory where this technology may be in use,
- Provide guidance to agencies on how to safely utilize this technology,
- Develop skills in this area to be shared across agencies,
- Test our use of the technology to limit the introduction of bias based on technology or data, and
- Advocate with the industry for the need for responsible use and standards

Artificial Intelligence has the potential to revolutionize how we work, how our citizens interact with government, and how we secure state resources. We need to balance the potential of this technology with our obligation to adopt it in a safe and responsible manner that accounts for the needs of all stakeholders.



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Statutory Basis

Connecticut General Statutes (CGS § 4d-7, as amended by P.A. 14-202) instructs the Commissioner of the Department of Administrative Services to develop, maintain and publish annually an “Information and Telecommunications Systems Strategic Plan.” The Commissioner of the Department of Administrative Services has delegated this responsibility to the State’s Chief Information Officer (CIO).

The goal of this strategic plan is to articulate the activities and resources needed by the State to provide, maintain, or enhance:

- A level of voice and data communications service among all State agencies that will ensure the effective and efficient completion of their respective functions;
- All necessary telecommunication services between State agencies and the public;
- In the event of an emergency, immediate voice and data communications and critical application recovery capabilities which are necessary to support State agency functions; and
- [The] necessary access to higher technology for State agencies.

Moreover, the statute requires that the strategic plan include:

- Guidelines and standards for the architecture for information and telecommunication systems that support State agencies;
- Plans for a cost-effective State-wide telecommunication network to support State agencies;
- Identification of annual expenditures and major capital commitments for information and telecommunication systems;
- Identification of all State agency technology projects;
- A description of the efforts of executive branch State agencies to use e-government solutions to deliver State services and conduct State programs, including the feedback of agencies’ clients and agencies’ plans to address those concerns using online solutions if feasible; and
- Potential opportunities for increasing the efficiency or reducing the costs of the State’s information and telecommunications systems.

Effective July 1, 2011, statutory language (CGS § 4d-8a) transferred the responsibility for information and telecommunications systems policymaking from the CIO to the Secretary of the Office of Policy and Management (OPM). New language was also added (CGS § 4d-7(a)) that



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directs the strategic plan be developed “in accordance with the policies established by the Office of Policy and Management.”

Accordingly, this strategic plan was developed using input from the Office of Policy and Management.

Standards and Guidelines

Information Technology Standards and Guidelines can be located in the following locations. (Note that some of these locations reference links that are only accessible from within the State network.)

Information Technology Procedures – Available on Intranet

Technology Services (DAS/BITS) - <https://portal.ct.gov/DAS/Services/For-Agencies-and-Municipalities/IT-Services>

Technology Policies (OPM) - <https://portal.ct.gov/OPM/Fin-General/Policies/PoliciesGuidelines-and-Labor-Contracts>



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Agency Reports

Aging and Disability Services, Department of Mission

The mission of the Department of Aging and Disability Services (ADS) is - Maximizing opportunities for the independence and well-being of people with disabilities and older adults in Connecticut. We provide a wide range of services to our clients to assist them in maintaining or achieving their full potential for self-direction, self-reliance, and independent living.

Technology Strategy

IT provides the agency with modern, secure, and reliable technologies to meet the growing in house demands and the requirements of Governor Lamont's Streamlining Digital Services Initiative. We will continue to improve service delivery using existing tools and adding new methodologies. Infrastructure, including servers, applications, telecommunications network, security, and monitoring will continue to be redesigned and upgraded to current, more secure standards. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Developed and successfully implement the Workers Rehab System (WRS), a comprehensive rehabilitation case management application, internally from the ground up.
- Implemented Adobe E-signature to securely capture client signatures. This service has replaced the cumbersome process of using physical paper and ink signatures with a streamlined and fully automated electronic alternative.
- Develop an application submission form for proposing potential uses of ARPA (American Rescue Plan Act) funds by Municipal and Senior Centers.
- Continue to work with the agency case management system vendor in anticipation of a future upgrade.
- Assist the agency with the mandated Social Security Agency (SSA) security audit, making sure our systems and processes are compliant with SSA security policies.
- Implemented a managed Wi-Fi solution for both employees and visitors at BESB office building.
- Worked in collaboration with the Disability Determination Services (DDS) IT and successfully implemented LinkedIn Learning platform across their entire unit.
- DDS's outdated Central case processing software and hardware system has been decommissioned after being in service for over 20 years.



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- The Disability Determination Services (DDS) has implemented an eFaxing system to enhance support services across various departments.

Digital Government

List of Online Services Available:

- State websites: www.portal.ct.gov/ADS and www.ct.gov/connect-ability
- Client information websites: www.cttechact.com, www.elearning.connect-ability.com
- Long Term Care Ombudsman Program website <https://portal.ct.gov/LTCOP>
- CT Elder Justice Coalition website - <https://elderjusticect.org/>.
- A new Microsoft cloud-based Intranet site created in SharePoint for ADS employees to access employment related information.
- Two online forms to submit proposals for potential uses of ARPA funds that were allocated to CT Senior Centers under Public Act 22-146.
- Social media web sites : <https://www.facebook.com/ADSConnecticut>,
<https://www.linkedin.com/in/brsct/>,
https://www.youtube.com/channel/UCzc2xHDq5WYgVr_bpar9jrg,
https://www.instagram.com/ads_ct/
- BRS social media: www.facebook.com/CTBRS/
<https://www.linkedin.com/company/ct-brs/>
BRS website: www.disabilityworksct.org

List of Online Services Requested by Constituents:

- Online submission of Eye reports.
- Ability for a prospective consumer to provide information and complete an application online for Vocational Rehabilitation Program services.
- Ability to learn about agency services and obtain access to available resources.
- Use of online video communication options

List of Online Services Planned to be made available:

- Online submission of Eye reports by doctors' offices.
- BRS Latino Pilot-Equipment necessary to pilot virtual interpreting services implemented in 3 ADS/BRS offices.

Planned Applications

- Redesign web-based Volunteer application to be accessible from outside.
- Migrate BRS System 7 case management system application from old hardware to vendor's cloud solution.



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- Obtain a powerful project management software for the State Unit on Aging and Ombudsman program, which will assist in efficiently managing multiple projects.
- Deploy managed Wi-Fi in the regional head offices for employees and guests.
- Implement Chatbot in ADS web portal.
- Develop application to support BRS Driver Training program.
- Develop application to support the Deaf and Hard of Hearing program.

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware - \$300,000
- Software Maintenance & Support - \$400,000
- Software Subscriptions- \$150,000
- IT Consulting Services - \$400,000
- Telecom and Data – \$40,000

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Software Maintenance and Support - \$400,000. This includes \$200,000 in annual recurring costs for BRS Vocational Rehabilitation Case Management Information System plus an additional \$200,000 for system enhancements necessary to meet the requirements of a recently awarded federal grant.
- Upgrade Network switches in all offices - \$ 250,000
- Purchase Virtual Senior Center Platform - \$100,000 - \$250,000 (federal funds) depending on number of users.



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Agricultural Experiment Station

Mission

The mission of The Connecticut Agricultural Experiment Station is to develop, advance, and disseminate scientific knowledge, improve agricultural productivity and environmental quality, protect plants, and enhance human health and well-being through research for the benefit of Connecticut residents and the nation. Seeking solutions across a variety of disciplines for the benefit of urban, suburban, and rural communities, Station scientists remain committed to "Putting Science to Work for Society", a motto as relevant today as it was at our founding in 1875.

Technology Strategy

- Fully integrate CAES server environment into the Groton Data Center.
- Leverage the new environment to seamlessly share data across all AES locations.
- Upgrade old Access database applications to make them more accessible to external customers and provide a better user experience.
- Migrate files from file servers to enterprise SharePoint site for better access to files.
- Management and Inventory of Software—The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Installed MDM/Intune and CrowdStrike on all devices.
- In the process of eliminating Zoom for video meetings.
- Moved mission critical Access databases to RDS Farm

Digital Government

List of Online Services Available:

- Beekeeper registrations online for our constituents and real-time updates to the database for our inspectors.
- Complete Nursery and Nursery dealer registrations for our constituents and real-time updates to the database for our inspectors.
- Soil testing screen fillable forms and then mail.
- Insect and Plant Disease screen fillable forms and then mail.
- Tick Testing screen fillable forms and then mail.

List of Online Services Requested by Constituents:



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- Tick Testing Services online, screen fillable, submitted electronically, and send results via email using a .PDF or by another digital transmission.

List of Online Services Planned to be made available:

- Tick Testing Services online, screen fillable, submitted electronically, and send results via email using a .PDF or by another digital transmission.

Planned Applications

Upgrade Access applications to Power Platform environment.

- **Lockwood Farm, Hamden—**
 - Upgrade phone system to the enterprise Avaya phone system at the Insectary at Lockwood Farm in Hamden (conduit needs to be run from the Farm Managers office to the insectary. The current conduit has a broken connection and is unable to complete the connection).
 - Upgrade the Insectary network connection to ADSL and connect to the State’s router. The Farm Managers office is a ADSL line with a State of CT router and the insectary is currently on a Frontier DSL line.
- **Valley Laboratory, Windsor—**
 - Upgrade phone system to the enterprise Avaya phone system and LAN connections at the Farm Managers Office at Valley Laboratory in Windsor and the Insectary at Valley Laboratory in Windsor (conduit needs to be run from the Main Laboratory to the Farm Managers office and insectary).
- **Griswold Research Center, Griswold—**
 - Upgrade phone system to the enterprise Avaya phone system in Griswold.

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware \$40,000.00
- Software \$5,000.00
- Services (consulting) \$5,000.00
- Subscriptions \$2,500.00
- Telecom and Data \$40,000.00

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures more than \$100K:

- None currently planned.



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Board of Pardons and Paroles

Mission

BOPP IT continuously strives to digitalize and update hardware and software infrastructure based on current and future agency needs.

Technology Strategy

Our technology strategy is based on digitalizing business processes to automate workflows and further system integrations with DAS and other state agencies using CISS platform and cloud computing.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Up to date we had implemented new wireless network switches and Aps to improve network reliability and speed.
- Introduced digitalized event scheduling process using state calendar platform linked to our BOPP website
- Replaced and integrated the new website with ct.gov standard using HTTPS security
- Implemented digitalized ePardons Database and Web application/Portal with collaboration with JT, DAS and CISS and replaced paper applications for Pardons and COEs
- Purchased and deployed tablets for remote work during and post Covid-19
- New video teleconferencing and live streaming equipment
- Developed and deployed a new “Commutation” module in ePardons applications

Digital Government

List of Online Services Available:

- ePardons Portal with Absolute, COE and Commutations modules for public use
- YouTube BOPP channel and BOPP website links for public viewing of Pardons and Parole live events

List of Online Services Requested by Constituents:

- Storage for documents management

List of Online Services Planned to be made available:

- eParole – Case Management system for DOC and BOPP
- New storage management system



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Planned Applications

- Y: drive – Physical storage migration

FY 2024 Technology Budget

| | |
|--|--------------------|
| • Hardware: Laptops, desktops, tablets-TBD | \$20,000 |
| • Software: FOXIT license | \$1,500 |
| • Subscriptions: Office365 | \$1,000 |
| • Telecom and Data | \$2,000 |
| • ePardon Maintenance | \$50,000 |
| • eParole Development - TBD | \$1,500,000 |
| • Y drive migration | \$40,000 |
| Total expected FY2024: | \$1,614,000 |

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- eParole – Case Management system approx. \$1,500,000

FY 2024 Structural and Process Changes

- Video Prod technician to conduct live events (hearings)



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Commission on Human Rights and Opportunities

Mission

The mission of the Connecticut Commission on Human Rights and Opportunities is to eliminate discrimination through civil and human rights law enforcement and to establish equal opportunity and justice for all persons within the state through advocacy and education.

Technology Strategy

Our technology strategy is to continually assess the effectiveness of technology throughout the agency to improve efficiencies and the overall services provided to the public. This includes continual training of staff on the use and implementation of new technologies and the designation of an internal working group to adapt strategy to new needs and possibilities.

The CHRO recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

The CHRO has been able to ensure that agency functions are still available remotely through the use of online meetings, allowing the public to continue to utilize our services safely and in a convenient manner.

Outreach events have been successfully held remotely utilizing the Microsoft Teams platform.

Sexual harassment prevention training has been made available to the public online with automated generation of certifications of completion. This was accomplished with minimal expense by utilizing a suite of integrated Microsoft applications.

Training on domestic violence has been made available to all state employees and the public utilizing a combination of LinkedIn Learning, YouTube, and other learning management platforms.

Complaint inquiries can now be completed and filed online utilizing Microsoft Forms.

VOIP phones have been adapted and utilized to allow employees to place phone calls while working remotely.

FOIA requests may now be submitted and processed online through the Commission's GovQA portal.

Staff has been trained on the use of Sitecore 2.0, and the agency is currently planning to relaunch our website under the new design framework, making our services more accessible to the public.



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Digital Government

List of Online Services Available

- Complaint inquiry form is available 24/7 on our website.
- Online sexual harassment prevention training is available online 24/7.
- The Commission has put most of our outreach materials and events online over the past fiscal year so they are accessible even for those who could not attend an event on the day of. The outreach materials include a substantial educational campaign through social media.
- All CHRO proceedings can be held virtually, drastically improving accessibility and safety.

List of Online services requested by constituents

- There has been a request for Commission materials and forms to be available online with additional language options.

List of Online services planned to be made available

- All CHRO regional offices will be conforming to a standardized method of completing case processing activities, electronically.
- Contract Compliance Affirmative Action database will be reviewed for efficiencies and possible enhancements.
- CHRO will share on its new website additional information about discrimination claims, how parties can prove their claims, and how parties can expect Commission processes to run.

Planned Applications

- The CHRO is looking into a new case management system to improve overall efficiency throughout the agency. The CHRO is currently seeking to procure a Business Analyst to evaluate its needs in a case management system.
- The CHRO in cooperation with the Office of Policy and Management is assessing the Affirmative Action Policy submittal process with agencies. There is an expectation that a technology solution can be implemented to assist with standardization. There is also a desire to eliminate paper submissions.
- The CHRO is championing a Civil Rights Museum that would be located in downtown Hartford. There are many technology needs that will be evaluated over the next year. Would expect analysis and specifications being defined over the next year with implementation in FY 2025.



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FY 2024 Technology Budget

- Hardware - \$3,750
- Software - \$1,650
- Services - \$203,500
- Telecom and Data - \$30,000

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Affirmative Action Electronic Submission Solution (\$200,000 has been allocated by OPM towards this effort)



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Connecticut Department of Agriculture

Mission

The mission of the Department of Agriculture is to foster a healthy economic, environmental, and social climate for agriculture by developing, promoting, and regulating agricultural businesses; protecting agricultural and aquacultural resources; enforcing laws pertaining to public health, animal health and animal care; and promoting an understanding among the state's citizens of the diversity of Connecticut's agriculture, its cultural heritage, and its contribution to the state's economy.

Technology Strategy

DoAg continues to pursue technology upgrades and installations which will assist our employees and customers in their day-to-day operations. Technology will improve our operations, capture more data, and is more user-friendly for our customers and employees on the backend. DoAg will rely on the Department of Administrative Service and Bureau of Information Technology Solutions to assist with providing the best technology services and training our agency can invest in. For FY 2024, DoAg will continue to invest and implement our mobile inspections technologies which will allow inspectors to do inspection reports in the field. These services, through Mi-Corp will enable our agents to capture more useful data in real time, which will help us better serve our customers. Some units will also be equipped with drones and GoPro technologies to better service their regulatory techniques. Lastly, DoAg will pursue some new technologies which ultimately will enhance customer ease and access for improved efficiencies and turnarounds.

DoAg recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.”\

Technology Achievements

Modernized the Farmers Market Nutrition Program from paper check booklets to a mobile, closed loop, EBT payment solution.

Digital Government

List of Online Services Available:

- Licenses and Renewals for Agriculture, Aquaculture and Domestic Animal Service Licenses (eLicense) Service 2
- DoAg Adjudications Search (Site Core)
- Grants Application Submissions (Slalom/Salesforce)
- Mobile Inspections Application (Mi-Corp)
- Freedom of Information Requests and Tracking (GovQA)



State of Connecticut IT Strategic Plan for Fiscal Year 2024

- CT Grown Store (Site Core)

List of Online Services Requested by Constituents:

- More online licensing services (Dairy, Livestock and Poultry Dealer)
- Agricultural data (i.e. crop production)
- Online Certificates of Veterinarian Inspection (submissions for animal health forms for animals being transported into the state)

List of Online Services Planned to be made available:

- Mobile Inspection Capabilities in Other Units within the Agency
- Grants portal 2.0

Planned Applications:

- Animal Population Control Voucher Program
- Temporary permits for certified vet inspections
- Online Dog Licensing

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware \$50,000.00
- Software \$12,000.00
- Services (consulting) \$35,000.00 (Mi-Corp/eLicense consultant to maintain existing applications)
- Covendis Consultant - \$90,000 Animal Population Control Program development
- Subscriptions: \$1,000.00
- Telecom and Data \$55,000.00

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures more than \$100K:

- Online Dog Licensing System



State of Connecticut IT Strategic Plan for Fiscal Year 2024

Connecticut Department of Labor

Mission

The mission of the Connecticut Department of Labor (CTDOL) is to protect Connecticut's workers from labor law violations and promote global economic competitiveness through strengthening the state's workforce. CTDOL collaborates with business and industry leaders on Registered Apprenticeship programs and other workforce pipeline initiatives, and conducts U.S. Bureau of Labor Statistics research including collecting, analyzing, and disseminating workforce data.

Technology Strategy

The involvement of Information Technology in business planning and delivery is key to the success of CTDOL's mission. To be a key partner in this endeavor, the BITS IT staff in service to CTDOL place focus on the following foundations:

- The efficient and effective provision of business value by implementing solutions iteratively while engaging with stakeholders throughout the development process.
- Upgrading underlying infrastructure, which:
 - Keeps our IT staff up to date with newer technologies.
 - Provides a more agile development environment.
 - Enables more enhanced security measures.
- Automation of IT processes to allow more reliable and predictable results.
- Capitalizing on the State of Connecticut's enterprise IT infrastructure to strengthen our ability to meet CTDOL's business goals.
- Engaging with the Department of Administrative Services (DAS) and Bureau of Information Technology Solutions (BITS) as they roll out comprehensive centralized services.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technological Achievements

- Amazon Web Services (AWS)
 - Migrated data from the mainframe legacy Unemployment Insurance (UI) system and transitioned to a new UI application (ReEmployCT).
 - Implemented archive storage to enhance our "backup and restore" data management strategy.
- Salesforce



State of Connecticut

IT Strategic Plan for Fiscal Year 2024

- Deployed a Paid Family Medical Leave (PFML) appeals, retaliation, and Family Medical Leave Act (FMLA) complaint management web application for the Legal Division and CT Paid Leave (CTPL) Authority.
- Customer Relationship Management (CRM)
 - Deployed this solution for the Office of Unemployed Workers' Advocate.
- Jotforms
 - Streamlined and bolstered multiple virtual services to improve staff and customer experiences. Some examples of the Jotforms are: Acknowledgement of Confidential Information; Cellular Telecom Requests; Laptop Issuance Agreement; ReEmployCT Customer Access Request Form; DOL UI Integrity Form.
- Microsoft
 - Implemented automated enhanced analysis capabilities in our integrity data warehouse technology, improving our ability to combat fraud.
 - Applied a significant upgrade to the State Information Data Exchange System (SIDES) federal program.
 - Implemented an internal business portal menu for role-based access to internal business applications – Connecticut Department of Labor Internal Business Portal (CTDOLIBP.)
 - Implemented an employer and employee tax wage and a claimant 1099 inquiry system to review historical legacy system data that was not migrated to the new UI system.
 - Implemented DevOps in Azure to enhance the application development environment and streamline application deployment.
- General
 - Successfully shut down all legacy business systems in support of ReEmployCT.
 - Provided legacy system data to the ReEmployCT team in all project implementation phases.

Digital Government

Available Online Services:

- ReEmployCT is a self-service application for unemployed individuals. It allows claimants to submit initial claims 24 hours a day, seven days a week. The secure cloud platform is a vendor-supported service. Once enrolled, claimants can self-service the following:
 - Establish and change direct deposit payment information.
 - File weekly certifications.
 - Apply for emergency and special benefits.
 - Review claim and payment histories.



State of Connecticut

IT Strategic Plan for Fiscal Year 2024

- Download the most recent 1099G tax form.
 - Complete work search requirements – filers must look for full-time work every week they file for unemployment benefits unless excused from the work search requirement through an employer or other program.
 - Report work search activities online with their weekly certification.
- The Paid Family Medical Leave appeals web application enables all affiliated parties to securely upload/view documents related to a PFML appeal case and CTDOL employees to enter case notes and decisions.
- The FMLA Complaint System and the CTPL Appeals System provide employees an avenue to file complaints concerning alleged retaliations of the FMLA process or appeal the denial of paid leave benefits by the CTPL Authority or a private plan. Both processes allow all parties and CTDOL to view and update the case. The systems enable CTDOL to manage the cases from intake through disposition.
- Geographic Solutions' CTHires offers an array of resources, including the following: job skills assessment tool, resume and cover letter templates, job bank, list of training providers, job search tracker, virtual job recruiter/job candidate finder and labor market information, as well as an email system for communications between job seekers, employers, case managers, and training providers. CTHires also collects the data for reporting requirements on self-services and staff-assisted services for WIOA (Adult, Dislocated Worker, and Youth), Wagner-Peyser, Trade Adjustment Assistance, National Dislocated Worker Grants, and Registered Apprenticeship Expansion Grants.
- The E-Wage Case Management System is a web-based public complaint filing system. The application captures, manages, stores, reports, and centralizes business information for the Wage and Workplace Standards Division, enhancing workflow and efficiency in serving the public.
- The Appeals Decision Library (ADLIB) provides the public and CTDOL staff an online view of Appeals decisions.
- Consumer Contact Center has a customer-facing web form for claimants. It also supports a chatbot that provides customers an online communication option via text designed to simulate interaction with a live customer service representative.
- Quick Clicks on the same webpage (www.filectui.com), offers a tool which provides direct access to several online forms to resolve issues and concerns related to UI claims. The claimant can complete forms online and trigger case creation and submission. Once the case is submitted, it goes into an electronic file and our agents take ownership of the issue for resolution within 48 hours.
- The Office of Unemployed Workers' Advocate (UWA) was provided a web-based Customer Relationship Management application to facilitate their statutory charge of assisting unemployed individuals understand UI processes, forms, and appeals.



State of Connecticut

IT Strategic Plan for Fiscal Year 2024

- The Employer New Hires is a web-based application to provide employers with fast, reliable, and secure options for reporting their new hires to the National Directory as required by Federal and State regulations.

Online Services requested by constituents:

- The Appeals division requested and now utilizes a self-service solution for claimants to have the ability to upload their appeal documents before a hearing.
- The Research Division requested an (in-progress) enhancement to the New Hire application to facilitate online entry of employers' new hires to modernize receipt of documents.

Online Services planned to be made available:

- Enhancements to the New Hire application to facilitate online entry of employers' new hires through a web application.
- Enrich the search capabilities of the Appeals Decision Library (ADLIB) and provide a new look and feel to improve the user experience.
- The eLicense project includes implementing the Enterprise Licensing Management Solution (ELMS) to provide registration, registration renewal, credential management, reporting, and online self-service functions that will benefit the employer sponsor and apprentice.
- Continuous improvements and enhancements are prioritized and implemented when identified to the ReEmployCT system.

Planned Applications:

- Enterprise ID Proofing- to enhance fraud prevention, possibly integrated into the state-specific portion of the ReEmployCT application. The solution is dependent upon cost and timeline.
- ReEmployCT/USA - IT is supporting CTDOL's UI Benefits and Tax divisions, and our UI Modernization (UIM) vendor as needed, for future enhancement projects:
 - Support USDOL UI grant initiatives.
 - Pub1075 mandated changes by the IRS/Treasury.
 - Enhance the ReEmployCT screens to have a more customer-centric flow and add clarity of UI terms for an improved user experience initiative "UX".
 - Support second release 2 of the redesigned Reemployment Services and Eligibility Assessment (RESEA) program.
 - Enhance integrity aspects of ReEmployCT, including but not limited to automation to hold payments until all claim integrity checks are completed.



State of Connecticut IT Strategic Plan for Fiscal Year 2024

- Expand integrity data warehouse software – significantly broaden the available data for fraud cross-matching purposes.
- Enterprise E-Signature – CTDOL is considering the E-Signature Enterprise solution in streamlining and providing more efficiency in the signature process, pending an additional review of the cost and timeline.
- Electronic Data Management System (EDMS) legacy data inquiries application- to enable internal staff to search, view and print documents (based on their access permission) from EDMS which were not uploaded into ReEmployCT and are stored in the enterprise FileNet Data Repository.
- Appeals Decision Library (ADLIB) rewrite– to enrich the current application's search capabilities and provide a new look and feel to improve the user experience.
- New Hires application upgrade- to facilitate online entry of employers' new hires.
- Legacy business applications, software, and hardware retirement.
- MS Access systems- review and update.
- CTDOL Data Center- migration to the State Data Center.
- CTDOL intranet website- migrate to the enterprise software.
- Pilotfish- analyze and implement to facilitate data integration from various sources.
- Workforce Innovation and Opportunity Act (WIOA) Dashboard - The WIOA Administration Unit, IT and Business Management will develop a comprehensive dashboard to visualize the larger contract landscape: seeing all active contracts in totality, with their respective fund utilization and assessed level of programmatic risk.

FY 2024 Technology Budget

Planned technology spending from all sources: The budget numbers below include CTDOL system support and IT Capital Investment Program Bond funds to support the modernization project. Based on USDOL direction, funds are subject to change.

In accordance with IT Procurement LEAN process, CTDOL seeks pre-approval of this list of planned agency purchases:

FY 2024 Technology Major Expenditures

| | |
|--|-----------------|
| Capital-IT Hardware Purchase/Installment | \$6,239.79 |
| IT Consultant Services Hourly | \$13,559,299.98 |
| IT Data Services | \$228,301.17 |
| IT Hardware Maintenance & Support | \$166,875.03 |



State of Connecticut IT Strategic Plan for Fiscal Year 2024

| | |
|--|------------------------|
| IT Software Maintenance & Support | \$2,144,949.35 |
| Non-Controllable Software | \$1,032,177.26 |
| Online Information Services | \$11,219.42 |
| ReEmployCT Maintenance and Enhancement | \$7,500,000.00 |
| Grand Total | \$24,649,062.20 |

All planned agency technology expenditures above \$100K:

- ID Proofing, if implemented – \$1.2M (federal dollars)
- Variety of US/CTDOL Funded projects – Total unknown



State of Connecticut IT Strategic Plan for Fiscal Year 2024

Connecticut Department of Veterans Affairs

Mission

Since 1864, the mission of the Department of Veterans Affairs (DVA) is “Serving Those Who Served.” DVA serves Connecticut’s Veterans by advocating for Veterans’ interests and assisting them in obtaining entitlements and benefits through the Office of Advocacy and Assistance (OAA) around the State. In addition, DVA provides health, social and rehabilitative services through the Sgt John L. Levitow Healthcare Center (HCC) and the Residential and Rehabilitative Programs and Services at the DVA Campus in Rocky Hill. Finally, DVA honors Connecticut Veterans and eligible dependents through its Cemeteries and Memorial Services Programs.

Technology Strategy

DVA’s technology strategy is to partner with the DAS/Bureau of Information and Technology solutions (BITS) in order to effectuate the following: 1) Support DVA’s mission effectively and efficiently; 2) Continue to maintain existing successful IT platforms; 3) Ensure capabilities are aligned with current IT standards and trends; and 4) Ensure security and compliance in all aspects of hardware, software, applications and users. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Implemented Veteran Case Management System
- Upgraded network and phone system in Fairfield and Norwich locations
- Replaced SAN Drives

Digital Government

List of Online Services Available:

- Electronic Donations
- Volunteer Applications
- Facility Use Requests
- Facility Work Order Requests
- Mobile App
 - Crisis Assistance by Phone, Text Message and Online Chat
 - Veterans Benefits and Services



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- Healthcare and Hospitals
- Housing
- Business and Jobs
- Supporting a Veteran
- Flag Status
- Connecting with DVA on Social Media

List of Online Services Requested by Constituents:

- Online Residential and Healthcare Center admissions applications
- All DVA forms and applications available in digital environment and securely submittable electronically

List of Online Services Planned to be made available

- Full life cycle support in a CT Veteran Virtual Environment

Planned/Requested Applications that will save operating funds and improve client services

- Wartime Service Medal Application Conversion
- Veteran Designation on Driver's License / ID Card Application Conversion
- Veteran Owned Micro-Business Certification Application Conversion
- Cloud based Electronic Healthcare Record (EHR) with integration with Federal Veterans Administration and state healthcare providers
 - Connie Integration
- Security Shift and Residential Communications Log
- High Speed Internet Fiber Optic Connection at the Middletown State Veterans Cemetery and Veteran Service Offices in Norwich and Fairfield
- Upgrade Building Energy Management and Security Systems
- Facilities Work Order System
- Upgrade DVA website and mobile application
- Upgrade forms to fully online submission
- Replacement and modernize DVA campus security and safety system technologies (hardware devices, software, and cloud-base focus)



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- Assess and install AV Equipment in DVA Gold Star Families Memorial Auditorium for Hybrid meetings ADL (Current EMR) SQL Upgrade
- Upgrade and re-platform Pill Dispenser System

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

| | |
|-----------------------|-----------|
| Hardware | \$ 93,117 |
| Software | \$ 92,844 |
| Services (consulting) | \$ 0 |
| Subscriptions | \$ 0 |
| Telecom and Data | \$137,608 |

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Expansion of the campus wide network infrastructure/Wi-Fi
- Replacement and modernize DVA campus security and safety system technologies (hardware devices, software, and cloud-base focus)
- Cloud based Electronic Healthcare Record (EHR) with integration with Federal Veterans Administration and state healthcare providers
- Energy Management System



State of Connecticut IT Strategic Plan for Fiscal Year 2024

Connecticut Military Department

Mission

The Connecticut Military Department is a unique dual-status agency, having both federal and state missions. The federal mission is to maintain properly trained and equipped National Guard units for prompt federalization in the event of war, domestic emergencies, or other emergencies. The state mission is to coordinate, support and augment federal, state, and local authorities in emergency response, to provide emergency response planning and to conduct community service programs.

Technology Strategy

The agency continues to see adaptive measures, utilizing technology to streamline and simplify processes that reduce costs and improve proficiency. At the core of the agency's strategy is the necessity to connect all the agency's locations to the Nutmeg Network to improve security, provide faster access and a more reliable connectivity. The agency continues to improve its online presence to provide faster and effective services to the public. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Putnam Armory Readiness Center – Remote Camera Surveillance Installation Project
- Project MIL Server Virtual Machine Capture - MIL Servers Decommission
- C.Cure 9000 Standalone Server Build, Test & Deploy Project
- Project Verizon Mobile Phone Devices Acquisition and Deployment
- MIL Power BI Power Platform / Power Apps setup DEV, QA, and PRD environments
- Waterbury Armory Frontier Commercial Internet Installation Project
- Breezline (formerly, Atlantic Broadband) ISP installation at TASMG Building 325 Project
- MIL SOTS Elections Cybersecurity Officers/CT Army National Guard
- Camp NETT RTI Billeting Office Jonas Chorum Shift4 Implementation System/Hardware Upgrade

Digital Government

List of Online Services Available:



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- CT MIL Department Joint Enlistment Enhancement Program (JEEP)
- Access to National Guard recruiters
- Ability to request National Guard units for community outreach – to include C130 flyovers
- Service Member and Family Support Center resources
- Access to the Connecticut Guardian
- Military Relief Fund
- Request military records
- Request use of training sites, such as the NEDTC
- Wartime Service Bonus
- Recruitment and information of the Governor’s Foot & Horse Guard

List of Online Services Requested by Constituents:

- The CT MIL Dept. has no requests from constituents, currently, to increase online services.

List of Online Services Planned to be made available:

- N/A

Planned Applications

- Configuring Dynamics365 AI for MIL Accounts Payable department to better streamline AP functions
- Developing a Check Register Automation App – MIL Accounts Payable
- System Application Process for automatic submission of accounting receiving reports

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

Hardware - \$ 118,800.00

Software - \$12,000.00

Services (consulting) - \$2000.00

Subscriptions - \$7000.00



State of Connecticut

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Telecom and Data - \$20,000.00

If you will be seeking pre-approvals of specific planned IT purchases in accordance with the IT Procurement LEAN process improvement activities, please submit a separate detailed list of planned agency purchases.

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

The agency seeks to apply for funding from the Information Technology Capital Investment Program in partnership with federal funding to achieve the following:

- Expenditure 1

Connect ALL State of Connecticut Military Department facilities to the State of Connecticut EXEC Domain/Nutmeg Network. The National Guard's mission to provide public safety during emergency operations requires us to ensure that all facilities have reliable and affordable IT infrastructure to quickly disseminate and share vital information. This requirement has become more evident in the agency's support to the COVID-19 Operational Response.

- Expenditure 2

The installation of Secure Wireless capabilities at key Military Department Armory installations namely: Hartford Armory, Camp NETT (formerly Camp Niantic), Bradley Air National Guard Base & Windsor Locks Readiness Center is being sought as a means to provide personnel from multiple organizations to securely connect to their respective servers through Virtual Private Networking (VPN) technology.



State of Connecticut IT Strategic Plan for Fiscal Year 2024

Connecticut State Colleges and Universities

Mission

The Connecticut State Colleges & Universities (CSCU) contribute to the creation of knowledge and the economic growth of the state of Connecticut by providing affordable, innovative, and rigorous programs. Our learning environments transform students and facilitate an ever-increasing number of individuals to achieve their personal and career goals.

Technology Strategy

CSCU is undertaking an initiative to reorganize and realign system IT Services for Connecticut State Universities, CT State Colleges, and the CSCU System Office. Given the historic budget cuts, CSCU will assess the existing operating expenses and present cost-cutting options to meet the new funding levels.

The initiative will focus on developing the following:

- New IT Governance model
- Revised IT Organizational model (i.e., Centralized, De-Centralized, or Federated)
- New an IT Service Catalog
- Develop IT Capital Spending / Planning Model
- New Budgeting models (i.e., Activity-Based Costing/ITBM)
- Physical “footprint” reduction (reduction of data center space)
- Expansion of IT Service Management methodologies
- Improved hybrid work/learning collaboration and security

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

1. Implementation completed for the following Ellucian Banner/CRM/Portal and third-party modules for CT State Community College:
 - Banner Finance – July 2022
 - Banner HR/Payroll – August 2022
 - Banner Student Catalog/Curriculum – September 2022
 - CRM Recruit – October 2022
 - Banner Financial Aid – November 2022
 - Banner Fall 2023 Schedule – February 2023
 - Student & Financial Aid data migration Phase I – February 2023
 - Banner Self-service – March 2023
 - Ellucian Experience (myCTState) portal – March 2023
 - DegreeWorks – March 2023



State of Connecticut

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- CT State Fall 2023 Registration Launch – April 2023
 - Bb/ILP Integration – May 2023
 - EMS (Events Management System) – June 2023
2. Completion of an installment payment agreement with Cisco for network infrastructure replacement
 3. Implementation of Multi-factor authentication
 4. Completed vendor selection and awarded a bid to establish IT Governance.
 5. Completed transition to Argos from the retired SQR report writer.
 6. Conversion of PRI to SIP trunks
 7. Implemented 24 x 7 Security Monitoring
 8. Implemented 24 x 7 Firewall Monitoring
 9. Creation of HR workflows using Service Now
 10. Domain Controller Upgrade
 11. Help Desk Services RFP awarded

Digital Government

List of Online Services Available:

- Online admissions
- Online financial aid processing through a secure digital portal
- Online registration
- Online transcript request through Parchment
- Online educational courses through Blackboard
- Online bill payment/eRefunds/payment installment plans through TouchNet
- Office 365 Productivity and Communications
- Video Conferencing for Students in Microsoft Teams, WebEx, and Collaborate
- Online Advising and Telemedicine
- Event Management System (Room Scheduling)
- Human Resources RTF Process

List of Online Services Requested by Constituents:

- Integration of voice telecommunications services into existing collaboration software
- Online Security incident reporting

List of Online Services Planned to be made available:

- IT Request Management
- IT Asset Management
- Online Graduation Application through Ellucian Banner Self-service (CT State)



State of Connecticut IT Strategic Plan for Fiscal Year 2024

Planned Applications

- Final merge of Ellucian CRM Advise (12-College è CT State)
- Implementation of Ellucian Banner Student Accounts Receivable (CT State)
- Implementation of TouchNet Bill & Payment Suite (CT State)
- Implementation of TouchNet eRefund functionality (CT State)
- Implementation of TouchNet Payment Plans (CT State)
- Implementation of Argos (CT State)
- Implementation of Anthology Banner Integration (CT State)
- Implementation of CourseLeaf (CT State)
- Implementation of eQuip Facilities Management (CSCU System Office)
- Implementation of eBuilder Banner Integration (CSCU System Office)
- Implementation of Everbridge Emergency Notification System (CT State & CSCU System Office)
- Implementation of Hyland OnBase Transcript Capture (CT State w/expansion to all CSCU)
- Implementation of Modern Campus Curriculog Banner Integration
- Implementation of Parchment – Transcript send/receive (CT/State)
- Implementation of SurveyDIG Course Evaluations (CT State)
- Implementation of Symplicity Suite (CT State)
- Implementation of TraCloud (CT State)
- Implementation of XML Transcript Banner Integration (CT State w/expansion to all CSCU)
- Execution Spring Supplemental Student & Financial Aid Data Migration (CT State)
- Execution Summer Supplemental Student & Financial Aid Data Migration (CT State)
- Continued Implementation of Service Now ITSM Module (CSCU System Office)
- Proof-of-Concept for Microsoft Teams Voice (CSCU System Office)
- Microsoft Co-Pilot (Pilot program -CSCU System Office)
- EDR for 40k endpoint
- Cyber Security Governance, Risk, and Compliance System

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:



State of Connecticut IT Strategic Plan for Fiscal Year 2024

| | |
|--|----------------------|
| Hardware | |
| Cisco IPA - equipment | \$ 1,200,000 |
| CT State Campus UCS Server Equipment Replacement | \$ 587,000 |
| | \$ 1,787,000 |
| Software | |
| BannerCloudSoftwareMntnc | \$ 1,377,000 |
| Symplicity Accommodate/Advocate Licensing | \$ 610,300 |
| | \$ 1,987,300 |
| Services | |
| Gartner (Executive Services) | \$ 351,200 |
| Gartner CISO (Executive Services) | \$ 98,700 |
| BannerCloudHosting | \$ 2,990,000 |
| Blackboard Help Desk Support | \$ 475,265 |
| Ellucian Consolidation | \$ 1,400,000 |
| Everbridge Emergency Notification | \$ 113,000 |
| Evisions Argos Data Migration/Conversion | \$ 400,000 |
| Voice/E911 Services | \$ 74,000 |
| Core and System Office DC Project PS | \$ 172,000 |
| Service Now | \$ 400,000 |
| Cisco IPA PS | \$ 2,620,000 |
| ADMigration Project PS | \$ 3,000,000 |
| SO Data Center Switch Upgrades - PS | \$ 106,000 |
| | \$ 12,200,165 |
| Subscriptions | |
| Ellucian Experience (SaaS) | \$ 99,000 |
| Bb LMS/Eesysoft/Ally (SaaS) | \$ 1,026,000 |
| EMS Campus Agreement (SaaS) | \$ 161,000 |
| Kaltura (SaaS) | \$ 245,000 |
| BannerCloud (SaaS) | \$ 626,000 |
| Axonius (SaaS) | \$ 323,000 |
| Educause (Membership) | \$ 30,800 |
| Nercomp (Membership) | \$ 3,560 |
| On Demand Training - Ellucian (Saas) | \$ 73,000 |
| | \$ 2,587,360 |
| Telecom/Data | |
| Cisco ELA | \$ 698,962 |
| Network/Voice Managed Services | \$ 453,000 |
| | \$ 1,151,962 |
| | \$ 17,126,427 |

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Expansion of Service Now (ITSM)
- Implementation of a New Authentication/Account Provisioning system



State of Connecticut

IT Strategic Plan for Fiscal Year 2024

- Replacement of network infrastructure equipment (Switches, Routers, Wireless) due to end-of-life
- Argos Professional Services – SQR conversion (CT State)
- Argos Professional Services – IRDB Migration (CT State)
- Continued consolidation of Active Directory
- Modernize Security Operations Center (SOC)
- Cyber Asset and Attack Surface Management (Axonius)
- Replacement of Palo Alto Firewalls
- Maintenance Renewals
- Ellucian Managed Cloud Hosted Services
- Ellucian SaaS Subscriptions – CRM Advise, CRM Recruit, Experience



State of Connecticut IT Strategic Plan for Fiscal Year 2024

Connecticut State Library

Mission

The mission of the Connecticut State Library is to preserve and make accessible Connecticut's history and heritage and to advance the development of library services statewide.

Technology Strategy

As an important component of its technology strategy, the State Library will continue to collaborate with its various technology partners to improve library systems across the state.

Their partners include:

- Connecticut Education Network (CEN)
- Connecticut Digital Archives (CTDA) at the University of Connecticut
- Bibliomation
- Lyris
- Online Computer Library Center (OCLC)
- Digital Public Library of America
- EBSCO

During the current fiscal year, BITS will focus on several support strategies for the State Library:

- Continuing to pursue strategic software platforms (especially for the website) to provide enterprise-grade features, support, and security
- Continuing to assist the agency with federally funded, business-led projects, including
 - A NARA-funded project to improve archiving of sensitive records
 - The Connecticut Digital Newspaper Project, which is funded by the National Endowment for the Humanities
- Continuing to standardize various IT support models, including
 - Purchasing of IT products and services
 - IT asset management
 - End user support and education
 - Capital equipment refresh program

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Assisted agency with e-Discovery registration



State of Connecticut

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- Implemented further security measures for Exec domain policies to include password change management
- Supported Library for the Blind & Physically Handicapped (LBPH) name change to CT Library for Accessible Books (CT LAB)
- Implemented network changes to support the National Library Service for the Blind and Print Disabled, along with installation of associated Signiant application and Jaws updates
- Purchased 106 PC Notebooks for the Digital Inclusion Program
- Completed server refresh supporting ResearchIT/FindIT website
- Purchased two high-end scanners (CopiBook & BookDrive) for Digital Government
- Subscribed to AWS S3 Glacier deep archive for Library of Congress newspaper project
- Continued work with central BITS resources on eventual transition from WordPress to SiteCore website (the state's website software)
- Continued work with central BITS resources on eventual implementation of Chatbots

Digital Government

List of Online Services Available:

- Online catalogs
 - Primo (CSCU Library Consortium, including the State Library)
 - findIT (Bibliomation/Equinox, serving 354 libraries public, school and academic)
 - The library uses the services of OCLC (Online Computer Library Center), both as provider of our principal library cataloging software and as a source of, and outlet for contributing to, the world's preeminent source of bibliographic records. OCLC also supports reQuest IT CT ILL cataloging services to 354 libraries in CT.
- Online library card applications
- Online reference services via website chat
- Online interlibrary loan (requestIT CT)
- Online magazines and newspapers (researchIT CT)
- Online genealogy and historical research tools
- Online library guides (libguides)
- Online databases (researchIT CT, formerly iCONN)
- Online eBooks and eAudio (eGO platform Lyrasis Palace Project)
- Online learning for librarians (Webjunction, Niche Academy, InfoPeople)
- Online digital images (art, photos, maps ... etc.)
- Online public records retention schedules (for state agencies and municipalities)
- Online archive collections
 - ContentDM (legacy digital collections)
 - Connecticut Digital Archive (CTDA, in cooperation with UConn)
 - Archive-It (web archiving system, in collaboration with archive-it.org)
- Online archive collection management and search tool (ArchiveSpace)
- Online policies (e.g., permission to publish)



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- Online social media outreach (Constant Contact, Twitter, Facebook, Instagram, Pinterest and HistoryPin)

List of Online Services Requested by Constituents:

- Public Records has updated records disposition forms (PDF) available on the State Library's website to allow paperless transactions for disposal requests, as requested by state agencies and municipalities.
- State Library cards can now be requested via an online form on our website.

List of Online Services Planned to be made available:

- Continue to create and expand the in-house databases and indexes (available to the public on Agency websites) of archival materials.
- Work with FamilySearch.org to scan new materials and expand the accessibility of Connecticut State Library materials.
- Expand in-house subscription databases/indexes to include more remotely accessible resources for CT State Library borrowing cardholders.
- Update the online forms available on State Library websites to become paperless transactions.
- Implement digital signatures and associated workflows for selected use cases (e.g., permission to publish, museum loan agreements, other contracts/agreements)
- Expand integrated library systems connectors for findIT CT Statewide Digital Library catalog.
- Improve ILL and Discovery functions for reQuest IT to better serve CT residents seeking ILLs
- Enhance eGO platform/Palace eBook project collections to meet demand.

Planned Applications

- The State Library is in the process of migrating its main website content from WordPress to SiteCore (the enterprise portal for the state)
- The Connecticut State Library (CSL), the Connecticut Digital Archive (CTDA), and BITS will continue work on a project to improve the transfer of essential long-term and historically significant digital records from state agencies to a digital repository certified as meeting digital preservation standards which is currently the CTDA and create and issue a Request for Information (RFI) for a secure digital preservation repository that can meet CJIS, FERPA, HIPAA, and other restrictions / regulations. The project will attempt to accomplish the following tasks in this fiscal year:
 - develop Request for Information (RFI) document(s) for a secure digital preservation repository that meets statutorily mandated privacy and confidentiality requirements including but not limited to criminal justice information systems (CJIS), HIPAA, and FERPA;
 - execution and issuance of the RFI document(s);
 - draft a report analyzing the RFI responses, recommendations on next steps, and cost figures.



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FY 2024 Technology Budget

- Externally Funded Projects/Programs \$1,113,800
- Subscriptions \$2,500,000
- Hardware \$100,000
- Software \$12,000
- Telecom and Data \$9,060

FY 2024 Technology Major Expenditures

- Subscriptions to databases & library materials \$660,361
- CT Education Network (connections to public libraries) \$1,800,000
- Statewide Digital Library
 - findIT CT Statewide Catalog \$263,451
 - eGO Statewide eBook platform and content \$500,000
 - researchIT CT Databases..... \$1,339,639
- Archives Improvement project..... \$948,800
- CT Digital Newspapers Project \$165,000



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Connecticut Technical Education and Career System

Mission

The mission of the Connecticut Technical Education and Career System is to provide a world-class, unique, and rigorous learning environment for high school students and adult learners that:

- Ensures both student academic success and career technical education mastery, as well as promotes enthusiasm for lifelong learning.
- Prepares students for post-secondary education, including apprenticeships and immediate productive employment.
- Engages regional, state, national and international employers and industries in a vibrant collaboration to respond to current, emerging and changing global workforce needs and expectations.
- Pursues and participates in global partnerships that provide CTECS students with international exposure and experience.

Technology Strategy

- Support the state's Superintendent and 19 Vocation Technical Schools by providing a broad suite of technology support services.
- Provide robust and streamlined application services to CTECS and their constituents. These applications will provide for accurate, timely and secure data collection, processing and reporting.
- Provide secure, timely and accurate data stewardship of CTEC's data. From data collection, certification, and processing.
- Providing CTECS with a public and private suite of reports to support all areas of CTECS and its mission.
- Continue to mentor and build staff and student skills in all areas of technology including but not limited to application development, server installation and virtualization, networking and security.
- Implement best business practices around help desk services, project management, hardware/software life cycle management, and application development to support operations and curricular initiatives.
- Implement best practices regarding risk mitigation plans, disaster recovery and business continuity planning, and providing high availability systems and services.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.



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Technology Achievements

- Installation & implementation of the production Performance Matters Data System.
- Completed move of all CTECS Production environments to the MS Azure cloud
- Completed testing and initial validation of Uniform Chart of Accounts (UCOA) data files.
- The installation of ~2,000 new computers within the agency including the technical high schools
- Completed implementation and expansion of on-line Nutrition Application.
- Completed planning and communication for move to new Platt technical High School facility
- Ensure vendor compliance to Data Privacy and Cloud computing requirements
- Participated on P20WIN committee producing data requests.
- Completed re-write of the District's Technology Plan
- Completed move of CTEC's network attached storage (NAS) device to state data center in Groton.
- 1 to 1 to all grade levels and expansion to adult learners
- Configuration of District WAN to meet new technical needs (example: Esports)
- Migration of district from on prem to cloud services in Google and Office 365
- Integration of credential bearing assessments across all trade technologies

Digital Government

List of online services available:

- Powerschool – Student Information System
- Performance Matters
- District Professional Learning System
- District Professional Evaluation System
- Single Sign-On
- Account federation across platforms
- Administrator Calibration System for evaluation performance
- Regional School Choice
- Special Education -Maintain legacy system while bringing online new state CTSED system
- School Accounting
- Imbedded Textbook digital curricular supports
- Early Childhood
- Online Assessment Testing - by content area

List of Online Services Requested by Constituents:



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- Career Services Application
- Datawarehouse and reporting system

List of Online Services Planned to be made available:

- Digital online Fiscal Requisition request system
- Digital Grant management process
- Employee Portal (Intranet)

Planned Applications

- Powerschool Unified Data Warehouse
- CTECS Career Services Job Board and Alumni Database
- Recruitment of Certified Staff through Applitracks
- Implementation of Titan School Nutrition System
- Pixellot/Play-on Sports/Games broadcasting
- Student Hall/pass system at all Title 1 locations with syncing back to our Student information System
- Digital payment system for Tuition and scholarships
- Centralized Employee entrance into Frontline Central for application deployment
- Implement GovQA to support district legal department for FOI requests
- Migration of Current Adult Education CAENET student information system to District Powerschool Presence
- Expand use of Powerschool and Powerschool reporting in new Powerschool version
- Expand the use of Parentsquare for district and teacher communications with students and staff
- Deploy Schoology with the Adult Learners within CTECS
- Expansion of school SNAP application to integration live data exchanges with Powerschool.
- The implementation of new modules for the hosted application for the Child Nutrition Bureau.
- The implementation of the Home Visiting & Workforce Registry modules for the Early Childhood Information System
- Continued IT Infrastructure upgrades associated with the Connecticut Technical High School System (CTHSS).
- Migrate old applications running on old and unsupported hardware to new hardware utilizing new technologies.
- Enable and implement Goguardian for Parents/Guardians

FY 2024 Technology Budget



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- Hardware (will be submitting bond request)
 - Building Hardware and Academic Classrooms
\$10,713,250.00
 - Trade Technology Hardware
\$12,284,950.00
- Software \$4,400,000.00
- Services (consulting) (SPED, Project Management and Application Development)
\$1,500,000.00
- Consumables
\$50,000.00
- Consumables – Toner \$175,000.00
- Technology Repair - \$125,000.00
- AV Maintenance \$45,000
- Professional Learning \$50,000.00
- MS Campus Agreement and Premiere Support
\$525,000.00
- Tech Support for Deployment
\$100,000.00
- Telecom and Data \$400,000.00

FY 2024 Technology Major Expenditures

- Develop and formalize job application process for certified staff
- Continued IT Infrastructure upgrades (CTECS) which include:
 - o Server upgrades
 - o VOIP Phone system across entire district
 - o Firewall installation
 - o Switch replacements
 - o Continued support of the 1 to 1 Chromebook initiative
 - o Continued upgrades to wireless network (additional WAPs)
- Upgrade to legacy application systems (applying for capital grant funds)
- Math and Science district assessment and targeted content support
- District Data warehouse
- Continued Migration of on-prem data systems to Cloud presence



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Department of Administrative Services Mission

DAS houses a number of distinct programs that comprise the business functions of state government, including information technology, human resources, procurement, facilities and real estate, construction services, fleet, workers compensation and more. Our divisions are united in a common mission:

- **Support Connecticut's Growth** - To serve our residents, businesses, state agencies and other branches of government by providing the highest quality services at the lowest possible cost.
- **Drive Continuous Innovation** - To increase the efficiency and effectiveness of state government using best practices from the public and private sectors.
- **Provide Rewarding Careers** - To attract and retain a workforce of talented, dedicated public servants committed to leading our great state forward.

The mission of the Department of Administrative Services (DAS) is to provide administrative services to other state agencies. DAS's services enable the state to save money by taking advantage of economies of scale and streamlining services and processes. DAS has statutory authority in the areas of personnel recruitment, workforce planning; fleet operations; state workers' compensation administration; procurement of goods and services; collection of monies due the state; surplus property distribution; contractor prequalification and supplier diversity; federal food distribution; consolidated human resources, payroll, fiscal and equal employment opportunity services for several smaller state agencies; printing, mail and courier services for state government; information technology services; the state building, fire safety, elevator, boiler, demolition and crane safety codes; school construction financing; design and construction of state facilities; and state facilities leasing and management.

Technology Strategy

The Bureau of Information Technology Solutions (BITS) provides quality information technology (IT) services and solutions to state agency partners. BITS effectively aligns business and technology objectives through collaborations, in order to provide the most cost-effective solutions and facilitate business improvements for our state residents, businesses, visitors and government entities. The multiple lines of business work alongside DAS/BITS to utilize enterprise systems where appropriate. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at:

<http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>

DAS/BITS will continue to facilitate the mission for the DAS functional units – Statewide Human Resources, Procurement Services, Business Office, Collection Services, Bureau of Facilities Management. DAS/BITS will also continue improve the statewide platforms and services it currently supports.



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Technology Achievements

BITS – Agency Success

- Enterprise eLicense improvements including:
 - Online History link for public user accounts to view the complete list of process requests and applications completed for the past 5 years, including Documents uploaded.
 - Enhanced online address change modifications with better audit data.
 - Enhanced online fee type availability for all online process modules.
 - Enhancement of the Mobile Inspection functions to allow for complaint cases as well as unlicensed contact cases.
 - New Mobile inspections roll-out for DMHAS Tobacco enforcement program
 - Enhanced document storage capacity to prevent online doc upload errors.
 - Proxy Renewal modification to enhance online user experience when executing multiple supervisee renewals efficiently.
- The Digital User Experience (UX) Research team has vastly improved the accessibility, usability, and overall user experience of several key digital platforms servicing Connecticut residents, agencies, and businesses:
 - Transportation Project: The insights derived have directed the strategic planning of a unified and user-friendly online transport service platform.
 - CT State Library Project: A thorough analysis of user behaviors and needs resulted in insights that guided the design team to create an optimized library portal, substantially improving the digital service experience.
 - ROBIN Chatbot Avatar Project: Our studies influenced the design and development of the chatbot avatar, enhancing user engagement and acceptance of this technology, transforming digital communication for state services.
 - Sitecore Survey: By collecting actionable insights, we drove the implementation of Sitecore improvements that resulted in better user experience and increased the operational efficiency of state agencies using the system.
 - Office of Workforce Strategy/Governor's Workforce Council: Our research informed the website's design to better align with the Office and Council's current priorities leading to improved public understanding and engagement with their initiatives.
 - Research Report for Lt Governor: Our insights had a significant influence on the design of the Lt Governor's website, enhancing its UX and UI, leading to effective public communication and messaging.
 - Research Report for Governor: Our research refined the Governor's website, focusing on press releases, announcements, and contact form improvements. This resulted in increased usability and public trust in the site.



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- Office of Health Strategy: Our insights informed the office's digital innovation strategy, leading to more transparent and accessible services and an overall improved user experience.
- Health and Human Services: Our ongoing UX research and testing process is helping shape the development of a new user-centric website, promising to enhance user experience, meet residents' needs, and alleviate the burden on customer service representatives.
- Grants Project: Our research provided an in-depth understanding of user pain points in the grant application process. This knowledge will guide the optimization of future grant application experiences.
- Solutions in partnership with the Department of Children and Families (DCF):
 - Released Mandated Reporter Online Reporting Portal which allows mandated reporters to submit non-emergent reports of suspected child abuse and neglect online rather than by calling the agencies Careline. This allows for faster processing of reports and reduces call volume and wait times on the Careline call center.
 - Added a request dashboard to the DCF Background Check Portal which allows participating agencies such as school systems, and daycare providers to more efficiently track DCF background checks they have submitted.
 - Implemented a text chat system for use by children in DCF care to reach out to agency social workers 24 hours a day.
- Solutions in partnership with the Board of Pardons and Paroles (BOPP):
 - BOPP implemented "Commutation" process in the ePardon portal. It allows the public (incarcerated) to apply electronically for sentence commutation.
 - Once the hearing is granted the Board, applicants, public defendants, Office of Victim Services and external users are using Teams Live events to conduct the hearing streamed live on BOPP website.
- Solutions in partnership with the Department of Emergency Services and Public Protection (DESPP) include:
 - DESPP implemented improved call center systems to better handle customer calls. This will ensure better and more timely call handling for residents who need information and assistance.
 - DESPP made several hardware and software enhancements to our Emergency Operation Centers. Combined, these enhancements dramatically improve our ability to manage our disaster response efforts. This will lead to better and more timely outcomes for our residents who are suffering through disaster events.
 - DESPP implemented improved online systems for our weapons permit process. Dealer interactions, change of address, and permit renewals can now be processed online, thereby reducing manual processes, and eliminating delays and backlogs.

BITS - Digital Government and Operational Excellence

- Engagement and Experience



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- BITS Digital Engagement services help improve the lives of CT residents by creating seamless and trustworthy online experiences that are accessible to all. These efforts also reduce support, resource, and funding burden on agencies while promoting cost-saving efficiencies in the enterprise IT organization.
- New Websites with Improved User Experience
 - Dept. Of Labor (DOL)
 - Dept. of Motor Vehicles (DMV)
 - Immunizations (DPH)
 - Department of Social Services Homepage (DSS)
 - Edsight (SDE)
 - Center for CT Education research Collab (SDE)
 - Bureau of Certification (SDE)
 - Bureau of Rehabilitation Services (ADS)
 - Social Equity Council (OTG)
 - Capital Area System (DAS)
- New Specialized Information portals
 - Reproductive Rights (DSS)
 - Public Health Emergency Unwind (DSS)
 - SBA Grants (DECD)
 - Unemployment (DOL)
 - Dual Credit Opportunity (SDE)
 - Disparity Study (CHRO)
 - Equity Study (CHRO)
 - Data and Policy Analytics (OPM/GIS)
 - Bipartisan Infrastructure Law (CTBILT)
 - Clean Slate Law (CJIS)
 - CareerConnect (OWS)
 - HVAC Grant (DAS)
 - Office of Government Accountability (OGA)
- New Service Hubs (CT “One Stops”)
Development of a common service portal between agencies within a business vertical, providing clear centralized information for customers based on need. Residents enjoy a single front door to critical services, and agencies save time and money through streamlined efforts and processes.
 - Manufacturing.CT.gov
 - Health.CT.gov
 - Jobs.CT.gov (launching Q3)
 - Business.CT.gov enhancements
 - CT Broadband (OPM/DEEP)



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- Affordable CT (OTG/Multiple agencies)
- Expanded Enterprise Chatbot

CT's new digital assistant provides quick answers to common questions, improving customer experience and lowering agency support burden.

 - Expanded the availability of the State's digital service tool through individual agency development along with synchronous development of website and chatbot projects.

Recent agency clients:

 - DOT
 - DDS
 - CSL
 - CID
 - DOB
 - DOH
 - DCP
 - Manufacturing.CT.gov
 - Added new enhancements to the chatbot functionality and features:
 - Service-oriented chatbot instance for Health and Jobs service portals
 - Transactional options for business accounts with SOTS
 - Direct-link-to-chatbot feature for all clients
 - Replaced third-party chatbot on COVID, Vaccine, and Immunization portals
 - Optimized training model for better governance
- Data and Feedback

Real-time analysis of behavior and sentiment data helps CT better address emergent issues and allows agencies to predict patterns and smartly allocate resources. This helps provide a higher level of customer service while reducing repetitive support burden on help desk teams.

Data project milestones include:

 - New Data Dashboards for agencies' prioritized customer metrics
 - New chatbot interstitials to gauge successful conversations
 - New rating tools added to chatbot and website journeys
 - New CT.gov enterprise Feedback widget
 - New global link for customer accessibility issue reporting
- Accessibility and Inclusivity
 - Optimizing accessibility standards for digital assets is a high priority for Digital Engagement. Improving our accessibility and inclusivity efforts helps ensure every individual, regardless of situation or ability, can fully access government services and information and become full participants in civic life.



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Recent improvements from accessibility and inclusivity initiatives:

- Optimizing online forms, eligibility screeners, and other digital assets to meet the latest ADA and WCAG accessibility standards
- Auditing State apps and platforms to identify critical accessibility issues for remediation
- Redesigning websites to be mobile-centric and keyboard-accessible
- Updating content and plain language standards on websites to provide information at a 6th-grade reading level
- Developing specialized content silos for self-identified customer groups
- Updating design and branding standards to provide a consistent and expected customer experience
- Optimizing translations options to provide more options to customers in more formats
- Creating a new IT Center of Excellence for training agency admins in digital development standards, centering on modern UX, plain language, inclusive imagery, SEO, and accessibility

BITS – Compute Services

- Introduced a new on-premises cloud computing platform for the State of CT. This platform was designed to provide stable and reliable systems for our statewide agency customers and services to our citizens. Its benefits include improving the availability of our most important applications, offering a range of disaster recovery options, protecting against ransomware attacks, and providing elastic capacity and on-demand growth into the cloud.
- DPH has successfully migrated from their standalone datacenter to our centralized platform. This provides enhancements, including on-demand capacity, higher level of resiliency, and improved performance for their critical suite of applications.
- ⊖ Upgraded the state's mainframe platform, completed the migration of all agency workloads, and conducted a successful DR failover test. Additionally, we integrated new security features, such as enhancements to data encryption for both data at rest and data in motion.
- Improved team efficiency to increased support and coverage for agencies previously lacking in those areas. This not only benefits our ability to provide better support to agencies, but it also benefits our staff by providing backup and support from a larger, combined team.

BITS – Enterprise Architecture

Support Agency Initiatives

- OPM – Migrated 15 web portals to Azure



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- DMV – Piloting text-to-speech technology with AWS Polly
- CSL (Connecticut State Library) – Developed AWS archive storage solution.
- DSS – Deployed new training environments in AWS to support ImpaCT
- DSS - Architectural guidance for Connecticut Child Support Enforcement System (CCSES)+
- DSS – Architectural guidance for CT Medicaid Enterprise Technology System (CT METS)

Support/Enhance Enterprise Capabilities

- 175% increase in citizen accounts through identity management platform. Currently, more than 770,000 citizens have created accounts. New partners added this year include HHS, MyCareer, LIHEAP, and OEC Parents Portal.
- Doubled the number of integrations supported through our enterprise integration platform while realizing cost-savings through an enhanced enterprise license agreement.
- Approved enterprise eSignature platform and enterprise document management tools for implementation.

BITS - Infrastructure Services

IT Optimization

- Infrastructure Services continues to form into the six, specialist, Center of Excellence teams: Infrastructure Services Oversight, Core Network and Security, Edge Network, IT Facilities, Wide Area Network, and Unified Communications. Each team brings a diverse agency heritage, combined with modern, technology expertise.
- The specific disciplines and areas of responsibility for each Center of Excellence team, represent the vision of the organization structure, and framework, needed in order to build focused depth of skill, over time, whilst incrementally moving towards greater standardization of deployed technologies.
- A 360-degree view of Projects and Change Initiatives, for BITS Infrastructure Services, was implemented in order to drive additional incremental improvements and visibility into the diverse IT Operations and Projects landscape. This has aided in advancing IT Optimization, in the interim of more specialized, consolidated Service Desk and Project Portfolio tools being deployed.

Core Network and Security

- Implemented Checkpoint Maestro at Groton datacenter and at Springfield datacenter for improved network protections and total redundancy.
- Improved intrusion prevention capabilities with antibot and antivirus protections and automated feeds for known malicious sources and destinations.



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- Implemented new Checkpoint cloud firewalls in multiple Oracle Cloud instances, in support of Core-CT (PeopleSoft) migration to cloud. Continue to administer virtual Checkpoint cloud firewalls in Azure and AWS.

Edge Network

- Continued expansion of power-over-ethernet, data network, switch infrastructure with focus on sites in queue for conversion to enterprise voice-over-IP platform.
- Continued equipment refreshes of switch environments at multiple state agencies.
- Continued expansion of wireless environments at multiple state agencies.
- Planning and rollout of an initial enterprise (multi agency) model of wireless project utilizing enhanced authentication starting with agencies DMHAS and DAS.

Wide Area Network

- Provisioned approximately 27 additional circuits over the Public Safety Data Network (PSDN) to a wide range of state, municipal and non-profit public safety entities to transport critical public safety communications data. Increased resiliency and regionalization of emergency services and allowed the cancellation of numerous costly wire-line and broadband services.
- Continued transition off older, and costly ADSL/T1/ATM WAN data circuits to newer technology of Switched Ethernet Services for a minimal cost per site.
- Increased overall network stability by replacing approximately 40 end-of-life, WAN edge routers and MAN switches for all agencies.
- Continued implementation planning for field deployment of the Juniper platform for the refresh of the Public Safety Data Network (PSDN).
- Continued implementation planning for replacement of e911 routers.
- Completed the upgrade of the Optical Data Center Ring hardware components at the five (5) processing centers.

IT Facilities

- Groton datacenter enhancements to power resiliency, to ensure unique “A” and B” power path with automated transfer switches added, and scheduled preventative maintenance plan
- Installation of new/refresh hardware devices and options in addition or expanding capacity
 - Groton DC and Springfield DC assist cross functional teams infrastructure, cabling, troubleshooting, network, servers, storage rack and Stack and asset management
 - DOC - vocational ed installation of CDL training and permitting solution



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- DMHAS – Network, Power and recording enhancements, 200+ additional cameras, 20+ MDF/IDF upgrades and moves, Temporary facility space in trailers or movement to other spaces – no production work impact
- DPH headquarters power issues addressed with upgraded UPS and power cabling improvements to add resiliency and higher availability
- Evaluation and corrective actions for UPS (rack mounted and stationary) devices on 12 floors of the 55 Farmington Ave site. Designed to reduce the number of outages or failures – based on non-critical device support of 10 minutes or less. Included preventative and planned maintenance, battery replacements, management cards, secure connectivity and thermal probes 20+ devices.
- Physical Security policy and procedures documents reviewed
 - Data center guidelines and procedures
 - Enterprise data center physical access policy

Unified Communications

- Continued modernization of the State's voice-over-IP telephone system, various migration projects of differing scales, which have been successfully completed during the current fiscal year. Notably, several of these initiatives were funded through bond allocations. Among the accomplished migrations are the DCF Waterbury Annex, DESPP Montville, Danielson, and Westbrook locations.
- Execution of multiple system upgrading and patching, including the implementation of call recording and messaging voice mail upgrade.
- Introduction of new services and applications to enhance operational efficiency, such as the Avaya Desktop Wallboard for DMV and the implementation of a contact center for helpdesk (for DAS, DSS, and DOL).
- Successful upgrading or relocation of offices, including the DEEP Squaw Rocks, Goodwin State Park, the DOL Hartford move and the transfer of DVA Bridgeport to Fairfield, as well as the DCF Waterbury Annex.
- Initiative to internally handle multiple requests that were previously performed by vendors. By bringing these tasks in-house, significant cost savings have been achieved, and it has also enabled our employees to develop and apply their skills effectively. Notable beneficiaries of this effort include OEC, Comptroller, DCP, and DOE/BSE, among other agencies.

BITS - Security Systems and Operations

- Replaced legacy training and awareness with more engaging content that empowers state employees with the knowledge to recognize and prevent cyber threats.
- Ran multiple Statewide phishing campaigns to aid in building a strong security culture and purchased a new security awareness and anti-phishing tool with SANS.org.



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- Revised incident response procedures ensuring swift and effective action against cyber threats.
- Exploring grant opportunities for local government and municipalities and a "whole of state" approach to cybersecurity.
- Implemented email security controls that protect against deceptive and unsolicited attacks, ensuring our communication remains clear and trustworthy.
- Streamlining compliance reviews including IRS and HIPAA information centrally to help streamline decision-making processes, reduce risk of breaches and non-compliance and foster a culture of accountability and transparency.
- Began "threat hunting" to proactively search for and isolate advanced threats that evade traditional security solutions.
- Expanded our security monitoring capabilities and began the process of adding response automation (SOAR).
- Replacing outdated antivirus technology with a new endpoint solution to stop breaches, ransomware and cyber-attacks.

BITS – Workforce Enablement

Device support/Management:

- Formulate application deployment standards for all devices supported under BITS
- Provide standards for Hybrid work environments
- Completed the new security agent deployment

Messaging:

- Provide strategy for migrating file storage to the cloud
- Provide preferred secure mobile device management solution for state provided cell phones

ServiceDesk:

- Select ticketing system for BITS agencies and plan migration of legacy systems to a single product
- Continue to document content for new Knowledgebase for self-help
- Migrate service desk to advanced call routing product for inbound support calls

Human Resources

- EEO/AA
 - Developed and offered an EEO blog where readers can learn from EEO professionals about leading EEO strategies, best practices, trends, and State of Connecticut job opportunities.
- Agency HR Business Partners
 - Participated in the redesign and rollout of the State's LinkedIn Learning training specific to agency hiring managers.
- Talent Solutions



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- Operated the following social media channels in order to promote open positions and our value proposition for working in state government. We automatically feed every JobAps job opening to social media, resulting in thousands of posts annually.
 - Facebook: <https://www.facebook.com/stateofctjobs/>
 - Indeed: State of Connecticut Careers and Employment | Indeed.com
 - LinkedIn: <https://www.linkedin.com/company/stateofconnecticut/>
 - Twitter: <https://twitter.com/ctstatejobs>
 - Instagram: <https://www.instagram.com/ctstatejobs/>
 - YouTube:
<https://www.youtube.com/channel/UCGjJOsAJoTztnKyusSwnXeQ>
 - Indeed: <https://indeed.com/cmp/State-of-Connecticut/reviews>
 - Glassdoor: www.glassdoor.com/Reviews/State-of-Connecticut-Reviews-E336976.htm
 - Google Careers: www.google.com
- Utilized data and metrics throughout the recruitment process, including Google Analytics, Job Source Reports, Indeed Hiring Insights to determine popular “key word” searches by occupation and Textio (an augmented writing platform that’s designed to optimize job posts, candidate outreach and reduce bias with inclusive, on-brand language.)
- Went live with a refreshed webpage for the JobAps Online Employment Center.
- Developed a Healthcare specific page on LinkedIn “Life” titled “The State of Connecticut is Hiring Nurses.”
- Administered the State’s applicant tracking system, JobAps. We work with the vendor on troubleshooting technical issues, new releases and enhancements to our product. We also provide training and troubleshooting to JobAps users throughout the State.
- Learning & Development
 - Advanced the business, technology, and soft skills of the workforce through full single sign on (SSO) implementation of LinkedIn Learning at 34 in-scope Executive Branch agencies/departments.
 - Drove the success of agency- and role- specific learning initiatives through consultation on LinkedIn Learning custom content deployment. Agencies include DDS, CHRO, AGS, SDE, DPH, BITS, and DAS/EEO.
- HR Policy & Information Systems
 - Worked in partnership with agencies and functional units to create 25 different automated workflows for users and employees.
 - Developed a digital PARS form and workflow within UKG for use across all in-scope agencies.
 - Created the Open Data Portal which provides statistics on our workforce.
 - Partnered with OSC on the development and testing of various aspects of the upcoming Core-CT upgrade.
- Benefits and Leave



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- Created and implemented a centralized military leave response form through UKG to process leaves more efficiently and offer better customer service.

Real Estate and Construction Services

- The Division has been in the process of implementing the e-Builder project management software services, as a successor to PMWeb, in management of construction project processes, project-level finances, document management and productivity management. During Fiscal Year 2023, considerable work was carried out by Division staff and the vendor in configuration of the software instance to the needs of Connecticut's vertical construction program, and associated laws and procedures. The software has a robust functionality, allowing for no-code development of software applications by agency staff that can allow for the automation and paperless processing of heretofore longhand administrative systems, with more complete and regularized procedures and record-keeping. By the end of the fiscal year, the Division was nearing completion of software implementation by the vendor and began initial phases of managing projects in e-Builder. The Division has also pivoted to in-house development of processes and reports in e-Builder, which will continue going forward to allow the agency to progressively build improvements using the software.
- Fleet Operations
 - The light-duty fleet has been fully integrated with telematics devices and the data is successfully being utilized to guide the transition of the fleet to Electric Vehicles including optimum charging infrastructure locations, identify idle vehicles, verify the validity of vehicle complaints, and send first alerts of potential vehicle accidents to fleet staff to name just a few advantages
 - Completed the digitization of the CCP-40 monthly vehicle trip report worksheet, which once General Letter 115 is released with the new telematics language, will relieve an enormous administrative burden on agencies tracking and filing handwritten forms.
 - Completed a digitization of two major paper streams – New Vehicle Documents and Purchasing Card Transactions.
 - Upgraded the fleet management software program, Fleetwave, to the latest version which will greatly improve the capabilities of the application while correcting issues experienced since its inception. Telematics integration, new data modules, and hand-held device options are now available for implementation.
- Regulatory Compliance
 - Remote Video Inspections: The team continued its use of remote video inspections – first introduced in 2019 – resulting in significant ongoing savings in travel time and state vehicle use, while also providing much more responsive service to state construction projects. As of April 24, 2023, OSBI has



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begun tracking the amount of remote video inspections so we can assess the possibility of additional areas of efficiencies.

- State Buildings – Record Keeping: In the first and second quarters of FY23, OSFM has gone live with new inspections software for recurring fire prevention inspections, consolidating existing records held in BizNet and regular Microsoft Office documents. OSBI is in development with the software vendor to configure the online building permitting and construction inspections, anticipated to go live by 4th quarter of 2023 or early quarter of 2024. This project was commenced in FY22.
- FEMA introduced a new eNFIRS reporting system for fire incidents, and OEDM opted to implement the model where each fire jurisdiction enters its data directly into the federal database. This eliminated OEDM as the gate keeper for reporting errors, yet still provided for the office to track jurisdictions that are delinquent in reporting and to access the national database for statistical reports. OEDM trained the local fire jurisdictions in the use of the new eNFIRS system. The management of this data transferred to the Office of the State Fire Marshal effective July 1, 2022.

Legal and Legislative Affairs

- Implemented GovQA – FOI Administration Application for 14 agencies

Business Office

Collections

- Digitized all physical case records, making them available remotely, thus improving recovery efforts which were completed this year in 2023. Case information is now available digitally, minimizing our footprint and reducing paper waste.

State Property Review Board

- The Board's business was again paperless/digital for this year. Agencies were able to upload their proposals and the Board conducted its reviews online. This eliminated and reduced agency staff time from making multiple copies thereby making the process more efficient and saved tax payers' funds.

Procurement

- Identified new software solution for Procurement programs to replace legacy software used for Small Business Certification / Construction Prequalification / Surplus Programs. The new platform will allow for greater integration with other systems, greater flexibility,



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and more timely updates when changes are wanted or needed, greatly increasing program efficiency.

- Implemented changes to the Small Business Certification process required by the Governor's Modernization Bill aligning state program definitions to be consistent with federal SBA program requirements.
- Worked with DAS/BITS to develop a custom reporting tool in the STARS system to capture the spending with Small/Minority Businesses involving use of federal dollars. The reporting tool was implemented for all state agencies utilizing the CORE financial system

DAS Communications

- Maintained DAS's Twitter, Facebook, Instagram, and LinkedIn accounts and took a more active role in getting out information on social media about DAS.
- Assisted DAS Business units in using social media to promote some of their higher-profile announcements to increase exposure.
- Continued to manage the content on the DAS website including assisting other DAS business units in writing/editing/updating their website content. DAS has launched a review and rebuild of the DAS website to be more user friendly and to find information more efficiently.
- Published over 25 new blog posts to disseminate positive agency accomplishments.

Digital Government

List of Online Services Available:

- Business.ct.gov
- Service.ct.gov
- State Phone Directory
- Online State Surplus Auctions
- Online training for State Employment Process
- Online Contracting Portal to register businesses and respond to bids and RFPs
- Report a technology outage
- Apply for access to the Nutmeg Network
- Apply online for certification as a Small or Minority Business Enterprise
- Apply online for prequalification to bid on state funded construction contracts
- Report or comment online about State Fleet vehicles
- Show personalized status on CT State Exam Lists
- Apply online for CT Bar Exam
- Review Open Data Portal
- Provide feedback regarding new state portal
- Apply online for a uniform license for community-based entities
- Apply online for a new license, permit or certification
- Sign up for e-alerts for new notices for jobs, examinations, bids/RFPs



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- Register online to become a public surplus buyer
- State public meeting calendar
- Online filing for Encroachment Permits
- Online Crane and Demolition Licensing
- Online Job Search and Recruitment
- Executive Branch workforce statistics on the Open Data Portal
- Health.ct.gov

List of Online Services Requested by Constituents:

- None Noted

List of Online Services Planned to be made available:

- Citizen Service Center / Dashboard
- Jobs.ct.gov
- 30+ new agency websites
- Chatbot available across 30+ agency websites
- Digital forms service
- New translation engine for state websites
- Translated files and documents for agency websites available in 40+ languages

Planned Applications

- Bureau of Information Technology Solutions
 - Customer Relationship Management for Agency Success
 - Leave and Comp Time Tracking for BITS using Power Platform
 - IT Service Management
 - Configuration Management Database
 - Application Inventory
 - Grants Management
 - Kronos Upgrade to Workforce Central
 - eLicense integration with CT.gov Single Sign-On (Proof of Concept)
- Business Office
 - Position Tracking Software
 - Online Travel Authorization Submission



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- P-card Tracking software
- Replace Legacy systems for Collections
- Upgrade Avatar Billing Software
- Real Estate and Construction Services
 - Elevators/Boilers – customer portal for payments and certificates
 - Capitol Area System (CAS) heating and cooling plant infrastructure and application upgrades
 - Facilities management software
 - CivicGov building and fire code inspection software (ongoing implementation)
 - Evaluate electric vehicle charging monitoring and billing software
 - Evaluate reservation software for building consolidation
- Human Resources
 - Expand Executive Branch workforce statistics on the Open Data Portal
 - Recruitment, Selection, and Hiring Enhancements
 - JobAps Enhancements
 - UKG HR Service Delivery - further build-out of forms and workflow to support more self-service Assess integration needed between systems (UKG, CoreCT, JobAps)
 - LinkedIn Learning Expansion – custom content and more utilization
- Legal and Legislative Affairs
 - Complete GovQA – FOI Administration Application Implementation
 - Assess needs for enterprise Legislative Tracking Software
- Procurement
 - Replace Legacy Applications (Prequal, Supplier Diversity, Federal Surplus, State Surplus, P-Card Coordinator, P-Card Holder, S/MBE Goal Reporting, Contractor Spend Reporting)
 - Evaluate replacement eProcurement solutions in conjunction with planned upgrade of Core CT to improve and expand procurement integration, streamline the client purchasing experience, and improve functionality of the State Contracting Portal for buyers and sellers



State of Connecticut IT Strategic Plan for Fiscal Year 2024

- Commissioner Office
 - Audit Software

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

| | |
|-----------------------|---------------|
| Hardware | \$ 6,896,900 |
| Software | \$ 13,110,000 |
| Services (consulting) | \$ 17,228,900 |
| Subscriptions | \$ 28,474,700 |
| Telecom and Data | \$ 8,034,700 |

FY 2024 Technology Major Expenditures

Facilities Management Software

- Collections Avatar Upgrade
- Avatar Upgrade
- Collections Legacy System Replacement
- Recruitment, Selection, and Hiring Enhancements
- DMHAS EHR
- IT Service Management
- PC/Laptop Refresh
- Backup and Recovery Project
- Cloud Expansion
- Mainframe Replatforming
- Grants Management



State of Connecticut

IT Strategic Plan for Fiscal Year 2024

Department of Banking

Mission

The mission of the Department of Banking is to protect users of financial services from unlawful or improper practices by requiring that regulated entities and individuals adhere to the law, assuring the safety and soundness of state-chartered banks and credit unions, educating and communicating with the public and other stakeholders, and promoting cost-efficient and effective regulation.

Technology Strategy

The role of MIS is to assist the Department of Banking in reaching its business objectives by:

- Improving the efficiency and effectiveness of processes through automation.
- Providing the support services necessary to maintain accreditation.

The Department of Banking recognizes the Software Management Policy that describes the use and disposal of software assets found at

<https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Refreshed 3 tablets and 13 Desktops
- Implemented Security Scorecard
- Signed MOU with Eastern CT State University for alternate location for Continuity of Operations Plan
- Migration to new Enterprise Threat Protection Detection and Response product CrowdStrike
- Migration of Litigation Discovery software to Everlaw

Digital Government

List of Online Services Available:

- Online submission of complaints
- Online license application and renewal for mortgage licenses through NMLS
- Online license application and renewal for non-mortgage license types through NMLS
- Online license application and renewal for Investment Advisors through IARD
- Online license application and renewal for Broker/Dealers through CRD
- Online Scheduling and conducting of independent and multi-state examinations
- Online News Bulletin
- Online access to enforcement actions
- Online consumer alerts



State of Connecticut IT Strategic Plan for Fiscal Year 2024

- Securities registrations and notice filings including
 - Exemption/Notice Filings
 - UIT notice filings
 - Mutual Fund notice filings and renewals
 - Registration by Coordination
 - Registration by Qualification (Reg A)
 - Business Opportunity Registration
 - Business Opportunity Exemption Notices (Trademark filings)
 - Agent of Issuer filings

List of Online Services Requested by Constituents:

List of Online Services Planned to be made available:

- *Chatbot functionality*

Planned Applications

- Implement an Enterprise Content Management System and import paper files through scanning effort
- Assess and implement efficiencies in eLicense
- Investigate additional alternate site locations for difference coverage area and update Continuity of Operations Plan (currently in eastern part of state)
- Assessment of data available and tools to perform advanced analytics
- Review MS Access Databases that are used for tracking and determine how to incorporate for incorporate with document management workflow or eLicense
- Refresh the hearing room to work with multiple setups
- Utilization of Cloud based storage (OneDrive\Sharepoint)
- Potential Facility relocation – wifi, hearing room, switch, and other IT impacts
- Continue implementation of GovQA for FOIA responses

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

| | |
|-----------------------|-----------|
| Hardware | \$94,893 |
| Software | \$190,758 |
| Services (consulting) | \$150,000 |
| Subscriptions | \$107,360 |
| Telecom and Data | \$43,138 |

FY 2024 Technology Major Expenditures



State of Connecticut IT Strategic Plan for Fiscal Year 2024

List all planned agency technology expenditures in excess of \$100K:

- Document management – Sharepoint consultant and scanning effort to upload to document management system



State of Connecticut IT Strategic Plan for Fiscal Year 2024

Department of Children and Families

Mission

To partner with communities and empower families and raise resilient children who thrive. Connecticut's Department of Children and Families (DCF), sister state agencies, community-based organizations, early childhood, K-12 education, healthcare, law enforcement, judicial/courts, housing, behavioral health, labor and social service systems are all on the same team, working together to achieve optimal outcomes for children, youth, families and communities.

For more information see: <https://portal.ct.gov/DCF/1-DCF/Mission-Statement>

Technology Strategy

The technology strategy adopted by DCF supports the following strategic goals:

1. Improve Customer Satisfaction and expand on-line service delivery by continuing to improve on current public portal applications and by implementing new portal functionality being requested by constituents as well as agency partners.
2. Work cooperatively with Bureau of Information Technology Solutions (BITS) security team and partner agencies to increase system security and legal compliance both on premises and in the cloud.
3. Consolidate and standardize technologies fully based on BITS guidance and recommended enterprise solutions.
4. Continue to increase Data Quality through Data Governance System improvements.
5. Facilitate Data Exchange with State and Federal Partners.
6. Improve Worker Mobility, Collaboration and Accessibility.
7. Develop and Enhance Staff Skills Sets.
8. Improve asset management and optimize returns on investments.
9. Improve the disaster recovery capabilities and validate them through periodic disaster recovery exercises.
10. Continue to strengthen strategic partnership between DCF and DAS-BITS via the assigned Customer Success Manager (CSM) to adopt standardized enterprise class solutions to agency needs. The intent of this partnership is to reduce costs by taking advantage of economies of scale, streamline maintenance and operations costs by providing the potential for resource sharing across agencies, enhance the ability to meet data sharing requirements among agencies via more efficient communication paths between BITS teams, and to improve overall coordination between the agency and statewide technical resources.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements



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- Implemented technical solution to support an updated payment system for foster families participating in Functional Family Therapy (FFT-FC) which is expected to result in a cost reduction of approximately \$30 million.
- Moved the public facing Newborn Notification web application from its stand-alone location to the consolidated DCF Portal to improve security, performance, availability, and consistency of the user experience.
- Implemented updated Adoption and Foster Care Analysis and Reporting System (AFCARS) to meet new federal standards for this reporting type.
- Completed updates to Statewide Automated Child Welfare (SACWIS) and title IV-e claiming system to support new Qualified Residential Treatment Program (QRTP) service offering.
- Implemented secure printing system in all DCF regional and area offices.
- Established full technology services to new Waterbury Annex office location.
- Implemented updated post transition survey to enhance data quality in the National Youth in Transition Database (NYTD).
- Updated DCF eDocs system to enhance security controls.
- Completed deployment of CrowdStrike Anti-Malware to provide improved protection to the agencies 200+ servers, 2400 virtual desktops, and 2400 physical computers.
- Completed major update to the Universal Referral Form (URF) system to improve performance, reliability, and end user experience.
- Implemented enhancements to the DCF Background Check and Mandated Reporter Portals to enhance security and end user experience.
- Implemented system enhancements to minimize overpayments of subsidies when eligibility ends.
- Upgraded Virtual Desktop Infrastructure to improve performance, reliability, and end user experience.
- Implemented a public portal for the Results Oriented Management (ROM) system to provide transparency to the public regarding the agencies performance data.
- Implemented GovQA system to increase efficiency of responding to Freedom of Information requests.

Digital Government

List of Online Services Available:

- Background Check Portal - Used by sister state agencies as well as external partners such as school systems, day care centers, and foster care agencies to name a few, to request child protective services background checks of potential employees and caregivers.



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- Mandated Reporter Portal - Available to all Mandated Reporters to report non-emergent cases of suspected child abuse or neglect.
- Newborn Notification Portal - Used by all birthing hospitals to report drug exposed newborns in compliance with the Comprehensive Addiction and Recovery Act (CARA) and the Child Abuse Prevention and Treatment Act (CAPTA)
- Results Oriented Management (ROM) Public Portal - Provides a wide range of reports to the public related to the agency's child welfare operations and key performance measures.
- Provider Information Exchange (PIE) - Provides an online portal to allow participating service providers to report information on the services provided to children and families they are servicing in cooperation with DCF.
- Office of Community Relations (OCR) Youth Mobile Contact (new) - this allows for extended support of urgent needs for DCF adolescents via text/chat including after hours, on holidays and weekends.
- URF (Universal Referral Form) portal used by DCF and third parties to streamline referrals and services
- Emergency Safety Intervention and Average Daily Census
- Training Portal (updated) includes Mandated Reporter, Medication Administration, Foster Care Provider, Fostering Health for Children
- LIST – Application to track Youth Skills
- Electronic 603 and Delivery Tracking
- Private Licensed Providers – online licensing and inquiries.

List of Online Services Requested by Constituents:

- Foster Care and Adoption Portal - Intended to provide a method to engage more effectively and efficiently with potential foster and adoptive parents to include supporting recruitment, training and providing agency supports to those communities.
- Improved functionality of the current Background Check Portal to allow partners to retrieve check results via the secured portal in addition to the current secure email delivery.
- Digitized forms to allow easier public access and submission.



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- Youth 18+ - Online completion of NYTD Surveys
- Education Districts – Provide information on Grades, Standardized Testing, Attendance, Discipline and Suspensions
- Medical / Dental and Behavioral Health Providers – MDE form submissions, Document Management and E-signatures.
- Ombudsman – Online submission of feedback, inquires, and complaints.
- Caregivers and Children 13+ - Information on Case Plans, family feedback.
- Office of the Health Care Advocate – Release and Request for assistance with assessing insurance.

List of Online Services Planned to be made available:

- Improvements to the Background Check Portal to allow results to be securely retrieved online in addition to the current secure email delivery system.
- Digitized, online form submissions for a targeted subset of DCF forms.
- Additional datasets to be added to the States Open Data Portal.

Planned Applications

- Online portal for Wilderness School enrollment.
- Public facing DCF Dashboard to provide user friendly visualizations that represents the agencies performance data.

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

Hardware - \$107,000

Ongoing refresh cycle of agency computing devices, agency specific contribution to Next Generation data center hardware platform, network equipment upgrades.

Software - \$28,500

Maintenance of current software perpetual licenses.

Services (consulting) - \$23,165,300

Includes staff augmentation consultants, Project Management Office in support of the CT-KIND project and other development and line of business specific consultants supporting the CT-KIND project.



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Subscriptions - \$2,348,000

Includes DCF specific software subscriptions as well as DCF payments to multi-agency agreements.

Telecom and Data - \$241,000

Includes mobile and office telecommunication systems.

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- CT-KIND design, development, and implementation (DDI) efforts will continue throughout the fiscal year. This is the largest technology project the agency has in progress and is focused on replacing the outdated Statewide Automated Child Welfare Information System (SACWIS) with a modern Comprehensive Child Welfare Information System (CCWIS) which has been name CT-KIND (Connecticut Kids Information Network Database).
- DCF continues its pursuit of an Electronic Health Record System to support its hospital and psychiatric residential treatment facilities collectively known as Solnit Center.
- Migration to centralized "Next Gen" infrastructure which is being put into place by the DAS-BITS Compute Service group. This updated data center infrastructure allows for multitenancy hosting for all participating agencies and will reduce costs while increasing standardization and reliability.



State of Connecticut IT Strategic Plan for Fiscal Year 2024

Department of Consumer Protection

Mission

The mission of the Department of Consumer Protection (DCP) is to ensure a fair and safe marketplace for consumers and businesses. In support of the mission, the DAS/BITS team in support of DCP (BITS) crafts state system-compliant technology solutions as the backbone for the agency's operations. BITS seeks to create innovative and cost-effective solutions that enable users to maximize their performance.

Technology Strategy

BITS recommends hardware and software acquisition that optimizes DCP user productivity in support of the Agency mission. BITS listens to users and seeks ways to increase productivity and efficiency while maintaining or reducing cost. The strategy for the coming year includes increasing capacity of agency staff with respect to remote work, and increasing functionality and user-friendliness with eLicense. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Continued expanded use of mobile inspection system enabling inspections to be input digitally and reducing paper
- Implemented "Seed to Sale" adult use cannabis system
- Incorporated the adult use cannabis application process in the eLicense online licensing system
- Deployed body cameras for sworn officers
- Redesigned the agency phone system auto-attendant to improve accessibility to appropriate resources in the agency with more intuitive menu options and structure
- Leveraged additional Avaya phone system features including voicemail-to-email
- Redesigned trade licensing application flow with testing company
- GovQA Freedom of Information Act system implementation
- Working together with DAS\BITS replaced McAfee antivirus with CrowdStrike for security, threat intelligence, and cyberattack response services, and implemented Tenable for vulnerability scanning
- Refreshed laptops for telework as machines have reached warranty expiration
- Configured and implemented several Microsoft Teams channels for DCP business units

Digital Government

List of Online Services Available:



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- License look-up
- License application and renewal
- License Verification
- Licensing roster generation
- Print a Certificate
- Anytime Payment and Document Upload
- Online Complaint
- Online address change
- Online supervision
- Continuing Education course submittals and approvals
- Numerous self-service enhancements for credential holders for managing their account, including
 - Cancelling their credential
 - Changing name of their DBA
 - Submitting various reports

List of Online Services Requested by Constituents:

- Additional credential applications

List of Online Services Planned to be made available:

- Additional credential applications
- Streamlining credential applications

Planned Applications

- Digitization of Liquor Control credential applications within the eLicense online licensing system to reduce paper and manual effort, improve efficiency, improve service to customers, and streamline processes for liquor-related businesses in the state
- Expand the Liquor Control divisions' use mobile inspections app to incorporate initial inspections once online license applications are implemented
- Incorporate user interface enhancements and server performance improvements in eLicense to facilitate ease-of-use for this public-facing system



State of Connecticut IT Strategic Plan for Fiscal Year 2024

- Complete agency website modernization to the new state standard. This would be a benefit in reducing call volume by answering common questions and improving accessibility of information to constituents
- Streamline fingerprint submittal process to reduce background check turnaround time, increase success rate for fingerprint readability, and simplify the workflow
- Automate the importing of pharmacist exam scores into eLicense, which is currently done manually
- Create additional integration to more easily reconcile payments from exam vendor, PSI
- Integrate Investigations division’s Assurances of Voluntary Compliance and corresponding payments with reconciliations through DocuSign
- Expand the Investigations divisions’ use of the mobile inspection app beyond home care, health clubs, and mobile home parks to include inspections for occupational trades and updates to current forms
- Improve Gaming division data retention with updated secure file transfer method
- Upgrade network connections for casino-based staff to a devoted state connection to increase security and serviceability
- Transition from Footprints for Help Desk ticketing system to BMC Helix including knowledge base capabilities
- Continue to refresh and upgrade a broad range of IT equipment (laptops, audio/video equipment, peripherals, printers, scanners)

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

| | |
|-----------------------|-----------|
| Hardware | \$3,286 |
| Software | \$362,337 |
| Services (consulting) | \$0 |
| Subscriptions | \$24,991 |
| Telecom and Data | \$87,191 |

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Seed to Sale - \$165,000



State of Connecticut IT Strategic Plan for Fiscal Year 2024

Department of Correction

Mission

The Department of Correction shall strive to be a global leader in progressive correctional practices and partnered re-entry initiatives to support responsive evidence-based practices aligned to law-abiding and accountable behaviors.

Our core mission is based around Human Dignity:

- Enhance wellness initiatives and organizational culture which support all employees' – Mind, Body, Spirit.
- To continue as a national leader in protecting, safeguarding and improving the lives of all those who are affected by our mission.
- Engage our community partners to assist in assuring positive outcomes, especially in the areas of employment, housing education and family reunification.
- Ensure safe and humane environments, efficient and effective operations throughout the agency.
- Center around a compassionate approach, develop and implement progressive correctional practices and programs to increase successful reentry to our communities.

Technology Strategy

The technical strategy within the Department of Correction is to support the strategic issues, goals, objectives and ideas within the Department's Strategic Plan. This will be accomplished by providing technological systems to assist staff in achieving the Department's ultimate goals of improving Departments' core values. We are striving to improve the management, facility services, staff interactions, mobility, remote capabilities, public interfaces and security and to provide timely, consistent and accurate information to those requiring information within and from the department. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at

<https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- During this last fiscal year 13,689 tickets were handled by the DOC IT staff. Out of the total service tickets, there were 371 research related requests and 704 Health Service/EHR related requests.
- Purchased new: 246 Desktops, 392 laptops and 20 Tablets.
- Migrated from Zenworks to Microsoft SCCM/MECM for more streamlined imaging processes and better remote / computer management.
- Implemented Automatic Deployment Rules in MECM for Windows Updates.



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- Deployed Group Policies and MECM Configuration Baselines for Windows device configuration.
- Migrated to Microsoft Office 365.
- Installed CrowdStrike, real time threat detection and notifications.
- Migrated from McAfee to Bitlocker encryption on all DOC laptops and tablets.
- Migrated Service Desk from Microsoft Server 2016 to Microsoft Server 2019. Added ability to failover to Groton DR site.
- Added Pure Storage, improved performance and resilience capabilities. Performance extended to Backup Infrastructure.
- Central Office wiring was upgraded to 10G capability.
- Acquired another agency's equipment to replace Central Office network equipment to 10G speed and Power over Ethernet (PoE) capability.
- Started SAN switch integration – part of an infrastructure redesign effort.
- In progress of a new UCS Fabric Interconnect system - part of an infrastructure redesign effort.
- Re-designed use of virtual infrastructure to allow removal of obsolete servers.
- Implemented wireless network at York CI and at Maloney Training Center.
- Engaged new mechanical vendor to service Data Center chillers for cost savings.
- Electronic Health Records (EHR) – Migrated to new set of servers to coincide with vendor application upgrade. Built the capability to failover part or all of the EHR system to Groton DR site.
- Updated process for EHR eMAR downtime computers to be more reliable and accessible if EHR is offline.
- Migrated scanning application to new Microsoft Server 2019. Added ability to failover to Groton DR site.
- Atlas System moved from being hosted at Core to DOC Data Center.
- Implemented standards, policy, and access for BITS staff access to DOC systems to increase support/on-call activities.
- Network built and tested at Robinson CI for Vocation Education Program.
- Implemented CDL permit testing stations with DMV at Brooklyn CI and York CI, Robinson CI is scheduled for later this summer.
- Installed Video Conference Systems in Exec, DA and Café 24 conference rooms.
- Willard building shutdown and removed IT equipment.
- Upgraded UPS Batteries and power equipment at York main IT room. This which will set a new standard for us for the rest of the agency's locations.
- Developed Cannabis Offence Erasure process, this will erase cannabis offenses from inmates who meet the criteria.
- Inmate Banking and Commissary (TAG11) – Upgraded TAG to the latest version so it is browser independent.
- Built application for Liaison Unit to track reporting for the group.
- Developed the Exam application for training center.
- Improved BOPP Timesheet in CaseNotes.



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- Enhanced 85% parole eligibility in residential referrals for PCS residential unit.
- Enhanced burning offense in residential referrals for PCS residential unit.
- Enhanced probation to follow in AIC and explore referrals for PCS residential unit.
- Enhanced special parole end date in AIC and explore referrals for PCS residential unit.
- Enhanced ROI in AIC and explore referrals for PCS residential unit.

Digital Government

List of Online Services Available:

- Electronic Inmate Deposits - Process allows people to go to one of three vendors, Western Union, JPay or Touchpay, and make a deposit into an inmate's commissary account.
- CTSVIN – allows a victim or any member of the general public to register for notifications on the movement/release of any offender they might have interest in.
- CT Open Data – CTDOC provides uploads of its data to the shared data portal that can then be extracted by the general public for their consumption.
- Municipal Access to Case Notes for Law Enforcement Agencies as well as DOC partners. Allows LEA agencies ability to check on offenders under community supervision.
- Municipal Access to Case Notes for Halfway House Partners. Allows staff at Halfway Houses to access case information on those offenders in their care.
- On-line Visiting Application Process to schedule family visits with incarcerated population.
- Video visitations using Teams for family and friends at all DOC facilities.
- Court video hearings for local and federal courts as well as BOPP hearings.

Planned Applications

- PDMS (Provider Data Management System) migrating system from CDCS to DOC Data Center.
- CleanSlate project.
- Volunteer Application.
- Vehicle Tracking application.
- Cobol R6.4 migration.
- Converting Leagal Affairs CHRO from Access to .NET
- Victim Services Application.
- Case Load application for MacDougal -Walker CI.
- Inmate Status Application.

FY 2024 Technology Budget



State of Connecticut IT Strategic Plan for Fiscal Year 2024

Outline a plan for technology spend from all sources:

Hardware – \$2,700,000 - Equipment replacement: network switches, servers, wireless, computers, laptops, tablets, wiring.

Software - \$2,200,000 – Renewals, maintenance

Services - \$400,000 - 2 contractors

Subscriptions - \$25,000

Telecom and Data - \$1,200,000 – Data, Telephone, Inmate telephone lines.

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Cisco Maintenance and Support - \$250,000.
- Microsoft Server Maintenance and Support - \$250,000.
- Microsoft O365 – \$400,000.
- Oracle Maintenance and Support - \$200,000.
- VMWare Maintenance and Support - \$150,000
- Veeam Backup Maintenance and Support - \$135,000.
- EHR Maintenance and Support – \$550,000
- Hardware – \$2,700,000
- All Software - \$2,200,000
- Telecom and Data - \$1,200,000



State of Connecticut

IT Strategic Plan for Fiscal Year 2024

Department of Developmental Services

Mission

The mission of the Department of Developmental Services is to partner with the individuals we support and their families, to support lifelong planning and to join with others to create and promote meaningful opportunities for individuals to fully participate as valued members of their communities.

Technology Strategy

The mission of DDS IT is to provide customer-centric IT solutions that drive productivity and support business transformation while keeping critical data and IT assets safe, secure, and reliable. The vision of DDS IT is to deliver incremental value continuously and efficiently to DDS business units through unbreakable solutions that ensure seamless data integration across functional areas, promote streamlined workflow and approval processes, adapt quickly and responsibly to changes in the business, and encourage continuing innovation among our business partners. To achieve the mission and realize the vision, DDS IT will adopt the following strategies:

- Invest significantly in the ongoing development of state employee IT personnel to ensure that they perform their work effectively and efficiently and with the highest level of job satisfaction.
- Leverage enterprise systems and shared, existing infrastructure for IT solutions whenever possible.
- Collaborate with other agencies to share technology solutions, procurement vehicles, and planning and implementation strategies.
- Adopt core principles of DevOps, including:
 - Ensuring the streamlined flow of work from Development to Operations
 - Reducing the amount of work in process such that the turnaround time for features is minimized
 - “Building quality in” by ensuring comprehensive, automated unit tests and integration tests
- Continue laying the foundation for transitioning from monolithic applications to microservices and “micro-applications”, in which functional components structured around business capabilities are independently developed, tested, deployed, and maintained.
- Work with business stakeholders and process improvement teams to identify minimum viable processes (ultra-streamlined, standard work) and minimum viable solutions (bare-minimum solutions) as the pivot points for all migrations away from legacy systems.
- Continue exploring low-code/high productivity platforms as alternatives to traditional enterprise development, with a focus on the cost/benefit of these systems.



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- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Closed 12,548 support tickets
- Designed and tested a fully functional web portal for DDS tickets submitted into JIRA
- Developed and tested a new Windows 10 21H2 image for all DDS desktop and laptop computers
- Acquired and tested new Lenovo desktop computers to refresh the existing deployments, plus additional computers at 45+ Community Living Arrangement (CLA) and Respite facilities
- Updated 980+ laptops from McAfee AntiVirus to CrowdStrike
- Upgraded 30+ sites from ADSL to ASE internet connections
- Tested & implemented early rollout of Avaya One-X Communicator SoftPhone options for agency staff
- Upgraded Track-IT help desk server
- Upgraded wired and wireless networking infrastructure at Danbury and Norwalk facilities
- Upgraded phone systems at Danbury and Norwalk to VoIP
- Migrated 15 group home sites to more robust networking technology (ASE)
- Implemented numerous replacements and upgrades to servers and network devices
- Implemented networking infrastructure to support site moves and reopenings
- Implemented reporting solution for Electronic Visit Verification (EVV) validation checks
- Enhanced EVV solution to address Individualized Day – Vocational services
- Enhanced DDS's eLicense solution to support adding authorized services to qualified providers
- Implemented multiple bug fixes and enhancements to the Planning Resource Allocation Team's (PRAT) software solution
- Implemented an update to the Level of Need (LON) algorithm

Digital Government

List of Online Services Available:

- Qualified Provider Application Process (QPAP), which allows providers to submit applications to provide services for persons with intellectual disabilities. NOTE: This online service has been transitioned to the E-Licensing System (see below)
 - Agency Application
 - Agency Certification
 - Individual Practitioner Application
 - Individual Practitioner Certification



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- WebResDay Attendance System, which allows providers to make entries into the DDS internal attendance application.
- QSR System, which allows DDS staff to record results from quality reviews and allows providers to view results and enter plans of correction online.
- BizNET Contract System, which allows providers to review, sign, and submit contract documents.
- Enterprise Licensing (E-Licensing) System, which allows providers and the public to view provider credentials online and allows providers to perform some self-service tasks related to their credentialing (e.g., applying for a license, scheduling inspections ... etc.). Currently, the online capability includes Community Living Arrangements, Community Companion Homes, Medical Administration Certification, and Qualified Provider Applications

List of Online Services Requested by Constituents:

- Individual Portal, which provides access to current information and data related to plans for the individuals we serve.
- WebResDay Data Upload, which would allow providers to upload attendance data to the WebResDay Attendance System.
- Electronic Submission of Incident Reports, which would allow providers to submit incident reports electronically to DDS.

Planned Applications

- Continue work on a federally funded Care Management System
 - Research and evaluate available implementations in other agencies and states
 - Gather requirements
 - Develop project management plan
 - Create and submit APD to fund Care Management System procurement, implementation, and integration
- Enhance the Critical Incident Analytics System
 - Integrate Level of Need data
 - Work with Connie staff to identify opportunities for integration (e.g., Admit, Discharge, and Transfer data)
- Continue work on stop-gap Service Authorization System to replace a legacy application on VB6
- EVV
 - Develop Non-EVV solution for Provider access to bulk upload non-EVV service attendance to WebResDay
 - Modernize existing EVV architecture in .NET and/or Power Platform
 - Integrate EMMA notification system for Visit Validation Error notifications or utilize Power Automate
- Upgrade all .NET 5 applications to .NET 6



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- Shift Authentication/Authorization system from Identity Server to Microsoft Identity for all applications presently using Identity Server
- Upgrade all .NET Framework 3.5 applications to 4.8 .NET Framework
- Develop and Utilize Azure Pipelines to streamline deployments to DDS Application Environments
- Organize Azure DevOps projects under one unified Azure DevOps Portfolio Solution to allow for easy roll-up for status of all DDS development projects
- Train all development staff on Power Platform
- Cross-Train staff to provide redundant support for all DDS applications in Production

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

- Federally Funded Projects \$25,042,500
 - CMS APD Funding (anticipated) \$22,538,250
 - ARPA Funding \$2,504,250
- Hardware..... \$2,508,385
- Software \$1,115,000
- Services (consulting)..... \$820,000
- Subscriptions \$31,000

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Electronic Visit Verification Service Fees (per transaction)
- Electronic Visit Verification Integration Work
- PC/Laptop Refresh
- Modernization Project
- Care Management System
- Critical Incident Analytics System Enhancements



State of Connecticut

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Department of Economic and Community Development

Mission

The Department of Economic and Community Development (DECD) is Connecticut's lead agency responsible for strengthening the state's competitive position in the global economy. The agency takes a comprehensive approach to economic development that incorporates community development, brownfields remediation, tourism, historic preservation, and arts.

BITS Technology Services Team, in support of DECD, DOH, & OWS, support the agencies' goals and objectives by providing outstanding technology support services. We provide project management and oversight of new technology initiatives that enhance and streamline the operations of each business unit within these agencies.

Technology Strategy

DECD continues to build on the foundation established by a LEAN-driven IT revitalization plan by adopting technology to serve a diverse constituency through a variety of programs. The agency continues to participate in statewide initiatives to maximize efficiency and develop online services to facilitate interaction with stakeholders.

- Provide robust and streamlined application services to DECD and their constituents. These applications will provide for accurate, timely and secure data collection, processing, and reporting.
- Provide secure, timely and accurate data stewardship of DECD's data.
- Continue to mentor and build staff skills in all areas of technology including but not limited to desktop support, application development, server installation and virtualization, networking, project management, and security.
- Implement best business practices around help desk services, project management, hardware/software life cycle management, and SDLC for application development.
- Implement disaster recovery and business continuity planning and providing high availability systems and services.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Upgrades to six CT Welcome Centers including digital kiosks, integration with websites and internal systems and connectivity upgrades.
- Upgrades and enhancements for CTvisit.com.
- Assisted in rollout of new Manufacturing website.
- Assisted in Chatbot implementation kickoff.
- Created new processes for project intake, updates, and implementations.



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- Hired new ITA3 (Lilia Kuzmicz) as IT Project Manager.
- Onboarded several new employees in hybrid environment.

Digital Government

- www.ctfilm.com enables production companies and producers to view a selection of the state's potential shooting locations, available incentives, permitting authorities, production resources and to submit/certify COVID safety plans.
- www.CTvisit.com provides information about the state's attractions using the latest interactive and mobile technology.
- https://www.surveymonkey.com/user/sign-in/?ut_source=homepage&ut_source3=megamenu allows online submission of grant applications, review, and execution by the CT Office of the Arts.
- www.ctforme.com is supported by a complimentary Instagram account and helps businesses attract and retain young professionals in CT.
- <https://shpo.myreviewroom.com> provides information about historic preservation resources including archaeology, historic cemeteries, and historic properties database for southern CT.
- <https://ctcollections.org/> gives the public access to museum collections of art and historic artifacts.
- www.ChooseCT.com provides compelling reasons to live, work and play in CT.
- <https://business.ct.gov> The Connecticut business portal provides information and services for businesses to launch or grow a business in CT.
- https://portal.ct.gov/DECD/Content/Arts-and-Culture/Funding_Opportunities/Data-Maps-of-COA-Awarded-Grants/Institutional-Grants-Map provides maps of grants made throughout CT.

Online Services Requested by Constituents

- Online websites for applicants to submit grant applications and tax credit requests with ability to check the progress of review and approval processes.
- Added features and tools on websites to make it easier to find the information and services needed for businesses to launch or continue to grow.

Online Services Planned to be Made Available

- Expanded portal capability for companies, municipalities, and not-for-profit organizations to create unique accounts, explore programmatic offerings, submit applications, view status, and supply ongoing compliance information.
- Partnering with New England Foundation for the Arts to update and integrate Creative Ground online directory.
- Commission on the Arts website is being upgraded.
- Historic preservation archives are being digitized.
- Updated GIS inventory map of potential brownfields across the state.
- Participation in multi-agency project to implement grants-making portal for JobsCT program.



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Planned Applications

- CONNCRIS– web-accessible, online viewer for Connecticut’s cultural resources GIS data.
- Re-Deployment of DECD CRM System.
- Continue On-boarding of Office of Workforce Strategy
- Support DOH CRM & Grants Management implementation.
- Fully rollout Chatbot to DECD websites.
- Migrate Manufacturing website to new, more cost-effective hosting solution.
- Assist DECD Data Officer with data records retention policy development.
- Implement Avaya call distribution help desk solution.
- Implement BMC Helix helpdesk ticketing system.
- Implement GovQA for FOIA requests.
- Implement HighQ / Smartsheets for Legal & Small Business departments.

FY 2024 Technology Budget

Please note, projections exclude major expenses below and bond funds approved after 7.1.23. The agency has new programs in the planning stages for FY24.

| | |
|-----------------------|------------|
| Hardware | \$ 75,000 |
| Software | \$ 145,000 |
| Services (consulting) | \$ 400,000 |
| Subscriptions | \$ 125,000 |
| Telecom and Data | \$ 50,000 |

FY 2024 Technology Major Expenditures

- Participation in multi-agency grants portal development, cost estimate pending
- Re-implementation of DECD CRM \$400,000.
- Integration of Dynamics CRM and FileNet, estimated total: \$300,000
- Completion of digitization and online viewer for Connecticut’s cultural resources GIS data: \$500,000
- Social Equity Council website design and marketing: \$500,000



State of Connecticut IT Strategic Plan for Fiscal Year 2024

Department of Emergency Services and Public Protection

Mission

The Connecticut Department of Emergency Services and Public Protection (DESPP) is committed to protecting and improving the quality of life by providing enforcement, regulatory and scientific services through prevention, education, criminal justice information sharing and the innovative use of technology. In striving to accomplish our mission, we embody the agency's core values. With great **PRIDE**:

- **PROFESSIONALISM** through an elite and diverse team of highly trained men and women
- **RESPECT** for ourselves and all others through our words and actions
- **INTEGRITY** through adherence to standards and values that foster public trust
- **DEDICATION** to service
- **EQUALITY** through fair and impartial application of the law

Technology Strategy

DESPP continues its multi-year program to make Connecticut the safest state in the nation. Our focus on information systems and technologies has led to measurable improvements in emergency services, public protection, first responder safety, and increased productivity for our agency staff as well as that of our criminal justice partners. The deployment of efficient and digital services to the state and local agencies and the public throughout Connecticut has aided in this effort. DESPP is an active partner with other state agencies supporting Connecticut's COVID program by coordinating unified command via the Virtual State Emergency Operations Center (VSEOC), technology deployments, personal protective equipment (PPE) provisioning and emergency planning needed to ensure the safety of our citizens. As resources grow scarcer and the demand for excellence in governance remains high, the agency continues to strive to operate smarter by improved planning and governance. DESPP will provide cost-effective, low maintenance tools and mobile technologies in support of first responders' efforts to maximize their time in the field and minimize administrative paperwork. To this end, DESPP also continues to pursue Agile initiatives, particularly those that drive business process re-engineering and systems automation, eliminating low and no value activities as quickly as possible thereby, reducing costs and backlogs.

The charge of the Connecticut Criminal Justice Information System (CJIS-CT) Governing Board, established in 1999 by Public Act 99-14, is primarily to create the means and methods by which information that informs criminal justice agencies' decision-making could be shared in a secure environment and consistent with each agency's security requirements and those of the State of Connecticut IT Strategic Plan for Fiscal Year 2023 Page 75 of 199 FBI. In August 2015, OPM transferred CJIS-CT's administration functions to DESPP. In keeping with the memorandum of



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understanding, DESPP and CJIS-CT collaborate on the operation of the Connecticut Information Sharing System (CISS) to include building application interfaces to facilitate data exchange.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

Commission on Fire Prevention and Control

- (FPC) During FY23 FPC procured and deployed a new Learning Management System (LMS) Acadis® to replace Saba LMS. The system was funded by a federal Assistance to Firefighters Act Grant (AFG).
- (FPC) Modernization of the Connecticut Fire Academy’s (CFA) facility wide Wi-Fi system.
- (FPC) Point of Sale (POS) system for the Connecticut Fire Academy Bookstore. The new system will support expansion and plans to allow eCommerce functions in the future.

Police Officers Standards & Training

- (POSTC) Lexis Nexis has been reinstated to review past cases related to administrative hearings of revocation proceedings
- (POSTC) An interactive monitor has been added to the main lobby offering

| | |
|--|---|
| Daily weather | A staff listing for both POST and CSP |
| Profiles of all CT LEOs killed in the line of duty | “Find a room” function that allows a person to touch and the route to their destination will appear |
| A web link to the LE Memorial website | Announcements can be programmed into a crawler on the bottom of the display |
| A calendar listing all training and events | |

- (POSTC) Recruit classroom desktops have been replaced with laptops allowing students greater flexibility to move about the academy, conduct break out study groups, mobile resources to enhance learning
- (POSTC) Staff desktops were replaced with laptops connected to a docking station that allows staff to travel with their “desktop”.
- (POSTC) The utilization of a Barco system allowing staff to share information from their laptop to a monitor for all to view during meetings
- (POSTC) Creation of digital books and training tools used by recruits
- (POSTC) MILO police training simulated theater system. Upgraded tools/equipment used to teach decision making, de-escalation and communication in dangerous scenarios
- (POSTC) Enhanced wireless communications capabilities to the Range

Division of Statewide Emergency Telecommunications

- (DESET) Municipalities and agencies continue to integrate with CLMRN improving both operability and interoperability



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- (DESET) Portable radio level coverage of the system improving significantly in several areas of the state due to partnerships with local municipalities coupled with investments by the State
- (DESET) Phase IV of system construction is substantially complete with the added sites in Branford, Danbury, and Hartland are online enhancing coverage in those specific area
- (DESET) Construction of the Connecticut Statewide Emergency Communications Center
 - Provides a centralized location for a statewide back-up Public Safety Answering Point (PSAP) and training facility
 - Accommodates any one of the state's 105 PSAPs
 - Has the capability of enabling a displaced PSAP, to operate for extended periods of time, completely independent of their primary location
- (DESET) Municipalities and agencies continue to integrate with CLMRN improving both operability and interoperability
- (DESET) Portable radio level coverage of the system improving significantly in several areas of the state due to partnerships with local municipalities coupled with investments by the State
- (DESET) Phase IV of system construction is substantially complete with the added sites in Branford, Danbury, and Hartland online enhancing coverage in those specific area

Division of Scientific Services (DSS)

- Developed a bidirectional interface between NexGen's records management system and forensic laboratory's LIMS
- Relocating servers currently in basement of Building 5 of the Mulcahy campus to the laboratory in Meriden
- Installation of network printers to replace local printers (LEAN)
- Integration of temperature monitoring devices for remote monitoring
- Improving Wi-Fi capabilities for electronic sensor temperature monitoring
- Deployment of additional KIOSK's allowing outside agencies access to NIBIN for ballistics entry, AFIS for fingerprint entry and SmallPond for Rapid DNA testing
- Upgraded access control and security monitoring system
- Implementing STACS DNA Caseworks to improve efficiency and productivity in the DNA section.
- Progressively moving the DSS towards a mostly paperless environment. Converting paper case files to electronic case files within LIMS-plus. Eliminate mailed or hand delivered paper analytical report in lieu of electronically delivered PDF reports.
- Modernize the DSS server rooms. Install adequate HVAC, fire suppression and security. Reorganizing the wiring or servers and switches.

Division of Connecticut State Police (CSP)

- The Offender Registry unit has enhanced their record keeping standards by adding the FileNet application to efficiently ingest, index and store documents.



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- The Offender Registry unit has made significant progress with the Sex Offender Registry. The Deadly weapon Offender registry added new application modules such as Booking Alerts.
- CSP is incorporating the cloud-based application Collective Data to add an online inspections module that will eliminate the need for staff to fill out paper inspection forms. Reports now go to the supervisors in real time as well as provide the supervisors with the knowledge of what to order through the quartermaster unit.
- The Special Licensing and Firearms unit completed the credit card payment process which will give customers the ability to use their credit cards as a form of payment for permit and licensing applications.

Division of Emergency Management Homeland Security (DEMHS)

- Continue to enhance and expand the WEBEOC system increasing the capabilities for State and municipal users
- Continue to implement additional video and mobile workstations at the State Emergency Operations Center (SEOC), CTIC, DEMHS Regional Offices and alternate EOC
- Continue the use of the WASP Warehouse Management software to support the DEMHS inventory operation
- Finalize the transfer of WebEOC Hosting from DAS/BEST to the cloud-based service hosted by Juvare (WebEOC developer)
- Continued upgrades and updates to the CTIC Web Page giving it increased visibility and a more direct connection to the public
- Implement the approved upgrades of the ARCGIS software into the State GIS Lab and members of the DEMHS GIS Working Group
- Developed a strategy for technical upgrades to allow integration of the fixed EOC, and Regional Offices with the Virtual EOC concept developed during the COVID 19 Pandemic

Digital Government

List of Online Services Available

- Through the Acadis® LMS, students now have the ability to complete course and test registrations, initiate and complete on-line payment of invoices. During FY24 the system will permit student to look-up and print transcripts and print duplicate training course and certification certificates.
- Transparency portal link to public with multiple resources and reference materials including topics such as Use of Force, Pursuits, and annual Internal Affairs report
Transparency Portal (ct.gov) <http://www.cspnews.org/transparency>
- Online Accident Reports at <https://accidents.despp.ct.gov/>
- Online Sex Offender Registry at http://sheriffalerts.com/cap_main.php?office=54567
- Online Forms for Pistol Permit Renewals and Temporary Permits at http://www.ct.gov/despp/cwp/view.asp?a=4213&Q=494632&desppNav_GID=2080



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- Online Suspicious Activity Reporting at <http://www.ct.gov/demhs/cwp/view.asp?a=1939&q=400082> State of Connecticut IT Strategic

List of Online Services Requested by Constituents:

- Online web portal to facilitate gun transfers (requested by CT gun dealers)
- Online/credit card payments for fingerprinting, and weapons permits
- Increased self-service options for citizens: Consider chatbot functionality for specific units to reduce call volumes and onsite visits

List of Online Services Planned to be made available:

- Online and over-the-counter credit card payment options to be made available for services provided by the State Police Bureau of Identification and Special Licensing and Firearms Unit
- Online course registration and credit card payments at CT Fire Academy
- Continued expansion of web portal access by Connecticut-based weapons dealers for background checks and other safety/security measures
- Deployment of the system changes needed to support the “Clean Slate” initiative
- Evaluation of the COLLECT law enforcement tracking system for replacement in cooperation with Federal and State agencies
- Division of Scientific Services (DSS) Lab web portals:
 - PDs to schedule evidence drop-off/pick-up
 - Scheduling Lab Kiosk activities (NIBIN, Rapid DNA, AFIS)
 - Electronic submission of evidence requests and related information from MDTs to LIMS-Plus
 - State’s Attorneys Offices / Public Defenders to access DSS procedures and other quality documents
 - DUI/DUID defendants to remotely access toxicology reports in a secure manner to alleviate need for physical mailing of paper copies (LEAN)

Planned Applications

- Electronic submission of the Family Violence Reports.



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- Having an online submission through the RMS would be beneficial to the Crimes Analysis unit. This will eliminate the need for manual entry of the Family Violence forms that are submitted to the agency.
- Website additions:
 - An area for the public to gain information on how to get approval to have a livescan device installed within a public building for use.
- GOV QA additional module for Reports and Records:
 - Additional modules will consolidate the use of multiple systems currently used in Reports and Records, Legal Affairs and at the Troops. Subpoenas, Government and Interagency requests are currently received via fax and are entered into an unsupported Access Database (Reports & Records and Troops) or Legal Files (Legal Affairs) for tracking and processing resulting in duplicative entries using different software solutions. Acquiring these additional modules, to include Legal Holds, will reduce redundant entries for all requests, provide the ability to communicate with requesters and other interagency personnel via email, provide digital responses with no size limitations, retains documents and related correspondence relative to the specific requests, and tracks the course of progress. Additionally, the consolidation into 1 source system for all request types provides continuity of processing between the various units.
- Idemia Barcode Scanner integration:
 - The Idemia Applicant LiveScan work-flow requires the input of a tracking number provided by the applicant at time of fingerprint rolling. The tracking number is also provided with a Bar Code. HQ has set-up one device that utilizes the scanner which eliminates input errors. This effort will implement the scanner across all DESPP CSP devices.
- Collective Data additional module for CSP
 - A fleet management module will be added to the Collective Data application that will be used to keep track of vehicles, vehicle parts, monitor the information on parts, and scheduling maintenance repairs. The module will centralize all the data for the vehicles making the business work more efficiently.
- Potential upgrades to Emergency Operation Center

FY 2024 Technology Budget

Outline a plan for technology spend from all sources: (\$3.6 Million)

Hardware \$686,000

Software \$1,192,000

Services (consulting) \$174,000

Subscriptions \$83,000



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Telecom and Data \$1,401,215

Other/Supply \$134,000

FY 2024 Technology Major Expenditures –

DESPP (CEPF funding required unless stated otherwise)

- DESPP Technology for New CT State Police Cruisers: \$1.35
 - Cruiser Dash Cameras: \$610K
 - Mobile Data Terminals (MDTs) and docking stations: \$450K
 - Modems and antennas: \$189K
 - E-Citation Printers: \$84K

- BITS - CT State Police Cell Phone Deployment \$225K
- BITS – Agency PC Refresh \$450K
- BITS - CT State Police Interview Room Systems Replacements \$183K
- BITS - SLFU Weapons Registration System Upgrades/Maintenance (OE) \$165K CJIS-CT/CISS
- CJIS (OPM approved CJIS request for additional Bond \$8.92M funds to complete
 - CISS workflow and Search User deployment of Phase 2)
 - CISS Search Deployment to identify, train and authenticate 13,000 users \$2.71M
 - Electronic Workflows Deployment from all RMS vendors to Judicial and 18 GA courts, DCJ, BOPP, DPDS, DESPP... \$2.65M
 - Connectivity to CISS for all LEAs (about 151 locations) and RMS Vendors \$2.53M
 - Vendor Costs \$1.02M



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Department of Energy and Environmental Protection

Providing Technical Support for: Connecticut Siting Council, Council of Environmental Quality, and Office of Consumer Counsel

Mission

The Department of Energy and Environment Protection (DEEP) is charged with conserving, improving, and protecting the natural resources and the environment of the state of Connecticut as well as making cheaper, cleaner, and more reliable energy available for the people and businesses of the state. The agency is also committed to playing a positive role in rebuilding Connecticut's economy and creating jobs – and to fostering a sustainable and prosperous economic future for the state.

Technology Strategy

To encourage and support transparency by providing quick and easy access to timely, accurate and integrated environmental information to Department staff, partners, and constituents. To deliver a comprehensive view of environmental activities, conditions, and Department actions. To offer capabilities to use the information more efficiently and effectively to better protect and manage the environment.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

DEEP continued to make significant advances in the implementation of technology over the past year. DEEP has a modern network that supports approximately 75 office locations including headquarters, district offices, field operations facilities, education centers, and state parks and forests in addition to supporting CEQ, CSC, OCC and a remote workforce. This network carries data traffic as well as voice (VoIP) for our larger facilities. DEEP completed multiple virtual environment upgrades, field office equipment refresh, and headquarters network refresh. DEEP continues to be a state leader in the use of Geographic Information Systems (GIS) and Records Management. DEEP continues to digitize millions of agency Remediation records which are the most sought after DEEP public files. DEEP also partnered with CSL and BITS on a proof of concept implementing Atlas for electronic records retention. DEEP released an online Natural Diversity Database (NDDDB) Application process that offers streamlined workflows that simplifies determinations and provides instant answers through the online NDDDB portal for 60 percent of applications. An NDDDB review is a prerequisite for many other DEEP permit applications and this solution is expected to help expedite these permit review processes as well.



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Digital Government

List of Online Services Available:

- FOIA Records Requests (GovQA)
- Electronic Natural Diversity Database (NDDDB) Applications
- ezFile is an online electronic filing system for DEEP's application, licensing, registration, and permitting processes. Currently, public users can leverage ezFile to submit Boating and Fishing Permits and Registrations, Radiation Registrations (Diagnostic & Therapeutic X-Ray Device (DTX) and Radioactive Material & Industrial X-Ray Device (RMI)), Stormwater Registrations (Construction, Industrial, and No Exposure), and Underground Storage Tank Notifications (UST), Land and Water Resources, Aquatic Pesticides, and Hazardous Waste Transportation permits.
- DEEP has an on-line system to reserve campsites, including those with rustic cabins, at state park and forest campgrounds.
- Connecticut's Online Boating Certificate
- Connecticut's Online Sportsmen Licensing System
- Air Emissions Inventory and Compliance Reporting System (EMIT)
- DEEP Document Online Search Portal provides the public the ability to search, view, and download all existing unrestricted public electronic documents
- The DEEP Geographic Information Systems (GIS) Open Data portal
- Pesticide/Arborist Business Registrations, Pesticide Operators, Dealers, Supervisors, and Private Applicators certification applications via the enterprise E-License online licensing system
- Wildlife Sighting Reporting and Public Viewer
- DEEP Records Center online appointment scheduling tool

List of Online Services Requested by Constituents:

- Expanded Online Document Repository – this will allow individuals to conduct required document reviews online, eliminating the need for time-consuming and costly trips to Hartford. It will also allow DEEP to manage its documents in a much more efficient and secure manner and will reduce costs associated with having to maintain and expand its paper-based repository.
- Expanded Online Electronic Permitting – this will allow DEEP regulated entities to submit online filings for various licenses, notifications, permits, and registrations. This will reduce the submission of paper applications to the agency, increase application accuracy, and reduce the time needed for internal review and approval.
- Expanded Online Open Data datasets – this will allow public access to additional DEEP datasets, both tabular and spatial, without the need to submit specific FOIA requests to the agency.



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- Online Grants Application and Management Solution – this will allow the public to apply for various agency grants online. This will reduce the submission of paper applications to the agency, increase application accuracy, reduce the time needed for internal review and approval, and improve grant fund management.

List of Online Services Planned to be made available:

- The Sites CMS project will consolidate project management and data tracking needs of multiple DEEP business areas that support various aspects of discovery and remediation of contaminated and potentially contaminated sites including Dispatch, Oil & Chemical Spills, Leaking Underground Storage Tanks, PCBs, Emergency Response, Site Assessment & Support Unit (SASU), Remediation, and Cost Recovery. The new system will replace current paper-based manual processes to manage the oversight of environmental cleanup at approximately 7,000 CT properties resulting in the elimination of redundancies, fostering better coordination of effort across business areas, enabling more efficient processing of vendor invoices and assisting with cost recovery efforts, simplification of reporting a spill or discovery of a polluted site for the general public, and promoting transparency to the general public and other state government agencies.
- The ezFile Electronic Permitting project will extend the DEEP ezFile platform to incorporate the remainder of DEEP's application, licensing, permitting, and registration processes. ezFile currently includes less than a dozen e-permitting processes. However, DEEP has over 120 application, licensing, permitting, and registration processes which currently rely on paper-based application submittals, old legacy technologies, and manual review processes. This project will provide a more streamlined, efficient approach to both the external public interface and internal workflows based on lessons learned from previous projects. The focus of the project will be on the intake process to increase our services and online presence to the public by offering expanded electronic filing options. The goal is to make both the process of applying for permits and the process to review permits, lean, fast and efficient thus lowering the cost to citizens, business and government. Delivering feedback of results quickly, to promote transparency, program efficiency and strategic program development within DEEP, and across state government.
- New State Parks website as a coordinated effort between DECD Office of Tourism and DEEP's Office of Outdoor Recreation. The new website will replace the current State Parks and Forests section that currently resides within the ct.gov portal. The new website will include a modern design to attract tourists and incorporate new features including a geographic park finder, blog, campground reservation platform, and a variety of audio-visual content specific for each park and forest, including its educational facilities, – all in multilingual format to service a diversity of users.
- New DEEP, PURA, and Office of Consumer Counsel websites including Chatbot functionality to provide a more modern design for an improved user experience to better provide services to consumers.



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- New grants management solution for the DEEP Bureau of Energy and Technology Policy (BETP) ARPA CPF-based grant program.
- Online electronic reporting from businesses, municipalities, etc. to comply with permit and regulatory requirements including municipal waste management.

Planned Applications

- ezFile Phase 2 – Provide critical regulatory oversight and environmental permits online, with predictability, transparency and efficiency. Leverage Salesforce and Agile with a focus on delivering business value through releasing incremental Minimal Viable Products (MVPs) that can be delivered quickly and then built upon later.
- EPA and NRC e-Reporting – Provide data exchanges and/or integrations with DEEP solutions/databases and various federal solutions/nodes.
- Grants Management Solution – Provide grant application processing for (BETP) ARPA CPF-based grant program.
- Newsletter Consolidation Solution - DEEP is looking to consolidate its various newsletters from across 3 third party platforms, 100+ audiences, multiple listservs, and individual email accounts to one service.
- Municipal Coordination Solution – Customer relationship management (CRM) solution to track municipal contact information as well as related correspondence and municipal input including survey information.

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware – \$250,000
- Software – \$2,00,000
- Subscriptions – \$500,000
- Services - \$15,000,000
- Telecom and Data - \$100,000

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:



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- Hardware
 - New Western District Headquarters
 - UPS replacement
- Records Management
 - Remediation Files – Scanning & FileNet Ingestion
 - DEEP Document Online Search Portal Phase 2
- Case Management
 - ezFile Electronic Permitting – Phase 2
 - Sites Case Management System



State of Connecticut

IT Strategic Plan for Fiscal Year 2024

Department of Housing

Mission

The Department of Housing's mission is to ensure everyone has access to quality housing opportunities and options throughout the State of Connecticut.

Technology Strategy

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>. The agency continues to facilitate a renewed commitment to the technological goals required to support improved customer service, workflows and access to information. The intent is to improve our internet presence, provide access to data and information sources and provide easy to use tools for the compilation of this data.

Also, the agency continues to identify improvements to telework capacity and efficiency.

This strategy is being implemented through the following:

- The implementation of the state's chatbot solution to aid in our customer's online experience by quickly finding the answers to their questions, or resources to help them find answers, whenever they visit our website
- Expansion of video capacity in group environment for use in meeting/conference rooms
- Developing automation for grants' processes and procedures (Salesforce)
- Exploring a solution to copy ACF2/HUT data from the mainframe to an online application/database (Security Deposit Guarantee program)
- Website/Portal redesign. Improved content structure and site design.

Technology Achievements

During the "hybrid" environment of telework/office work, due to the COVID-19 pandemic, the agency has maintained an 80%/20% work schedule with great success. Also, during this hybrid period the agency has maintained an exceptional level of IT support, connectivity, and resources.

The following projects/activities have been completed during this time:

- *Implemented Smartsheet software as an interim solution to track grants and contracts*
- *Chatbot has moved from development phase to testing phase*
- *CSM, Jim Mindek, has successfully transitioned to DOH's IT team*



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Digital Government

List of Online Services Available:

- UniteCT application process (*retired*)
- Housing Registry
- e-alerts
- Power BI reporting tool

List of Online Services Requested by Constituents:

- None

List of Online Services Planned to be made available:

- *Identifying obsolete IT equipment*
 - *Wipe hard drives per government standards*
 - *Move obsolete equipment to a centralized location to be put on government auction*
- CDBG-SC Application
- Use of Salesforce for automated processing of applications, information and contract workflows
- A streamlined solution in the processing of assistance requests for Section 8 and homeless assistance (Security Deposit Guarantee program)

Planned Applications

- Chatbot (Robin) 3.0
- Salesforce
- Security Deposit Guarantee
- HDS Web
- Power Bi

FY 2024 Technology Budget (transferred to BITS)

Outline a plan for technology spend from all sources:

Hardware - ~\$10,000

Laptops & devices for new staff



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Software - ~\$30,000

- Salesforce/Power Platform/CRM
- HDS Web
- Power Bi
- FileNet
- Yardi Rent Relief (retired)
- Crowdstrike

Services (consulting - tbd) ~ \$50,000

Development resource for CRM

Subscriptions - ~\$20,000

- Microsoft 365 GCC licenses
- HDS Licenses
- Adobe Pro XI
- Owl Meeting HQ subscription for video conferencing
- Smartsheet

Telecom and Data

- Avaya
- Cell Phones (Verizon/AT&T)

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- None currently anticipated



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Department of Insurance

Mission

The mission of the Connecticut Insurance Department is to serve consumers in a professional and timely manner by providing assistance and information to the public and to policy makers, by regulating the insurance industry in a fair and efficient manner which promotes a competitive and financially sound insurance market for consumers, and by enforcing the insurance laws to ensure that consumers are treated fairly and are protected from unfair practices

Technology Strategy

The overall technology strategy for the Department of Insurance is to utilize technology resources and expertise in support of the agency mission.

The role of the Computer Systems Support (CSS) unit, now included in BITS as part of IT optimization, is to assist the Insurance Department in fulfilling its mission by:

- Improving the efficiency and effectiveness of processes through automation;
- Enhancing service delivery to customers through e-Government initiatives;
- Providing the support services necessary to maintain NAIC accreditation.

The Department recognizes the Software Management Policy that describes the use and disposal of software assets found at

<https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>

Technology Achievements

- Working together with DAS\BITS replaced McAfee antivirus with CrowdStrike for security, threat intelligence, and cyberattack response services and implemented Tenable for vulnerability scanning
- Successfully maintained Disaster Recovery solution for agency-hosted applications and data with a backup location of Eastern Connecticut State University
- Refreshed laptops for telework as machines have reached warranty expiration
- Migrated web application and database servers to BITS-hosted environments running the latest supported operating system versions
- Completed deployment of Office 365 as an upgrade from Office 2013
- Completed deployment of Microsoft OneDrive for users as a future replacement of network shared drives



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- Configured and implemented five additional SharePoint sites for DOI business units
- GovQA Freedom of Information Act system implementation
- Commenced deployment of additional batch of Adobe Acrobat DC Pro using the current subscription-based model
- On-going agency website modernization and chatbot configuration
- On-going development of Life and Health division Network Adequacy Survey application supporting industry report cards and surveys along with analytics
- Integrated SERFF with Kira tool which reviews statutory or regulatory language against forms filed by industry to ensure compliance with those statutes and regulations

Digital Government

List of Online Services Available:

- Medical Malpractice Closed Claim Reporting: A system developed in response to a statute passed in 2006.
- Online license information update: This allows licensees to change selected information on their license record
- Online License and appointment query: This will allow the general public to create and download lists of licensees.
- Online license verification: This allows verification of the status of a license.
- Online license print: Licensees may print their license online. The Department no longer prints and mails licenses.
- Online license application: Up to 16 different license types may be applied for online.
- Online complaint submission
- Online license renewal (via the NAIC's NIPR application)
- Online Payment Portal
- Online Freedom of Information request through GovQA

List of Online Services Requested by Constituents:

- Online Complaint Inquiry
- Online External Review
- Online Company Address Update

List of Online Services Planned to be made available:

- Implementation of state's website chatbot solution



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Planned Applications

- Migrate and update remaining mission critical applications which were not included in NAIC's SBS system noted above to BITS-hosted virtual servers
- Migrate from the legacy client-server financial auditing software solution to a cloud-based solution with the same vendor (TeamMate+)
- A software solution will be explored to facilitate tracking and aggregating assessments and all invoicing for the Business Office
- Begin using a Hoteling solution to manage scheduling of on-site work locations by staff, facilitate effective use of agency space, and provide reporting around agency footprint and space utilization
- Adopt a state-provided system, if available, for management of travel planning and approval, expense submission and tracking, travel demand projections and reporting to enable the agency to better manage staff travel
- Establish a SharePoint site for each of the remaining divisions of the Insurance Department
- Stand up an agency SharePoint intranet portal as a resource to link the various division sites, post relevant information, news and culture items, and link to administrative forms and resources from one easily accessible location.
- Phase out existing end-of-support Microsoft Hyper-V HP Failover Cluster environment which provides replication for Disaster Recovery in favor of newer supported cloud methods
- Continue to refresh and upgrade a broad range of IT equipment (laptops for telework, audio/video equipment, peripherals, printers, scanners)
- Complete of agency website modernization and chatbot implementation. This would be a benefit in reducing call volume by answering common questions and providing instant information to constituents
- Implement an Artificial Intelligence and Robotic Process Automation solution, making it available to all Divisions with a goal of alleviating repetitive tasks, and allowing Agency staff to focus on value-added work
- Implement the completed Life and Health division Network Adequacy Survey application supporting industry report cards and surveys along with analytics
- Develop a Mental Health Parity Report Application to facilitate the collection of annual health carrier information concerning nonquantitative treatment limitations (NQTL's) for behavioral health vs medical surgical benefits, including analytics
- Redesign the current Medical Malpractice reporting application to update the platform from Java to .NET while offering improved functionality and analytics



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- Continue leveraging technology solutions and partnership of the National Association of Insurance Commissioners (NAIC), where appropriate, to take advantage of modern applications and services made available to states

FY 2024 Technology Budget

Outlined below is an estimated plan for technology spend within the agency:

| | |
|-----------------------|-----------|
| Hardware | \$100,000 |
| Software | \$103,500 |
| Maintenance | \$52,000 |
| Services (consulting) | \$0 |
| Subscriptions | \$0 |
| Telecom and Data | \$27,000 |

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- None currently planned



State of Connecticut IT Strategic Plan for Fiscal Year 2024

Department of Mental Health and Addiction Services

Mission

The Connecticut Department of Mental Health and Addiction Services is a health care agency whose mission is to promote the overall health and wellness of persons with behavioral health needs through an integrated network of holistic, comprehensive, effective, and efficient services and supports that foster dignity, respect, and self-sufficiency in those we serve.

Technology Strategy

The mission of the Information Systems Division is to provide quality IT services and solutions, effectively aligning business and technology objectives through collaboration, in order to provide the most cost-effective solutions that facilitate and improve the conduct of business for our state residents, businesses, visitors and government entities.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements FY23

- Upgrade Office 2016 to m365
- HIPAA Risk Assessment
- Migrate Mental Health Adjudication Repository (MHAR) from externally hosted application to DMHAS data center.
- CSD Call Tracking Project
- Upgrading all Robo servers (Vmware servers/file servers)
- Upgrading phone to VoIP enterprise phone system at WCMHN
- Pyxis Medication Dispensing System (CVH and WFH)
 - (Upgrade and deployment of new medication dispensing carts)
- Merritt video installation (Installation of video surveillance in Patient Care Buildings)
- Middletown campus video system upgrade
- Police Body cams
- Legacy Modernization Project – Vacancy Management System – SSO

Digital Government

- Nothing Planned

Planned Applications

- EHR (Electronic Health Record) for eight DMHAS-operated facilities to begin



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- Wi-Fi implementation to begin for all DMHAS locations throughout the state
- REL Updates for two client data systems, WITS and DDaP, to begin
- Upgrade the Pharmacy systems at CRMHC, CMHC and SWCMHS
- Upgrade from flip phones to iPhones for all clinical staff
- Upgrade legacy Tobacco Compliance System (TCS) with Enterprise mobile impact platform from Mi-Corporation that will interface with DRS and eLicensing system.
- Legacy Modernization Project – CTS-Contract Tracking System and Fiscal Administration Applications - SSO
- Adding new functionality to our existing DDaP Private Non-Profit Application to include a Gambling Periodic Assessment.
- SharePoint - facility intranet site rollouts
- Police car camera deployment
- Robo Server Hardware Refresh
- Computer Refresh completion

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

Hardware - \$1.6M

Software - \$300K

Services (consulting) – \$1.7M

Subscriptions - \$1M

Telecom and Data – 80K

Electronic Health Record - \$6M

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Desktop/Laptop Refresh \$600K
- Switch/Router Refresh \$100K
- Electronic Health Record \$6M



State of Connecticut IT Strategic Plan for Fiscal Year 2024

Department of Motor Vehicles

Mission

To promote and advance public Safety, Security, and Service through the regulation of drivers, their motor vehicles, and certain vehicle-related businesses.

Strategy Focus

The goal of the DMV Modernization Program is to:

1. Expand Governor Lamont's program of digitizing state services and deliver new services and business capabilities on-line.
2. Leverage the State Enterprise Platform to provide services prospective and current citizens expect.
3. Enhance and modernize DMV's source production systems where warranted to ensure core business sustainability.

To Achieve the Operational Goals DMV will:

- Migrate the underlying infrastructure environment to new technologies, where feasible.
- Integrate the Licensing and Registration systems.
- Enable additional digital/online services.
- Migrate to the American Association of Motor Vehicle Administration (AAMVA) State-to-State System by 2025.
- Modernize and digitize DMV services and transactions by deploying solutions (i.e., scanning and workflow management, worker portals) to eliminate paper, reduce manual processing, improve data quality, and reduce the need for customer to visit DMV's branches.
- Establish digital/virtual workstations.
- Continue to build upon features recently deployed to leverage common functionalities and features. For example, DMV's Registration Renewal online system incorporates a document upload functionality whereby customers can provide digital documentation to DMV and, if an original is not required for a transaction, the transaction can be processed remotely through a digital/virtual workstation. DMV intends to continue to build upon the document upload functionality for other business processes where this functionality would streamline services.

Strategy Deployment Approach:

Year 1: Continue to identify DMV functions and services to provide digitized services via the recently deployed open, flexible, and scalable web-based front-end architecture, connected to the back-end legacy system via middleware (e.g., Salesforce / MuleSoft, etc.). Modernize and digitize DMV's business processes.



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Year 2: Migrate selected applications and user interfaces from the mainframe to the newly developed web-based architecture and enable access to the new State-to-State AAMVA verification system. Additionally, reduce silos by migrating DMV's remaining nonintegrated customer service portals into its enterprise Salesforce portal.

Year 3: Migrate all licensing applications and data to a newly deployed web-based environment and integrate the registration system into the state-of-the-art environment.

The result will be a web-based application environment with modern technologies that enhance security, interoperability, and scalability. This will allow seamless integration with enterprise architecture currently being developed at the state level. (cloud-based).

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm..>

Technology Achievements:

- Continued to add functionality in the self-service integrated transaction processing portal for both employees and customers.
- Initiated migration of DMV's Administrative Per Se and Disabled Placard systems from legacy, mainframe technology environment to a modern, customer-centric, and cloud-based platform via Salesforce and MuleSoft.
- Implemented middleware solution (MuleSoft) that integrates existing driver and vehicle solutions across technology platforms. (.NET, Mainframe, and Salesforce).
- Implemented an enterprise shared service for customer id-proofing, leveraging DMV data.
- Continued with the implementation of address validation software, Smarty Streets, which conforms addresses to USPS postal requirements for recently deployed Salesforce products, (e.g., Salesforce Integrated Appointment System).
- Deployed customer contact information verification process SMS capabilities via SMS-Magic. This technology that is incorporated in Salesforce Integrated Appointment System allows for mobile customer appointment check-ins.
- Established an enterprise payment processing service (Global Payments) for all online transactions, streamlining reporting and reconciliation activities.
- Started to pilot a new Integrated Appointment System which will streamline DMV's scheduling and queuing processes, allow functionality to be expanded upon to eventually add other types of appointments into this new system, and allow for other enhancements such as "Know-Before-You-Go" document uploading.



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Digital Government

| Available On-Line Transactions | Requested by Constituents | Available Services |
|---|---------------------------|--------------------|
| Renew Driver's License (DL) and non-Driver ID | Y | Y |
| Duplicate DL or non-Driver ID Request | Y | Y |
| Change of Address | Y | Y |
| Request Driving History (includes Medical Certification status) | Y | Y |
| Insurance Case Compliance Online | Y | Pending Deployment |
| Vehicle and Vessel Registration Renewal | Y | Y |
| Submit a Customer Service Request / Inquiry | Y | Y |
| Convert Learner's Permit to Driver's License | Y | Y |
| Change Organ Donor Status | Y | Y |
| Change Voter Registration Status | Y | Y |
| Reinstate License | Y | N |
| Special Operator Permit Application | Y | N |
| Commercial Driver's License Renewal | Y | N |
| Terminate and Reprint Vehicle Registration | Y | Y |
| Credential Status Tracking | Y | Y |
| Initiate REAL ID application | Y | N |
| Integrated Change of Address | Y | Y |
| Stand Alone Change of Address | Y | Y |
| Dealer/Repair License Renewal | Y | Y |
| Replace Title | Y | Y |
| Replace Damaged License Plates | Y | Y |
| Order Special License Plates | Y | Y |
| Access Reprinted Registration | Y | Y |
| Access Vehicle Registration Renewal | Y | Y |
| Customer Contact Inquiry | Y | Y |
| Commercial Driver License Medical Certification added to Driver History | Y | Y |
| MyCT Account-DMV | Y | Y |
| Standalone Update Motor Vehicle Voter and Donor Status | Y | Y |
| Credential Delivery Tracking Status | Y | Y |
| myCT -Account DMV: Ability to view 'My Vehicles and My Vessels' | Y | Y |



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| | | |
|--|---|--------------------|
| Request, Renew and Update Disability Placard | Y | Pending Deployment |
|--|---|--------------------|

Planned Online Services for Fiscal Year 2024:

| Planned Online Service |
|---|
| Fleet Renewals |
| Online Knowledge Test |
| Migrate Knowledge test and skills test appointments to Salesforce |
| Online Dealer Services |
| Report Abandoned Vehicle |
| Request Administrative Hearing |
| Insurance Compliance Services |
| Vehicle Titling and Plate Services |

Planned Projects:

- Enable automated end-to-end business support capabilities (i.e., fleet management functionality for businesses such as towing companies, transportation/limousine, school buses, etc.).
- Implement State-to-State electronic verification interfaces through AAMVA.
- Reengineer and modernize back-office business operations and solutions to automate and digitize paper-based processes.
- Continue to migrate licensing applications and data to the newly deployed web-based environment and integrate the registration system to the state-of-the-art environment.



State of Connecticut IT Strategic Plan for Fiscal Year 2024

*The plan reflects FY 2024 Technology Budget Only – the Agency is seeking I/T Bonding funds for the Overall DMV Modernization Program. Cost estimations for the proposed initiatives are currently in progress.

FY 2024 Technology Budget

| Type | <u>FY2024 STF Budget</u> | Federal Grants | CVISN Bonding | Unified Communications Project (Customer Contact Center) | Automated Voter Registration Project | CIVLS, Central Issuance and Modernization Programs | Total |
|--|--------------------------|--------------------|--------------------|--|--------------------------------------|--|---------------------|
| Hardware Maintenance | \$97,433 | | | | | | |
| Software License & Rental | \$946,267 | | | | | | |
| Consultants | \$614,480 | | | | | | |
| Software as a Service | \$1,276,338 | | | | | | |
| Subscriptions Software Maint & Support | \$1,171,720 | | | | | | |
| Telecom & Data | \$993,422 | | | | | | |
| Total Funding | \$5,099,660 | \$5,183,863 | \$2,484,729 | \$418,892 | \$1,047,268 | \$1,718,327 | \$15,952,739 |



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FY 2024 Technology Major Expenditures

List all planned agency technology expenditures over \$100K:

| Description | Price |
|---|----------------|
| Salesforce Service Cloud unlimited edition | \$1,100,000.00 |
| Commercial Driver License Information System | \$255,000.00 |
| MuleSoft | \$200,000.00 |
| IRP & DMS systems | \$225,000.00 |
| Mobile ID/ ID Fabric | \$ 70,000.00 |
| @HomeKnowledgeTesting | \$330,000.00 |
| DMV Modernization Program (FY 2023-2025) | \$40 M |
| Become current with AAMVA Applications | |
| Reengineer and modernize back-office business operations | |
| Continue to migrate licensing applications and data to the newly deployed web-based environment and integrate the registration system to the state-of-the-art environment | |
| Enable automated end-to-end business support capabilities i.e., Fleet Management Functionality (e.g., towing companies, transportation/limousine, school buses, etc.) | \$5 M |
| Customer and worker portal enhancements to enhance digital/virtual workstations | |
| Fiber network charges | \$115,000 |
| MV Solutions Real Time Ins system M&S | \$316,800 |
| Skills Road Test (30 Laptops) replacement | \$150,000 |
| Replacement of line operations scanner inventory | \$300,000 |
| VIN Prefix | \$200,000.00 |
| Consultants estimate \$150,000 to \$200,000 per consultant per project depending on job title | TBD |
| CVSD routers/modems for vehicles | \$111,000.00 |



State of Connecticut

IT Strategic Plan for Fiscal Year 2024

Department of Public Health

Mission

The mission of the Department of Public Health is to protect and improve the health and safety of the people of Connecticut by:

- Assuring the conditions in which people can be healthy
- Preventing disease, injury, and disability, and
- Promoting the equal enjoyment of the highest attainable standard of health, which is a human right and a priority of the state.
- Support Governor Lamont’s desire to support a digital government, which enables us to match service delivery efforts to how our citizens are expecting to consume them.

Technology Strategy

The mission of DPH-supporting BITS teams (“DPH IT”) is to provide customer-centric IT solutions and support that drive productivity and further business transformation while keeping critical data and IT assets safe, secure, and reliable. The vision of DPH IT is to deliver incremental value continuously and efficiently to DPH business units through unbreakable solutions that ensure seamless data integration using standards across functional areas, promote streamlined workflow and approval processes, adapt quickly and responsibly to changes in the business, and encourage continuing innovation among our business partners. To achieve the mission and realize the vision, DPH IT will adopt the following strategies:

- Ensure that BITS leadership and relevant BITS support staff are well-informed of the needs and goals of DPH and ensure that DPH executive leadership and other agency stakeholders are well-informed of capabilities and ongoing efforts within BITS to support DPH needs and goals
- Work with DPH business units and executive leadership to identify opportunities for improving customer service, including eliminating paper-based form submissions wherever possible
- Explore low-code/high-productivity platforms as alternatives to traditional enterprise development, with a focus on the cost/benefit of these systems
- Leverage enterprise systems and shared, existing infrastructure for IT solutions whenever possible
- Collaborate with other agencies to share technology solutions, procurement vehicles, and planning and implementation strategies
- Research and identify a sustainable, robust, scalable, fault-tolerant, secure, modular technology platform that meets the current and evolving needs of DPH for data consumption, validation, processing, analysis, reporting, and sharing; that leverages



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- investments and capabilities within BITS; that aligns with the NorthStar Architecture (Office of the National Coordinator and Centers for Disease Control and Prevention); and that does not disrupt important, ongoing projects.
- Work with business stakeholders and process improvement teams to identify minimum viable processes (ultra-streamlined, standard work) and minimum viable solutions (bare-minimum solutions) as the pivot points for all migrations away from legacy systems.
 - Support DPH’s organizational transformation, which includes
 - Development of a governance structure for projects, data management, and policies and procedures
 - Centralization of data strategy and modernization-related efforts
 - Increased used of messaging standards, like HL7 and FHIR
 - Ensure proper communication and education of IT-related standards, policies, and expectations, including:
 - “The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.”

Technology Achievements

- Completed assessment of LIMS environment for the State Public Health Laboratory and initiated procurement and installation process for replacing the current system.
- Transitioned the primary DPH virtual server environment from the DPH Data Center to the BITS managed GDC. This allows us to take advantage of optimized resources and pricing structures going forward.
- Initiated a conversion strategy to a sustainable architecture for managing user desktops in a hybrid work environment. This strategy for replacing workstations, in the normal hardware refresh/replacement cycle, with Laptops and docking stations, supported by VDI instances and with VPN connectivity where appropriate, will reduce the number and complexity of devices that need to be supported by Desktop support and will better enable users to operate independently from multiple work locations.
- Automating the Telework Request system from paper/email based submissions to web forms.
- On-Line Asbestos application processing to accept credit card payments along with Contractors permits for abatement projects.
- Project Intake – for initiating and tracking DPH IT and Business Projects for the Project management office.



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- Lead Poisoning - reports are Integrated with Casetivity to allow providers to make electronic submissions of blood level reports.
- Migrated the IT development and reporting teams to DevOps as a standard or DPH documenting user stories and code repository for development
- Update ASPEN reports to monitor tracking and monitoring of Compliance reports that are in process.
- Processed 31,552 Requests for application support through our Public Facing Ticketing system from the general public and our business partners outside the agency. The category breakdown is

| Application Name | Number of tickets |
|--|-------------------|
| ABCMS (Applicant Background Check Management System) | 549 |
| Connect to Care Jobs | 12 |
| ContaCT | 6,504 |
| Covid-19 Case Reports/Vaccine Breakthrough | 270 |
| COVID-19 Vaccination | 723 |
| CT-Vitals (Electronic Death Registry) | 5,089 |
| Employee Access/Parking/Picture ID Request | 3 |
| FLIS - Healthcare Facilities Quality & Safety | 1,272 |
| Homebound Vaccination | 14 |
| Immunizations (CT WiZ) | 16,576 |
| Local Health Data Portal | 103 |
| PPE Request | 6 |
| School Submissions | 431 |
| Total Tickets | 31,552 |

Digital Government

List of Online Services Available:

- Vital Records – through its partnership with VitalCheck, DPH gives Connecticut citizens the ability to request the following certificates through an online portal:
 - Birth certificates
 - Death certificates



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- Marriage certificates
- DPH Submissions – a data collection portal that gives health care providers a convenient way of submitting certain data to DPH, including
 - COVID-19 Vaccine Clinic Pre-Registration
 - COVID-19 Vaccine Orders (Enrolled CoVP Providers)
 - COVID-19 Vaccinator Registration
 - EMS Educational Approvals
 - Application for Electronic Reporting to CT-WiZ (DPH’s Immunization System)
 - Immunization Requests
 - Respiratory Collection Supplies Requests
 - Congregate Facilities and Senior Living Intake (Request for Vaccination Assistance)
 - CTWIC Interest Form (can be submitted prior to WIC application)
 - Telehealth Registration
 - School-related public health data submissions
 - Other secure public health data submissions
- Public facing “Helpdesk” ticketing system
- Compliance and Status reports for Long Term Care facilities
- CT WiZ Public Portal for citizen access to their own immunization records
- E-Licensing – DPH administers a variety of provider-based and facility-based credentials through the State’s enterprise, online e-licensing system.
- Open Data Portal – DPH publishes considerable public health data to the State’s Open Data Portal (maintained by the Office of Policy and Management)
- Case Management Portals – DPH maintains 3 distinct portals for sharing data and collaborating with our CT Public Health business partners:
 - CTSITE - Allows communications with hospitals and birthing facilities specifically for newborn screening test requests and results, hearing screening, and blood lead testing
 - CT-EDSS – User portal for providers and local health departments for surveillance of reportable diseases and collaborate on outbreaks



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- CT-EPHT - Environmental portal for reporting and analyzing environmental issues affecting CT public health, such as beach and drinking water quality, Site related contaminants, such as asbestos, lead, radon, PFAB, foodborne illness, etc.
- ABCMS - Automated Background Management System - Allows all long-term care providers to monitor the status of fingerprint-based background checks and provides capability for DPH to approve or deny individual requests to hire direct care staff. This system is linked directly to the DESPP fingerprinting system to schedule tests and receive background results in near real time.

List of Online Services Requested by Constituents:

- Ability to process payments to DPH electronically - as an alternative to paper-based forms, submitted with requisite Paper checks for fees through Postal Service mail.

List of Online Services Planned to be made available:

- Integrated portal for Health and Human Services (in progress)
- Ability for public health facilities to send laboratory orders and receive laboratory results electronically (in progress)
- Aspen/ iQIES (Internet Quality Improvement and Evaluation System): the Compliance unit is planning an integration of CMS data into the DPH DataMart to allow direct Reporting. This will allow DPH to better track and ensure completion status of inspections and certifications for CMS compliance. This reporting is to be made available internally to ensure DPH complies with funding mandates.
- Integrating messaging to providers through the Connie messaging utility and building on the acceptance of standardizing the HL7 messaging capacity internally.
- Electronic notifications/payments for asbestos abatement work



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Planned Applications

- Laboratory Information Management Systems
 - Newborn Screening LIMS
 - Infectious Diseases LIMS
 - Environmental Testing LIMS
- Electronic Case Reporting
- Electronic Laboratory Reporting
- Electronic Test Orders and Results
- Wastewater Management System
- CGMS Contracts and Grants Management Systems
- iQIES Data Mart and Reporting system
- Public School Drinking Water test collection and monitoring system

FY 2024 Technology Budget

State Funds

| Category | Amount |
|---|-----------------------------|
| IT Data Services | \$10,705.03 |
| IT Hardware Maintenance & Support <ul style="list-style-type: none"> • Capital Equipment Purchasing Fund • Other Expenses | \$300,000.00 \$57,080.20 |
| Noncontrollable Software | \$300,128.32 |
| IT Software Maintenance and Support | \$463,824.93 |
| Beeper/Pager Services | \$12,593.31 |
| Cellular Communication Services | \$125,712.87 |
| Internet Services | \$1,087.15 |
| Telephone Repair & Maintenance | \$32,210.20 |
| Local/Long Distance Telecommunication Service | \$58,441.36 |
| IT Supplies | \$9,069.44 |
| TOTAL | \$1,003,067.58 |

Federal Funds

| Category | Amount |
|-------------------------------------|----------------|
| IT Staff (full or partially funded) | \$3,636,370.26 |
| IT Consultants | \$3,759,628.70 |



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| | |
|---|------------------------|
| IT Supplies (Laptops, Desktops, Monitors, Docking Stations, etc. specific to older budget only. Effective July 1, 2023, Federal funds are generally not permitted to budget for these as State Funds will be used.) | \$328,329.00 |
| IT Hardware | \$125,604.00 |
| IT Software | \$385,651.19 |
| IT Maintenance | \$4,151,000.00 |
| IT Software License Maintenance/Licenses | \$597,900.21 |
| Internet Services | \$6,268.00 |
| Cellular communication Services | \$71,167.00 |
| Local/Long Distance Telecommunication Services | \$8,601.00 |
| Other IT cost not specifically identified here. | \$3,000.00 |
| TOTAL | \$13,073,519.36 |

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Laboratory Information Management Systems
 - Newborn Screening LIMS
 - Infectious Diseases LIMS
 - Environmental Testing LIMS
- Electronic Case Reporting
- Electronic Laboratory Reporting
- Data Modernization
- Power Platform Initiative



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Department of Revenue Services

Mission

Instill public confidence in the integrity and fairness of tax collection; achieve the highest level of voluntary taxpayer compliance; continuously improve agency performance; contribute to the fiscal and economic well-being of the state; and provide a positive and professional workplace.

Technology Strategy

As a data- and technology-driven enterprise, DRS applies a systems approach that aligns technological improvement with our business objectives and processes. DRS pursues an integrated, dynamic information management and communication strategy that provides:

- Real-time information sharing, data mining and outcome tracking that is secure, accurate and accessible for DRS staff in the office, in the field and at home.
- Secure and timely information to assist taxpayers.
- Workflow enhancements that reduce processing and hand-offs, improving teamwork and timeliness.
- Continued transition to paperless, automated processing and reporting that will free up resources for taxpayer services and collections.
- A user-friendly, web-based system and phone system for taxpayer information and services to maximize voluntary compliance and combat fraud.
- To use the latest technology in tax administration,
- Enhanced communication, training, and teamwork for employees; and
- Core management analytics, key performance indicators and benchmarking.

DRS is in the final phase of a multi-year transition from our existing legacy tax administration system (ITAS) to a new technology platform built on a modernized infrastructure that will create a new, safe, and secure tax administration environment defined by integration, streamlined service to taxpayers, and flexible adaptation to tax changes.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Release 3 of CTax - Multiyear IT modernization of the agencies tax processing system.
- Earned Income Tax Credit 2
- Child Tax rebate
- Migrated Sharepoint 2013 to Sharepoint Online.



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- Developed a collection of educational videos for the taxpayer education center.

Digital Government

List of Online Services Available:

- Taxpayer Service Center (TSC)
- myconneCT (release 3 of new taxpayer portal)
- Self-service payment plan application and approval
- Refund validation quiz
- Tax calculators
- Electronic filing for real estate conveyance tax
- Self-service for tax status letter requests
- New Online Forms and DRS Application For NAA-02 (Neighborhood Assistance Application)
- Fillable and downloadable tax forms
- Taxpayer publications and guidance
- Paid Preparer e-License
- Business tax help presentations
- Home page Latest Newsfeed, e-Alerts, and social media deployment

List of Online Services Requested by Constituents:

- Taxpayer tutorials
- Taxpayer service chat capacity
- Enhanced website navigation
- Mobile applications

List of Online Services Planned to be made available:

- myconneCT – release 4
- Chatbot

Planned Applications

- CTax Release 4 – Final phase of multiyear IT modernization of the agencies tax processing systems.
- Migrate Revenue Premier from Oracle to SQL Server.
- Online Asset Inventory Control



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- myconneCT Chatbot
- Research, Analytics and Forecasting reporting.

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

Hardware

- DRS Server replacements (normal replacement cycle) \$150,000
- Avaya VMWare servers \$ 50,000
- Network Switch Replacements \$ 80,000
- Laptops (75 new hires) \$ 70,000
- Conference Room A/V upgrade \$ 45,000
- Server and software environment for RAF unit \$ 50,000

Services (consulting)

- Avaya Implementation Services - \$ 100,000
- Migration to Fast hosting environment for CTax \$1,300,000
- RSI Migration \$ 900,000

Subscriptions

Telecom and Data

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Physical servers' replacement - \$150,000
- Revenue Premier and data warehouse migration- \$900,000
- Avaya phone system upgrade - \$150,000
- IVR Migration to Cloud –
 - Professional Services \$ 45,000
 - Subscription \$137,000
- CTax - Post Implementation 4
 - CTax Support resources - \$2,350,000
 - Level 1 Maintenance \$1,400,000



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| Maintenance and Support Schedule | | | |
|----------------------------------|-------------------------------|-------------------------------|-------------------------------|
| | Year 5 (10/23-9/24) | Year 6 (7/24-6/25) | Year 7 (7/25-6/26) |
| Maintenance | | | |
| Level 1 | \$1,400,000 | \$1,450,000 | \$1,500,000 |
| Vendor Support Staff Annual Rate | \$390,000 per person per year | \$400,000 per person per year | \$410,000 per person per year |

If you will be seeking pre-approvals of specific planned IT purchases in accordance with the IT Procurement LEAN process improvement activities, please submit a separate detailed list of planned agency purchases.



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Department of Social Services

Mission

We, along with our partners, provide person-centered programs and services to enhance the well-being of individuals, families and communities.

Technology Strategy

The strategy for DSS is built in 4 hierarchical layers: Vision, Goals, Objectives, and Plans .

Our vision. DSS seeks to maximize the volume and efficacy of permitted benefits for its stakeholders. We recognize this is an ongoing process that requires continually improving the capabilities. We recognize that all capabilities may not be at the same level at the same time but we will continuously adjust plans and strategies to improve services and service delivery.

Our Vision. Guided by our shared belief in human potential, we envision a Connecticut where all have the opportunity to be healthy, secure, and thriving.

Our Goals: DSS has some aspirational goals, we seek to:

- Drive decision-making, collaboration and service-coordination through enhanced use of data and technology to improve services.
- Improve access to health and human services to enable our customers to gain independence, enhance health and achieve well-being.
- Instill public trust by continuously improving the way we administer programs, manage our resources and operate our infrastructure.

Our Objectives: In support of DSS agency goals, DSS ITS has established some initial objectives:

- To implement approved business information technology projects for HHS Shared Services.
- To develop standards on how we use data.
- To develop a method to prioritize and align new business technology projects.
- To continue to improve the IT organizational structure.
- Utilize partnerships and strategic alliances with DAS/BITS and other CT Executive Agencies to pursue and implement enterprise solutions and achieve economies of scale.

DSS recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.



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Our plans. Our plans are designed to arrange projects to instantiate and bring to life our IT objectives.

- Please see the Planned Applications section of this document

Technology Achievements

- **ImpaCT** – Advanced Eligibility System - ImpaCT is the latest step in DSS’s modernization process. A state-of-the-art eligibility system to improve the service we provide our clients, to help DSS be even more efficient and timely, and to make sure that Connecticut families are getting the vital human services benefits for which they are eligible. The final wave of a deliberate, phased approach was implemented August 2017. DSS requested additional funds from our federal partners to complete ImpaCT outstanding change request and funds were approved. Due to COVID, many of these required enhancements planned for ImpaCT 2.0 were moved out of SFY20 and were completed in SFY22 with the last release in March 2022. During SFY23 there are legislative and federal mandates that are currently being developed and implemented. In addition, the state is currently in the midst of transition the EOM vendor from Deloitte to Infosys which would be completed by SFY23. Future enhancements for client centric and Operation efficiency are being gathered and will be included in the new APD that will be submitted for Federal reviews in April 2023. Future enhancements for client centric and Operation efficiency are being gathered and will be included in the new APD that will be submitted for Federal reviews in during fall of 2023.
- **Enterprise Program Management Office (EPMO)** The EPMO operates at a strategic level, in collaboration with DSS executive leadership, to ensure all projects and programs within the DSS portfolio are coordinated, ensuring appropriate sequencing and compliment. It ensures all projects are within the agency’s strategy, mission, vision and business goals and priorities, while managing, monitoring, and assessing the status of all projects in DSS by maintaining enterprise-wide management processes, methods, templates, tools, and reporting mechanisms. The EPMO continually identifies and supports the maximization of fund sources, including leveraging functional alignment, analysis, project intake, and strategic assessment for the agency’s benefit of increasing resource efficiency and promoting positive agency outcomes and accurate cost allocation methodologies across federal funding instruments.
- **CT Medicaid Enterprise Technology System (CT METS)** – The Connecticut Medicaid Enterprise Technology System (CT METS) is a large-scale business process improvement and technology program to improve services and outcomes for residents served by Medicaid and other programs. CT METS, which is led by the Department of Social Services (DSS), is expected to replace existing Medicaid systems with new, modular technologies and services to enable person-centered service delivery across DSS and other state agencies that administer Medicaid services. The effort is expected to extend over several years, beginning with an



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effort to optimize business processes and organizational structures, and to solidify plans for an enterprise platform and acquisition of modular systems and services. These systems/services will replace the existing Medicaid Management Information System (MMIS), which processes claims and other transactions for over 800,000 Connecticut residents annually. Other smaller-scale systems supporting Medicaid are also expected to be consolidated into CT METS. The effort is expected to positively impact multiple stakeholders including Medicaid members and providers, as benefits accrue from streamlined operations, new self-service functions, and improved access to data.

- **Mobile** – A progressive web application platform to support DSS clients by providing access to case information, report changes, and complete case renewals. The project completed Phase 1 and Phase 2 during FY2022, and additional functionalities were developed in FY2023(Phase 2.5 and Phase 3).

As part of Phase 2.5, the following functionalities were delivered:

- Non-Case Specific Push notifications
- Enhanced Reporting capabilities using the admin tool.

As part of Phase 3, the following functionality was delivered:

- Real time EBT Balance

During FFY2024 the mobile application will introduce an enhanced user menu, new application functionality, and community partner access.

- **Interactive Voice Response (IVR) in the Benefit Call Centers** - This project covers improvement, advancement, and optimization of the various channels of communication between Connecticut consumers and their access to Eligibility Information and Application. This includes Business Process Review, Interactive Voice Response (IVR) Enhancements, Upgrades, Multiple Systems Integration.
 - IVR Re-work (Update the IVR to allow more flexibility for the Business to pivot as the need arise)
 - Create access to more robust data (greater granularity and longer data retention.
- **Health Information Exchange (HIE)** - HITECH initiatives have transitioned under the MMIS for the implementation of a Statewide Health Information Exchange system for FFY2022 and beyond. The HIE entity, Connie, went live and provides a common statewide service utility to support secure connectivity across the provider and caregiver community and the implementation of current and future use cases. It also provides a mechanism for the participation of community organizations, behavioral health providers, long-term and post-acute care providers, and others who may not have the technology or resources to participate in the same manner as those with certified electronic health record (EHR)



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systems. Connie continues to actively onboard organizations which has increased the number of data feeds as well as information into the system. Over the past year Emerging Imaging went live. Provider Mediated Affirmative Consent has been tested and implementation is being rolled out to a pilot group. Connie Patient Access API, Dental Health Records, Advanced Health Care Directives, and Immunizations are also actively being worked on with target implementations by the end of FFY 23.

- **Low Income Home Energy Assistance Program (LIHEAP/CEAP-LIHWAP)** – This project enhances access to the LIHEAP/LIHWAP program with a web-based Salesforce interface. Customers now have an automated application process to work through instead of downloading a form and submitting it manually. This increases the speed and accuracy of the application process.
- **Centralized Reporting / Dashboard Solution** - This project stood up a variety of dashboards for reporting, analytics and business Intelligence work for DSS operations. Phase 2 of this effort began in 2023. Activities during this phased included ImpaCT data being fully scoped out, with enhanced functionality to be added. . **Dashboard and Visualization Through Customer Portal** - The DSS Centralized Dashboard and Reporting initiative is to create public facing dashboards, visualizations and other data available through the DSS customer portal. In 2023, Medicaid cost and quality transparency data was added in furtherance of s Executive Order 6. **Salesforce Governance and Continued modernization** – We are establishing a team of Salesforce developers which, as an ongoing process, will systematically be modernizing antiquated systems for DSS.
- **Training Environments** – planning and building of multiple training environments to support ImpaCT. Initial infrastructure created in AWS will take advantage of scalability and automated tools for monitoring and deployments. First training environment is in the test phase.
- **DSS Electronic Communication** – Establish an alternative channel for notify DSS clients in a more effective and efficient manner. The electronic communication will allow DSS to engage more directly and promote the use of other technologies.

Completed the below:

- Completed SMS Proof of Concept (POC)
- Built SMS Back-end in DSS Technology stack
- Successfully Sent:
 - SNAP Renewals and Warning Messages
 - Medicaid Renewals and Warning Messages
 - TFA Unwind Messages
 - SNAP Emergency Allotment Update Messages
 - CEAP Informational Messages
- **Project Portfolio Management Solution** –Implement WorkOtter as a project portfolio management (PPM) solution as a proof of concept (POC) within CTMETS which will



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provide Executive Leadership a view across the organization to better determine resource needs (Human, Funding, Prioritization). Looking to complete the POC by January 2023. Once successful, rollout WorkOtter as an agency wide project portfolio management (PPM) solution which integrates with current project management tools and aligns with EPMO and ITSPMO project methodologies and processes.

- **Mainframe Sunset** - Migrate mainframe legacy applications to modern technology with the goal to reduce and ultimately eliminate costs associated with the mainframe and support thereof. The Case Load Eligibility Management System (CLEM) and Welfare Fraud applications have been migrated off the mainframe to Windows technology. Identified EMS screens and data to be evaluated for migration off the mainframe.
- AWS: implemented Azure Virtual Desktop (AVD) for vendors to access our AWS and on-premises environments securely eliminating the need to install and manage software on their local machines for access to state systems.

Digital Government

List of Online Services Available:

- Pre-Screening Tool
- Benefit Details and Status
- Online Application
- Online Renewal
- Online Changes
- Document Upload
- Document submission status
- Paperless notices
- Request a Fair Hearing
- Client Survey
- Community Partner Functionality
 - ability to submit multiple applications on clients' behalf
 - document upload
 - online submission status

List of Online services Requested by Constituents:

- Community Partner Functionality to include a Community Partner Portal
 - Client Look up, revealing benefit details and status.
 - Online Renewals.
 - Online Changes.
- Online Periodic Review Form for SNAP



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List of Online Services Planned to be made available:

- Mobile Optimized Landing Page, home page, and screen flow
- Mobile Optimized Application

Planned Applications

- **Child Support** - The Office of Child Support Services (OCSS) is in the process of replacing the current 35+-year-old green-screen, character-based legacy system that has been used for administering the Child Support Program. The new solution will provide additional access for clients, including a customer portal. Contract negotiations were completed in October 2021 and Protech Solutions was the vendor selected for the design and development phase of the project leading to the implementation of a new Child Support System. The project has completed the Requirements validation phase and the Design phase started in January 2023. Design sessions are anticipated to be completed by the end of 2023.
- **Enterprise Program Management Office (EPMO)** - DSS continues to refine the EPMO to support project prioritization, validation of alignment to the agency's strategy and mission, project budget adherence, cost allocation models, cross agency business project management, standardization of project management tools, processes and reporting to the agency's federal partners.

The EPMO is strengthening its ability to manage and provide oversight to the complex portfolio of concurrent, inter-related projects in the agency. The EPMO engages in ongoing efforts to increase the transparency of project activities, business expectations, key performance metrics, and performance through the application of project management best practices, policies, processes, and industry-standard methodologies.

- **CT Medicaid Enterprise Technology System ()** – CT METS seeks to modernize, streamline, and align current information systems and business processes in support of agency priorities for Medicaid Program. Key outcomes include improved experiences for members and providers of HUSKY Health, strengthened program integrity, and easier sharing of data among systems to enhance quality member outcomes. We have onboarded 3 foundational vendors – SI, OCM and IV&V. An iterative approach was adopted for the program focusing on near-term, mid-term, and long-term modules with the Enterprise Data Warehouse & Analytics (EDW&A) and Enterprise Provider modules being the near-term modules. A Change and Communication Management Office was established and initiated to guide, implement, and support organizational and project change management and communication management for the project.



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An iterative roadmap has been established for CT METS program and is agile enough to shift in response to programmatic need and leadership prioritization. Requirement gathering for EDW&A is complete and procurement options are being explored with DAS support, using NASPO cloud services contract vehicle. The EDW&A implementation will use a multi-release approach featuring incremental updates and enhancements to datasets within DSS and outside of the agency. CT METS plans to build a System Integration Platform (SIP) with enterprise capabilities to integrate multiple Medicaid modules. The SIP is being planned to be built iteratively based on each Medicaid module need. The requirements for Enterprise Provider Module (EPM) were complete. The future EPM vendor is planned to be procured from established NASPO procurement vehicle. A Data Governance + Data Management RFQ/SOW was finalized, and posted, The Data Governance RFQ bidder selection panel was convened on July 10. A draft contract has been written. The selected vendor is expected to be onboarded in December 2023. All activities planned for Phase 1 are complete and the DSS leadership team has initiated an assessment to ensure the Module prioritization and roadmap are aligned with State Medicaid director's strategy and Governor's vision.

- **Client Relationship Management (CRM) system (Shared Services Portfolio)** – Implement a centralized enterprise-wide CRM that will provide insight into customer and complaint trends based on the data received. This infrastructure can be leveraged for further utilization across HHS agencies for a multiple of client support and HHS system entry points. Seeking to implement a pilot to share critical incident data, between to HHS agencies, that impact our members participating in our Medicaid Waiver programs. Looking to deliver a minimum viable product (MVP) by end of first quarter, 2023
- **Health Information Exchange (HIE)** – The statewide HIE entity, Connie, will continue working on enhancing the Provider Portal to include:
 - Connie Encounters Worklist (enables providers to review a list of their patients encounters at emergency rooms, inpatient or outpatient settings),
 - Problem List Filters (derived from the Consolidated Clinical Document Architecture – CCDA – a new popup tab or table will display the extracted problems from the CCDA),
 - Allergy Lists (a new popup tab or table that will display known allergies from the CCDA),
 - Best Possible Medication History (BPMH) – Pharmacy Data enhancement (Connie will incorporate pharmacy data into the current Medication Management feature to identify which medications that were prescribed were actually filled),
 - CCD Sensitive Data Filters (allows providers who provide both Substance Abuse Disorder (SUD) treatment services or sensitive data and non-sensitive data to filter their data and send to the HIE as appropriate) and,



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- Electronic Test Order and Results (allows Connie to serve as the message router between providers and the Connecticut Public Health Laboratory for lab orders and results).

In addition, Connie will be working on an eReferral enhancement (capture health related social needs/social determinants of health (HRSN/SDOH) data and allow primary care providers to make referrals to home based service organizations) as well as develop an initial iteration of a Patient Portal (allows patients the ability to view their own clinical data).

- **Procurement And Contracts System (PACS) & Community Action Agency Tracking System (CAATS)** – Integrating PACS which is a web contract and document management system that is used to initiate and manage the life cycle of Procurement Request, Procurement, Contract and Amendments from the beginning to the end with CAATS which is Community action agency tracking system. CFI tracking – Phase 1 enhance the application to allow supervisors and leads to assign the cases to the fraud staff. Phase 2 will migrate project to Salesforce.
- **Project Portfolio Management Solution:** WorkOtter PPM solution was selected for the POC within CTMETS and the pilot was unsuccessful, therefore, DSS continues to search for a solution that fits the needs of the agency. Projected to have new solution selected by end of FFY2023 and implemented in FFY2024.
- **ImpaCT 2023.2024 System Enhancements** – enhance the Integrated Eligibility System by enhancing client experience and operational efficiencies, information sharing across programs and agencies.
- **CT Pathways** – Enhance CT Pathways application (Connecticut’s SNAP Employment & Training Program) hosted on the Salesforce platform to continue to automate manual business processes. **Centralized Reporting / Dashboard Solution** - This project is to expand the availability of data dashboards to advance DSS’ reporting, analytics and business intelligence functions and operations. In 2024, the Department will continue to add dashboards to support various areas of the DSS enterprise, including those based on a and ECH/ODBC feed of CMS Avaya data, and the DSS Service Center R-Log.
- **Dashboard and Visualization Through Customer Portal** - During FY 2024, work will continue to support increased availability and accessibility of DSS public facing data. Additional Medicaid cost and quality transparency data, Public Health Emergency Unwinding and enhanced People Served Dashboard data and slices will built during this fiscal year.
- **Client Relationship Management (CRM) system (Shared Services Portfolio)** – Delays with onboarding resources to start the work pushed the completion date to deliver MVP to end of 3rd quarter 2023. The CRM system was named, Reportable Events Across Connecticut (ReaCT) and the plan is to pilot solution last quarter, 2023. Scope for pilot will provide DSS and DDS an opportunity for consolidated reporting for all Waiver Programs, develop trend analysis and receive notifications of incidents in near real-time to when it was reported to the state; a single database repository for DSS, and automates the



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requirement for DDS around sharing critical incidents with the reporting state agency. Based on successful completion of the pilot, looking to add additional Medicaid Waiver programs, agencies and functionally in FFY2024.

- **Shared Services Readiness - Automation (Shared Services Portfolio) -**
- Increased automation, data integration and interoperability to support business process/operations to provide much needed efficiencies, which will allow us to better serve our constituents.
- **Shared Services Readiness – Architectural Recommendations (Shared Services Portfolio) –** Implementation of Architectural recommendations provided as part of the Architecture Assessment done in 2018 to make enterprise applications Shared Service Ready. Architecture improvements should capitalize on current State/Department investments. Architectural enhancements should be made with a focus on minimizing maintenance effort long term.
- **Shared Services Readiness – Open-Source Migration (Shared Services Portfolio) –** The Department and the HIX (ahCT) are actively planning for an effort to reduce dependency on more costly proprietary services by moving to open source products. Phase1 is expected to last for nine months and will significantly reduce ongoing maintenance and operations costs associated with the proprietary products.
- **Notice Engine (Shared Services Portfolio) -** A centralized noticing service can be leveraged by all agencies and support cost savings in notice development, implementation, and mailing.
 - **Benefits**
 - Clients receive consolidated notices for all programs reducing confusion, delays and redundancy. This in turn reduces calls to call centers/benefit centers.
 - Clients receive notices with consistent formatting/branding.
 - Consolidation of the entire noticing process, the state will increase buying power to lower the overall costs of printing and mailing, prevent redundant payments and provide greater visibility into the volume and content of notices being sent to the AHCT/DSS customers/members.
 - Provide flexibility to business users to make edits and have them sent to clients in a timely manner as opposed to waiting for IT support to schedule them as part of application deployments.
- **Training Environment Platform**

Create a training platform in AWS that will be used by all HHS agencies - This initiative aligns with the vision of shared services, which extends beyond DSS, than that spans technology, tool, processes, and governance to build a common framework that will enable staff of all Health and Human Services agencies to better serve our constituents. It involves setting up a fully integrated training environment that would mimic the



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current production environment and be used for training staff on a periodic basis with most recent system enhancements. The model of practice in training for eligibility staff and other state agency staff is critical to eligibility operations.

Formal training

- Reduces the need for supervisory led on the job training,
- Minimizes mistakes that may result in increased errors in processing and possible federal penalties,
- Ensures consistency,
- Provides practice to build expertise in the eligibility functions.
- Enhances the chances for success on the job then other eligibility projects that affect functions, should improve as well.

DSS is committed to Learning and Innovation and Excellence and Integrity as values. Highly trained staff, support these values.

The CT State Agencies supported by training and utilizing this new integrated training environment are listed below.

1. CT DSS
2. Access Health CT
3. CT State Department of Aging and Disability Services
4. CT Department of Developmental Services
5. CT Department of Mental Health and Addiction Services
6. CT Office of Early Childhood

- **Shared Services Consent Management**

Consent Management - The establishment, design, and implementation of a systematic approach to managing client consent. To be able to share data for various purposes (Medicaid, SNAP, and WIC) across multiple systems while setting up entry points for the future State of CT Consent Management cross agency design. In order to collect and manage clients' consent on a large scale, we require a systematic solution to storing such consent to share data for specified permissible purposes. The solution must be interoperable with file-sharing platforms/technology (interfaces/ELT) and communications platforms/technology (email and texting), and needs to be able to store both systematic and manual-entry client consent information collected through online interfaces or by state staff.

- **Medicaid Data Warehouse (MDW)** - The Medicaid Data Warehouse (MDW) is the State of Connecticut (CT) repository tied to interchange data from the Medicaid Management Information System (iC-MMIS). CMS implemented T-MSIS requirements for all States beginning in 2015. CMS continues to work with States to ensure Data



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Quality (DQ) compliance as they are beginning to use the T-MSIS data to conduct program oversight, administration, and integrity. As CMS reviews the data, they continue to issue new guidance around data in specific fields. Data quality assessment is measured using the Outcomes Based Assessment methodology. States must meet data quality targets and expectations. Over the course of the next year, modifications will be made to comply with the new guidance, as well as work to obtain missing data. Data Quality (DQ) and reliability effort is paramount when reporting on Medicaid data. The existing Medicaid Data Warehouse uses a traditional installed application to view and access the data and reports within the MDW. This year the MDW will be transitioned to a web based system allowing the capability for other state agencies to be granted access to the data safely and securely without the technical hurdles required of the traditional installed application. This year we will also be improving the reliability of the data by adding additional disaster recovery sites so the Medicaid data is always protected.

- **SWS (Social Work Services) Modernization-** Upgrade SWS case management system to meet ACL National Adult Maltreatment Reporting System (NAMRS) and State reporting requirements more fully and migrate from legacy technology to Salesforce.
 - SWAN is scheduled to be deployed to Production Mid-November 2023. Once the System is in Production, the expectation is that the application will not be dependent on outside Vendor/Resources for support. All support and maintenance will be provided by BITS.
 - BITS will be responsible for the procurement of hardware/Software, resources, and staff to effectively support and maintain the SWAN Case Management System. This includes, but is not limited to the following:
 - Production Support
 - Upgrade and enhancements
 - Maintenance and Salesforce scheduled updates.
- **Low Income Home Energy Assistance Program (LIHEAP/CEAP-LIHWAP) –** Enhancements to allow for more flexibility in access to service and client eligibility and System integrations.
- CEAP-LIWHAP Release 1 and Release 2 is to be completed by October 2023
- General Support of the portal to be provided by BITS
- There is no expectation to have Vendor/Resources support outside of BITS
- **DSS Electronic Communication (SNAP and Medicaid) –** Establish an alternative channel for notify DSS clients in a more effective and efficient manner. The electronic communication will allow DSS to engage more directly and promote the use of other technologies.
 - Further enhance the DSS SMS functionality by modifying the SNAP Admin Portal to allow:
 - Bulk Messaging



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- Schedule Messaging
- One-off SMS Messaging
- Mass Campaigns for information to the general public
- Automate DSS SMS responses to client's document submissions, appointment and benefit reminders, and other call actions
- **Mainframe Sunset** – migrate EMS, Cyberfusion and remaining file transfer processes off of the mainframe.

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware will be procured utilizing OE General Funds and IT Bond Funds depending on the project, phase of the project, availability of funds, and prior approval from the Department. Depending on the federal agency and project federal funds re-imbursements are allotted at varying percentages.
- Software will be procured utilizing OE General Funds and IT Bond Funds depending on the project, phase of the project, availability of funds, and prior approval from the Department. Depending on the federal agency and project federal funds re-imbursements are allotted at varying percentages.
- Services (consulting) will be procured utilizing OE General Funds and IT Bond Funds depending on the project phase of the project, availability of funds, and prior approval from the Department.
- Telecom and Data will be procured utilizing OE General Funds depending on availability of funds, and prior approval from the Department.
- The statewide HIE, Connie, has partnered with CRISP to provide the technology stack for the HIE.

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Shared Services – Multiple Projects
 - Client Relationship Management (CRM)
 - Mobile Applications
 - Shared Services Readiness - Automation.
 - Shared Services Readiness – Architectural Recommendations.
 - Shared Services Readiness – Open Source Migration.
 - Shared Services Readiness – Training Environment
 - Shared Services Readiness – Consent Management Module
 - Notice Engine.



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- ImpaCT Enhancements and M&O Releases. New APD centered around client centric enhancements.
- CT METS (MMIS Replacement)
 - Procurement of System Integration Platform and necessary Components
 - Procurement of Tools/Licenses related to DDI/SDLC process such as JIRA, RTM tools/plugins, Test data generator and data de-identification tool.
 - Procurement of Enterprise Data Warehouse and Analytics product and Provider Module COTS product.
 - Data Governance + Data Management Improvements and Maturation
- Child Support System Modernization Project
- Health Information Exchange Projects - – Multiple Use Cases
 - Enhance Provider Portal to include: Connie Encounters Worklist, Problem list Filters, Allergy Lists, BPMH – Pharmacy Data, CCD Sensitive Data Filters and Electronic Test Orders and Results
 - eReferral Enhancement – HRSN/SDOH referrals
 - Patient Portal
- SWAN (Social Work Administration Network)
 - Maintenance and Support
 - Enhancement and Upgrades
- LIHEAP (CEAP-LIHWAP) System Enhancement
 - Maintenance and Support
 - Enhancement and Upgrades
- Mobile Application
- Client Relationship Management (CRM) system.
- DSS Electronic Communication (SNAP and Medicaid)
 - Automate texting and email capabilities
- Medicaid Data Warehouse
 - Implement phase 1 of new file layout changes
 - Obtain missing eligibility specific DQ data
 - Transition to web-based system



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Department of Transportation

Mission

- The mission of the Connecticut Department of Transportation is to provide a safe and efficient intermodal transportation network that improves the quality of life and promotes economic vitality for the State and the region.

Technology Strategy

- The DOT *Information Technology Strategic Plan (ITSP)* outlines deliberate steps to support with technology the Connecticut Department of Transportation business operations and improve the security of the information technology infrastructure. The ITSP plan will guide the efforts to provide scalable, efficient, and cost-effective technology solutions that enables continuous support to business operations, projects, LEAN initiatives, technical initiatives, and secure access to the Agency's data from any place at any time.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at:
<https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- LiveTiles – Hyperfish: Software deployment is complete; the software allows the DOT organization to delegate management of organizational information to the end user. This ensures the best possible accuracy and completeness with our organizational information. The software will help DOT to keep employee profile information complete and updated.
- Employee Lifecycle Application: This project consists of two phases. Phase 1 is complete. Phase 1 focused on the onboarding and equipment requests for new employees including the approval workflow. Phase 2 will focus on the capability of different groups editing employee information and the offboarding process. The Employee Lifecycle Application will eliminate the need for DOT personnel to submit multiple forms (Per5, Badge Access etc.) for newly hired employees.
- Online Interview Selection Report System: Business requirements and application development started and are in progress. DOT has an immediate need for the development of an automated interview selection report system. The system will provide reports to track the status of pending vacant positions for HR. The system will store all interview selection reports and backup documents in a cloud-based system. The system will offer to hiring managers, supervisors, HR and OEOD an online approval process to apply electronic signatures more simply, and track approvals, with email notifications when a position is ready to approve.



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- UAS (Unmanned Aircraft Systems) Application: Business requirements phase is complete; development phase is in progress. DOT's UAS Program (with financial assistance from FHWA) has evolved in the last couple of years from a single pilot to team of 13 drone pilots that represent various offices (Bridge Safety, Central Survey, Consultant Design, District Construction, AEC Applications, Environmental Compliance, Maintenance, Public Transportation, ROW, and State Highway Design). In addition, the Department has recently acquired 13 unmanned aircrafts of various sizes and capabilities. During the last 2 years over 25 drone flights generated significant amounts of data and records. While it was manageable to track flights and UAS inventory for one pilot, with the growth of the UAS Program, its data and records, there is a need to manage all drone pilots, UAS flights and UAS inventory in more efficient and effective way.
- Fuel Master System (FMS) Infrastructure Analysis – Technical analysis of FM infrastructure installed in many DOT fuel stations is complete. The fuel master system is made up of the Fuel Mater Units (FMU) at the individual fuel stations, the Central Server located in Central Stores and the SQL database. Each night the Fuel Master server downloads data from each of the FMU's and uploads changes. The data is then stored in the SQL database.
- Fiber Installation Project: Budget development and installation plan is complete. DOT is in the process to install fiber optic and connect 62 Highway Maintenance and Repair garages that are dispersed throughout the state. As our Highway Maintenance and Repair facilities transition away from paper-based records and reporting into the digital age they have a greater reliance on network-based data services.
- Photolog System Infrastructure – The upgrade of the backend infrastructure of the photolog system is complete. SQL database and new storage were installed to support new system requirements.
- Regulatory and Compliance Information System: Project Phase 1 is complete. The Business requirements for the development is complete. Scope of Work (SOW) has been developed and approved by the business unit and the coding for Phase 1 is complete. Phase 2 is in development. Licensees will be able to view their data as well as pay for their certificates through the new RCIS system. The new system will automatically create CAB card certificates based on payment.
- Solved and closed 11,931 helpdesk tickets related to the support of our production infrastructure and applications. Deployed 659 laptops and/or tablets devices.



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List of Online Services Available:

- SUPERLOAD Oversize/Overweight Online Permitting System.
- LOGO and Attraction Sign System.
- CTRoads - Smart Traffic Cameras.
- TED – CTDOT Open Hub Data.
- Contracts Q & A

Planned Applications

- Employee Lifecycle Application – Phase 2: This project will focus on the capability of different groups editing the onboarding/employee information and the offboarding process. The Employee Lifecycle Application will eliminate the need for DOT personnel to submit multiple forms (Per5, Badge Access etc.) for newly hired employees.
- OSTA Job Log Application: The Office of State Traffic Administration (OSTA) Job Log database will be migrated from their current data repository to a SQL backend. New front end and new features will be developed to enhance the functionality of the application.
- COMPASS New Applications: COMPASS applications provide DOT with project management processes. The applications are hosted in the Azure Cloud, and it is developed using multiple tools such as Bluebeam, SharePoint, Hyper-fish, MS Synch. The following new applications will be developed: Project Generator, NCAP Data Request, Financial Application, Environmental Permit Tracking, Digital Invoicing.
- AASHTO Site Manager environment for active projects: Hosting infrastructure of the client/server construction management application will be migrated to a new virtual environment to continue supporting the operation of active construction projects across the state.
- Replacement of STARS (State Tracking Automated Request System): The STARS system is running with outdated technology. The new cloud-based system will offer the same features currently provided by STARS to the business community. STARS tracks vehicle mileage, the operator, and the purpose for which the vehicle is being used.
- Regulatory Compliance Information System (RCIS) – Phase 2: Licensees will be able to view their data as well as pay for their certificates through the new RCIS system. The new system will automatically create cab card certificates based on payment.
- Computerized Facility Management System (FMS): DOT has an immediate need for a facility management and work order solution. The objective is to automate inventory process and produce condition data that will help to prevent deterioration of buildings and forecast capital projects and capital funds.



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- Oversight/Overweight – SuperLoad auto routing System: DOT has an immediate need for the implementation and configuration of the OS/OW SuperLoad automated routing module. DOT issues about 95,000 oversize/overweight vehicle permits each year. Vehicle routing is currently a manual process. DOT has road and bridge data electronically available in their road network and Inspectech systems which will be used for the automated routing process and issuance of permits.
- Power BI – Platform implementation: Design and implementation of the DOT Power BI platform. The platform will provide the ability to connect to authorized data sources and the development of dashboards to visualize data.

FY 2024 Technology Budget

- Estimated DOT IT Operation budget for FY24.

| Description | Budget |
|--------------------------------|-----------|
| IT Consultant services | 165,000 |
| IT Data Services | 189,540 |
| IT Hardware Maint & Support | 149,503 |
| IT Software Licenses/Rental | 1,343,741 |
| IT Software Maint & Support | 449,387 |
| Cellular Communication Srvcs | 238,500 |
| Telephone Repair & Maintenance | 13,000 |
| Loc/Long Distance Telecomm Sv | 420,929 |
| Television/Cable Services | 54,000 |
| IT Supplies | 10,000 |
| Minor IT Equipment | 15,000 |

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Replacement of end-of-life equipment.



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Division of Criminal Justice

Mission

To investigate and prosecute all criminal matters fairly, consistently, and with the highest regard for public safety and the rights of all persons.

Technology Strategy

Technology - Support the integrity of criminal investigation and prosecution through enhanced, state-of-the-art technology to store, retrieve, share, and display (e.g., for trial purposes) information.

Communication - Enhance communication between the Division and other state and local law enforcement agencies relative to criminal investigations and prosecutions.

State Systems - Maintain the agency's ability to use, and grow with, state systems, which support its administrative and financial operations.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Procurement and implementation of Agency wide Body Camera hardware and Software through Axon.
- Procurement of Digital Evidence Management System through Axon.
- Procurement of Cisco HyperFlex system, a hyperconverged infrastructure solution that will be installed at Rocky Hill and Groton Datacenter locations. This system will be utilized to host our virtual server infrastructure.
- Procurement of Pure Storage Flash Array to replace the division's outdated NAS (Network Attached Storage).
- DCJ datacenter network will be extended from Rocky Hill to Groton Datacenter using Crown Castle dark fiber. This will be a Layer 2 extension that will allow replication and disaster recovery solutions to be implemented.
- Procurement of services from O'Donnell group for revamping of DCJ's employee intranet sharepoint site and the agency's web Portal
- Successfully migrated to utilize BITS SCCM infrastructure.
- Worked with the Governance Steering Committee, Advisory Committee, and vendor Journal Technologies to complete the design and configuration of the Juvenile cases in the eProsecutor Case Management system.



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- Successfully enabled the Middletown and the Waterbury districts for the CJIS CISS level 2 Arrest notification workflows. This included intense training and go-live activities to all the staff in both the districts.
- Mapped the data and developed the interface between DCJ's Case Management system and the CJIS CISS system for Clean Slate data exchanges. This includes the development of the Staging environments for the data exchanges between the systems.
- Successfully completed development and testing of Discovery Portal in the agency's Case Management system.
- Configuration and deployment of new Tough books for the Inspector General's Office.
- Completed the implementation of Records Management System (RMS) for the Inspector General's office.
- Successfully completed the implementation of ITSM solution BMC Trackit.
- Successfully transitioned the Criminal Justice Commission meetings to virtual meetings using Microsoft Teams.

Digital Government

List of Online Services Available:

The Division of Criminal Justice does not currently provide any online services.

- We do have a traffic stop complaint form that we make available on our web page. However, that form must be submitted with the police department that made the initial traffic stop.

List of Online Services Requested by Constituents:

The Division of Criminal Justice has no current requests for online services from constituents.

List of Online Services Planned to be made available:

- The Division has contracted with Journal Technologies for an agency portal. This portal would provide case discovery to public defenders and defense attorneys statewide.

Planned Applications

- Additional DCJ districts will be enabled for level 2 arrest workflows following the CJIS CISS and the respective law enforcement department schedules.



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- Deployment of the Juvenile interface with Judicial. This will include the exchange of all pending Juvenile cases. We will also be deploying the Civil Litigation Habeas and Appellate cases in eProsecutor.
- Deployment of the Case Discovery Portal in the Azure cloud for public defender's office and defense attorneys statewide.
- Migration to Office 365
- Deploy BMC Trackit Asset Management module to better manage DCJ's IT assets.
- Migration of Agency SharePoint site to Office 365
- Implementation of Digital Evidence Management System. This includes merging of 16 other individual Axon sites into a central site to better manage agency's digital evidence.
- Implementation of procured Cisco Hyperflex and Pure storage solutions.

FY'2024 Technology Budget

Outline a plan for technology spend from all sources:

FY'2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:



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Freedom of Information Commission

Mission

The Freedom of Information Commission's mission is to administer and enforce the provisions of the Connecticut Freedom of Information Act, and to thereby ensure citizen access to the records and meetings of public agencies in the State of Connecticut.

Technology Strategy

- This IT strategic plan incorporates our Mission, Vision and Values in determining our priorities for 2024. In order to best serve Connecticut, we will focus our improvement efforts in two areas: Integrate Worldox application into existing Lawbase system; and process, evaluate, clean and summarize the data in Lawbase for end users.

The Freedom of Information Commission recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Provided continuing support to Staff for Teleworking
- Provide in office support for technology associated with Commission Meetings and Contested Case Hearings.

EGovernment

List of Online Services Available:

- Agency website contains the schedule of contested case hearings, Commission meetings and educational workshops; it also contains links to the Freedom of Information Act and regulations, Commission and Court Decisions, Declaratory Rulings, Commission meeting agendas and minutes, Contested Cases; and Commission policies. Finally, it contains audio and visual links to contested case hearings and commission meetings recordings.

List of Online Services Requested by Constituents:

- None noted.

List of Online Services Planned to be made available:



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- Online trainings on the FOI Act.

Planned Applications

- Integrate Worldox application into existing Lawbase system

FY'2024 Technology Budget

- Hardware - \$10,000.00 Agency General Fund
- Software - \$5,000.00 Agency General Fund
- Services \$5,000.00 Agency General Fund
- Telecom and Data – none at this time

FY'2024 Technology Major Expenditures

- None noted.



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Office of Early Childhood

Mission

To partner with families of young children to advance equitable early childhood policies, funding and programs; support early learning and development; and strengthen the critical role of all families, providers, educators, and communities throughout a child's life. We will assertively remove barriers and build upon the strengths of historically disenfranchised people and communities to ensure fair access to OEC resources.

Technology Strategy

In FY23, the agency made significant progress improving current data systems to increase the agency's ability to use data to inform and improve policy and administration of the agency's programs. This work is rooted in common shared data models and a master data index across all divisions creating a single point of agreement among all agency data. In addition, the OEC continues to build IT and data service connections between state agencies to support real time data inquiries.

The agency continues to build the capacity and develop a strong internal team. IT Operations ensures that all OEC staff have secure and functioning computer and communications technology, along with the knowledge and support to make each individual OEC staff member effective in their work safeguarding and supporting. The Development Team develops applications that securely collect, process, and give access to child, provider, and program data across OEC's divisions and to the public. The Information Technology Division works to remove barriers for internal staff and ensure an efficient, user-friendly experience for our parent and provider communities. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at

<https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

The Office of Early Childhood's main technology achievements in FY23:

- Background Check Information System 3.0 with enhancements and data migration rolled out for all OEC administered Youth Camps (June 2023)
- Continued enhancements to DSS Impact Child Care Eligibility work (ongoing)
- Mobile licensing development and rollout (ongoing)



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- Early Childhood Information System – Home Visiting Module – reporting rollout for program compliance (ongoing)
- ECE Reporter Transition to OEC In-house: In order to work closely with the providers and stop incurring heavy vendor development and contractual charges, OEC has refactored vendor code for the ECE Reporter Application and transitioned to bring the existing system in house as of October 2022.

Digital Government

List of Online Services Available:

- Child Care and Youth Camp Licensing – Program Data, Investigations, Inspections, and Violations (through Open Data Portal)
- Improved Early Care and Education data system: ECE Reporter
- Licensing inspections through mobile process
- Digital Application available for Care 4 Kids program
- Background Checks Information System
- Health One Stop offering for Care 4 Kids program

List of Online Services Requested by Constituents:

- Digital applications: Development in final stages for the Care 4 Kids Parent Portal 2.0. Integration with the back-end benefit eligibility and enrollment system (scheduled to launch September 2023)
- Consumer friendly website enhancements
- Parent Portal 2.0 where the portal shows benefit related information, make life event changes to the existing information, and provides capabilities to renew their Care 4 Kids application.
- Provider Portal where the portal serves to be a one stop shop for all the data that exists in several single purposed OEC applications

List of Online Services Planned to be made available:

- Parent Portal 2.0 where the portal shows benefit related information, make life event changes to the existing information, and provides capabilities to renew their Care 4 Kids application.



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- More agency data made available through the Open Data portal
- Data Request process, whereby constituents can request data from existing OEC data systems
- OEC Chatbot integration with the HHS Portal

Planned Applications

RAIN: RAIN is the redevelopment of our existing Birth to Three technology system, SPIDER. This system has been in active development but delayed due to support for the legacy application through the pandemic. SPIDER was originally designed as an Access database and has been upgraded over many years. RAIN represents a modernized and redeveloped product. In FY24, the data migration is planned before a full system rollout.

Sparkler API:

In FY 2024, the team is set to focus on integrating Ages and Stages Screening data collected using a mobile app (Sparkler) with our existing Early Childhood Information System—Home Visiting (ECIS-HV). ECIS-HV has been under development for routine maintenance in the current year. However, in the coming year, this integration will improve provider experiences and expand access to important data for home visitors. This integration positions the agency to build additional APIs with other mobile applications.

Data integration/visualization: In service of the agency’s mission to aggressively remove barriers for children, agency technology and research staff will be engaged in implementation of Tableau, data visualization software.

Provider Portal: To ease the jarring experience of providers having to remember logins for each of our disparate OEC data systems, this portal would serve as a central location for them to login and access each of their systems as well as show relevant information from each of the agency systems on this portal.

Agency CRM System Implementation: OEC has investigated the use of Salesforce as an Agency CRM system to have a central location where specific data points from each of the OEC’s data systems will be populated. This would enable OEC staff to get a clear holistic picture of the provider. In FY 24, OEC will adopt usage of Salesforce for this purpose.



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FY 2023 Technology Budget

Technology spending:

Hardware

- OEC Staff iPads (Directors and Licensing Staff): \$14,000 (20 at \$700 each)
- Teleworking & remote office hardware (headsets, keyboards, mice): \$4,500
- GEER funding (Sparkler major expansion and Tech purchase for programs)
- OEC Admin: \$80,620 spent on Laptops (40)

Software

| Software | Notes | Amount |
|------------------------|---|----------|
| Microsoft 365 licenses | The agency maintains approximately 160 E3 licenses (\$135/each) | \$21,600 |
| Impact | Maintenance | |
| Adobe | 25 licenses | \$9,895 |
| Nitro Pro | 25 licenses | \$8,610 |
| Qualtrics | 5 licenses | \$11,970 |
| Canvas | Learning Management System | \$11,870 |
| Protraxx | Registration system for the LMS | \$12,000 |
| LogMeIn | Maintain diverse comms tools | \$5,664 |
| Infragistics Ultimate | Developer use | \$6,055 |
| Justinmind | Developer use | \$6,653 |
| Redgate | Developer use | \$3,450 |
| F-Secure | Salesforce system | \$42,575 |
| Tableau | 4 Creator, 14 Viewer, 5 Explorer, 1 Site Admin Training | \$10,000 |
| Zoom | Zoom One Pro – 10 licenses, | |

Not included above: ForgeRock(yearly), MuleSoft(yearly), Salesforce(yearly), AWS (monthly), and Azure(monthly) charge backs from DAS and DSS.



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Services (consulting)

- Development consultants: \$1.17M
- United Way: \$16,511,129. This contract includes technology services and support among other work and support provided by the vendor.
- Deloitte (ImpaCT Enhancements): \$2.392M
- InfoSys (ImpaCT operations and maintenance): \$546,073.60
- Deloitte (Care 4 Kids Parent Portal 2.0): \$3.3M
- Deloitte (Parent Portal 2.0 and Provider Portal EOM): \$2.918M

Telecom and Data:

- Cellular Data for 50 Licensing iPads: \$23,994.00 (50*39.99*12)
- Cellular Data for 20 more Director iPads: \$9,599.60 (5*39.99*12)
- Cellular Data for 60 OEC staff: \$35,992.8 (60*49.99*12)
- Phone system: \$3,500

FY 2023 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Impact Enhancements, Care 4 Kids Parent Portal 2.0, Provider Portal, and Operations and Maintenance contracts (Deloitte)
- Development consultants (Covendis)



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Office of Health Strategy

Mission

The mission of Connecticut's Office of Health Strategy (OHS) is to implement comprehensive, data driven strategies that promote equal access to high quality health care, control costs, and ensure better health for the people of Connecticut.

Technology Strategy

OHS brings together critical data sets, health information technology, and health information exchange efforts and allows for collaboration with many stakeholders, including providers, payors, patient advocates and state agency partners. OHS includes three collaborative teams: Health Data & Analysis, Health Systems Planning, and Health Innovation.

The Health Data & Analysis Unit includes the following:

- Oversight and successful progression of the official statewide Health Information Exchange (HIE) known as "Connie"
- All-Payer Claims Database (APCD)
- Electronic health information standards
- Consumer health information website (HealthscoreCT)

The Health Systems Planning Unit includes the following:

- Hospital Inpatient Discharge Database
- Healthcare Facilities Database
- Outpatient Surgery Database
- Hospital Reporting System Database
- Certificate of Need Database
- Healthcare Facilities, Equipment, and Services Inventory

The Health Innovation Unit includes the following:

- Annual cost-growth benchmarks to healthcare spending
- Carrier aggregate data on total healthcare expenditures
- Quality measure performance
- Prescription drug prices monitoring
- Real-time clinical, cost and financial data to consumers, providers and payers
- Healthcare affordability measurement
- State primary care spending targets
- Health utilization and outcomes by race, sex, sexual orientation and gender identity, and income



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- Over- and under-utilization of healthcare services
 - Hospitals' community benefit
 - Community Health / Health Equity / Social Determinants of Health
 - Alternative payment model measurement
-
- OHS is the designated state agency with administrative and regulatory oversight of the State-wide Health Information Exchange (HIE), per Conn. Gen. Statute § 17b-59d. The state-wide HIE, "Connie" commenced operations on May 3, 2021 and OHS actively engages with Connie to expand the development and deployment of its use-cases for sharing data, to meet goals statutory goals.
 - OHS's strategy for the coming year is to focus on improving data acquisition, data analytics and reporting for supporting internal and external decision making as well as continue to build on the official statewide HIE.
 - OHS with the support of DAS BITS, will be redesigning and updating its agency website.
 - The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- OHS continues to advance the Statewide 5-year Health IT Plan pursuant to Conn. Gen. Stat. § 17b-59a with guidance from the Health Information Technology Advisory Council (HITAC).
- Since its establishment in 2021, Connie has worked to position its suite of HIE services as a critical public utility for Connecticut consumers by providing centralized access to their health records, and to clinicians by providing timely access to information about their patients. By 2023 more than 3,000 organizations have signed up for and met one or more milestones of the program. As of June 2023, over 1,000 organizations are fully interoperable and providing data through Connie, including 90% of the hospitals and hundreds of ambulatory practices in the state. Since June of last year, Connie has increased the amount of encounter data received by 28%, lab data by 344%, radiology data by 650%, and transcribed notes by over 1800%. Connie has received health data for approximately 4.3 million unique patients. Today, participating providers with authorized access can view their patient's care team, encounters, medications, a list of



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current problems, social needs, lab results, radiology reports and associated images, and a consolidated view of state healthcare providers through a single provider directory.

- OHS, in collaboration with the Office of the State Comptroller, continues to maintain a web-based [Connecticut Healthcare Affordability Index \(CHAI\) Interactive Tool](#). The CHAI measures the impact of healthcare costs, including premiums, and out-of-pocket expenses, on a household's ability to afford all basic needs such as housing, transportation, childcare, and groceries. The tool was developed to help policymakers understand the real costs of healthcare and the challenges that Connecticut residents face in meeting their basic expenses.
- OHS continues to maintain HealthscoreCT at <https://portal.ct.gov/healthscorect>, designed to provide CT residents with information about the quality, costs, and affordability of healthcare services and coverage using APCD. Also available on HealthscoreCT, is a healthcare cost estimator which enables CT residents to comparison shop for some of the most common inpatient and outpatient healthcare services and procedures and durable medical equipment; and a quarterly updated dashboard of a snapshot of the data available in the APCD which offers a quick and easy way to explore how healthcare is being delivered and consumed in CT. OHS engaged the services of Mathematica to develop the cost estimator and Onpoint, the snapshot.
- OHS performed or contracted with others to perform 324 data analyses utilizing APCD data including but not limited to: 1) using APCD prescription drug cost and utilization data pursuant to Conn. Gen. Stat. § 19a-754b, An Act Concerning Prescription Drug Costs; 2) in support of Governor's Executive Order No. 5 now codified in Conn. Gen. Stat. §§19a- 754f-k to create and measure state, market, and provider performance against healthcare cost growth and quality benchmarks and primary care spending targets; 3) in support of 19 Certificate of Need program decisions; 4) to support OHS facility fee legislation passed under Public Act 23-171 §9 5) as part of the Rand 5.0 study for hospital price transparency to compare commercial with Medicare hospital prices and trends in individual states, and the nation; 6) Three ad hoc analyses including a creating a price comparison for hospital inpatient and outpatient for commercial and state employees plans; 7) to DSS to help determine federal funding for the operations of the HIE (Connie); 8) to Connie to identify out of state health care providers that provide services to CT residents; and 9) to the Office of Fiscal Analysis to support legislation on fertility treatment and reproductive services.
- OHS released APCD and patient data extracts to consultants to carry out statutory mandated studies on its behalf or to external entities including for: 1) A telehealth study



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required by Conn. Gen. Stat. § 19a-754b; 2) The impact of hospital mergers and consolidations required by Public Act 22-118 § 124 and Conn. Gen. Stat. § 19a-634; 3) Cost and Market Impact Review study of a pending hospital merger required by Conn. Gen. Stat. § 19a-639f; 4) A subpoena regarding two hospital litigants.

- OHS released APCD data extracts and aggregations to support other CT state agencies' projects/initiatives.
- With the support of OHS, the APCD Advisory Group, a subcommittee of the Health Information Technology Advisory Council (HITAC), approved the collection and integration of denied and dental claims into the APCD. The Advisory Group approved the modified the APCD Data Submission Guide that will enable collection and submission of dental and denied claims in alignment with industry and national standards. The approved updated Data Submission Guide also enable race, ethnicity and language data collection in compliance with Conn. Gen. Stat. §19a-754d.
- As mandated by Conn. Gen. Stat. §19a-754d, through Public Act 21-35, OHS developed and promulgated Race, Ethnicity and Language (REL) Data Collection Standards and an Implementation Guide. OHS has been convening meetings of state agencies to facilitate compliance with Public Act 21-35; participating in convenings with healthcare providers who must comply with the REL Standard; and is working with Connie on REL Standard implementation and the inclusion of disability status to be collected as part of the mandate. OHS successfully applied for \$1.05 million dollars as part of the American Rescue Plan Act (ARPA). The ARPA fund is being used to upgrade four OHS systems (APCD, Inpatient, Outpatient Surgical, and Emergency Room Patient Databases), and a select Department of Social Services (DSS) system.
- OHS has engaged Mathematica, a data analytics vendor, to develop and maintain an Azure cloud enhanced APCD data analytics and visualization capabilities to support OHS data use strategy, implementation of Executive Order No. 5 now codified as Conn. Gen. Stat. §§19a- 754f-k, provide access to de-identified claims, and patient data for public use and to support OHS mission to improve access to quality health care and contain costs. Also, Mathematica is developing a healthcare cost estimator for HealthscoreCT at <https://portal.ct.gov/healthscorect>, the consumer website.



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IT Strategic Plan for Fiscal Year 2024

Digital Government

- OHS provides a content-rich web portal for the residents of Connecticut, with information on strategies and services provided and mechanisms to engage the public. Information is provided on the following:
 - Healthcare Innovation
 - Health Information Technology
 - Consumer Engagement
 - Health Systems Planning
 - Reports and Data
 - Prescription and Drug Reporting System
 - Cost Growth and Quality Benchmarks and Primary Care Target
 - Healthcare Affordability Index and Self-Sufficiency Standard
 - News and Press Releases
 - Open Solicitation / RFPs
 - Healthcare Facility, Services and Equipment Inventory
 - Race, Ethnicity and Language Data Standards and Implementation Guide
 - All Payer Claims Data Snapshot
- OHS uses a variety of social media platforms to connect with consumers, other agencies, and the public. These include Twitter, Instagram, LinkedIn, and a YouTube channel.
- Hospital Reporting System (HRS) web portal – an application developed to assist hospitals in the statutory annual reporting of their financial operating results for the previous fiscal year in an efficient and effective manner. Hospitals file both their annual reporting filing and their twelve-month actual filing data with the portal.
- Certificate of Need (CON) web portal – an application that accepts and tracks all CON related materials (Applications, Determinations and Modifications) which replaces the paper submission and allows information and updates to appear in real time for the public.
- Notification and Filings web portal – used to collect and track monthly and statutory annual filings related to financial and utilization data submissions from health care facilities defined under Conn. Gen. Stat. § 19a-630.
- Facility and Equipment Inventory Information web portal – used to collect and track information with respect to the Conn. Gen. Stat. § 19a-634. The statute mandates



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OHS/HSP to maintain an inventory of healthcare facilities and services, MRI, CT, and PET/CT imaging equipment and utilization information from select Connecticut healthcare providers and all imaging providers.

- Freedom of Information and data request web portal – used to collect and track requests submitted by the public for information related to OHS, and to provide transparency concerning OHS responses.
- Secure file transfer – for receiving individually identifiable patient discharge and encounter data submissions from acute care hospitals and outpatient surgery providers that OHS collects pursuant to Conn. Gen. Stat. § 19a-654.
- Consistent with its statutory mandate under Conn. Gen. Stat. § 19a-754(b), OHS developed a user-friendly prescription drug reporting web portal that enables sponsors and manufacturers to report certain information on new, pipeline and existing outpatient drug information to improve pricing transparency.
- Self-sufficiency standard and healthcare affordability index were developed to enable advocates and policymakers to estimate the financial impacts of various proposals and healthcare reforms on CT households.
- Community Health Worker Training Vendor Application Portal was developed to allow for the online Community Health Worker Advisory Body Training Vendor Applications. Part of the work of the Community Health Worker Advisory Body was to develop a core standard curriculum which was completed in 2020. The Community Health Worker Training Vendors must apply and have their curriculum reviewed by the Review Committee of the Community Health Worker Advisory Body to become an approved training vendor.
- Electronic exchange of healthcare data is available to healthcare organizations and state agencies through the statewide HIE, Connie. Assessment of the state's HIE needs determined that the HIE will utilize a network-of-networks configuration, allowing both individual EHRs and already existing interoperability initiatives to connect and share data. Services include necessary core technology, various foundational services (e.g., identity management), and enhanced data exchange technology to meet the objectives of prioritized use cases identified by stakeholders. An initial set of use cases deployed includes the exchange of electronic clinical care summary documents, provider eReferrals and encounter alerts, while an initial set pending implementation includes immunization transactions, patient access, and electronic care quality measures (ECQM'S).



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- Connecticut Healthcare Affordability Index (CHAI), a new measure that examines the impact of a family's healthcare costs, including premiums and out of pocket expenses, on their ability to afford all basic needs, such as housing transportation, childcare, and groceries. CHAI calculates healthcare costs and affordability for 19 household types in CT.

List of Online Services Requested by Constituents:

- Web-based electronic payment system to receive application fees for programs such as CON, APCD, and patient data extract releases.

List of Online Services Planned to be made available:

- The OHS Quality Council has determined the [2022 Core Measure Set](#), a menu for insurer selection to utilize in provider contracts and the [2022-2025 Quality Benchmark Measures and Values](#) required under Gov. Lamont's Executive Order No. 5. These benchmarks became effective in January 2022 and collected data will be reported out to the public under the updated HealthscoreCT website.
- A redesigned consumer cost estimator using the APCD will be developed during SFY24 to enable CT residents to comparison shop for some of the most common inpatient and outpatient healthcare services and procedures at HealthscoreCT.com
- The OHS website will be overhauled with the help of the DAS Digital Team. The effort began with Phase I which involved developing a new HealthscoreCT website and overseen by OHS. In Phase II, the DAS Digital Team will aid OHS to redesign the overall website to change its visual appearance to enhance user experience.



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Planned Applications

- Mathematica, OHS' data analytics vendor, is developing the Azure cloud platform to support the APCD data analytic environment.
- Web portal for CON compliance activities to be developed. Additionally, a web-based electronic payment system to receive application fees for programs such as CON, APCD and patient data extract releases.
- Implement the Community Benefit Portal to aid the collection of hospitals' community benefit program reporting and APCD requests.
- OHS will hold a series of Convenings with State Agencies required to submit REL data according to the standards enumerated in PA 21-35 Section 11. These convenings will share lessons learned moving into the new REL Standard, monitoring database upgrades, and supporting state agency implementations with BITS. Four OHS databases will be updated to comply with the new REL standard (APCD, Inpatient, Outpatient Surgical, and Emergency Room Patient Databases).

FY 2024 Technology Budget

The following is an outline a plan for technology spend from all sources:

- Hardware - \$20,300
- Software - \$31,600
- Services (consulting) - \$3,055,923
- Subscriptions - \$17,556
- Telecom and Data - \$1,330

FY 2024 Technology Major Expenditures

The following is a list of all planned agency technology expenditures in excess of \$100K:

Services (Consulting):

- Onpoint Health Data – Contractual Services - \$1,084,395 (14 months)
- Mathematica – Azure Cloud enhanced analytics and visualization capabilities - \$421,921



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- Bailit Health – Health care benchmark initiative consulting and analytic services - \$504,007
- CedarBridge Group LLC (or alternative contractor selected through RFP) - \$900K
- Covendis – IT application developer - \$145,600

Other:

- American Rescue Plan Act - \$500K (to implement system changes for REL between OHS and DSS)



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IT Strategic Plan for Fiscal Year 2024

Office of Higher Education

Mission

The Office of Higher Education (OHE) seeks to advance the promise of postsecondary education for all state residents, and to advocate on behalf of students, taxpayers, and the postsecondary schools and colleges that fall under its purview. The Office carries out its mission by assuring that students have access to postsecondary institutions which meet the highest standards of academic quality, by administering the state's student financial aid programs, and by serving as an information and consumer protection resource.

Technology Strategy

In the past, OHE invested in on-premise, internal custom-developed Microsoft Access Databases to support its various programs. Since this requires multiple programming staff personnel just to support/maintain this approach, OHE has created a new technology strategy. The Agency plans to continue to take advantage of cloud vendors to host applications as Software-as-a-Service (SaaS) along with any Commercially-Off-The Shelf (COTS) software. Any custom software solutions will be used as a last resort solution when possible. As such, OHE will only invest in cloud software solutions that meet these criteria (above and beyond standard office automation tools).

In addition, the agency recognizes the Software Management Policy that describes the use and disposal of software assets found at:

<http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>

Technology Achievements

- During the latter part of FY22 a new Financial Aid Processing Application was implemented in the HR and Finance division. We continue to expand on this application (CT Scholars) in FY23 with additional student financial programs being developed.
- A new software solution was implemented in the Programs and Student Services Division, called Empower, which automates various administrative processes within the Alternate Route to Certification program. Updates in FY23 included integration with SendGrid to send system emails.
- Business Office worked with BITS to become "paperless" by instituting electronic forms and signatures.

Digital Government

Presently, the list of Online Services Available includes:



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- Academic Program Search
- Links to accredited Colleges and Universities
- Links to approved private occupational, hospital based and barber/hairdresser schools
- Out-of-State online registration
- Online payments for Academic Affairs and Programs and Student Services Divisions
- CT Scholars online portal for high school staff
- CT Scholars online portal for college staff

List of Online Services Requested by Constituents:

- OHE will continue its efforts to make sure all forms and applications that need to be completed are available online

List of Online Services Planned to be made available:

- CT Scholars online portal for students

Planned Applications

- The new Financial Aid Processing Application implemented for the HR and Financial Division, called CT Scholars, will have the following additional programmatic areas included:
 - Minority Teacher Incentive Program (August 2023)
 - John R. Justice Prosecutors and Defenders Incentive Act (End of FY24)
 - Health Care Adjunct Grant Program (December 2023)
 - CT Loan Forgiveness Program (End of FY24)
- As the state implements a modernized website design and new chatbot technology, OHE has expressed interest in participating. This would be a benefit in reducing call volume by answering common questions and providing instant information to constituents.
- Start the digitization of OHE’s travel authorization process.
- Power Platform/BI app to improve user interface for Veoci data.
- GovQA government solution for FOI requests
- Technology Refresh: new laptops for agency staff

FY 2024 Technology Budget

Outlined below is an estimated plan for technology spend within OHE:

| | |
|----------|----------|
| Hardware | \$35,000 |
|----------|----------|



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| | |
|-----------------------|-------------|
| Software | \$1,000,000 |
| Services (consulting) | \$10,000 |
| Subscriptions | \$5,000 |
| Telecom and Data | \$20,000 |

FY 2024 Technology Major Expenditures

Outlined below are the OHE's planned technology expenditures more than \$100K:

Financial Aid Processing Application Software:

- Cost Estimate: \$1,000,000 for the continued expansion and development, data conversion and one year of software maintenance and support which includes software development, data conversion, software as a service (cloud hosted), training, ongoing support.



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Office of Policy and Management

Mission

OPM functions as the Governor's staff agency and plays a central role in state government, providing the information and analysis used to formulate public policy for the State and assisting State agencies and municipalities in implementing policy decisions on the Governor's behalf. OPM prepares the Governor's budget proposal and implements and monitors the execution of the budget as adopted by the General Assembly. Through intra-agency and inter-agency efforts, OPM strengthens and improves the delivery of services to the citizens of Connecticut and increases the efficiency and effectiveness of state government through integrated process and system improvements.

Technology Strategy

- Provide OPM staff with the hardware and software needed to accomplish OPM's mission.
- Assist divisions with implementation of new legislative requirements around the collection of data.
- Continue to support Lean initiatives that have an IT component that is integral to the success of the project and the mission of the agency.
- Utilize the new cloud-based environments, including Microsoft Azure, for external facing web applications used by the municipalities and other agencies.
- Provide infrastructure to facilitate the execution of our business continuity plan.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Roll out new servers, SANs, and network switches to replace technology that are considered end of life that was delayed due to the COVID supply chain, which will allow us to make further security improvements and redundancy.
- Continue development and implementation of the new Fiscal Health Monitoring System (FHMS).
- Migrated approximately fourteen (14) web applications to OPM's Azure Tenant.
- Worked with BITS to implement a new remote access technology to phase out GoToMYPC usage.
- Trained staff on their responsibility to handle and protect confidential information, including but not limited to development of a policy, incorporating training during orientation, and developing a procedure on how to handle a breach.



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- Launched new Geodata portal (geodata.ct.gov) as a repository for geospatial data, and several related dashboards and tools (broadband mapping, state workforce trends, juvenile justice equity indicators, school immunization levels, ARPA investments). Updated Data and Policy Analytics websites to new Sitecore platform consolidating several old and outdated websites.
- Developed and implemented a data breach policy for staff.
- Sent reminder notifications to staff to complete DAS/BITS Phishing web-based trainings.

Digital Government

List of Online Services Available:

- Renters Rebate – Provides a partial rebate of rent and utility expenses to lower income elderly and totally disabled renters.
- Sales Ratio – Used to collect annual real estate sales data, by town, to calculate the Equalized Net Grand List.
- M13 (Grand List of Taxable Property) – Used by municipalities to collect Grand List assessment data to calculate the Equalized Net Grand List.
- Veteran’s Additional Exemption Tax Relief Program – Used by municipalities to collect property tax exemptions for eligible veterans and apply for a reimbursement of lost property tax revenue based on program guidelines.
- Grants Management System – The Criminal Justice Policy and Planning Division uses an off-the-shelf electronic Grants Management System, referred to as Grantium, customized to meet OPM's business needs, to automate the grant administration process of federal grants to sub-recipients from collecting grant applications to disbursing grant funds as well as meeting federal reporting requirements.
- Notice of Intent (NOI) – A web-based application State agencies use to gain permission from OPM to allow the agency to apply for a federal grant. Once approved, the agency can then submit the grant application to the issuing federal agency.
- Open Data Portal and Geodata Portal – Participate in the State’s effort to make raw government and spatial data open to the public to increase transparency and provide useful information. Geodata portal was launched in November of 2022, followed by the state Broadband Map in December 2022.
- Fiscal Health Monitoring System (FHMS) -- An online portal, replacing the Uniform Chart of Accounts (UCOA) reporting system, that provides an electronic platform for municipalities to file their fiscal information including budgetary and audited financial statement data.
- Business Intelligence - State Analytical Reporting System (BI-STARS) - The system provides the State with advanced analytical and reporting capabilities for human resources/financial



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management and will enhance decision making. The goal is for STARS to become a statewide data repository for human resources and financial data.

- eRegs – An online internal tracking system utilized by the OPM legal staff to effectively monitor and facilitate the review and approval process of regulations submitted by agencies.
- Witness Tracking – An online web application that allows courthouses to track and share the usage of jailhouse informants.
- Municipal Coronavirus Relief Fund (CRF) - An online portal which allows municipalities to request reimbursement for eligible COVID-19 related expenses.
- M-1 – An online web application that allows municipalities to report tax and mill rate information.

MM&E – a web-based application to be used by municipalities to report their Manufacturing Machinery and Equipment exemptions.

- Pilot – Automated system for the electronic submission of municipal assessment information for the State-owned and College and Hospital Payment in-Lieu-of-Tax programs. This assessment data provides the information needed to formulate public policy for the state and assist in preparing the Governor’s budget proposals.
- Distressed Municipality - a web-based application to be used by those towns designated as a distressed municipality to report their Personal Property and Real Property tax losses, which data will be used to determine reimbursements from state appropriated dollars.

List of Online Services Requested by Constituents:

- Respond to AD-Hoc reporting requests from municipalities pertaining to data that is maintained by OPM.
- Launched geodata portal and maintained open data portal and tools for transparency on ARPA and other investments (including municipal CRF).

List of Online Services Planned to be made available:

See list provided below under *Planned Applications*

Planned Applications

- Develop a case management/grievance tracking system for the Office of Labor Relations.
- Develop state bond commission application to track the lifecycle of bond authorization requests.
- Develop a statutory reporting tracking system to ensure OPM meets its reporting requirements.
- Upgrade the IGP Portal to newer development technologies for enhanced security.



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- Develop public dashboards for municipal fiscal health, major programs and budgets, and ARPA performance indicators.
- Develop a web based Uniform Data System (UDS) reporting tool for insurance carriers.
- Reconfigure existing network systems and improve redundancies.

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

Hardware

- Laptops for new hires - \$ 30,000

Software

- Adobe - \$8,000
Tableau – \$2,497
- ESRI - \$ 40,492
- Contingency - \$ 5,000
- Zoom - \$2,000

Services (consulting)

- Azure Hosting – approximately \$ 30,000

Subscriptions

- GovInvest - \$ 26,667
- West Law - \$ 4,200
- IHS Economic Forecasting - \$ 38,222
- Tyler Technologies - \$ 259,560
- Federal Funds Info for States - \$ 7,375
- Ookla Speedtest - \$49,000 Telecom and Data
 - Cell phones - \$ 28,500

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- N/A



State of Connecticut

IT Strategic Plan for Fiscal Year 2024

Office of State Ethics

Mission

The Connecticut Office of State Ethics (OSE) practices and promotes the highest ethical standards and accountability in state government by providing education and legal advice, ensuring disclosure, and impartially enforcing the Codes of Ethics.

Technology Strategy

- The OSE strategic plan incorporates our Mission, Vision and Values in determining our priorities for 2024. In order to best serve Connecticut, we will focus our improvement efforts on four areas: Data, Technology, Analysis and Board Operations.
- The Office of State Ethics recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Providing ongoing support to Staff for Teleworking
- Completed CMS system
- Provided responsive support to SFI and Lobbyist Filers
- Created multiple SFI, Lobbyist, and Case Management Releases due to changes in application/data

EGovernment

List of Online Services Available:

- Lobbyist Filing and Reports
- Statements of Financial Interests Filing
- Necessary Expense Filing
- Gift to the State Filing
- Agency website contains Advisory Opinions and Declaratory Rulings; Enforcement Actions and UAPA Notices; Meeting/Agendas and Minutes; Citizen's Ethics Advisory Board policies; Statutes and Regulations; Complaint Forms, Restricted Donor Forms and Conflict of Interest Forms



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List of Online Services Requested by Constituents:

- Lobbyist Reports
- Statements of Financial Interests Reports
- Necessary Expense Reports
- Gifts to the State Reports
- Document Management System with website for increased public access to agency documents.

List of Online Services Planned to be made available:

- None at this time

Planned Applications

- Move Case Management into Live environment.
- Create SFI and lobbyist Releases due to changes in application/data.
- Design a more efficient and useful Web Site.

FY'2024 Technology Budget

- Hardware - \$10,000.00 Agency General Fund
- Software - \$7,000.00 Agency General Fund
- Telecom and Data – 2,000.00 Agency General Fund

FY'2024 Technology Major Expenditures

\$2,060.60 Approved Capital Investment



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Office of Workforce Strategy

Mission

The Office of Workforce Strategy (OWS) is an executive branch agency that serves as the administrative staff to the Governor's Workforce Council (GWC), APO'd (Administrative Purposes Only) to DECD.

Our vision is for every Connecticut resident to have access to a meaningful career pathway and the support needed to fulfill their aspirations and for every Connecticut business to have access to a skilled workforce.

Our mission is to build the systems, teams, and approaches that will make Connecticut a talent environment that attracts and motivates students, career builders, and companies alike.

Technology Strategy

Technology support is provided by the Department of Economic and Community Development (DECD) IT staff, now included in BITS IT optimization. Their role is to assist the OWS in achieving its goals through technology.

OWS recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- **Employee Onboarding:** Onboarded 7 new employees while working with DAS-BITS to facilitate equipment transfers
- **Office Location:** Moved to a permanent office location at 450 Capitol Avenue, Hartford, CT
- **Secure Data Sharing:** Established an Axway SFTP client for secure file transfers; worked with DAS-BITS Database Administrator to create a secure server at the State Data Center that holds grantee data.
- **Collaboration Tools:** Created a private OWS SharePoint for cloud collaboration;
- **General Office:** Avaya soft phones assigned to each employee; VPN domain created for office; Printer procured and setup in office

Digital Government

List of Online Services Available:

- **CareerConneCT Portal:** https://portal.ct.gov/careerconnect/?language=en_US



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- **Governor's Workforce Council:** <https://portal.ct.gov/GWC>

List of Online Services Requested by Constituents:

- Grants Management System (GMS)
- Customer/Constituent Relations Manager (CRM) to manage potential subrecipients (Grant Recipients) and OWS/GWC Stakeholders
- Project Management software for OWS and GWC Stakeholders

List of Online Services Planned to be made available:

- No additional at this time

Planned Applications

- Agency-focused Sitecore website (portal.ct.gov/ows) that connects the Governor's Workforce Council to our central office.
- Procure video equipment needed for hybrid meetings
- CoreView Tenant for OWS address book listings

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware: Additional Laptops, Monitors, Keyboard/Mouse Combination, OWL or similar video-conferencing hardware, budget of **\$10K**
- Software: Additional AdobePro Perpetual Licenses (~**\$2000**)
- Services (consulting): none at this time
- Subscriptions: WestLaw (~**5k** annually) , Zoom (~**\$800** annually), ARC-GIS (~**\$5,000**), Campaign Monitor
- Telecom and Data: Add Cell phones for Senior Staff (7 in total, including replacing existing) plus annual fees associated TBD, RightFax, Teams Phone Numbers for Senior Staff

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- None in FY24



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Office of the State Treasurer

Mission

To serve as the finest Treasurer's Office in the nation through effective management of public resources, high standards of professionalism and integrity, and expansion of opportunity for the citizens and businesses of Connecticut by supplying services that:

- Provide high-quality and responsive enterprise information services and systems.
- Provide a reliable, cost-effective combination of in-house and vendors-provided equipment and software that supports the Treasury responsibilities.
- Provide adequate support and training for the Treasury operational staff.

Technology Strategy

Support agency divisions and programs in the delivery of Treasury services and information to constituents through cost-effective, innovative, transparent, reliable, and secure technology. This can be done by:

- Improving IT efficiencies
- Reducing infrastructure complexity
- Increasing the use of enterprise and shared applications. Leverage shared services across government agencies, offices, and divisions to increase value-added benefits while eliminating unnecessary duplication and reducing costs
- Updating or replacing old legacy programs as needed
- Working with DAS/BITS on innovative solutions
- Working with third party sources that can provide efficient, secure, cost-effective services
- The agency recognizes the 1999 [Software Management Policy](#) that describes the use and disposal of software assets.

<http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

Agency Microsoft Cloud Migration

- Office of the State Treasurer (OTT) database servers, and application servers have been migrated to the cloud.
 - Coast-to-Coast backup/disaster recovery.
 - No hardware to manage.
- Fileserver data migration to SharePoint
 - Resilient access from anywhere



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- Collaboration tools improve productivity in a hybrid environment.
- On-premises file migration to DAS/BITS infrastructure. Files that cannot be hosted in SharePoint are moved to BITS file systems.
- Project Management:
 - Document all phases of the development lifecycle, from individual user requests to entire project charters; from individual code snippets to high-level architecture:
 - The Azure DevOps suite is used to manage all work.
 - The Azure DevOps suite is used to manage all source code and production deployments.
 - Working with Microsoft engineers to build, secure, and administer the OTT's best-in-class cloud services.
 - Able to provide documentation on request and make it secure but accessible to IT support staff at both the OTT and statewide DAS/BITS.
- Short-Term Investment Fund
 - Legacy Access database is upgraded to Access 365
 - Long-term Access replacement options are being evaluated
- The agency continues to diligently maintain a comprehensive disaster recovery plan.
- Maintain a diverse set of hardware and devices – a mix of Windows, iPhones and iPad devices configured to work remotely with shared calendars and Exchange email access.
- Maintain and create pages for [Treasurer Erick Russell's website](#).
- Launched internal Employee Portal providing a single location for day-to-day employee information needs.
- Provide desktop and user support
- Purchased, Imaged, Installed, and configured 25% of staff with new desktop or laptop computers

eGovernment

- [Office of the State Treasurer Web Site](#) – The Treasurer's website has information used by businesses, government, Connecticut towns and citizens.
- [The Big List](#) - In Connecticut, the Office of State Treasurer collects and safeguards money and other valuables which have been unclaimed by Connecticut residents. The Big List provides people with an online search for their unclaimed property and information to retrieve it.
- [STIF Express](#) - The Treasurer's Short-Term Investment Fund (STIF) is a Standard & Poor's AAAM rated investment pool of high-quality, short term



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money market instruments managed by the Pension Fund Management Division. Created in 1972, STIF serves as an investment vehicle for the operating cash of the State Treasury, state agencies and authorities, municipalities, and other political subdivisions of the State. STIF Express gives online access to the customer's account.

- [Connecticut Higher Education Trust](#) - CHET is a tax-advantaged, low-cost savings program specifically designed to help families save for future college costs. The funds can be used at accredited colleges and universities across the country, including vocational and technical schools, and some colleges abroad.
- [Buy CT Bonds](#) - is a website that provides interested investors with information on State of Connecticut bonds when they are offered for sale to the public. This website is used in advertising (print, digital and radio) when bonds are offered for sale.
Included in this site: Information on the State (economic, geographic, credit, etc.); information on the bonds being offered for sale (terms, maturity dates, security, broker phone numbers).
- [CT Baby Bonds](#) - CT Baby Bonds is a long-term investment in Connecticut families and communities. It will address generational poverty by giving families opportunities to build wealth while investing funds directly back into the community through various ways such as homeownership and small businesses.
- [Information Report for Potential Vendors](#) - Vendors and prospective vendors of the Office of the Treasurer are required to provide complete the Employer Information Report.
- Online forms and documents provide informative and efficient services required by vendors and constituents.
- Online state banking and Investor services for financial advisors, underwriters, and bond counsels.

Planned Applications

- Debt system update
 - The Debt Management System (DMS) application which relies upon legacy technology is being upgraded to new COTS software hosted in the cloud
- Second Injury Fund system updates
- Digitization of Human Resources records
- Short Term Investment Fund system update
- Continue to update legacy programs.



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- Cloud cost management and forecasting
- Continue to improve disaster recovery with support from BITS.
- Update end user systems to Windows 11
- Improve hybrid capabilities by expanding our portfolio of remote work technologies.
- Implement Microsoft Office 365 features to improve efficiency.
- Improve and manage OTT IT infrastructure at 165 Capitol Ave. including: phone system, agency hardware, conference, and remote services, hardware-software purchases, configurations, and maintenance.
- Manage and support the divisional OTT websites.
- Provide proper Disaster Recovery support.
- Hire staff.

FY2024 Treasury Technology Budget

- Capital Expenditures
 - Hardware – IT equipment updates and replacements - \$50,000
- Operating Expenditures
 - Software Licenses - \$30,000
 - Services for consulting and hosting - \$74,000
 - Subscriptions - \$30,000
 - Software Upgrades - \$160,000

FY2024 Technology Major Treasury Expenditures

The major projects that are planned to start in Fiscal Year 2024.

- HR digitization and records management system \$20,000



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IT Strategic Plan for Fiscal Year 2024

Office of the Attorney General

Mission

The Attorney General is the chief civil legal officer of the state. The Attorney General's Office serves as legal counsel to all state agencies. The Connecticut Constitution, statutes and common law authorize the Attorney General to represent the people of the State of Connecticut to protect the public interest. Among the critical missions of this office are to represent and vigorously advocate for the interests of the state and its citizens, to ensure that state government acts within the letter and spirit of the law, to protect public resources for present and future generations, to preserve and enhance the quality of life of all our citizens, and to ensure that the rights of our most vulnerable citizens are safeguarded.

Technology Strategy

The Information Technology (IT) Unit, as part of the Administration Department, is responsible for providing information technology support services to all departments of the Office of Attorney General. The needs of the Office are handled in a responsive, innovative, and cost-effective manner by proactive support of all hardware, software, and network infrastructure. The unit is responsible for finding better and more efficient ways to use technology within the legal industry. The goal is to make the office more efficient and productive in serving our clients. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements FY23

- Modify the design layout on the Attorney General website.
- Improve the online system for Data Breach reporting submission and integrated it with the DMS (document management system) and CMS (case management system).
- Upgrade Windows Server OS 2012, 2016 and 2019 to Windows Server 2022.
- Upgrade Windows 10 22H2 on all laptops.
- Install major updates to Lawbase, including a new Development environment.
- Improve the end-user experience in all conference rooms.
- Continue to enhance the OAG firewall security.
- Continue to investigate cloud computing solutions for the DMS/iManage.
- Upgrade iManage from FileSite to Work 10.
- Installed a new and more efficient OCR software on the new and existing copiers in lieu of the existing Nuance one.
- Implement a new section on AG portal for the Connecticut Data Privacy Act.



State of Connecticut

IT Strategic Plan for Fiscal Year 2024

Digital Government

List of Online Services Available:

- On-Line Complaint form.
- On-Line Data Breach submission system.
- Access to the Attorney General's Formal Opinions.
- Links to social media on the AG home page to better provide better information to the public.
- Helpful Quick Tips for consumer issues in 6 languages
- Links and information helpful to seniors, children, charities, and consumers

List of Online Services Planned to be made available:

- Updates and changes to the Attorney General website
- Update and enhancement to the e-Complaint system.

Planned Applications FY24

- Upgrades to LawBase (Case Management Software)
- Upgrade iManage – DMS - new web-based end-user interface.
- Continue investigating iManage (DMS) cloud computing services while staying informed on the Enterprise DMS that DAS/BITS is exploring.
- Investigate a new online constituents' complaint system and incorporate additional modules as needed by the consumer assistant section.
- Improve database communication systems between Judicial, DCF and the AG office.
- Explore options for migrating OAG intranet to SharePoint.
- Relocated all IT equipment and workstations from the OAG location at 110 Sherman Street to 165 Capitol Avenue.
- Install new IT equipment and workstations in new offices at 165 Capitol Avenue.
- Disable network access and surplus equipment at OAG, 110 Sherman Street location.
- Investigate the implementation of a new constituent's complaint system.

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

- Software support and maintenance – \$200,000
- Conference room improvements \$20,000
- New Hardware purchase – Laptops and surface pros \$20,000
- Subscriptions - \$2500



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- Telecom and Data - \$10,000

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- iManage upgrade (carry forward from FY22) \$200,000
- Software development, (carry forward from FY22) \$150,000



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Office of the Chief Medical Examiner Mission

To provide accurate certification of the cause of death and to identify, document and interpret relevant forensic scientific information for use in criminal and civil legal proceedings necessary in the investigation of violent, suspicious, and sudden unexpected deaths, by properly trained physicians. Providing such information may prevent unnecessary litigation, protect those who may have been falsely accused, and lead to proper adjudication in criminal matters. Medicolegal investigations also protect the public health: by diagnosing previously unsuspected contagious disease; by identifying hazardous environmental conditions in the workplace, in the home, and elsewhere; by identifying trends such as changes in numbers of homicides, traffic fatalities, and drug and alcohol related deaths; and by identifying new types and forms of drugs appearing in the state, or existing drugs/substances becoming new subjects of abuse.

Technology Strategy

The role of the Information Technology Unit is to assist the Office of the Chief Medical Examiner (OCME) in reaching its mission critical objectives by ongoing improvement of the efficiency and effectiveness of processes through automation; enhance service delivery to customers through e-Government initiatives where possible; and providing the support services necessary to maintain our accreditation with the National Association of Medical Examiners (NAME). OCME recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

- Refresh up to 33 personal computers that are off of manufacturer warranty.
- Ongoing modifications to the Quincy Technology case manager database system that includes the completion of the project to facilitate the development of an API interface between the Office of the Chief Medical Examiner (OCME) case management software program (CMfwtm) and the Prescription Drug Monitoring Program (PMP) gateway.
- Ongoing modifications to the Quincy Technology case manager database system that includes single point of data entry for accessioned cases.

Digital Government

List of Online Services Available:

- Agency website with down-loadable forms and electronic contact information.



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List of Online Services Requested by Constituents:

- As part of the DPH lead Electronic Death Registry System project, on-line payment for cremation certificates is operational.

List of Online Services Planned to be made available:

- The agency will work with Quincy and DAS-BITS to pursue on-line requests and payments for medical records, photography, and histology fees.

Planned Applications

None.

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

- Software Quincy Case Manager contract license rental and maintenance support estimated at \$59,656. [Master agreement supplement issued].
- 53740 IT Hardware Maint & Support \$9,406
- 53760 IT Software Maint & Support \$59,656.
- 53820 Cellular Communication Srv \$23,879
- 53830 Internet Services \$7,542.
- 53850 Telephone Repair & Maintenance \$480.
- 53860 Telephone Installation \$552
- 53870 Loc/Long Distance Telecomm Sv \$20,000.

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- The agency does not have a plan for agency technology expenditures over \$100,000.



State of Connecticut IT Strategic Plan for Fiscal Year 2024

Office of the Healthcare Advocate

Mission

The Office of the Healthcare Advocate (OHA) is an independent agency which helps Connecticut residents understand what options they have for healthcare coverage, how to get and fight for their healthcare coverage, including coverage for mental health or substance use treatment, and to make sure all residents get covered for their healthcare needs. OHA works on behalf of all Connecticut residents. Our services are free and confidential and provided in real time.

Technology Strategy

Technology support is provided by the Department of Insurance IT staff, now included in BITS IT optimization. Their role is to assist the OHA in achieving its goals through technology.

OHA recognizes the Software Management Policy that describes the use and disposal of software assets found at: <http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>

Technology Achievements

- Working together with DAS\BITS replaced McAfee antivirus with CrowdStrike for security, threat intelligence, and cyberattack response services and implemented Tenable for vulnerability scanning
- Provided ongoing technology support related to current hybrid work environment

Digital Government

List of Online Services Available:

- Online Complaint Filing
- Release of Information Form (fillable PDF)
- Outreach Presentation & Materials Request Form

List of Online Services Requested by Constituents:

- None

List of Online Services Planned to be made available:

- Upcoming Events postings

Planned Applications



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- Deploy Microsoft OneDrive for users as a replacement of network shared drives
- Configure and implement SharePoint and Teams site(s) for OHA
- Implement a Knowledge Base or Wiki tool to help agency staff in documenting internal processes and knowledge. This would save time re-researching topics that come up repeatedly but infrequently and would serve as a training resource for onboarding new staff.
- Create an online client survey as an alternative to mailing out paper surveys. This is expected to improve client response rates and provide valuable feedback to inform how the agency may improve its service to the public.
- Legalfiles, a COTS application, is the primary application used by the OHA business users. As the state optimizes IT resources, we will continue reviewing the possibility of combining this with a centralized Legalfiles environment in use by other agencies to save license and hardware costs.
- As the state modernizes agency websites and implements chatbot technology, OHA has expressed interest in participating. This would be a benefit in reducing call volume by answering common questions and providing instant information to constituents.

FY 2024 Technology Budget

Outlined below is an estimated plan for technology spend within OHA:

| | |
|-----------------------|------------|
| Hardware | \$ 5000.00 |
| Software | \$ |
| Services (consulting) | \$ |
| Maintenance | \$ 7400.00 |
| Telecom and Data | \$ 5000.00 |

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- None planned.



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Office of the Secretary of the State Mission

Through the commitment of a knowledgeable staff and advanced technology, the Office of the Secretary of the State works as a team to provide a wide range of services for the people and businesses of Connecticut.

We are a repository of records for the State, and provide important information and resources regarding business and commercial filings, elections, and authentication as prescribed by the constitution, and federal and state laws.

We seek to support business development opportunities, and foster a more inclusive political process by educating, informing, and engaging communities in civic preparation.

Technology Strategy

In support of our mission, the Office of the Secretary of the State has focused its technology strategy in 4 areas: 1) providing our constituency with useful, reliable and user-friendly online services; 2) enhancing transparency by providing easy and timely access to agency information and services; 3) improving the efficiency and accuracy of internal processes; and 4) the cybersecurity of the critical Infrastructure.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Technology Achievements

The CVRS and EMS/ENR systems have been updated to reflect the redistricting that was implemented in 2022. These systems were successfully used during the 2022 elections cycle.

We have continued to upgrade the network connections to the towns for access to the CVRS system. The new connections are more reliable, secure, and faster. We will continue to monitor the town connections and upgrade as necessary.

An RFP for the replacement of the CVRS and Online Voter Registration Systems was issued, proposals were received and evaluated, a replacement system has been selected and the contract has been signed.



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The implementation project for the new Voter Registration System, Election Management and Election Night Reporting System is under way with a June 2024 implementation date.

A project to digitize approximately 5 million historical microfilm-based business filing documents has been completed. The digitized documents have been imported in the Business Recording System and are now available online.

EGovernment

List of Online Services Available:

- Online Absentee Ballot Application System
- Election Management System / Election Night Reporting
- Online Public Meeting Notice Calendar System
- Online Business Formations for Domestic (LLCs, LLPs, Corps) and Foreign (LLCs, LLPs, Corps)
- Online voter registration
- Online voter and polling location lookup tool
- Centralized Voter Registration System
- Online filing of annual reports for business entities
- Online certificate of good standing
- Amending existing business entities
- Submission of UCC filings
- E-Regs: centralized state regulations creation and publication
- Online State Register & Manual ("Blue Book")
- Online training services for local election officials and poll workers
- Online access to original filing documents of businesses
- Online registration and renewals for notary.
- Online registrations for SOTS events
- Online resources for civically engaged businesses

List of Online Services Requested by Constituents:

List of Online Services Planned to be made available:



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- Statewide online trade name registrations

Planned Applications

- Implement Early Voting requirements in the current CVRS System to support the 2024 presidential Primary.
- Complete the Voter Registration, Election Management and Election Night Reporting System Replacement Project – June 2024 implementation.

- Voter Scanner and Tabulator Systems Replacement Project

Project to procure and deploy three thousand (3000) voter scanner and tabulator systems, fifteen (15) high speed central counting systems and twenty-five (25) Medium speed central counting systems, including all accessories.

- Automatic Voter Registration

Pursuant to Public Act 21-2, the Office of the Secretary and the Voter Registration Agencies are required to work together to implement a system of Automatic Voter Registration, like the one currently in place with the DMV, in each of the Voter Registration Agencies that have a database that contains signatures. After reviewing the Voter Registration Agencies, the Office identified the Department of Social Services, ConneCT, UConn, the CSUs, DoL, and DESPP as agencies where this is possible. Also, as the new Centralized Voter Registration program comes online, there will be a cost associated with integrating our existing AVR program at the DMV with the new CVRS.

- Business Services Division Core Function Upgrades – Business Registration System Phase 2

In 2020, the IT Investment Committee provided \$6 million in bond funds to our office to migrate the CONCORD business registry to the state's Business One Stop platform. The new business registry system (BRS) – which also includes UCC liens, trademarks, and other modules – has been operational since June 2021.

While the system is operational, there is more work necessary to enhance the online user experience and ensure that the registry has quality updated information.

- System Application Replacements (Finsys, Apostilles, State Seal, Extraditions)

These four systems are custom-coded, locally hosted systems that are all more than 20



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years old. Finsys is used to track filing fee payments received for the various transactions processed by BSD. The Apostille system is used to process orders for document authentications and apostilles and is directly tied to the FinSys system. The State Seal system tracks requests and authorizations to use the state seal, as the Secretary is keeper of the state seal by statute. Finally, the extradition system tracks extradition requests received from other states.

FY 2023 Technology Budget

| Technology Source | Amount |
|-----------------------|------------------|
| Hardware | \$25,296,848.00* |
| Software | \$12,569,409.00* |
| Services (Consulting) | \$ 1,025,724.00 |
| Subscriptions | \$ 6,546.00 |
| Telecom and Data | \$ 461,000.00 |

* includes maintenance

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Maintenance of BRS System (business registration application)
- Maintenance of CVRS System (centralized voter registration system)
- Maintenance of IVS System (Ballot marking system for disabled voters)
- Maintenance of E-Regs system
- Early Voting Enhancements to CVRS System
- Voter Registration, Election Management and Election Night Reporting System Replacement Project
- Vote Tabulator Replacement Project
- Automatic Voter Registration
- Business Services Division Core Function Upgrades – Business Registration System Phase 2
- System Application Replacements (Finsys, Apostilles, State Seal, Extraditions)



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Office of the State Comptroller

Mission

To provide accounting and financial services, to administer employee and retiree benefits, to develop accounting policy and exercise accounting oversight, and to prepare financial reports for state, federal and municipal governments and the public. The Office of the State Comptroller (OSC) adjusts and prepares all accounting statements relating to the financial condition of the state and/or settles all demands against the state not first adjusted and settled by the General Assembly. OSC utilizes and manages the Core-CT computerized system to provide for the budgetary and financial reporting needs of the executive branch; to pay all wages and salaries of state employees; to pay state retirees and to administer miscellaneous appropriations including the procurement of medical, dental and pharmacy benefits.

Technology Strategy

OSC continues its work on a modernization project for Core-CT. The modernization project will implement the following Core-CT updates and enhancements.

- Migrate the Core-CT infrastructure to a cloud provider – OCI (Oracle Cloud Infrastructure)
- Bring all software to the latest code line
- Implement additional PeopleSoft functionality
- Implement mobile capabilities “PeopleSoft fluid”
- Improve reporting capabilities
- Investigate and implement paperless processing
- Implement additional security protocols for:
 - NACHA (National Automated Clearing House Association)
 - PII (Peronally Identifiable Information)
 - Federal Social Security Data Exchange
 - Data masking

The first phase of the project, the move to the cloud, is scheduled for completion in November 2023. The second phase of the project is focused on the PeopleSoft application upgrades and enhancements. This phase on the project is also in process and is targeted for completion in October 2024.



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The OSC completed a pilot project to analyze the ability to move the Teachers Retirement Services (TRS) into the Core-CT system. The project analyzed data conversion options, developed and validated TRS pension calculations and provided a detailed project plan and statement of work (SOW) with cost estimations for implementation. This pilot project was completed in June 2023. The SOW was signed June 29, 2023.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

Oracle Cloud Infrastructure build: Built OCI technical infrastructure to support Core-CT in two geographic regions: Ashburn Va. and Phoenix Az.

Transitioned to BITS Enterprise DataCap/FileNet infrastructure.

Upgraded all Oracle databases to Oracle version 19C.

Digital Government

List of Online Services Available:

- OpenConnecticut: Open Connecticut centralizes state financial information to make it easier to follow state dollars, find out where deficits or surpluses come from, find out how much was paid for a particular vendor or program And to project what to expect in future years.
- Care Compass: This is an online employee health navigator tool which can be used to find answers to employee benefit questions, find doctors/providers and earn incentives for certain medical procedures.
- CTHEP (Health Enhancement Program): Employee health enhancement program web site where employees can track their compliance with a statewide wellness program.

List of Online Services Requested by Constituents:



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- None

List of Online Services Planned to be made available:

- Enhanced Retiree Portal

Planned Applications

None

FY 2024 Technology Budget

OSC 's technology budget is \$5.5M for the licensing and maintenance costs associated with Core-CT, \$7M for Teachers Retirement System and \$5M for Core-CT Modernization.

FY 2024 Technology Major Expenditures

Core-CT modernization project

TRS Implementation Project



State of Connecticut

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State Department of Education

Mission

To utilize technology in support of the Connecticut State Department of Education's (CSDE) efforts to achieve the goals outlined in the State Board of Education's Five-Year Comprehensive Plan and support CSDE's operations in meeting state and federal requirements for the collection and reporting of student, teacher, financial and district data.

Technology Strategy

- Provide robust, secure and streamlined application services to the department, local and regional school districts, charter schools and Regional Educational Service Centers. This will allow for accurate, timely and secure data collection, processing, and reporting.
- Implement best practices for project management, hardware/software life cycle management, and application development and maintenance.
- Implement best practices regarding risk mitigation plans, disaster recovery, and business continuity planning.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

Applications

- Supported ongoing maintenance and implementation of several data collection applications to support agency priorities (e.g., Public School Information System (PSIS), Directory Manager, Education Finance System, Teacher Certification, Educator Data System, special education, teacher-course-student including student achievement module, discipline)
- Modified and enhanced the extension to existing PSIS system to support collecting address and monthly attendance from school districts, separately for remote and in-person days. These data supported the provision of Pandemic-EBT benefits in partnership with the Department of Social Services. Attendance data also supported the agency and districts to monitor and support greater student engagement.
- Continued implementation of the Direct Certification (including SNAP, TANF/TFA, Medicaid, Foster Care) application
- Successfully automated student rostering for statewide summative assessments (e.g., Smarter Balanced, LAS Links, DESSA – SEL assessment, CT-Special Education Data System) with multiple online vendors



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- Developed and implemented a new application to collect physical fitness assessment data at the student level
- Supported the cloud-hosted vendor to implement the Regional School Choice Office (RSCO) school choice lottery system
- Continued implementation of cloud-hosted SaaS adult education system, electronic grants management system (eGMS), and special education IEP system (CT-SEDS)
- Established full partnership with Microsoft partner (Quisitive) and began implementation of cloud migration (Azure) for the entire data collection environment
- Designed, developed, and implemented new websites for the CCERC, Bureau of Certification, and Dual Credit Opportunities in the new DAS Sitecore portal
- Transitioned multiple independent legacy data collections (e.g., SEDAC, Restraint and Seclusion, Evaluation Timelines) to single SaaS solution (CT-SEDS)

Operations

- Supported continued implementation and expansion of O365 system
- Provided ongoing continued support for remote or hybrid work
- Implemented hardware life cycle management for CSDE users
- WANG system retired and used only for historical needs
- Continued upgrading and monitoring off-site disaster recovery storage systems
- Identified and procured NAS upgrade to be implemented in 2024
- Created plan and began implementation of agency-wide use of Avaya softphone
- Began planning for replacement of agency Footprints ticketing system with BMC Helix

Digital Government

List of Online Services Available:

- EdSight – Education Data Warehouse (public and secure)
- Educator Certification (CECS)
- Multiple Data Collection Applications (students, educators, facilities, and finance)
- Regional School Choice Application and Lottery System (Blenderbox)
- Health and Nutrition Services – Direct Certification
- Online Assessment Testing (AIR-TIDE, DRC-Insight, DESSA-SEL)
- Consolidated Grant Application for Federal Title grants (LinQ)
- CT-SEDS – CT Special Education Data System



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- Colyar-school meals claims application
- CARS-Adult Education (LACES/LitPro)
- Updated CSDE Web Portal for Teacher Certification information
- Special Education Jobs Portal

List of Online Services Requested by Constituents:

- All of the above.

List of Online Services Planned to be made available:

- Summer enrichment camp information (include in ct.gov domain)

Planned Applications

- Transition from using Novell e-directory to Azure Active Directory and migrate all data collection from on-premises to Azure
- For existing applications and infrastructure using end-of-life technologies, either attempt to rewrite with newer frameworks or migrate business functionality into existing applications or newer servers built with currently supported technologies.
- Cohort graduation documentation collection
- Replace Footprints with BMC Helix
- Evaluate replacement/upgrade of current teacher certification system (CECS), ICGPFR (Interdistrict Cooperative Grant Program Final Report), and Payroll Warehouse

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware: \$748,000
- Software: \$165,000
- Services (consulting): \$2,200,000
- Subscriptions: \$220,000
- Telecom and Data: \$33,000

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:



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- Continued support of all existing applications (e.g., EdSight/SAS, educator certification, School Interoperability Framework, HMB eGrants, Colyar, assessment platforms, LACES-adult education, CT-SEDS, Blenderbox)
- Migrate existing data collection applications to Azure cloud
- Within current resource constraints, attempt to update legacy applications



State of Connecticut

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State Elections Enforcement Commission Mission

The Commission was established in the post-Watergate era of 1974 as an independent agency in the executive branch of state government, to enforce and ensure compliance with laws pertaining to state and local elections, primaries and referenda. In 2005, its mission was expanded to include the administration of the Citizens' Election Program, Connecticut's public financing program. Following federal court decisions in 2010, its mission was again expanded to include providing transparency and disclosure for the now unlimited independent expenditures from all persons, including corporation and SuperPACs. The Commission is comprised of 5 members and is bi-partisan in composition. The Commission's goal is to prevent violations from occurring by ensuring that those who require advice obtain it in a timely manner and to improve and maintain the confidence of the people of Connecticut in the electoral process and the officials involved in that process.

Technology Strategy

The Information Technology Unit provides a wide range of consultation, training, management, and technical support services to a geographically dispersed population located throughout the State. eCRIS support services are also provided to our customers in the State Legislature as well as Treasurers and Legislators throughout the State.

Historically, the agency has taken a tactical approach in meeting the needs of its customers. A number of internally developed systems have been built to serve a single purpose and a single set of users; many of which are proprietary and use complex data storage and application development technology. These critical systems still have a great deal of value and have the necessary design flexibility to accommodate change rapidly (e.g., enhancements due to state mandates) and the systems can be difficult to adapt to sharing information or services.

Over the next biennium, the IT organization will transition out of its normal mode of setting tactical priorities by taking a more proactive approach to manage priorities at the strategic level. IT will not only focus on delivering quality services to our customer base but will establish a clear linkage to the SEEC's information integration business strategies. Ongoing plans will include implementing IT strategies that focus on the following management priorities:

- Recruiting and training a new Information Technology Manager.
- Recruiting, developing and retaining IT staff for the Future
- Information design and management (includes succession planning)
- Delivering services that align with agency business strategies



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- Delivering projects that enable agency growth
- Process design and management (includes IT governance)
- Partnering with BITS to Optimize Enterprise IT
- Technology infrastructure and Enhanced Cyber Security hardening
- Elimination of paper filings by mandating the use of eCRIS
- Elimination or reduction of Agency over dependence on paper.

In 2023 - 2024, SEEC IT will continue its partnership with business stakeholders to assess the agency's technology needs by researching existing and future conditions of the SEEC and branched out to consider technologies that are used in other State agencies locally and nationwide.

The IT organization continuously seeks to understand how the business works and must examine how to employ these new technologies. To do this, we must be appropriately staffed to accommodate ongoing development needs and increased solicitations for exemplary service.

When practical SEEC complies with the BITS application development and infrastructure domain standards. Preference is always given to strategic standards and products. As opportunities arise, efforts to migrate obsolete and transitional standards and products to an enterprise solution are made.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Added ability for agency to take credit/debit cards for payments of fines.
- Reworked alerts service to make use of new email technology and to create file-based backups of email messages in situations where mail goes down.
- Made many enhancements and added new reports to Committee Tracking System (our eCRIS back-office application) to improve the efficiency of compliance and enforcement attorneys, as well as auditors.
- Laserfiche - created workflow sending email notifications to committees regarding the 2022 audit selections.
- eCRIS - added ability for new chairpersons to electronically assume the chairperson role of an existing committee. This removed the last paper requirement that we had for committee registrations, resulting in a huge time saver for our election officers.



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- Maintained all of our in-house applications, monitoring for performance and errors, and implemented code modifications as requested by customers.
- Supported customers and SEEC staff via the eCRIS helpdesk, SEEC Support and direct contact.

Digital Government

The SEEC IT Unit continued active development projects on all in-house systems. This action was necessary to maintain the flow of information and online application infrastructure to the eCRIS customer base. All the critical system enhancement requests were completed and put into production with little or no down time impacting our customers.

The Applications Development group completed all approved work assignments on development/ enhancement projects assigned. Successful completion of these projects allowed IT to shift its focus to additional enhancement and workflow activities:

- Continuous use of CrowdStrike on all Compute devices
- Updated browser support for cross platform functionality and usability.
- Update / Upgrade the Microsoft SQL Servers to latest versions.
- Renewal of Software licenses and support tools.
- Renewal of hardware maintenance contracts to support all platforms.
- Partnering with BITS on Cyber Security initiatives for upcoming Election cycles
- Continuous monitoring of SEEC Enterprise systems and applications with Tenable I/O.
- Updating of SEEC Web pages to new portal technology.
- Updated eCRIS homepage to meet the needs of mobile customers.
- Updated eCRIS Search homepage to support mobile technology.
- Enhancing the CTS credit card report to make it more user-friendly.
- Maintained Secured Login using multi-factor authentication on all workstations.
- Continued to enhance CTS App with enforcement tabs and milestone tracking.
- The upgrade of .Net Development tools and all our projects to the current level.
- Updated the Team Foundation Server and its legacy operating system.



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Online Services

- Virtual Commission meetings continue to be held with WebEx and broadcast live to Facebook.
- Expanded Staff use of Teams and O365 collaboration tools.
- eCRIS Online Filing System Member update
- eCRIS Document search
- Continuous updates to portal information and content.
- Updated State Contractor Contribution Ban System
- Updates and refresh of Commission Decisions and minutes
- Online Registration Forms refresh
- Updates to Guides and Publications
- Additional new Training Videos as requested.
- FAQ's

Online Service Requested by Constituents

- Document upload and collaboration for CEP Candidates.
- Enhanced e-Alerts for Financial Disclosure Statements
- Enhanced document and filing search.
- Additional campaign finance data downloads
- Updated Training Videos spanning all services.

Online Service Planned to be made available:

- Use of SharePoint for external customer data uploads.
- Additional Training Videos spanning all services.
- Enhanced document and filing search.
- Enhanced data integration with 3rd party vendors



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IT Strategic Plan for Fiscal Year 2024

Planned Applications

- Partner with BITS to transition out of GDC and update virtual machine platform
- Partner with BITS to implement Microsoft System Control Center.
- Continue to update and refine IT Policies/Guidelines
- Perform eCRIS updates to support external customers.
- Perform CTS updates as required by internal customers.
- Document, implement, monitor and measure Technology usage.
- Update SOP's for eCRIS Helpdesk, Desktop, Network/Server Support
- Update SEEC Desktop Configuration Standards and guidelines
- Update Network/Server Configuration Standards and guidelines
- Server vulnerability, assessment, and continued remediation for 2024 Election cycle.

FY 2024 Technology Budget

Limited financial resources will only allow the Information Technology Unit to make small scale procurements to continue operations with limited staff and resources.

Software Platforms: SEEC is looking for Server Management Solutions in talks with n-able, Connectwise and other solutions for Remote Monitoring and Management (RMM Tools)

Consulting Services: Infrastructure Revamp will include consulting in the procurement process.

Hardware: Server Infrastructure Hardware refresh (Potential for Cloud Push to BITS Environment to secure all of SEEC's critical infrastructure)

- Renewal of Maintenance Contracts
- Renewal of utility software licenses
- Renewal of software licenses for development

FY 2024 Technology Major Expenditures

Procurement of additional Laptops and Surface Pro's for all Agency Staff and Commission members for Telework and increased productivity. SEEC also plans a major server environment upgrade as well as a potential eCris upgrade/rewrite.



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Teachers' Retirement Board

Mission

- The Mission of the CT Teachers' Retirement Board is to administer the CT Teachers' Retirement System.

Technology Strategy

- Provide applications and services which enhance the agency's ability to serve members of the Connecticut Teachers' Retirement System (CTRS) while streamlining administrative processes and enhancing the efficiency of the CT Teachers' Retirement Board (CTRB).
- upgrade to CORE-CT to allow members access to view and update their accounts.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

Technology Achievements

- Set up first self-service portal for active teachers to request copies of their Annual Statements.
- Implemented SendGrid integration with email. This allows us to track and generate reports on email metrics more accurately. This also increases the speed that we can send out bulk mailings from multiple days to less than one hour.
- Started CORE-CT migration project.
- Created virtual machine server cluster. This allows us to dynamically add additional nodes to our VM server to handle larger, more resource intensive VMs in addition to performing load balancing.
- Built a web app dashboard for TRB staff to have a centralized location of all the different web apps they use.
- Purchased licenses for Microsoft Power Automate to build cloud flows and automations for our various workflows.

Digital Government

List of Online Services Available:

- Website with latest news, policies, procedures, and fillable forms.
- Facebook and LinkedIn feeds
- Benefit Estimator, Service Credit Cost Estimator, Retirement Overview.



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- [Annual Statement Center](#) for members to request copies and report statement errors.
- Procedure manuals for use of Local Boards of Education.
- Health Insurance Webinars for retirees approaching age 65.
- Training Webinars for Local Boards of Education.

List of Online Services Requested by Constituents:

- A Pension System that provides School Districts and members of the pension system the online access to view and update their demographic, beneficiary, and banking information.

List of Online Services Planned to be made available:

- Online access for members, school districts and staff to the Pension System by migrating to CORE-CT.
- 1099R Center
- Implement Chat Bot to virtually assist members with FAQs.

Planned Applications

- Migrate to CORE-CT for Pension Administration.

FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

Hardware

- HP USB-C Docks \$1,000

Software

- M365 \$7,072
- Oracle \$9,800
- Backup Software \$1,040

Services (consulting)



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- Server warranty renewal \$1,657

Subscriptions

- Webinar Services \$1,560
- People finder Service \$2,080
- Death Reporting \$3,400

Telecom and Data \$30,000

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- N/A



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Workers' Compensation Commission

Mission

The Workers' Compensation Commission (WCC) administers the workers' compensation laws of the State of Connecticut with the goal of ensuring that workers injured on the job receive prompt payment of wage loss benefits and appropriate medical treatment. To this end, the Commission approves voluntary agreements, adjudicates disputes, issues findings and awards, hears and rules on appeals, and closes out pending cases through full and final stipulated agreements.

Technology Strategy

The role of the IT department at WCC, now included in BITS as part of IT optimization, is to assist the Workers' Compensation Commission in administering the workers' compensation laws of the State by improving the efficiency and effectiveness of processes through automation.

WCC recognizes the Software Management Policy that describes the use and disposal of software assets found at: <http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>

Technology Achievements

- Migrated First Report of Injury (FRI) from an unsupported hardware/software environment to a supported BITS-hosted solution with Disaster Recovery capabilities
- Continuing effort to migrate FRI from an unsupported server operating system version to a current supported version
- Deployment of several Adobe Acrobat DC Pro installations using the current subscription-based model
- Migrated Data Warehouse from an unsupported hardware/software environment to a fully supported BITS-hosted solution with Disaster Recovery capabilities
- Installed a pilot of WiFi network access at the Chairperson's office in Hartford
- Begun project to deploy new network switches at each agency location to improve reliability and responsiveness of network
- Continued deployment of laptops and desktops with Windows 10/Office 365 where applicable in the agency
- Established a means to electronically provide case documentation to the Judicial branch where appropriate
- Began GovQA Freedom of Information Act system implementation
- Began digitization of archive and operational documents
- Incorporated requested improvements into the WCS application including:



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- Associating Commission Medical Exam documentation with claims
- Functionality to allow remote document viewing
- Enhancements to automated document attachment scanning
- Developed several agency-wide reports for upper management
- Enhancements to district reports
- Improve functionality of Administrative Law Judge scheduling
- Allow global scheduling of events for Judges calendar
- Retired Exclusion/Inclusion form processing system components
- Application to handle global Judge conflicts of interest
- Migrated image attachments to a dedicated database
- Created an indicator for non-formal hearings to indicate those requiring stenographical recording
- Created new hearing type and related reports for Mediations
- Provided ability to export Managed Care Plan data
- Electronic submission of certain Coverage Election forms
- Streamlined the development of annual rate table publications

Digital Government

List of Online Services Available:

- Submission of First Reports of Injury (FRI). FRIs may be entered through a web interface, or in bulk via an EDI interface.
- Query of employer claim location information. This service enables employees to determine where to file their workers' compensation claim if designated by their employer.
- Coverage Verification Service (CVS). This service enables users to quickly see if a business operating in the State of Connecticut has workers' compensation insurance coverage.
- Documentation of Workers' Compensation Statutes & Regulations and Compensation Review Board Opinions & Annotations.

List of Online Services Requested by Constituents:

- Enhanced capability to query claims status and dockets online
- Electronic forms submission

List of Online Services Planned to be made available:



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- Enhanced capability to query claims status and dockets online
- Electronic forms submission

Planned Applications

- Continue digitization of archive and operational documents
- Deploy modern document scanners to district offices throughout the agency to facilitate current and future digitization
- Complete migration of FRI from an unsupported server operating system version to a current supported version
- Begin project to re-write FRI system to modernize functionality and include additional features useful to industry users and agency users
- Complete GovQA Freedom of Information Act system implementation
- Deploy technology to several agency offices to facilitate sharing/viewing documents and media during hearings
- Begin agency website modernization implementation. This would be a benefit in reducing call volume by answering common questions and providing instant information to constituents.
- Continue the agency’s strategic goals to modernize and enable efficiency with technology while accomplishing their mission. While these are not bound only to Fiscal Year 2024, below are several focus areas where technology implementations are anticipated to improve business operations:
 - Electronic Document Filing
 - Increased Paperless Potential & Electronic Interactivity (Judge’s Ease of Use, Public Accessibility, Interested Party Web Portal)
 - Incorporating requested improvements into the WCS application
 - Other In-House Applications (Commissioner Evaluation, Safety & Health)
 - Information Gathering and Data Analytics to improve decision-making

FY 2024 Technology Budget

| | |
|-------------|----------|
| Hardware | \$20,000 |
| Software | \$68,700 |
| Maintenance | \$10,000 |



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| | |
|-----------------------|-----------|
| Services (consulting) | \$0 |
| Subscriptions | \$0 |
| Telecom and Data | \$120,000 |

FY 2024 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Purchase of new computer equipment for the entire agency for the computer refresh project in the amount of \$170,500.