



State of Connecticut  
IT Strategic Plan for Fiscal Year 2025

# STATE OF CONNECTICUT INFORMATION AND TELECOMMUNICATIONS STRATEGIC PLAN FOR FISCAL YEAR 2025

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 2025 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 continues to make progress.

The State has established a new IT organization, the Bureau of Information Technology Solutions (BITS), 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 its 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 and infrastructure and supporting end-users. While that is still a requirement to continue operations, today, there is also a growing emphasis on skills in online services, architecture, business process improvement, cybersecurity, automation, and project management. These competencies are essential for effectively leveraging technology on a broad scale.

In the past year, the State has made notable advancements in digital governance and cybersecurity, deploying resident-facing multi-factor authentication, security vulnerability dashboards for agencies, and improved identity verification. The State is also enhancing its



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expertise in cloud infrastructure and automation. We continue to improve our sharing of best practices among agencies through improved collaboration and knowledge-sharing. In the past year, we've created cross-agency areas of practice in Power Platforms and Artificial Intelligence.

### Current Technology Assessment

Substantial progress has been made over the last year in modernizing the state's infrastructure and applications. More than 600 servers were migrated to our new, centralized environment, which provides better resiliency and higher availability. We also completed the migration of 2,400 routers to newer, supported technology. On the business application front, new projects at the Department of Emergency Services and Public Protection, the Connecticut State Library, the Department of Social Services, and the Department of Labor are delivering value to state residents. 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 2024. This rating continues to place Connecticut at the top of high performing digital states. The rating demonstrates exceptional performance over a period of several years.

Connecticut was recently awarded a 2024 Government Experience Award for our efforts in helping the public find state services. This award, provided to seven states, recognized the overall digital government excellence of the state. This focus is not just present in awards, but in also making it easier for our residents to use government services.

The State continues to improve 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. This year we moved 600 servers into the new centralized environment.

“Connecticut: Everyone Connected”, the State’s Digital Equity Plan, defines the resources, challenges, and path forward to making sure all residents can flourish in a society that depends ever more on access to digital tools and the skills to use them.

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



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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 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, Citizen Identity, and low-code platforms. We are hard at work developing shared services for credit card payments and appointment scheduling.

We continue to expand on our shared computing platforms, reducing our overall footprint by consolidating into more efficient infrastructure while increasing availability and resiliency for our most critical applications.

### 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,



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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.

In FY 2024, we launched two areas of practice that help our staff share and develop knowledge, improve skills, and deliver value. Additionally, 100% of our managers participated in management development training and all CSMs took part in a customized development program to ensure they can provide the strategic partnership necessary for their agencies to succeed.

## FY 2025 Strategy

FY 2025 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. This past year was transformative in our optimization efforts focused on the three strategic pillars of:

1. A great place to work;
2. The agency IT provider of choice; and
3. Viewed as experts in the field

The core cultural behaviors – Be One Team, Own The Outcome, Make It Better - have taken root and are woven into the language and performance of the integrated teams throughout BITS.

- Employees participate in all aspects of optimization and express themselves and ideas through an Employee Engagement, a Communication, A Training and Development, and a Diversity, Equity, Inclusion and Belonging workgroup.





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- Channels for free-flowing information up and down the organization are in place and include monthly communication meetings, open mic town hall forums, monthly pulse checks on cultural topics, employee engagement surveys, peer recognition, and team navigators whose role it is to help employees find the information they need at the time they need it to feel most involved in BITS and included in decisions.
- An organization wide effort helping the forty plus newly formed teams through a half year team forming series was completed.
- Customer Success Managers completed a customized nine-month development program to position themselves as the business customers' strategic thought partners for business needs requiring technology solutions.

Today, the executive branch agencies fall into three categories of implementation: 1) All-In, 2) Federally Funded, and 3) not currently in scope. Most agencies have been operating in the new optimized model for two full years with outstanding results. Six agencies that have substantial federal funding are partially in scope. We include them in team activities and manage in similar ways; however, the limitations on how these agencies are funded today reduce overall benefit. Finally, the Departments of Transportation and Motor Vehicles as well as the Office of Policy and Management remain completely outside these efforts. We look forward to conversations on extending the benefits of IT Optimization to all executive branch agencies.

More information about BITS services can be found in the DAS Section of this report.

### 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. In FY21 Connecticut began a concerted effort to put our government online. The focus is simply to put more transactions online and have them be easier for the public to use. Every day we have more of the state's business available whenever and wherever the public needs it.

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 FY24, the State delivered many capabilities impacting business and citizen services. This year we launched new special programs websites:



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- DECD Office of the Arts
- DOT: Obey the Orange - Highway Safety
- Offshore Wind

Real-time data collection and analysis helps agencies make informed service delivery and content governance decisions. Focused work in this area helped to create over a hundred new data dashboards for agencies to glean business insights and find opportunities to improve how we deliver information to our constituents and businesses. The technology supporting this included migrating to the new Google Analytics platform and associated data warehouses and pipelines to enable better data manipulation and analysis.

Raising standards of accessibility allows for more equitable access to government services and helps customers fully participate in civic life. As the state continues to prepare and provide more accessible digital and physical assets for our customers, we have focused on helping audit multiple agency properties and remediate accessibility issues. Globally, at our platform level, we have applied the latest accessibility standards to digital assets like applications, pre-screeners, and forms. Other work includes optimized websites for keyboard and screen reader accessibility.

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 area includes:

- 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.
- 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.
- Design and implement an enterprise Identity Proofing capability to reduce fraud and administrative overhead.

Our state recognizes the need to share the success stories of our digital accomplishments. In September 2024, we held the 8<sup>th</sup> annual Digital Government Summit with Government Technology. This event received over a 98% approval rating and explored the impacts of



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technology on state and local government today and into the near future. This summit provides access to emerging solutions and real-life stories of how government is becoming more efficient.

The Commission for Educational Technology led the state’s Digital Equity Planning work and is poised to receive federal funds to continue efforts to close the digital divide. The work of the Commission in this area is highlighted at [Ct.Gov/DigitalEquity](https://www.ct.gov/Ct.Gov/DigitalEquity).

The Connecticut Education Network continues its mission to deliver cost efficient and effective networking services to towns, libraries, schools, higher education and more. The annual CEN conference engages over 700 participants from these member organizations. CEN generates over \$30 million in cost avoidance to the state annually. More information can be found at [CT.Gov/CEN](https://www.ct.gov/CEN).

### 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.

In addition to traditional security protections such as firewalls, real-time attack detection and mitigation, and vulnerability scanning, IT Security and Compliance also collaborates directly with our stakeholder to ensure they can assess and address issues within their own personalized threat landscape.

Connecticut actively meets monthly with municipal government and utility partners to raise awareness of cyber activities, share best practices and conduct exercises that provide opportunities to practice before a real event. DEMHS, CEN, CT National Guard, DAS and others collaborate to offer Cyber Nutmeg, an annual event in October to bring Connecticut business and technical leaders together to improve cyber hygiene. Further, the state actively participates in Cyber Yankee, the largest regional cybersecurity event in the US.



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## Objectives

1. Collaborate with DEMHS and towns and municipalities to leverage Federal grants to remediate high-risk vulnerabilities and technical debt.
2. Further develop the State Cybersecurity Program and finalize custom security dashboards for each agency and provide training and guidance on using and expanding this platform.
3. Conduct quarterly agency review program to bring engineers and agency stakeholders together to ensure steps are taken to reduce the agency's customized threat landscape.
4. Fast-moving security events: Provide planning, testing, and coverage for day-zero-style security incidents.

## 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 develop AI skills across agencies, provide guidance to agencies on how to safely use this technology, provide transparency about where and how AI is used, and ensure we limit the introduction of bias for AI use. In FY 2024, we

- Worked with OPM to create and publish a framework for the responsible use of AI
- Began tracking and publishing an inventory of AI use-cases across the State
- Created an Artificial Intelligence Area of Practice to share information, collaborate on uses, and train our staff
- Collaborated with industry partners to implement low-risk AI
- Advocated 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.

## 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



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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 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.



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## 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 Aging and Disability Services (ADS) is - Maximizing opportunities for the independence and well-being of people with disabilities and older adults in Connecticut. Aging and Disability Services (ADS) provides a wide range of services to individuals with disabilities and older adults who need assistance in maintaining or achieving their full potential for self-direction, self-reliance, and independent living. The primary customers of the agency are individuals with disabilities, older adults, and in our employment-based programs we also have businesses/employers as a dual customer.

Our programs, policies and practices are designed to:

- Deliver integrated aging and disability services responsive to the needs of Connecticut citizens.
- Provide leadership on aging and disability issues statewide.
- Provide and coordinate aging and disability programs and services in the areas of employment, education, independent living, accessibility, and advocacy.
- Advocate for the rights of Connecticut residents with disabilities and older adults; and
- Serve as a resource on aging and disability issues at the state level.

#### Technology Strategy

Aging and Disability Services is committed to leveraging technology to create a more inclusive and accessible experience, streamlining service delivery, and fostering deeper engagement with both clients and business partners. This will be achieved through a three-pronged approach:

1. **In-house modernization:** ADS is investing in its future by upgrading critical infrastructure, including servers, applications, and security systems. This modernization will ensure efficient service delivery and equip the agency to handle growing demands.
2. **Client-facing technology:** The future of client service at ADS is client-centric. Existing tools will be thoroughly evaluated and optimized for maximum benefit. Additionally, ADS will explore innovative methodologies, such as remote communication platforms, self-service portals, and assistive technologies. These tools will be tailored to the specific needs of each client, empowering them to access services with greater ease and independence.
3. **Website Modernization:** ADS understands the importance of a user-friendly website. Our website will undergo a comprehensive modernization process and become a central hub of information and resources. This will make it easier for clients, caregivers, and partners to navigate and find the information they need.



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By focusing on both internal efficiency and client-centric solutions, ADS can leverage technology to empower its clients and streamline operations under Governor Lamont's Streamlining Digital Services Initiative.

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

### Technology Achievements

- AV Solution for Central Office
  - Improve communication and collaboration between employees and clients.
- Monday.com
  - Application to manage projects and workflows, increasing productivity and reducing errors.
- Updated Online Portal for Accessibility Standards
  - Added a link to report any accessibility issues users encounter.
- Use of Zoom AI Companion for meeting notes
- Online submission of Eye reports by doctors' offices
  - Improves efficiency and care coordination by streamlining information sharing securely.

### Digital Government

List of Online Services Available:

- State Website
  - [www.portal.ct.gov/ADS](http://www.portal.ct.gov/ADS)
  - [www.ct.gov/connect-ability](http://www.ct.gov/connect-ability)
  - <https://portal.ct.gov/LTCOP>
  - [www.disabilityworksct.org](http://www.disabilityworksct.org)
- Online Forms
  - Level Up Information Request
  - LTCOP Volunteer Application
  - Eye Report
- Social Media

List of Online Services Planned to be made available:

- Website Modernization

### Planned Applications

- Modernize Website
  - We're undergoing a significant website improvement initiative to create a more user-friendly experience.





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- Consider the whole person and address the needs and obstacles they face beyond individual programs.
- Redesign web-based Volunteer application to be accessible from outside.
- Migrate BRS and BESB System 7 case management system application from legacy on premise hardware to vendor’s cloud.
  - Improve accessibility, security, business continuity and compliance for government users.
  - Explore migration of both iterations of System 7 to a new/upgraded system to facilitate compliance with federal regulations and to achieve greater programmatic efficiencies.
- Contract Management Application
  - A workflow tool to streamline contract creation, approval, and tracking for increased efficiency and reduced risk.
- Develop application to support BRS Driver Training program.
  - Workflow tools automating tasks, improving collaboration, and reducing errors.
- Develop application to support the Deaf and Hard of Hearing program.
- CHOICES Program Phone Routing Menu
- Interpreter’s Scheduling Application
- Expansion of LTCOP Portal
- AV Equipment for BESB

## Planned Artificial Intelligence Use Cases

ADS recognizes the potential of AI and is exploring responsible ways to leverage it in serving our clients.

## FY 2025 Technology Budget

Hardware	\$21,515.60
Software	\$449,000.00
Services (consulting)	\$443,000.00
Subscriptions	\$246,853.40
Telecom and Data:	\$157,000.00

## FY 2025 Technology Major Expenditures

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

- Case Management System, BRS
- Case Management System, BESB



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

### Technology Achievements

- Installed MDM/Intune and CrowdStrike on all devices.
- Moved mission critical Access databases to RDS Farm.
- Migrated all CAES computers to the EXEC domain.
- All new CAES desktop computers and laptops are setup at DAS/BITS and joined on the EXEC domain.
- All CAES computers are using CrowdStrike.
- Upgraded multiple facilities to high-speed fiber

### 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.
- Tick Testing screen fillable forms and then mail.



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List of Online Services Requested by Constituents:

- Tick Testing Services online, screen fillable, submitted electronically, and send results via email using a .PDF or by another digital transmission.
- Soil testing offices screen fillable forms and then mail.
- Insect and Plant Disease Information offices screen fillable forms and then mail.

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.
- Upgrades of the following applications: Analytical Chemistry (New Haven), Insect Inquiry Office (New Haven), Plant Disease Information Office (New Haven), Tick Database (New Haven), Inquiry Office (Windsor), Soil testing database (New Haven and Windsor)

## Planned Artificial Intelligence Use Cases

Discussing use cases with Customer Success Manager.

## FY 2025 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware \$40,000.00
- Software \$25,000.00
- Services (consulting) \$5,000.00
- Subscriptions \$2,500.00
- Telecom and Data \$40,000.00

## FY 2025 Technology Major Expenditures

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

- None currently planned at this time.



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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

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

- Documents management system



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List of Online Services Planned to be made available:

- New storage management system

## Planned Applications

- Y: drive – Physical storage migration

## FY 2025 Technology Budget

- Hardware: Laptops, desktops, tablets-TBD      \$50,000
- Software: FOXIT license      \$1,500
- Subscriptions: Office365      \$1,000
- Telecom and Data      \$2,000
- ePardon Maintenance      \$57,000
- Y drive migration      \$40,000

## FY 2025 Technology Major Expenditures

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

- n/a

## FY 2025 Structural and Process Changes

- n/a



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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 in both remote and hybrid in-person/remote formats utilizing the Microsoft Teams platform.

Sexual harassment prevention training is 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 is available to all state employees and the public utilizing a combination of LinkedIn Learning, YouTube, and other learning management platforms.

Complaint inquiries can 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 be submitted and processed online through the Commission's GovQA portal.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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

The CHRO has utilized a Business Analyst to compile requirements under our contract compliance program for the purpose of procuring a case management system to improve the efficiency of services.

The CHRO has utilized a Business Analyst to compile requirements under our affirmative action program for the purpose of procuring an enterprise case management solution and is in the process of seeking funding for the same.

### Digital Government

#### List of Online Services Available

- Complaint inquiry form is available 24/7 on our website.
- CHRO's online sexual harassment prevention training and domestic violence training are both 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.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Planned Applications

- The CHRO is looking into procuring case management systems to improve overall efficiency throughout the agency. Business Analysts have provided requirements for the agency's contract compliance processes and affirmative action processes. The CHRO will next be seeking to procure a Business Analyst to evaluate its needs in a case management system for the agency's discrimination complaint process.
- 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 currently exploring both potential vendors and funding sources for a case management system.
- 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, including, but not limited to, wiring/networking/setup for a computer lab, multiple interactive displays, and utilizing artificial intelligence to create talking historical figures. Expect analysis and specifications to be defined over the next year with implementation in FY 2026-2027.

### FY 2025 Technology Budget

- Hardware - \$2,000
- Software - \$500
- Services - \$200,750
- Telecom and Data - \$43,712

### FY 2025 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)





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Connecticut Agency 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 be user-friendly for our customers and employees. DoAg will rely on the Agency of Administrative Service and Bureau of Information Technology Solutions to assist with providing the best technology services, solutions and training in which our agency can invest in.

For FY 2025, DoAg will continue to invest and implement technologies which will allow customers and employees to meet program goals more efficiently. These services will enable our employees 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 or devices to better service their regulatory techniques more efficiently. DoAg will continue to explore applications which other states may use to streamline paperwork and data.

DoAg 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**

- Modernized the Farmers Market Nutrition Program from paper check booklets to a mobile, closed loop, EBT payment solution. This eSolution provides easier process times for our program staff when providing benefits. Users and farmers markets find ease in the system when using benefits. The agency will also be able to capture more real time data points to learn about user habits and enhance the program's goals.
- Modernized the Animal Population Control Program from a paper application process to an online application for ease to applicants as well as improving time efficiencies to our program staff.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Improved to CT Grown Store (<https://connecticutgrownstore.com/shop>.) The agency upgraded its online store from SiteCore to GoDaddy's website management tools.
- Established regulatory technologies such drone and GoPro devices to enhance inspection and surveillance for our regulatory programs. The agency has added two drones which assist our program staff with surveying oyster bed conditions. Our three GoPro devices assist our program staff in our Dairy Unit to inspect milk tankers and vacs, which eliminate the need for staff to climb in to these units to inspect.
- Through third-party applications, the agency was able to enhance the application process for our Farmland Preservation program. Employees created an online application process through the web-based platform, Cognito, for applicants to submit their paperwork for program consideration. This streamlined the process for employees and applicants, and allowed them to see real-time progress of their application.
- As the agency waits for a statewide grants portal, employees developed our own application submission and review process through Cognito for grants. Here, applicants can submit all necessary paperwork and ask questions while checking on their application progress.

### **Technology Needs**

- eLicense Expansion and Use: The DoAg is seeking better tools, storage and use of service within the eLicense system. The agency relies heavily on eLicense for regulatory functions and investigations. Though employees can write up reports and notes on licensees in eLicense, it does not support larger documentation or pictures which would be useful to the agency. The agency would also like to see eLicense produce electronic inspection reports.
- Digitalizing Animal Health Documents: The agency would like to explore online systems or improved methods to submit, collect and document animal health forms. We need better solutions to eliminate paperwork and organize files so they are easier to extract when needed.
- Electronic Farmers Market Nutrition Program Benefits and Use: The agency will continue to work with partnered organization to enhance and expand the eFMNP modernization efforts to include better application use, security protocols and data generation.

### **Minor Technology Expenditures**

- Invest in 5-6 new PCs for program staff
- Invest in mobile hotspots to support employees and farmers markets
- Invest in mobile printing devices for field staff
- Continue to purchase and utilize web-based software such as Cognito, Survey Monkey, GoDaddy, EverLaw, DropBox, Zoom, Adobe DC, and Canva.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Major Technology Expenditures

- Online Dog Licensing Application: Total estimated cost of \$367,000. \$200,000 for program build out and training. \$167,000 annually for Salesforce license use. This system would allow all dog owners to have a unique log in and be able to register and re-register their dog(s) annually as required by law. The application would allow for the owners to also upload their rabies vaccination, and include a mobile app for them to download or present their license at any time. The system would also be able to create a registry which allows authorized personnel to search the entire state’s database by dog tag ID # to help find loose dogs or to file a complaint against.
- Global Vet Link & Core One USA Herds: Total estimated cost of \$45,000.00/annually. The agency is seeking to digitalize all Certified Vet Inspection (CVI) forms. For all animals imported (small and large) in to our state, they must be accommodated with a CVI which gives clearance of their health status and that they have been inspected to not contain and transmittal diseases. Our agency receives these documents through all sorts of sources; by mail, email and through USDA systems. The agency would like to contract with both [Global Vet Link](#) and CoreOne USA Herds to assist us in making these documents through their submission and review tools. This solution would provide ease to veterinarians nationally and our agency for better control and review. These tools would also allow us to collect data on animal types and locations, which will help us respond to animal health issues.
- Management Consulting Services: Total estimated cost of \$75,000.00. The agency would like to continue to invest in consulting services through Covendis to grow our online licensing and inspection capabilities through eLicense and MiCorp, as well as finalizing our online APCP database.

### Technology Budget

<b>Account Type</b>	<b>Account Code</b>	<b>Budget</b>
Minor Equipment	54150	\$10,000.00
Minor Equipment (NC)	54151	\$5,000.00
IT Software/Rental	53755	\$12,000.00
Management Consulting Services	51230	\$75,000.00
Online Information Services	51674	\$1,000.00
Mobile Phone	53820	\$40,000.00



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

Long Distance/Telecom

53870

\$5,000.00



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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 supportive and active involvement of Information Technology in business planning and delivery is important to the success of CTDOL's mission. To be a key partner in this endeavor, the Bureau of Information Technology Solutions (BITS) IT staff in service to CTDOL focus on delivering support according to 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 current 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 deploy comprehensive centralized services.

"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>."

#### Technological Achievements

- Created emulated CICS screens for former IBM mainframe users.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Amazon Web Services (AWS):
  - Migrated legacy mainframe DB2 data to AWS RedShift.
  - Supported USDOL UI grant initiatives.
  - Applied Pub1075 mandated changes by the IRS/Treasury.
  - Enhancing the ReEmployCT screens to have a more customer-centric flow and add clarity of UI terms for an improved user experience initiative “UX”.
  - Supported second release of the redesigned Reemployment Services and Eligibility Assessment (RESEA) program.
  - Enhanced Integrity aspects of ReEmployCT.
  - Expanded Integrity data warehouse software to significantly broaden the available data for fraud cross-matching purposes.
- Microsoft:
  - Established RSI’s development & production Azure environments.
  - Migrated RSI’s SQL databases to Azure SQL managed instance.
  - Moved Research’s file service to Azure.
  - Migrated Research’s databases services to Azure.
  - Automated a SIDES workflow to eliminate the need for manual processing by staff.
- General:
  - Implemented ID Proofing batch processing to enhance UI fraud detection and prevention.
  - Developed and installed a SharePoint IT inventory application database.
  - Implemented Pilotfish to facilitate data integration from various sources.
  - Installed an enterprise Travel Authorization application.

### 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:
  - File weekly certifications.
  - Establish and change direct deposit payment information.
  - Apply for emergency and special benefits.
  - Review claim and payment histories.
  - Download the most recent 1099G tax form.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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 with an online view of Appeals decisions.
- Consumer Contact Center has a customer-facing web form for UI claimants and offers direct access links 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 CTDOL agents take ownership of the issue for resolution within 48 hours.
- The Office of Unemployed Workers' Advocate (UWA) has 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 2025

- Employer New Hires is a web-based application to provide employers with 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:

- Employers have requested the ability to report new hires through an online portal.
- Provide the public with the ability to digitally retrieve CT government document images using specific and advanced searches.

### Online Services planned to be made available:

- 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 to the ReEmployCT system.

### Planned Applications:

- Implement ID Proofing real-time processing to enhance UI fraud detection and prevention.
- Implement ID Proofing portal analytics to enhance UI fraud detection.
- Redesign of the ReEmployCT Tax employer portal.
- Migrate Intranet to SharePoint.
- Create a process to allow FTI access to resources using Jotforms.
- Appeals Decision Library (ADLIB 2.0) rewrite to enrich the current application's search capabilities and provide a user interface to improve the user experience.
- Appeals Decision Library (ADLIB 1.0) to redact PII data from decisions housed in ADLIB in accordance with statutes.
- Create a Public Document Library to include SBLR, Rapid Response, Mediation & Arbitration, Wage & Workplace, and Trade Adjustment Assistance documents.
- Migrate 42 servers to Azure managed instances.
- ReEmployCT/USA - IT is supporting CTDOL's UI Benefits and Tax divisions, and our UI Modernization (UIM) vendor as needed, for future enhancement projects:
  - Add Employment Verification exchange (EV) to ReEmployCT's SIDES functionality.
  - Support USDOL UI grant initiatives.
  - Pub1075 mandated changes by the IRS/Treasury.





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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 the redesigned Reemployment Services and Eligibility Assessment (RESEA) program.
- Enhance integrity aspects of ReEmployCT.
- Expand integrity data warehouse software to 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.
- Retirement of legacy business applications and hardware.
- Enhance Workforce Innovation and Opportunity Act (WIOA) document management.
- Migrate TAX Fund Accounting from Excel to CORE-CT.

Planned Artificial Intelligence Use Cases:

- Deploy Grammarly.
- Implement Azure Cognitive Search.
- Install LexisNexis ThreatMetrix BehavioSec.

### FY 2025 Technology Budget

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

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

Capital-IT Hardware Purch/Inst	\$28,770
IT Consultant Services Hourly	\$3,416,341
IT Data Services	\$298,703
IT Hardware Maint & Support	\$3,110
IT Software Maint & Support	\$1,887,641



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

Non-Controllable Software	\$745,890
Online Information Services	\$6,904
ReEmployCT Maintenance and Enhancement	\$7,500,000
<b>Grand Total</b>	<b>\$13,887,359</b>

### FY 2025 Technology Major Expenditures above \$100K:

- ID Proofing – \$1.2M (federal dollars)
- RESEA – \$1.5M (federal dollars)
- Employer Tax Audit – \$200k (federal dollars)
- Third Party Administrator Portal – \$1M (federal dollars)
- Variety of US/CTDOL funded projects – Total unknown



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Connecticut Veterans Affairs

#### Mission

Since 1864, the mission of the Connecticut Veterans Affairs is “Serving Those Who Served.” Enhance the lives of Connecticut’s Veterans by compassionately and professionally providing:

1. Skilled nursing home care to eligible Veterans. Recognized in 2024 by the Centers for Medicare & Medicaid Services (CMS) with 5 stars for quality, the highest rating.
2. Provide residential services to eligible Veterans that offer a continuum of rehabilitative programs and services.
3. Advocacy and assistance to Veterans, their eligible spouses, and dependents in obtaining Veterans benefits to which they may be entitled under federal, state, and local laws.
4. Coordinating and assisting Veterans and their families with burial at the State Veterans Cemetery located in Middletown, CT.

#### Technology Strategy

**The CT Veterans Affairs prioritizes its mission by partnering strategically with the Bureau of Information and Technology Solutions (BITS). This partnership tackles three key objectives:**

1. Optimize Mission Support: CT VA and BITS are partnering to optimize mission support by ensuring IT systems effectively and efficiently support CT DVA's core mission, while maintaining IT excellence through safeguarding the stability and effectiveness of existing IT platforms.
2. Staying current with IT trends: CT VA and BITS are committed to keeping CT VA's technological capabilities aligned with the latest advancements and best practices in the IT industry. CT VA is leveraging technology to empower Veterans' online access and streamline operations, supporting Governor Lamont's digital services initiative.
3. Enhancing security and compliance: The collaboration prioritizes robust security measures and ensures compliance across all hardware, software, applications, and users within CT VA. This objective includes comprehensive IT security training for all staff.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

CT Veterans Affairs recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/index.html>.

### Technology Achievements

- Health and Human Service Website
- Updated Mobile Application
- Laptop Refresh
- Campus Fiber audit, documentation, and testing
- Implemented Smart Building technologies to improve energy management at the CT Veterans Affairs campus receiving a GreenerGov Award for significant and measurable improvements achieve Governor Lamont’s sustainability vision.
- Collaboration with State resources and 211 to “Promote Connectedness” on Governor Lamont’s Challenge to Prevent Suicide among Service Members, Veterans and their Families (SMVF)
- Developed design requirements and obtained funding for Electronic Health Record solution
- Developed design requirements and obtained funding for Nurse Call Solution
- Support for Standdown 2023 in Rocky Hill, Norwich, Bristol, Danbury, Bridgeport
- High Speed Internet Fiber Optic Connection Veteran Service Offices in Norwich and Fairfield
- Upgrade and re-platform Pill Dispenser System

### Digital Government

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
  - Healthcare and Hospitals



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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

### 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

### Online Services Planned to be made available:

- Modernizing CT Veterans Affairs website, prioritizing user-friendly design and accessibility
- Planned services focus on making it easier for veterans to access DVA resources online.

## Planned Applications

- Online Residential and Healthcare Center Admissions Applications allowing for submittal of applications for placement in our residential and healthcare centers through a secure online portal.
- Online access and submittal of DVA forms electronically in a secure and compliant manner.
  - Wartime Service Medal Application
  - Veteran Designation on Driver's License / ID Card Application
  - Veteran Owned Micro-Business Certification Application
- Implement a modern security system for the DVA campus, including new hardware, software, for improved scalability and accessibility.
- Overhaul DVA website featuring a cleaner design, easier navigation, and access to essential services with GIS Interactive Municipal Veterans Representative look-up tool.
- New EHR system streamlining veteran care, provider collaboration, information sharing, billing, and regulatory compliance, and retiring outdated server reliance.
  - Connie Integration
- Security Shift and Residential Communications Log
- Compliance with REL Data Collection Standards, enabling the collection of comprehensive and accurate REL data.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Upgrade IT infrastructure with expanded Wi-Fi, tablets for nurses, and new printers.
- Develop Virtual Tour allowing veterans and families to “visit” the historic DVA campus and facilities
- Implementation of a state-of-the-art Nurse Call Bell and Paging System
- Migration and consolidation of IT equipment from Building 5 to Building 2

### Planned Artificial Intelligence Use Cases

- CT Veterans Affairs recognizes the immense potential of Artificial Intelligence (AI) to improve veteran care in Connecticut. While we don't have specific, pre-determined use cases planned, we see AI as a bridge to a future where every veteran feels understood, supported, and truly at home.

### FY 2025 Technology Budget

Outline a plan for technology spend from all sources:

Hardware	\$37,168.41
Software	\$134,075.8
Services (consulting)	\$0.00
Subscriptions	\$0.00
Telecom and Data	\$85,232.77

### FY 2025 Technology Major Expenditures

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

- Cloud based Electronic Healthcare Record (EHR) with integration with Federal Veterans Administration and state healthcare providers
- Nurse Call Bell and Paging System



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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 seek adaptive measures, utilizing technology to streamline and simplify processes that reduce costs and improve proficiency. At the core of the agency's strategy is to collaborate with DAS/BITS to establish the following:

- Connect ALL State of Connecticut Military Department facilities to the State of Connecticut EXEC Domain/Nutmeg Network.
- Install a Secure Wireless Network at key Military Department Armory facilities namely: Hartford Armory, Camp NETT (formerly Camp Niantic), Bradley Air National Guard Base & Windsor Locks Readiness Center.
- Relocated and consulate BAS (Building Automation Systems) / BMS (Building Management Systems) from other Armory sites around the State to the Harford Armory
- Convert all Military Historical documents from Microfiche to electronic/digital format

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/index.html>.”

#### Technology Achievements

- Newtown Armory Frontier Business Fiber Internet Build & Installation.
- Newtown Horse Guard Remote Camera Surveillance Upgrade Project.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Branford Armory Network Expansion for Governor’s 2nd Company Footguards.
- BAS (Building Automation System) Server Build CTARNG – Construction Facilities Management Office.
- Avaya One X Agent - Soft Phone MIL Implementation & Installation.
- MIL Agency BMC Helix Service Portal Migration.

### Digital Government

- 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:

- Microsoft Power Pages app portal that will allow employees to view/update assigned assets, submit receiving reports, request travel authorization, and submit project related change orders.

### Planned Applications

- Implementation of Power Platform solutions to streamline operations





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Canvas application to track p-card transactions and approvals
- Canvas application to track AR invoices and check deposits
- Model-Driven app for tracking grant award requests
- Use of Power Automate in all the projects listed above
- Utilization of new DAS contract with Adobe Sign to improve our reimbursement voucher process, enhancing efficiency and accuracy across the agency

### Planned Artificial Intelligence Use Cases

- Utilizing Microsoft's AI Builder for form processing can extract information from forms and documents, such as invoices or purchase orders, reducing manual data entry and errors. This can significantly speed up workflows in departments like finance or operations.

### FY 2025 Technology Budget

Outline a plan for technology spend from all sources:

Hardware - \$140,000.00

Software – \$12,000.00

Services (consulting) - \$2000.00

Subscriptions - \$7,000.00

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 2025 Technology Major Expenditures

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

- \$140,000 - State of Connecticut Military Department Agency Equipment Life Cycle Refresh.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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.

The initiative will focus on developing the following:

- Implementing the new IT Governance model
- Revising the IT Organizational model (i.e., Centralized, De-Centralized, or Federated)
- Migration of current project portfolio to the Mindstaq system
- Update current project intake and prioritization process
- Update IT Service Catalog with adjusted Service Level Agreements (SLAs)
- Continue ServiceNow ITSM rollout and expand Service Management methodologies
- Develop a new IT Capital Spending / Planning Model
- Update Budgeting models to ITBM model based on Activity Based Costing Study
- Begin formal data center move planning to a new location
- Expansion of IT Service Management methodologies
- Improved hybrid work/learning collaboration and security
- Complete the Cisco infrastructure upgrade
- Complete the Active Directory consolidation
- Complete the Gartner IT Organizational Study
- Complete the BOR-mandated cybersecurity projects



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

“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/index.html>.”

### Technology Achievements

1. Completed IT Activity Based Costing Study
2. Completed internal IT Training initiative
3. Completed creation of IT Governance Framework
4. Implemented Argos Report writer and report migration.
5. Implemented ServiceNow Request-to-fill workflow for HR.
6. Finalized merger Ellucian CRM Advise
7. Online Graduation Application through Ellucian Banner Self-service (CT State)
8. Implementation of Ellucian Banner Student Accounts Receivable (CT State)
9. Implementation of TouchNet Bill & Payment Suite (CT State)
10. Implementation of TouchNet eRefund functionality (CT State)
11. Implementation of TouchNet Payment Plans (CT State)
12. Implementation of Argos (CT State)
13. Implementation of Everbridge Emergency Notification System (CT State & CSCU System Office)
14. Implementation of Hyland OnBase Transcript Capture (CT State w/expansion to all CSCU)
15. Implementation of Modern Campus Curriculumlog Banner Integration
16. Implementation of Parchment – Transcript send/receive (CT/State)
17. Implementation of SurveyDIG Course Evaluations (CT State)
18. Implementation of Symplicity Suite (CT State)
19. Execution Spring Supplemental Student & Financial Aid Data Migration (CT State)
20. Execution Summer Supplemental Student & Financial Aid Data Migration (CT State)

### Digital Government

List of Online Services Available:

- Online admissions
- Online financial aid processing through a secure digital portal



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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
- OnBase E-forms and workflows

### List of Online Services Planned to be made available:

- IT Request Management
- IT Asset Management

### Planned Applications

ServiceNow ITSM – Request Management  
ServiceNow ITSM – Asset Management  
ServiceNow ITSM – Service Catalog  
Training and Development Management Extension (Brightly replacement)

### Planned Artificial Intelligence Use Cases

Microsoft Copilot – Pilot study (18 users) of back-office productivity enhancement.

### FY 2025 Technology Budget



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

<b>Hardware</b>	
Cisco IPA - equipment	\$ 1,200,000
CT State Campus UCS Server Equipment Replacement	\$ 587,000
	<b>\$ 1,787,000</b>
<b>Software</b>	
BannerCloudSoftwareMntnc	\$ 1,377,000
Symplicity Accommodate/Advocate Licensing	\$ 610,300
	<b>\$ 1,987,300</b>
<b>Services</b>	
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
	<b>\$ 12,200,165</b>
<b>Subscriptions</b>	
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
	<b>\$ 2,587,360</b>
<b>Telecom/Data</b>	
Cisco ELA	\$ 698,962
Network/Voice Managed Services	\$ 453,000
	<b>\$ 1,151,962</b>
	<b>\$ 17,126,427</b>



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### FY 2025 Technology Major Expenditures

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

- MS EES Agreement /M365 A5 Licenses
- VMWare ELA
- Microsoft Unified Support
- ServiceNow License/Support
- Citrix Renewal
- Infoblox
- Managed Services - Network/Voice
- Cisco ELA
- Cisco Smartnet
- (CEN) WAN/Internet Connection
- PRI/SIP/LD
- Axonius SaaS
- Palo Alto Firewall Renewal
- Rapid 7
- McAfee
- Ellucian Consolidation Support Services
- Evisions Argos Reporting (FinAid)
- Cisco IPA
- Active Directory Migration Project
- ServiceNow Completion
- Activity Based Costing Project
- Co-Pilot AI POC
- Virtual Desktop POC
- Wherescape Implementation
- Ellucian One College Hosting
- BbLearning Core/Ally/Eesysoft
- TouchNet Payment Gateway Subscription
- Banner Software Maintenance (In Arrears)
- Symplicity Advocate Enterprise
- OnBase Software Maintenance/Support
- BbHelpDesk/Smartview/Tier2Support/Chatbot
- Oracle Database Campus License



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Banner-CRM Recruit/Advise/Licenses
- Kaltura
- Parchment Sender Service Transaction Fees
- DegreeWorks License/Support (Partial Reimbursement)
- Ellucian Experience/ILP
- EMS Campus Connect / MS 365 Calendaring SaaS



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Connecticut State Library

#### Mission

The CT State Library is a gateway to lifelong learning for all residents and visitors, inspiring a shared and informed future through our diverse, historic, and cultural resources. As an independent Executive Branch agency founded in 1854, the State Library is home to the State Archives, Office of the Public Records Administrator, Museum of Connecticut History, the Division of Library Development and the Connecticut Library for Accessible Books, and three reference departments (history and genealogy; law and legislation; and government information). Through these units, the agency provides a variety of archival, public records, museum, library, information, and administrative services. Open to residents and users from beyond state borders, the State Library serves the employees and officials of all three branches of state government, students, teachers, researchers, town governments, and anyone seeking information within its collections. In addition, as the administrator of the Library Services and Technology Act grant from the Institute of Museum and Library Services, the State Library amplifies the capacity of public, school, academic, and special libraries across the state with a suite of library development opportunities.

#### Technology Strategy

The State Library leverages technology to fulfill its mission as a gateway to lifelong learning for all residents and visitors, inspiring a shared and informed future through our diverse, historic, and cultural resources. We achieve this by:

- Enhancing access to collections: Utilizing digital tools for collection management, digitization initiatives, and online portals to broaden access to physical and digital resources for all residents.
- Empowering library development: Providing technological resources and training to public libraries across Connecticut, fostering a network of technologically proficient institutions.
- Facilitating research and learning: Investing in user-friendly online catalogs, databases, and research platforms to empower researchers, students, and the public.
- Preserving digital heritage: Implementing robust digital preservation strategies to safeguard the long-term accessibility and integrity of digital collections.





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Bridging the digital divide: Ensuring equitable access to technology and resources for all residents, regardless of background or location.

This technology strategy aligns with the State Library's commitment to innovation and ensures that our services remain relevant and accessible in the ever-evolving digital landscape. 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/index.html> .

### Technology Achievements

- Mobile AV equipment for Connecticut Museum
- Work is progressing on the federally funded Planning to Preserve Connecticut's Digital Government History Project.
  - Developed a custom redaction application to improve the automatic digital connection system required to transfer essential long-term and historically significant digital records from state agencies to a digital repository certified as meeting digital preservation standards
  - Created and Issued a Request for Information (RFI) for a secure digital preservation repository that can meet CJIS, FERPA, HIPPA, and other restrictions / regulations.
- Deployment of Robin, a guided chatbot designed to provide patrons with quick and accurate information through a predefined question-answer format.
- Successfully migrated to a centralized helpdesk platform utilizing DAS BITS technology

### 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



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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 Lyris 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)
- 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.

### List of Online Services Planned to be made available:

- Migration of Datasets to OPM CT Open Data Portal

### Planned Applications

- Complete Migration of 500 Webpages from Wordpress to Ct.Gov Sitecore
- Address Technology Debt with computer, printer, Wi-Fi updates



# State of Connecticut IT Strategic Plan for Fiscal Year 2025

- Upgrade Middletown Phone System
- Replacement of Atlas Retention Schedule Application
- Continue work on “Planning to Preserve Connecticut’s Digital Government History Project”. Prepare report analyzing RFI responses and drafting a report outlining recommendations and cost estimates for next steps.

## Planned Artificial Intelligence Use Cases

AI is a powerful tool, and we understand its potential benefits. Our agency is committed to exploring AI applications that deliver value while upholding ethical standards and ensuring responsible use.

## FY 2025 Technology Budget

- Hardware (BITS funded) ..... \$29,500
- Software (BITS funded) ..... \$40,477
- Telecom and Data (BITS funded) ..... \$25,313
- Services (Agency funded through external programs) .....\$1,113,800
- Subscriptions (Agency funded through external programs) .....\$2,500,000

## FY 2025 Technology Major Expenditures

- Subscriptions to databases & library materials
- CT Education Network (connections to public libraries)
- Statewide Digital Library
  - o findIT CT Statewide Catalog
  - o eGO Statewide eBook platform and content
  - o researchIT CT Databases
- Archives Improvement project
- CT Digital Newspapers Project



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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 18 High School, 2 Post Grad-Aviation, 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.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

“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

- CTECS Career Services Job Board and Alumni Database - Symplicity
- 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
- 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
- Employee Portal (Intranet)
- Successful Pilot of Virtual Reality classroom model
- 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.
- Completed move of all CTECS Production environments to the MS Azure cloud
- 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
- VOIP system installed at ALL CTECS locations- upgrade of entire communication system
- 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



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Configuration of District WAN to meet new technical needs (example: Esports)
- Integration of credential bearing assessments across all trade technologies

### Digital Government

List of online services available:

- Powerschool – Student Information System
- Performance Matters
- Unified insights
- SNAP software for Nurses
- Destiny- Follett Circulation System
- District Professional Learning System
- District Professional Evaluation System
- Single Sign-On
- Account federation across platforms
- Math specific identified curricular support and strategies
- Administrator Calibration System for evaluation performance
- Regional School Choice
- School Accounting
- Imbedded Textbook digital curricular supports
- Online Assessment Testing - by content area

List of Online Services Requested by Constituents:

- 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

### Planned Applications/initiatives

- Recruitment of Certified Staff through Applitracks



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Configuration of Frontline to meet State required teacher evaluation model requirements
- Student Hall/pass system at all remaining NON- Title 1 locations with syncing back to our Student information System
- New trade technology locations to support trade offerings for Criminal Justice, Architecture, Masonry
- Migrate Electronics and Mechatronics programs to a new trade concentration of Robotics and Automation
- Digital payment system for Tuition and scholarships
- Continued IT Infrastructure upgrades associated with the Connecticut Technical High School System (CTHSS).
- Enable and implement Goguardian for Parents/Guardians
- Expansion of Esports
- Deploy additional Virtual Reality classrooms across district locations (10 Planned so far)
- District Wide video/messaging system to ALL locations
- Build out and Planning of Bullard Havens Technical School Renovation –(Trade and administrative wing almost complete)

### FY 2024 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware (from approved bond request)
  - Building Hardware and Academic Classrooms  
\$4,000,000.00
- Hardware (will be submitting bond request)
  - Building Hardware and Academic Classrooms  
\$7,700,000.00
  - Trade Technology Hardware  
\$5,000,000.00
- Software/Subscriptions  
\$6,200,000.00
- Consumables  
\$150,000.00



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Consumables – Toner  
\$275,000.00
- Technology Repair - \$125,000.00
- AV Maintenance \$65,000
- Professional Learning  
\$50,000.00
- MS Campus Agreement and Premiere Support  
\$525,000.00
- Tech Support for Deployment \$100,000.00
- Telecom and Data (Internet)  
\$1,400,000.00

### FY 2024-2025 Technology Major Expenditures

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

- Develop and formalize job application process for certified staff
- Continued IT Infrastructure upgrades (CTECS) which include:
  - o Server upgrades
  - o Desktop deployment - 800+
  - o Printer Replacement – 100+
  - o Smartboard Replacement – 115 units
  - o Laptop/remote stations - 80+
  - o Refresh all UPS”s across all locations – 130+
  - o Continued support of the 1 to 1 Chromebook imitative
  - o Continued upgrades to wireless network (additional WAPs)
- Continued Migration of on-prem data systems to Cloud presence





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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 to 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, to provide the most cost-



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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.

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

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

For a full list of 2024 achievements, please visit the DAS Digest of Administrative reports found here: [Digests and Reports \(ct.gov\)](#)

### **BITS – Agency Success**

- Improved process features across products, agency business, and self-service modules for eLicense. Expanded enterprise licensing and integrated external interfaces to meet regulatory and public service needs.
- Developed a scalable Travel Authorization Application that speeds up travel approval, and reimbursement, reducing administrative load for approvers, and is in use by multiple agencies.
- Invoice Automation Processes for DAS Business Office.
- Developed an Automatic Data Redaction Application with the Connecticut State Library (CSL).
- Launched Bring Me Back Home Application in partnership with the Department of Emergency Services and Public Protection (DESPP).
- Developed Commissioner Approval Application to streamline internal form processing and memorandum review, enhancing efficiency, accessibility, and reducing errors for State Department of Education (SDE).

### **BITS - Digital Government and Operational Excellence (DGOE)**

- Improved Websites and portals to promote more successful customer interactions.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Improved accessibility standards to allow for more equitable access to government services.
- Extended digital government tools.

### **BITS – Compute Services**

- Continue to centralize and standardize our shared services platform.
- Enhanced team efficiency to increase support and coverage for agencies that previously lacked these resources. This improvement not only enhances our ability to support agencies but also benefits our staff by providing backup and support from a larger, combined team.

### **BITS – Enterprise Architecture**

- Implemented the first Enterprise eSignature solution.
- Deployed Document Management system for SWAN project.
- Citizen Identity Services.
  - Enhanced security by allowing user choice-based MFA solution.
  - Increased the total number of citizen identity from 450,000 to 1,000,000+ users.
- Cost reductions through Enterprise API (Application Program Integration) Platform API and License Improvements.
- Established an AI working group to create the “Responsible Use Framework for Artificial Intelligence”, published earlier this year, and provide guidance to agencies on AI adoption.

### **BITS - Infrastructure Services**

- Improved firewall monitoring, alerting and VPN security options.
- Completed initial implementation of DMHAS Wi-Fi project, to be expanded to more agencies.
- Completed 2,500 router migrations to supported technologies.
- Optimized data center power distribution and remediated identified vulnerabilities.
- Enhanced contact center technology for better reporting and real time evaluation.

### **BITS - Security Services**

- Endpoint Detection and Response (EDR) – Completed implementation of enhanced data protection services to 40,000 computers and servers.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Developed a security vulnerability dashboard to track vulnerabilities. Used data to reduce the overall number of risks by fifty percent across BITS supported agencies.
- Implemented a management tool to reduce cost, improve visibility, enable automation, and simplify a previously manual digital certificate procurement process.
- Developed scenarios and participated in an election security exercise with the goal of raising preparedness ahead of the November elections.
- In coordination with DEMHS and CEN, participated with state and national cyber exercises for Cyber Yankee and Cyber Nutmeg to prepare CT for actions during cyber threats.

### **BITS – Workforce Enablement**

- Replaced 4700+ computers as part of lifecycle project for aging computer equipment.
- Identified patching tools for all computers supported by BITS. Three solutions will be decommissioned as we migrate agencies to a single solution.
- Created standard images for virtual desktop environments and increased refresh cycles to keep current with remediation of security vulnerabilities.
- Implemented mobile device management tool with CTECS to manage over 8000 devices.
- Identified strategy for migrating file storage to the cloud and migrated 1 agency (CAES).
- Launched education series with Tips & Tricks for using common State of CT products.
- Upgraded and implemented a district controllable phone system at all 21 CTECS locations.
- Implemented IT service portal for DAS-BITS agencies. 16 agencies migrated this fiscal year.
- Migrated 6 agencies to call center technology for inbound support calls. This technology provides call volume reporting which allows for improved scheduling of staff.

### **DAS Technology Initiatives by Unit**

#### **Business Office**

- Automated billing solutions for various DAS programs. This has led to streamlined processes that require less staff time across divisions, resulting in cost savings for the agency.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Continued implementation of a new version of Avatar, called My Avatar NX, to enhance processes, eliminate customizations, minimize downtime, and increase fund recovery.
- The office of Grants Administration digitized school construction grant files/records. .

### **Communications Unit**

- Completed DAS website optimization project to improve user experience, organization, accessibility, searchability, and aesthetics of the DAS site.

### **Internal Audit Division/School Construction Audit Unit**

- Selected Diligent Audit Solution for managing and improving the internal audit function.

### **Legal and Legislative Affairs Unit**

- Implemented a reporting mechanism for school districts to report annually to DAS on indoor air quality within their buildings and to report every five years to DAS on their heating, ventilation, and air conditioning systems.
- Supported 38 agencies in their use of the GovQA, an enterprise level FOI management platform. Implemented GovQA Payment module for DESPP to collect credit card payments.
- Implemented legislative bill tracking software. The tool provides real-time updates, enabling users to stay informed and act swiftly on legislative changes.

### **Procurement Services**

- Contracted with Autocene to improve several procurement processes including: contractor prequalification certification, S/MBE certification, P-card coordinators, CT state surplus program, CT federal surplus program and a business outreach. The new platform will allow for greater integration with other systems, greater flexibility, and more timely updates when changes are wanted or needed, increasing program efficiency.
- New Open Data Portal content highlights the Supplier Diversity Program, the first DAS program to do so. The content provides visual data regarding the location of small, minority, woman, and disabled owned business across the state, as well as continuously updated historical demographic data related to business certifications.
- Connecticut statute 4a-60g requires state agencies to spend 25% of procurable dollars with certified SBEs and MBEs. Pursuant to a recent statutory change, the reporting process was modernized and streamlined to facilitate more timely and administratively



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

efficient reporting by Connecticut agencies to the Legislature and others by leveraging available data in STARS.

### **Real Estate and Construction Services (RECS)**

- The Division has successfully transitioned to eBuilder software from PMWeb.
- Completed installation of global positioning system (GPS) units in fleet vehicles, reducing the time to produce required computers and phone systems, transitioned to paperless processes with the introduction of tablets for customer use, and updated diagnostic computers to cover new vehicles and provide technicians with the latest information for efficient repairs.
- Began implementation of facility management software that will help the Facilities Management group provide efficient and effective methods and technologies for managing maintenance work activities.
- Tripled the number of remote video inspections since last fiscal year.
- The Office of the State Fire Marshal team implemented inspection software for recurring fire prevention inspections.
- The Office of the State Building Inspector continued the development with the software vendor to configure the online building permitting and construction inspections with new projects to go live by late 2024.
- The elevator and boiler teams are developing software solutions to provide customer portals that will enable the submission and recording of payments, and the issuance of invoices and certificates, to greatly reduce the manual processing currently required. The software is now anticipated to go live in late 2024.
- OSBI is also exploring opportunities for remote video inspections for the boiler and elevator inspection teams for certain re-inspection or violation removal inspections to expand on the savings of the travel time and state vehicle use.

### **Human Resources**

- Developed an EEO blog where readers can learn from EEO professionals about leading EEO strategies, best practices, trends, and State of Connecticut job opportunities.
- Piloted use of targeted LinkedIn InMail service for 2,092 potential candidates for difficult to recruit fields.
- Worked in partnership with agencies and functional units to create 13 automated workflows of varying complexities for users and employees.
- Created and implemented a centralized military leave response form to process leaves more efficiently and offer better customer service.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Digital Government

#### ○ **List of Online Services Available**

- Business.ct.gov
- Service.ct.gov
- Health.ct.gov
- Jobs.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
- Online filing for Encroachment Permits
- Online Crane and Demolition Licensing
- Online Job Search and Recruitment
- Report a technology outage
- Report or comment online about State Fleet vehicles
- 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
- Apply online for CT Bar Exam
- Apply online for a uniform license for community-based entities
- Apply online for a new license, permit or certification
- Register online to become a public surplus buyer
- Review Open Data Portal
- Executive Branch workforce statistics on the Open Data Portal
- Provide feedback regarding new state portal
- Sign up for e-alerts for new notices for jobs, examinations, bids/RFPs
- State public meeting calendar
- Show personalized status on CT State Exam Lists
- Expanded enterprise Chatbot
- Additional agency websites
- Improved single sign-on options

#### ○ **List of Online Services Requested by Constituents**

- None

#### ○ **List of Online Services Planned to be made available**

- Citizen Service Center / Dashboard



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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
- Digital Service Center
- Digital driver's license
- Appointment scheduling tools
- Improved payment tools

### Planned Applications

- **Bureau of Information Technology Solutions**
  - Leave and Comp Time Tracking system for DAS
  - Application Inventory (ongoing)
  - Enterprise Grants Management Solution
  - Timekeeping Upgrade
  - eLicense Upgrades
- **Business Office**
  - Position Tracking Software
  - 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 (ongoing implementation)
  - Capitol Area System (CAS) heating and cooling plant and application upgrades (ongoing)
  - Facilities Management software (ongoing implementation)
  - CivicGov building and fire code inspection software (ongoing implementation)
  - Evaluate electric vehicle charging and billing software (procurement efforts ongoing)
  - Evaluate reservation software for building consolidation (ongoing)
  - The FM Interact Software, currently utilized by Statewide Leasing, needs updates and evaluation before migrating to the cloud for vendor management.





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Human Resources

- Continue improvements for Recruitment, Selection and Hiring functions in JobAps.
- HR Service Delivery - further build-out of forms and workflow to support more self-service.
- Learning and Development Expansion and Customization by developing further custom content and driving more utilization of LinkedIn Learning.

### ○ Legal and Legislative Affairs

- Complete GovQA – FOI Administration Application Implementation for Payment Module.

### ○ Procurement

- Autocene Implementation - Replace Legacy Applications (Prequal, Supplier Diversity, Federal Surplus, State Surplus, P-Card Coordinator, P-Card Holder, S/MBE Goal Reporting, Contractor Spend Reporting) ongoing implementation.
- Evaluate replacement for 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.
- Evaluate replacement for Fuel price maintenance database to Autocene platform.

### ○ Commissioner Office

- Audit Software (ongoing implementation)
- Leave, and Comp/Overtime Time Tracking system for DAS

### FY 2025 Technology Budget

Hardware	\$ 4,925,749
Software	\$ 12,213,914
Services (consulting)	\$ 2,428,309
Subscriptions	\$ 29,750,976
Telecom and Data	\$ 7,089,947

### FY 2025 Technology Major Expenditures



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Facilities Management Software
- Collections Avatar Upgrade
- Collections Legacy System Replacement
- eProcurement Replacement
- Timekeeping upgrade and DMHAS implementation
- Recruitment, Selection, and Hiring Enhancements
- PC/Laptop Refresh
- Backup and Recovery Project
- Cloud Expansion
- Mainframe Replatforming
- Grants Management



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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

#### Technology Achievements

- Refreshed 95 Laptops
- Continued use of Security Scorecard
- Implemented Robin Chatbot
- Set up SharePoint to accept scanned documents from ScanOptics and provided an introduction of SharePoint to DOB staff
- Hearing Room updated for teams meetings
- GovQA in use for FOI requests
- Performed IT assessment of proposed alternative office location based on RFP responses

#### Digital Government

List of Online Services Available:

- Online submission of complaints



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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
- 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
- Robin Chatbot on Website

List of Online Services Requested by Constituents:

None requested.

List of Online Services Planned to be made available:

Projects are internally focused which will increase efficiencies with staff.

### Planned Applications

- Continue effort to make the agency 100% digital by implementing and training staff to use SharePoint and import paper files through scanning effort
- Utilization of Cloud based storage (OneDrive\Sharepoint) to replace file servers located at the Groton Data Center (GDC)
- Prepare for Potential Office Relocation – upgraded wiring/cabling needed and planning for switch moves, Wifi Access Points, printers, etc.
- Assess and implement efficiencies in eLicense
- Investigate additional alternate site locations for different coverage area and update Continuity of Operations Plan (currently in eastern part of state)



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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

### FY 2025 Technology Budget

Outline a plan for technology spend from all sources:

Hardware	\$89,382
Software	\$42,750
Services (consulting)	\$288,844
Subscriptions	\$22,691
Telecom and Data	\$315,409

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 2025 Technology Major Expenditures

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

- Digitization and migration to cloud services
- Office relocation IT expenses



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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. Improve worker efficiency by improving the technology they use to support their work with children and families to include completing the development of the CT-KIND Comprehensive Child Welfare Information System (CCWIS) and preparing for deployment in the second half of calendar year 2025.
3. Identify ways that Artificial Intelligence (AI) can be leveraged to improve service quality and speed and work with the Office of Policy and Management and Bureau of Information Technology Solutions to implement those solutions in accordance with State responsible use policy.
4. 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.
5. Consolidate and standardize technologies fully based on BITS guidance and recommended enterprise solutions.
6. Continue to increase Data Quality through Data Governance System improvements.
7. Facilitate Data Exchange with State and Federal Partners.
8. Improve Worker Mobility, Collaboration and Accessibility.
9. Develop and Enhance Staff Skills Sets.
10. Improve asset management and optimize returns on investments.
11. Improve the disaster recovery capabilities and validate them through periodic disaster recovery exercises.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

12. Continue to strengthen the 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 <http://www.osc.ct.gov/manuals/software/contents.htm>.”

### Technology Achievements

- Successfully pivoted the implementation project of a Comprehensive Child Welfare Information System (CCWIS) from a mostly custom built, on-premise implementation to an implementation using standardized state foundational solutions that are based on government cloud solutions. This will increase the ability of the agency to share technical resources and knowledge with other agencies that are using the same solutions as well as speed up the time of implementation.
- Implemented key systems to support federal reporting and federal reimbursement claiming for services provided under the agency’s Family First Preventative Services Act (FFPSA) plan.
- Implemented significant updates to the Adoption and Foster Care Analysis and Reporting System (AFCARS) to improve compliance with federal standards for this reporting type.
- Implemented enhancements to the DCF Background Check and Mandated Reporter Portals to enhance security and end user experience.
- Upgraded Virtual Desktop Infrastructure to improve performance, reliability, and end user experience.
- Implemented a public dashboard to enhance transparency related to agency information on accepted Child Protective Service (CPS) reports.
- Completed migration of internal web applications to new servers with enhanced performance and security capabilities.
- Completed several updates of the agency’s Statewide Automated Child Welfare Information System (SACWIS) to improve various areas of the system



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

to include updates to the Administrative Case Review letters being sent to families; enhancements to implement the update collection of Race, Ethnicity, and Language (REL) information in accordance with Public Act 21-35; and updates on reporting and oversight related to the agency's Qualified Residential Treatment Program (QRTP).

- Completed office phone line conversions from copper to fiber lines.
- Implemented several updates to the agency's Virtual Desktop Infrastructure (VDI) to improve reliability, performance and security.
- Completed network equipment replacements and upgrades for the Central Office, Norwalk and Silver Street in Middletown locations.
- Completed extensive Quality Assurance effort of critical systems in support of a required COBOL system upgrade.
- Migrated all agency owned laptop and desktop computer to the statewide implementation of Microsoft System Center Configuration Manager (SCCM) system which improves the security stance of the managed laptops and desktops as well as allowing dramatically more efficient configuration of those devices and reducing duplication of SCCM licensing.
- Completed a migration of all DCF SharePoint sites from an outdated, on-premises implementation to the statewide SharePoint cloud-based tenant.

### 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.
- 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)





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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.
- Youth 18+ - Online completion of NYTD Surveys
- Education Districts – Provide information on Grades, Standardized Testing, Attendance, Discipline and Suspensions



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Medical / Dental and Behavioral Health Providers – MDE form submissions, Document Management and E-signatures.
- Ombudsman – Online submission of feedback, inquiries, 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.
- Expansion of public data dashboards to provide easily consumable visualizations of agency public data.

### Planned Applications

- Online portal for Wilderness School enrollment.
- “CT-KIND” Comprehensive Child Welfare Information System (CCWIS) to replace the current “LINK” Statewide Automated Child Welfare Information System (SACWIS). Project is underway and the CT-KIND CCWIS system is scheduled to go live in August of 2025
- A Provider Portal to assist in the recruitment, training, and licensing of foster parents is being developed as part of the CT-KIND CCWIS project and is scheduled to go live at the same time.
- An Electronic Health Record system to support both the Solnit Center Hospital and Psychiatric Residential Treatment Facility (PRTF).



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### FY 2025 Technology Budget

Outline a plan for technology spend from all sources:

Hardware - \$500,000

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) - \$24,000,000

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.

Subscriptions - \$2,348,000

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

Telecom and Data - \$960,000

Includes mobile and office telecommunication systems.

### FY 2025 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. The agency is working cooperatively with other agencies with the same needs as appropriate to implement a more effective and efficient solution.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Finalize the 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.
- Implement the next generation replacement of the state Virtual Desktop Infrastructure to allow continued secure access to agency systems by a mobile agency workforce.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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

#### Technology Achievements

- Implemented mobile inspection of amusement park rides
- 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
- Improved the agency phone system auto-attendant for accessibility to appropriate resources in the agency with more intuitive menu options and structure
- Streamlined fingerprint submittal process for background checks to simply process and provide email notifications when complete
- Continued to refresh and upgrade a broad range of IT equipment (laptops, audio/video equipment, peripherals, printers, scanners)
- Began 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.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Upgraded network connections for both Mohegan Sun Casino and Foxwoods Casino-based staff to devoted state connections to increase security and serviceability
- Modified Liquor Control credential applications within eLicense to align with new legislation

### Digital Government

#### List of Online Services Available:

- 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:



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Additional credential applications
- Streamlining credential applications

### Planned Applications

- Improve Gaming division data retention with updated secure file transfer method
- Automate the export of data from Quickbooks to DAS Collections (Diamond) for Guarantee Fund collections processing
- 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.
- Incorporate user interface enhancements and server performance improvements in eLicense to facilitate ease-of-use for this public-facing system
- Automate the importing of pharmacist exam scores into eLicense, which is currently done manually
- Integrate division's agreements and any corresponding payments with reconciliations through an electronic document signature technology and the State's Payment Gateway
- 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
- Leverage dashboards and reporting to enable agency staff to view status updates of BMC Helix tickets
- Adopt state's Travel Authorization application to alleviate manual processes associated with this process today
- Implement Core-CT for tracking Guarantee Fund balances and payments
- Implement numerous enhancements to eLicense document management
- Digital Licensing of credential holders for mobile phone wallets
- Legal Case Management system implementation for Legal Division
- Implement a Learning Management System for Liquor Control for the purposes of managing police certifications and licensee education
- Continue to refresh and upgrade a broad range of IT equipment (laptops, audio/video equipment, peripherals, printers, scanners)

### Planned Artificial Intelligence Use Cases

None planned at this time



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### FY 2025 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 2025 Technology Major Expenditures

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

- Seed to Sale (maintenance) - \$165,000





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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

Department of Correction is striving to improve the management of facility services, staff interactions, public interfaces, safety and security of staff and population, through providing timely, consistent and accurate information to internal and external stakeholders.

The agency's emphasis to enhance technology utilization through collaboration with DAS/BITS by achieving the following:

- Evaluate DOC's current systems and identify areas for improvement.
- Improve the efficiency and effectiveness of processes through automation.
- Develop Worker Mobility by implementing Wireless Network at all facilities.
- Improve the disaster recovery plan.
- Complete upgrade of Inmate Trust and Banking application to the cloud.
- Implement Adobe E-signature to securely sign documents and replace the cumbersome process of using physical paper.
- Convert all paper processes and forms to electronic format.
- Implement a secure document scanning system.
- Upgrade IT infrastructure at all facilities.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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/index.html>.

### Technology Achievements

- During this last fiscal year 14,941 tickets were handled by the DOC IT staff. From the total service tickets, there were 450 E H R requests, 326 research requests and 2144 CaseNotes requests.
- Purchased and deployed 442 Desktops, 319 Laptops and 25 Tablets.
- Developed a prompt onboarding and off boarding procedure for users and accounts.
- Established knowledge sharing and skills development sessions within help desk team which allowed staff to be more responsive and productive.
- Moved PDMS environment from Judicial to DOC and made many enhancements to the system to run more efficiently.
- Configured F5 Webtop to replace old DOC Portal Application.
- Added High Availability Failover option for Health Service Unit for their network server.
- Implemented PRTG system that includes more robust alerting for servers.
- All server upgraded to newest version.
- Built and configured two additional physical servers in Wethersfield for Production and High Availability for the Inmate Banking and Commissary application.
- Finished setting up Cisco UCS VMware servers and moved all DOC security servers into the cluster.
- Established weekly and adhoc training sessions for Network support staff.
- Security lowered the number of KNOWN Vulnerabilities across all devices from over 3M to about 740K.
- DOC IT Security was able to reduce the number of users who store DOC passwords as unencrypted files on their local computer.
- Worked closely with networking group to secure DOC Network and improve the Failover/Disaster Recovery.
- Designed and develop a new feature in Mainframe when the sentence is in days but exceeds three digits.
- Worked with BITS on DOC and BOPP Mainframe migration to Cobol 6.4.
- Completed the Vehicle tracking application.
- Completed the Volunteers application.
- Developed multiple new EHR forms/Encounters and Reports.
- Implement the Under-18 erasures.
- Implemented Clean Slate erasures process.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Designed and developed the ID Entry application.
- Created automation in Case Notes for many procedures i.e. new cases and reporting.

### Digital Government

#### List of Online Services Available:

- PDMS (Provider Data Management System) - tracks and reports offenders' activities in DOC's Halfway House residential programs.
- 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.
- 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

- Religious Services – MRi (Monthly Reporting Information System) – reporting application on activities done for specific religion types. It tracks in summary the activities of chaplains, associate chaplains, the services offered, the locations that are serviced and how the resources are managed.

### Planned Artificial Intelligence Use Cases

NA



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### FY 2025 Technology Budget

Hardware – \$1,300,000 - Equipment replacement.

Software - \$1,600,000 – Software renewals and maintenance.

Services - \$700,000 – Support contractors.

Subscriptions - \$25,000.

Telecom and Data - \$1,800,000 – Inmate Data and telephone lines.

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 2025 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.
- Atlas Maintenance and Support - \$160,000
- 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
- Telecom - \$1,800,000



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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 system
- 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 14,158 support tickets
- Reimaged of all agency laptops for improved security with Bitlocker drive encryption and CrowdStrike infection protection
- Upgraded all DDS group home and respite center sites from ADSL to ASE internet circuits for improved connection to the secure state network
- Added additional desktop computers to DDS group home sites for increased computer access at satellite locations
- Remediation of the office spaces disrupted by the flooding in Central Office
- Improved patching and version controls for Microsoft Office applications to help stabilize functionality for Outlook, Teams, and other common applications
- Agency-wide VPN Token conversion from ODA to NPS leveraging Microsoft MFA for cost-savings and ease-of-use
- Implemented numerous replacements and upgrades to servers and network devices
- Implemented networking infrastructure to support temporary Central Office Executive suite and drop in workstations
- Migrated PRAT application to utilize Microsoft Authentication Library(MSAL) and upgraded from .NET 5 to .NET 6
- Setup licensing and architecture for development of Microsoft Platform applications and Power BI Reports
- Completed development of modernized Individual Budget application in Power Platform (Low Code Solution)
- Completed initial upgrade of DDS public-facing website



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Began development of Power BI reports in collaboration with DDS BI Team
- Major update to CAMRIS Database to capture proper Race, Ethnicity and Language classifications
- Completed initial Care/Case Management assessment and completed/submitted Advanced Planning Document for to CMS (Center for Medicare/Medicaid Services) funding
- Assessed Technical Software Debt and planned for application upgrades
- Trained all development staff on Power Platform

### Digital Government

#### List of Online Services Available:

- WebResDay Attendance System, which allows providers to make entries into the DDS internal attendance application and allows providers to upload attendance data to the Attendance System
- 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.
- Electronic Submission of Incident Reports, which would allow providers to submit incident reports electronically to DDS.

### Planned Applications



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Continue work on a federally funded Care/Case Management System
  - Evaluate each module of chosen Commercial Off the Shelf System (COTS) to verify needs are being met
  - Plan integration of COTS product with existing and future in-house applications
  - Develop project management plan and team
  - Plan for provider engagement for transition to COTS Care/Case management solution
- Build internal App/API on top of the SendGrid API to facilitate the need of DDS email and text communications
- Labor Relations Database
- Family Grants application
- Assistive Technology tracking application
- Enhance the Critical Incident Analytics System
  - Integrate Level of Need data
- Continue Development on OpenWebResDay to allow for external providers to bulk upload visit information to WebResDay Attendance system
- Upgrade all .NET 5 applications to .NET 8
- 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
- Organize Azure DevOps projects under one unified Azure DevOps Portfolio Solution to allow for easy roll-up for status of all DDS development projects
- Cross-Train staff to provide redundant support for all DDS applications in Production
- Migrate remaining legacy pages on ct.gov/dds to upgraded front-end with project management provided by DDS Communications team
- Migrate all applications using TFS Source Control to Git in Azure DevOps

### Planned Artificial Intelligence Use Cases

- Microsoft Copilot for Business users

### FY 2025 Technology Budget





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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 2025 Technology Major Expenditures

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

- Electronic Visit Verification Service Fees (per transaction)
- PC/Laptop Refresh
- Care/Case Management System
- Critical Incident Analytics System Enhancements
- Tableau upgrade to Cloud
- VOIP phone upgrades in multiple DDS Locations



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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 for manufacturing department.
- Implemented BMC Helix help desk ticketing system.
- Implemented ArcGIS Launch/Storage & Geospatial Data Portal
- Upgraded (4) State Museums' POS and network expansion for further building coverage
- Onboarded several new employees in hybrid environment.

### Digital Government

- [www.ctfilm.com](http://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](http://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](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](http://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](http://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.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- [https://portal.ct.gov/DECD/Content/Arts-and-Culture/Funding\\_Opportunities/Data-Maps-of-COA-Awarded-Grants/Institutional-Grants-Map](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 management portal for JobsCT program.

### 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



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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 to all users.
- Implement GovQA for FOIA requests.
- Implement HighQ /Smartsheets for Legal & Small Business departments.

### FY 2025 Technology Budget

Please note, projections exclude major expenses below and bond funds approved after 7.1.24. The agency has new programs in the planning stages for FY25.

Hardware	\$ 100,000
Software	\$ 145,000
Services (consulting)	\$ 400,000
Subscriptions	\$ 125,000
Telecom and Data	\$ 50,000

### FY 2025 Technology Major Expenditures

Planned agency technology expenditures in excess of \$100K:

- 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 2025

### Department of Emergency Services and Public Protection

#### DESPP's 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

#### DESPP's 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 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 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 inefficiencies.

#### Technology Achievements

##### Commission on Fire Prevention and Control

- Our Training and Certification units continued deployment and expanded of features of the division's Learning Management System (LMS) Acadis®.
- Continued to deploy tablets for student support within the Acadis® portal.
- Continued use of MS Teams for various division meetings, training programs, and enhancing communication and collaboration.
- Modernization of the Connecticut Fire Academy's (CFA) facility wide WiFi system was completed.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Procured and installed FirstArriving® digital dashboard. The system provides awareness with real-time alerts, news, weather, and mission critical information within the CFA.
- Replaced the Point-of-Sale software system to support our Bookstore operations.

### **Police Officers Standards & Training**

- Access was obtained to on demand on-line training for all employees through the Daigle Law Group's Learning Center.
- Manager's desktops were replaced with laptops connected to a docking station that allows staff to travel with their "desktop" providing greater ability to access real-time information in meetings and at training events.
- An interactive monitor was added to the main lobby is now completely installed and in use. The monitor offers visitors Weather, profiles of our Law Enforcement Officers killed in the line of duty, a link to the memorial website, calendar listing all training Announcements can be programmed into a crawler on the bottom of the display.

### **Division of Statewide Emergency Telecommunications**

- Phase I of the PSDN network equipment refresh began in August 2023.
- The State of CT Department of DESPP/ DSET in conjunction with Bureau of Information Technology Solutions (BITS) and our selected vendor and partner Juniper Networks Inc began with the first of our (7) rings topology.
- Municipalities and agencies continue to integrate with CLMRN improving both operability and interoperability. 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. Exponential system capacity improvements have been implemented in separate areas of the State.
- Construction of the Connecticut Statewide Emergency Communications Center (CSECC) has been completed. Provides a centralized location for a statewide back-up Public Safety Answering Point (PSAP) and training facility.

### **Division of Scientific Services (DSS)**

- Developed a bidirectional interface between the NexGen records management system and forensic laboratory's LIMS.
- 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 Building Access Control, alarm, and security monitoring systems.

### **Division of Connecticut State Police (CSP)**

- The Offender Registry Unit implemented FileNet services to streamline their record keeping system within the Deadly Weapon Offender Registry.
- Added an online software module to deliver inspection reports to the supervisors in real time.
- We continue to work with Mutualink to incorporate radio communications, video surveillance, and data collaboration to be used at all State Police barracks.
- Expanded use of Video Drone surveillance in support of CSP activity



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Upgraded Building Access Control and security monitoring systems.

### **Division of Emergency Management Homeland Security (DEMHS)**

- Continue to enhance and expand the WEBEOC system increasing the capabilities for State and municipal users.
- Deploy Crisis Track Damage Assessment Software to state agencies and all municipalities and tribes - estimated completion Summer 2024
- Finalize updates to CT Prepare mobile applications – estimated completion Summer 2024
- Implement CIVIX Grant tracking software and trained all users.
- Implement automated processes or artificial intelligence capabilities to search existing CTIC databases.
- Updated Suspicious Activity Reporting - capture process through the web-portal to include CSV or Excel files to allow for quicker data entry and analytics.
- Continue upgrades and updates to the CTIC Web Page giving it increased visibility and a more direct connection to the public.

### **Department of Emergency Management and Public Protection (DESPP)**

- Facilities Management is implementing a new Building Management System across multiple sites. Implementation is expected to be completed in FY2025.

### **Digital Government**

#### List of Online Services Available

- Through the Acadis® LMS, students now can complete course and test registrations, initiate and complete on-line payment of invoices.
- We plan to expand the use of the soon to be deployed CFA Bookstore Point of Sale Software to initiate an on-line presence for our retail store operations.
- Bring me Back Home - CSP DESPP/BITS IT and the Alzheimer's society has collaborated to create an online area for the public to submit the personal information of a family member who suffers from Alzheimer's disease, Autism, etc...

#### **List of Online Services Requested by Constituents:**

- 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:**

- Clean Slate Hearing Request Form
- 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 via Acadis or other available software.





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Continued expansion of web portal access by Connecticut-based weapons dealers for background checks and other safety/security measures
- Scheduling Lab Kiosk activities (NIBIN, Rapid DNA, AFIS)
- DUI/DUID defendants to remotely access toxicology reports in a secure manner to alleviate need for physical mailing of paper copies.

### Planned Applications

- Implementing STACS DNA Caseworks to improve efficiency and productivity in the DNA section.
- Developing a bidirectional interface between LIMS-plus and the States Attorney's Offices and the court system.
- Relocating servers currently in basement of Building 5 of the Mulcahy campus to the laboratory in Meriden
- Integration of temperature monitoring devices for remote monitoring.
- Implement Caliber / Forensic Advantage – Breath Alcohol Database Management System (BrAD) responsible for tracking and storing records from multiple types of instruments that measure a subject's breath alcohol level.
- Implementing a system that allows officers to use electronic signatures when submitting and picking up evidence.
- Outfitting a mobile crime scene van with a RAPID DNA and NIBIN Kiosk.
- Installing RAPID DNA Kiosks at Chief Medical Examiner Office and New London Police Department.
- Implementing a Forensic Dashboard that will allow Management to get real time statistics from the LIMS-plus.
- Develop a process to coordinate related NIBIN, AFIS, CODIS and Forensic Leads into one comprehensive investigative report that can be provided to all law enforcement agencies related to the cases.
- Migrate the DESPP Website to the current DAS approved architecture.
- Research GPS Tracking, and Vehicle Fleet Management systems.
- Evaluate and enhance the hardware and software used by CTIC and other DESPP Divisions for analysis and reporting; in particular, the leasing or sharing of existing databases.
- Continue upgrades and updates to the CTIC Web Page giving it increased visibility and a more direct connection to the public.
- Finalize updates to CT Safe mobile applications – estimated completion Summer 2024
- Complete the installation and configuration of the Facilities BMS System
- Continue the ongoing video surveillance and access control modernization.
- Work with DAS Procurement on centralized access and storage of digital video files.
- Implement building projects involving expansion of IT services into new and existing structures as part of DESPP modernization.
- In collaboration with DCJ implement a video Bail Bonds system.
- Modernize and re-platform the COLLECT system.
- Continue the expansion and upgrade to the State PSDN Network.
- Upgrade Video Conference Rooms and Video Classroom Technology across DESPP.

### Planned Artificial Intelligence Use Cases

- FLOCK License Plate Reader System



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Intelligence Operations Units within the CSP and DEMHS
- Code Review with Application Development

### **FY 2025 Technology Budget**

**Outline a plan for technology spend from all sources: (Approximately \$3.7 Million)**

Hardware \$697,500

Software \$1,193,200

Services (consulting) \$187,500

Subscriptions \$85,185

Telecom and Data \$1,434,124.00

Other/Supply \$135,000

### **FY 2025 Technology Major Expenditures**

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

DESPP (CEPF funding required unless stated otherwise)

- DESPP Technology for New CT State Police Cruisers
- DESPP WiFi Initiative
- BITS – Agency PC Refresh
- EOC buildout with new Infrastructure, Computers, and VOIP at the Armory
- CISS Search Deployment to identify, train and authenticate 13,000 users
- Electronic Workflows Deployment from all RMS vendors to Judicial and 18 GA courts, DCJ, BOPP, DPDS, DESPP
- Buildout of the “Real Time Crime Center” and CT. Intelligence Center Initiatives



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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

<http://www.osc.ct.gov/manuals/software/contents.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 and field office equipment refreshes. DEEP continues to be a state leader in the use of Geographic Information Systems (GIS) and Records Management. DEEP completed the digitization of over 9 million agency Remediation records which are the most sought after DEEP public files.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

Other achievements include:

- DEEP's Bureau of Energy and Technology Policy (BETP) implemented a grants management tool to facilitate agency and sub-recipient administration, and an FCC/NTIA-compliant challenge process portal to enable broadband map challenges under the IIJA BEAD program
- DEEP has successfully initiated the migration of all LISTSERVs to Campaign Monitor. This consolidation into a single platform allows for more streamlined management of communications and campaigns. Campaign Monitor is used for all new newsletters and broad email campaigns, significantly enhancing our outreach efficiency
- Developed Microsoft Power Platform Applications for Asset Tracking, Kiosk Application, and Boating Education
- Improved the Online Search Portal interface for DEEP Public Files including multi-value searches, increased search result display from 500 to 1000 results displayed, and enhanced performance
- Developed the Municipal and Concierge Database for the Commissioner's Office. It is used to track municipal contact information, correspondence, projects and project notes for DEEP's Client Concierge Service, the Municipal Team, and CEPA/NEPA.
- Migrated 102 Servers to NexGen
- Upgraded AV Equipment in eight Conference Rooms
- Outfitted new Western District Net Zero Building with IT Infrastructure and Equipment
- Upgraded Network Switches in 18 DEEP Locations
- Implemented Printer Authentication
- Launched New State Parks Website
- Implemented new system for lifeguard Scheduling

### 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 &



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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
- State Parks Website

### 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.
- 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



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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 REACT project will consolidate project management and data tracking needs of multiple DEEP business areas that support various aspects of discovery and remediation of new and historical releases 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 of thousands of releases per year 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 historical releases for the general public, and promoting transparency to the general public and other state government agencies.
- The new eFiling solution will replace the DEEP ezFile platform and include a common online payment portal for all permits including those not available online yet. The existing ezFile permits will be migrated to the new solution and then move on to 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.
- Upgraded 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.
- Online electronic reporting from businesses, municipalities, etc. to comply with permit and regulatory requirements including municipal waste management.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Online Portal for the Office of Adjudications which will improve the filing process and make all case information available to the public. This will increase public participation, transparency, and efficiency in the hearing process.
- Enhance Environmental Justice Mapping tools to visualize the spatial distribution of environmental and public health risks and social vulnerabilities.
- Launch metrics Dashboard that displays need-to-know information to support the state's carbon reduction goals by 2040.

### Planned Applications

- REACT - 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
- eFiling – Start to leverage the platform built for REACT for permits to replace the ezFile Platform.
- EPA and NRC e-Reporting – Provide data exchanges and/or integrations with DEEP solutions/databases and various federal solutions/nodes.
- Newsletter Consolidation Solution - DEEP is continuing to consolidate its various newsletters from across 3 third party platforms, 100+ audiences, multiple listservs, and individual email accounts to one service.
- Solid Waste Reporting and Tracking System - an interactive electronic platform that will be utilized by Materials Management and Compliance staff, the permitted and reporting community, and the public to carry out critical business functions in a streamlined, legally compliant manner.
- Online Incentive Tool - web-based incentive platform/tool that will help residential building owners to find, access, and braid together federal, state, and local energy and broadband programs (ex. solar, insulation, heat pumps, electric vehicles, high speed internet, etc.)
- Adjudications Case Management System - for Internal Docket Management and an external public portal. This is an accessible and user-friendly platform for attorneys and non-attorneys to file and obtain information and documents. It also includes public access to dockets with ability to see status of case, upcoming events and party contact information.
- Asset Management Enhancements - DEEP will look to expand on the existing asset inventory, IBM Maximo, and embark on integration of several different business processes that relate to asset tracking and management. The scope also includes the implementation of a mobile application for staff to utilize in the field.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Environmental and geotechnical data management –manage and track environmental investigations in real time. Once a location is created in the database, verified laboratory data can easily be submitted and then displayed in graph/chart form. This will be a valuable tool to manage all the current and anticipated PFAS investigations occurring in the state. Once the database is created, the public will have the ability to view and track some of the data associated with their communities and work that is being done throughout the state.
- Continue to digitize records available through the online search portal for the Leaking Underground Storage Tanks and PCB's Programs.
- Continue to develop Environmental Justice tools to provide state officials and environmental decision-makers with the ability to identify an overburdened community, direct enforcement of environmental regulations, and remediate contaminated sites, among other goals.
- Expand the Municipal and Concierge Database to log Legislative inquiries.

### FY 2025 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware – \$250,000
- Software – \$2,000,000
- Subscriptions – \$500,00
- Services - \$10,000,000
- Telecom and Data - \$600,000

### FY 2025 Technology Major Expenditures

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

- Hardware including UPS replacements
- Scanning & FileNet Ingestion
- Case Management (Salesforce)
  - REACT
  - eFiling
- Environmental Tracking and investigation
- Maximo Asset Management Upgrades
- Solid Waste Reporting and Tracking
- Online Incentive Tool





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Environmental Justice Mapping Tool

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

- A centralized helpdesk, BMC Helix, for all Executive Branch staff is being implemented. Currently IT staff are using it but soon (TBD) all DOH end users will be submitting their issues through the new system.
- Developing automation for grants’ processes and procedures (Power Platform). We are working with independent contractors to develop an application that can take a grant or a contract through each step of its lifecycle.
- Website/Portal redesign. Improved content structure and site design.

#### Technology Achievements

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

- *Ramped up the new Office of Finance and Operations unit*
- *Ramped up the new Architectural & Technical Services unit*



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- *Created a new post-imaging process*
- *Chatbot, Robin 3.0*

### Digital Government

#### List of Online Services Available:

- *UniteCT application process (retired to public)*
- *Housing Registry (Matrix)*
- *DOH Grants App (Power Platform)*
- *Power BI reporting tool*
- *Security Deposit Guarantee*
- *HDS (Housing and Development Software, Enterprise system)*

#### List of Online Services Requested by Constituents:

- *None*

#### List of Online Services Planned to be made available:

- *Upgrade staff Windows devices to Windows 11*
- *Identifying obsolete IT equipment*
  - *Wipe hard drives per government standards*
  - *Move obsolete equipment to a centralized location to be put on government auction*

### Planned Applications

- *GELS (Salesforce)*
- *HDS Web/Nextgen (staff training begun)*
- *Storyhub (Dashboard for executive staff for real time briefings equipped with necessary intelligence to ensure they're fully informed of agency programs at all times)*

### FY 2025 Technology Budget

Outline a plan for technology spending from all sources:

Hardware



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

Laptop device replacement

### Software

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

Services (consulting)

*Development resource for GELS*

### Subscriptions

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

### Telecom and Data

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

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 2025 Technology Major Expenditures

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

- None currently anticipated



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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 Insurance Department 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

- Successfully maintained Disaster Recovery solution for agency-hosted applications and data with a backup location of Eastern Connecticut State University
- Migrated File & Print services to BITS-hosted environments running the latest supported operating system versions



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Refreshed laptops for telework as machines have reached warranty expiration, making aged peripherals available for staff to leverage while teleworking
- Began deployment of Windows 11 Operating System for staff laptops
- Installed new and/or upgraded audio/video equipment (Conference Room 600, 6<sup>th</sup> Floor Open Space, 6<sup>th</sup> Floor Law Library, Conference Room 702, Commissioner's Conference Room), peripherals & network printers
- Implemented RightFax as a replacement for physical fax machines for Consumer Affairs
- Went live with BMC Helix Service Portal enabling agency staff to submit technology requests
- Configured and implemented two additional SharePoint sites for DOI Divisions
- Stood 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
- Continued deployment of additional Adobe Acrobat DC Pro installations using the current subscription-based model
- Completed agency website modernization with the deployment of the state's Robin chatbot
- Implemented Life and Health division Network Adequacy Survey application supporting industry report cards and surveys along with analytics
- Migrated remaining mission-critical online services and applications which were not included in NAIC's SBS system to BITS-hosted virtual servers

### 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



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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
- State's Robin website chatbot solution
- Life & Health Network Adequacy Survey submission system
- Pharmacy Benefit Management (PBM) Survey
- Prescription Drug Rebate Practice Report
- Outpatient Prescription Drug Cost Report

### 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:

- Market Conduct Mental Health Parity Annual Report submission system
- Medical Malpractice Closed Claim Reporting (upgrade)

### Planned Applications

- Complete migration from the legacy client-server financial auditing software solution to a cloud-based solution with the same vendor (TeamMate+)
- 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
- Establish a SharePoint site for each of the remaining divisions of the Insurance Department



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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)
- Continue deployment of Windows 11 Operating System for staff laptops
- Adopt the state-provided Travel Authorization system 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
- Stand up a system, Onspring, supporting the Legal Division for all aspects of Contract Management
- Develop and implement 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
- Develop and implement a new Medical Malpractice reporting application to update the platform from Java to .NET while offering improved functionality and analytics
- 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

### Planned Artificial Intelligence Use Cases

- Implement a software solution, Quadient AR by YayPay, to facilitate tracking and aggregating assessments and invoicing for the Business Office
- 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
- Enable Microsoft Copilot for all Divisions with a goal of alleviating repetitive tasks, and allowing Agency staff to focus on value-added work

### FY 2025 Technology Budget

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

Hardware	\$ 168,418
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# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

Software	\$ 212,661
Maintenance	\$ 55,767
Services (consulting)	\$
Subscriptions	\$ 1,200
Telecom and Data	\$ 66,912

### FY 2025 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 2025

### 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.

The Psychiatric Security Review Board is an administrative agency charged with the oversight of individuals found not guilty of a crime by reason of mental disease or defect. IT services are provided through the Department of Mental Health and Addiction Services.

#### 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

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

#### Technology Achievements FY24

- Installation of redundant UPS in Middletown Data Center
- Upgrade from flip phones to iPhones for all clinical staff
- Police car camera deployment
- SharePoint - facility intranet site rollouts
- Upgraded the Pharmacy system at BHSA
- Install Video Conferencing: Dutton (Alcove Room), Shew (Mountain View Room), Haviland - Fiscal Conference Room (3rd floor), Page (216/217)
- Immutable Storage for Ransomware Recovery
- iPhone IOS upgrades
- Upgraded GoToResolve for remote support capabilities



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Adding new functionality to our existing DDaP Private Non-Profit Application to include a Gambling Periodic Assessment.
- Contract Tracking system integration with eLicense
- Rewrite of MHAR (Mental Health Adjudication Repository)
- Visitor Authorization Application
- Streamline Business Requirement Gathering and Application Development Process

### Digital Government

- Nothing Planned

### Planned Applications

- Wi-Fi implementation in process for all DMHAS locations throughout the state
- EHR (Electronic Health Record) for eight DMHAS-operated facilities to begin
- REL Updates DDaP client data system to begin
- DMHAS will continue to engage with DAS to resume Kronos implementation
- Upgrade the Pharmacy systems at CRMHC, CMHC and SWCMHS
- Install Pyxis Medication Dispensing Carts at BHSA, CRMHC, CMHC and SWCMHS
- Upgrade legacy Tobacco Compliance System (TCS) with Enterprise mobile impact
- Legacy Modernization Project – CTS-Contract Tracking System
- Robo Server transition from VMWare to Hyper-V
- Windows 11 Upgrade
- Computer Refresh to support Windows 11 Upgrade
- MFA for VDI
- HIPAA Remediations
- Data Archiving
- Move Middletown Video Network to Exec Domain
- Security Cameras upgrades
- Mobile Crisis Management System
- Upgrade VMWare 7 to VMWare 8
- Conference Room upgrades (Merritt Lee Auditorium, Page (365), Page Solarium, CRMHC CEO Conference room, CRMHC ITU Conference room)
- SAN Upgrade
- DEVOPS implementation



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Panic Buttons for SMHA

### FY 2025 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware \$2.5M
- Software (Maintenance) \$600K
- Services (Consulting) \$1.7M
- Subscriptions \$1M
- Telecom and Data \$80K
- Electronic Health Record TBD

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 2025 Technology Major Expenditures

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

- Desktop/Laptop Refresh \$700K
- Switch/Router Refresh \$450K
- Electronic Health Record TBD



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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.
- Enable additional digital/online services.
- Migrate to the American Association of Motor Vehicle Administration (AAMVA) State-to-State System by 2026 and to deploy AAMVA's Restful API by 2028.
- 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 the ability for a customer to access DMV's online worker portal to request processing of certain transactions without having to visit a DMV branch office (AKA Virtual Appointment). This will seek to continue to build upon features recently deployed to leverage common Salesforce 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 build upon the document upload functionality for other business processes where this functionality would



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

streamline services.

### Strategy Deployment Approach:

**DMV's approach is to incrementally deploy and evolve its modernization efforts. Given this, DMV will:**

- 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, including scanning and workflow management technology.
- Deploy the necessary infrastructure for mobile driver license and third-party wallets.
- Migrate all licensing applications and data to a state-of-the-art cloud-based 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).
- Deploy the mobile driver license to third-party wallet vendors.
- Migrate all DMV's remaining nonintegrated customer, silo, service portals into its enterprise Salesforce portal.

"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:

- Continued to add functionality in the self-service integrated transaction processing portal for both employees and customers. DMV expanded the number and types of vehicle registrations that can be processed online. In addition, customers can transmit via the Salesforce online applications for a new and renewal of an accessibility placard. DMV's online transaction volume equaled approximately 2.3 million.
- Initiated migration of DMV's Adjudication System and Dealer and Repairs Complaint (DARC) systems from legacy, midrange technology environment to a modern, customer-centric, and cloud-based platform via Salesforce and MuleSoft.
- Migrated a middleware solution (MuleSoft) that integrates existing driver and vehicle solutions across technology platforms to the cloud (.NET, Mainframe, and Salesforce).  
Implemented a Salesforce enterprise customer appointment and queuing system replacing a third-party product in all DMV branch locations. The Salesforce system reuses elements of Salesforce Online product for customer consistency and



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

usability, as well as account management. Moreover, this system provides the customer with the ability to receive detailed transactional instructions dependent upon what the customer seeks from DMV (license, registration, accessibility placard, etc.) The Know Before You Go information transaction details reduced customer transactional counter failure from approximately 33% to around 19% of the total customer transactions served. Lastly, this product also 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, as well as cancellations and rescheduling. The SMS texting technology has helped reduce customer appointment no shows from approximately 45% under the prior appointment system to around 19%.

- Migrated DMV’s Contact Center Virtual Hold functionality to the cloud.

### 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	Y
Special Operator Permit Application	Y	Y
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



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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
Request, Renew and Update Disability Placard	Y	Y

### Planned Online Services for Fiscal Year 2025:

<b>Planned Online Service</b>
Commercial Fleet Renewals via Salesforce Online
Mobile Driver License
Online Knowledge Test
Migrate Knowledge test and skills test appointments to Salesforce
Online Dealer and Repair Application Services
Report Abandoned Vehicle
Public Passenger Endorsement Unit's online application process via Salesforce online
Deploy additional IVR transactions for DMV's Contact Center
Provide self-service via Salesforce



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

Online for Insurance Compliance Services
Migration of DMV's Commercial Vehicle Operations Portal to Salesforce
Deploy an Employee Notification System

### 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.
- Migrate licensing applications and data to the newly deployed web-based environment to a state-of-the-art environment cloud-based system.
- Migrate CIVLS Server from Microsoft Windows 2008 to 2019.
- Replace DMV's workstations and Point of Sale Service system (e.g., credit card readers, DMV's electronic voter registration equipment, migration of Branch workstations from Windows 10 to Windows 11, etc.)
- Expand access to DMV's services through its Nutmeg and AAA partnership.

\*The plan reflects FY 2025 Technology Budget Only – the Agency is seeking I/T Bonding funds for the Overall DMV Modernization Program, such as State to State and License Mainframe Migration. Cost estimations for the proposed initiatives are currently in progress.

### FY 2025 Technology Budget





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

Type	FY25 STF	Federal Grants	CVISN Bonding	Unified Communications Project (Customer Contact)	Automated Voter Registration Project	CIVLS, Central Issuance & Modernization Projects	Total
Hardware Maintenance	\$ 77,231.00						
Software License & Rental	\$ 298,102.00	\$ 23,387.53					
Consultants	\$ 1,305,801.00	\$ 8,072,609.47					
Software as a Service	\$ 1,498,426.00						
Subscription							
Software M&S	\$ 861,884.00						
Telcom & Data	\$ 892,503.00						
<b>Total Funding</b>	<b>\$ 4,933,947.00</b>	<b>\$ 8,095,997.00</b>	<b>\$ 2,484,729.00</b>	<b>\$ 384,601.00</b>	<b>\$ -</b>	<b>\$ 11,707,172.00</b>	<b>\$ 27,606,446.00</b>

### FY2025 Technology Major Expenditures



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

Vendor	Description	Price
Carahsoft	Salesforce Service Cloud unlimited edition	\$ 765,000.00
AAMVA	Commercial Driver Licence Information System	\$ 417,000.00
Carahsoft	Mulesoft	\$ 90,000.00
Celtic	IRP & DMV Systems	\$ 225,000.00
Idemia	Mobile ID/ID Fabric	\$ 70,000.00
Idemia	@HomeKnowledgeTesting	\$ 330,000.00
TBD	DMV Modernization Program (FY 2023-2025)	\$ 40,000,000.00
	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, ie, Fleet Management Functionality (eg towing companies, transportation/limosine, school buses, etc)	
	Customer and worker portal enhancements to enhance digital/virtual workstations	
Crown Castle	Fiber network charges	\$ 75,000.00
MV Solutions	MS Solutions Real Time Insurance system m&s	\$ 316,800.00
Telrepc	Skills Road Test (30 laptops) replacement	\$ 168,000.00
Fujitsu	replacement of line operations scanner inventory	\$ 300,000.00
JD Power	VIN Prefix	\$ 440,000.00
Covendis	Consultants	\$ 3,000,000.00
AT&T Mobility	CVSD routers/modems for vehicles	\$ 60,000.00
		\$ 46,256,800.00

### FY 2025 Technology Grant Related Funding



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

FY25 Grant Technology																	
Type	MCSAP	CDL 19	CDL 20-100	CDL 20-85	CDL 21	CDL 22	CDL 23	ITD 19	ITD 20	ITD 21	ITD 22	ITD 23	CVISN Bonding	Unified Communications Project (Customer Contact Center)	Automated Voter Registration Project	CIVLS, Central Issuance & Modernization Projects	Total
Hardware Maintenance																	\$ -
Software License & Rental	\$23,387.53																\$ 23,387.53
Consultants		\$99,497.43	\$69,531.83	\$551,863.00	\$ 57,600.00	\$ 2,495,521.69	\$ 2,116,014.00	\$ 16,717.93	\$396,440.00	\$249,900.00	\$1,879,023.77	\$140,499.82					\$8,072,609.47
Software as a Service																	\$ -
Subscription Software M&S																	\$ -
Telcom &																	\$ -
<b>Total Funding</b>	<b>\$23,387.53</b>	<b>\$99,497.43</b>	<b>\$69,531.83</b>	<b>\$551,863.00</b>	<b>\$ 57,600.00</b>	<b>\$ 2,495,521.69</b>	<b>\$ 2,116,014.00</b>	<b>\$ 16,717.93</b>	<b>\$396,440.00</b>	<b>\$249,900.00</b>	<b>\$1,879,023.77</b>	<b>\$140,499.82</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$8,095,997.00</b>



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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.

Along with other agencies, DPH will

- 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 technology solutions that meet existing business needs, 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:

1. 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
2. Work with DPH business units and executive leadership to identify opportunities for improving customer service, including eliminating paper-based form submissions, wherever possible
3. Modernize and simplify software systems that handle data entry, data submission, data validation, data transformation, data analysis, data reporting, and data sharing



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

4. Utilize approved low-code/high-productivity platforms as alternatives to traditional enterprise development, when beneficial and affordable to the agency
5. 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

- Implemented Electronic Case Reporting
- Migrated servers from the DPH Data Center to the State’s Data Center
- Implemented SCCM for remote management of devices
- Deployed FHIR interface with Vital Records and death registry vendor
- Deployed State Marriage Data Exchange System (SMDES) for Social Security
- Migrated all dotnet projects from TFS to Azure DevOps and standardize the development process
- Made numerous enhancements to the FLIS portal, including text message notifications, data collection related to hospital staffing, civil money penalty applications
- Created several ASPEN Reports
- Developed coding standards for Power Platform projects
- Developed Online Data Request Tracker (Power Platform) for SAR Unit
- Made several enhancements to CT-WiZ (the State's immunization tracking system), including integration with a multi-state gateway for immunization data, alignment with national accessibility standards, and Spanish language support
- Migrated State Lab's high-performance computing (HPC) device to upgraded hardware at the State Data Center
- Collaborated with Amazon to establish CT DPH Genomics Secondary Analysis setup in AWS
- Enhanced ABCMS to support additional fingerprinting locations, including local police departments

### Digital Government

List of Online Services Available:



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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
  - 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
  - CT-EPHT - Environmental portal for reporting and analyzing environmental issues affecting CT public health, such as beach and drinking water quality,



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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 though 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)

### Planned Applications

- Laboratory Information Management Systems (Modernization)
  - Newborn Screening LIMS
  - Infectious Diseases LIMS
  - Environmental Testing LIMS
- Subsurface Sewage Information System
- Beach Water Monitoring System
- DPH Submissions Portal (Modernization and Expansion)
- Tuberculosis Billing System (Modernization)
- Tuberculosis Surveillance System (Modernization)
- Disease Surveillance & Case Management System (Modernization)
- Data Exchange Platform (Modernization)
- CGMS Contracts and Grants Management Systems (Modernization)
- Legal Case Management System (Leverage Enterprise Solution)
- IT Service Desk (Leverage Enterprise Solution)
- Genomics/DNA Sequencing (Networking/Infrastructure Modernization)



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Planned Artificial Intelligence Use Cases

- Use of AI for copy editing of documents

### FY 2025 Technology Budget

#### State Funds

Category	Amount
IT Data Services	\$10,705.03
IT Hardware Maintenance & Support	
• Capital Equipment Purchasing Fund	\$300,000.00
• Other Expenses	\$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
<b>TOTAL</b>	<b>\$1,003,067.58</b>

#### Federal Funds

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





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

Other IT cost not specifically identified here.	\$3,000.00
<b>TOTAL</b>	<b>\$13,073,519.36</b>

### FY 2025 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
- Subsurface Sewage Information System
- Beach Water Monitoring System
- Lead Service Line Inventory System
- Drinking Water State-Federal-Tribal Information Exchange System  
(modernization of Safe Drinking Water Information System)
- DPH Submissions Portal
- Disease Surveillance & Case Management System



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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.

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/index.html> .

#### Technology Achievements

- Release 4 of CTax – Multiyear IT modernization of the agencies tax processing system.
- Migration of the FastStack compute environment from the Groton Data Center to the Fast Enterprises private cloud environment.



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- Migrated legacy data warehouse (Revenue Premier) from Oracle to SQL Server.
- Upgraded A/V in Commissioner's conference room and education outreach room.

### Digital Government

#### List of Online Services Available:

- myconneCT (Release 4 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 Chatbot
- Service 2



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### Planned Applications

- Tax Document Development Project
- Procurement Workflow Automation System

### Planned Artificial Intelligence Use Cases

BITS will be leveraging our technology partners to explore potential use cases for AI that will provide strategic value to DRS.

### FY 2025 Technology Budget

Outline a plan for technology spend from all sources:

#### Hardware

- Laptop refresh - \$240,000
- Physical server refresh – \$225,000
  - Approximately 18 physical servers are out of support and have been deemed an IRS critical finding.

#### Software

- Avaya phone system maintenance and IVR - \$255,000

#### Services (consulting)

- Replatform legacy tax administration system (ITAS) - \$500,000
- Replatform legacy tax administration system (ITRP, MBDB) - \$250,000

#### Subscriptions

#### Telecom and Data



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### FY 2025 Technology Major Expenditures

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

- ITAS replacement - \$500,000
- Laptop Refresh - \$240,000
- ITRP and MBDB replacement - \$250,000



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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 technology strategy for DSS is built with a vision to meet DSS strategic objectives.

#### **DSS Strategic Objectives:**

1. Create the most dignified experience for obtaining and maintaining benefits
2. Empower a proactive, mission driven DSS workforce that is focused on our customers
3. Help DSS customers live longer and healthier lives
4. Leverage innovative ways to improve economic security and success for DSS Customers

**Our Vision:** Guided by our shared belief in human potential, we envision a Connecticut where all can 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.



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

**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

- **Opportunity Center / Appointment Scheduling** – The Opportunity Center Governor’s initiative has a vision to open doors for equitable access to services that meet the diverse needs of individuals and families in Connecticut, supporting their health and economic mobility to thrive. The planning and implementation of Software, hardware and infrastructure needs for pre-pilot is completed in SFY 2024. The initiative has three phases for implementation, and the pre-pilot and pilot phases is planned in SFY2025. The third phase planning is to start in FY2025.
- **ConneCT/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. M&O services for ImpaCT was transitioned from Deloitte over to Infosys during FY2022/FY2023 and was completely taken over by Infosys during FY2024. During FY2024 – Multiple enhancements were done in ImpaCT to support state and federal mandates (Under PHE unwinding) Additional enhancements to support increased Automation is currently being worked on and will be delivered during FY2024. Future enhancements for client centric enhancements and operational efficiency are being gathered and will be included in the new APD that will be submitted for Federal reviews in during early 2025.
- **Enterprise Program Management Office (EPMO)** – The EPMO operates at a strategic level, in collaboration with DSS executive leadership, to ensure all projects



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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 provides oversight, governance and support for all DSS projects, through the Office of the Commissioner and under Deputy Commissioner guidance, while continually identifying and supporting 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 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 1 million 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.
- **MyDSS** – A progressive web application platform to support DSS clients by providing access to case information, real-time electronic benefit transfer (EBT) card balances, report changes, and complete case renewals as well as Supplemental Nutrition Assistance Program (SNAP) mid certification reviews. As part of implementing the Phase 5 of MyDSS, we are creating a web portal for Social Security





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Administration (SSA) technicians who assist SSI applicants and recipients living in a pure SSI household in Connecticut with the completion of SNAP applications. We also enhanced some of the existing features of current MyDSS functions.

- **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 was completed in Q1 2024. Minor enhancements will continue through the course of the year. 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.
- **IVR Interim Call Recording:**
  - Configure 300 Agents and extensions to be recorded.
  - Completed Q4 of SFY 2024
- **Medicaid Data Warehouse:** 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 Quality (DQ) compliance as CMS is using 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.

The following were achieved in SFY24:



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- TMSIS
  - Resubmitted claims data required by CMS due to system changes
  - Implemented new CMS file layout changes (Phase 1)
  - Researched and responded to Data Quality (DQ) items
  - Meeting all Outcomes-Based Assessment categories
  - CMS has complemented CT for being one of the top TMSIS states
- Electronic Visit Verification (EVV)
  - Added Open EVV data
  - Added DSS Consumer Direct EVV data
- CMS372 Waiver Reporting – produced the 10 CMS372 waiver reports for DSS. Fiscal utilizes these reports to submit data to CMS.
- System modifications to capture new data added in MMIS interChange (iC) and ImpaCT such as new state categories of service and client renewal date.
- **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 in May 2021 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) 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 the following use cases went live; Patient Access – which allows any CT consumer with the ability to access and view their information in Connie using an app, Dental Health Records – which allows dentists to be part of a patient care team and gives dentists access to view a Problem List which lists specific patient health conditions relevant to patient safety, preventative care and treatment outcomes, Advanced Directives – which allows providers access to advanced directives via AD Vault/My Directives, and Immunizations – which compiles a list of immunizations from the Continuity of Care Documents (CCD) submitted by providers.



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- **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 and online application process to work through instead of downloading a form and submitting it manually. The application includes an interface with ImpaCT for real-time confirmation of income eligibility that helps to increase the speed and accuracy of the application process. – completed Q2 for fiscal 2024.
- **Centralized Reporting / Dashboard Solution** - This platform provides a variety of dashboards for reporting, analytics and business Intelligence work for DSS operations. Enhancements to resource center operational dashboards continue as ongoing efforts. New dashboards for DSS Electronic Communications, MYDSS (DSS Progressive Web Application /mobile solution) were completed in SFY24. Over 50 ad-hoc reports were generated. Created the ‘MED-Connect’: Medicaid for Employees with Disabilities Program Report to be used as the data source for a legislatively mandated assessment and report on the MED-Connect program.
- **DSS Centralized Dashboard & Reporting (Public Facing)** - The tool provides public-facing dashboards, visualizations, and other data available through the DSS customer portal. In 2023, Medicaid cost and quality transparency data were added in furtherance of Executive Order 6. Interactive PHE Unwinding dashboards were also added to the existing platform.
- **Salesforce Governance and Continued Modernization** – This initiative has a strategic focus on modernizing business architecture, legacy technology platforms, and processes to improve the experience for both staff and clients at DSS. To start, the goal was to establish processes, guidelines, and develop the workforce required to systematically modernize outdated technology and provide innovative solutions using the Salesforce platform. In SFY24, our achievements in this area include Phase 4 of the Pathways application and the successful implementation of SWAN. Additionally, we have socialized the initial guidelines for Salesforce governance, a high-level maintenance and operational model, and the necessary technical team structure. This effort is ongoing.
- **Training Environments** – Project has been replanned with two work streams: 1. Support of existing training environments 2. Enhancements to training environments including Case Cloning tool from Tennessee.



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- **DSS Electronic Communication** – Established a significant alternative channel for notifying DSS clients in a more effective and efficient manner through text messaging. The electronic communication will allow DSS to engage more directly, help ensure continuity of client benefits and promote the use of other technologies and self-service channels.

Completed the below:

- Received approval of short code application from Twilio and telecom carriers to increase the message throughput.
  - Automated the bulk SMS process so that the SMS Campaign will run without any manual intervention.
  - Completed Single SMS Pilot 1 - Application now has the capability to send SMS messages to single user using to their phone numbers. Implemented banner messages and push notification capabilities.
- **Project Portfolio Management Solution** - In January 2023, the WorkOtter proof of concept (POC) was unsuccessful, and the agency decided not to move forward with it as their project portfolio management solution (PPM). Currently, the Department of Administrative Services Bureau of Information Technology Solutions (DASBITS), is piloting monday.com for its PPM needs. If successful, DASBITS plans to offer monday.com as an enterprise solution to state agencies. DSS did assess monday.com, however, it does not have the capabilities the agency is seeking in a PPM solution. DSS has evaluated other solutions and in June 2023, the state of Colorado provided a demo of their Project Web App (PWA)/Power BI solution. This solution aligns well with the needs of the agency. DSS is in discussions with Colorado to obtain the PWA/Power BI solution.
  - **Migration of Enterprise Application to BITS NexGen Platform** - Migrate enterprise applications from current aging hardware to modern hardware and hypervisor platforms with the goal of improving performance, support, and reducing costs.
  - **Mainframe Replatform** - Migrate mainframe legacy applications to modern technology with the goal to reduce and ultimately eliminate costs associated with the mainframe and support thereof. The State worked with Gartner to perform an assessment of remaining applications on the mainframe and provide a roadmap for modernization.



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- **AWS** - Implemented Azure Virtual Desktop (AVD) for vendors and consultants to access our AWS and on-premises environments securely on state owned infrastructure, eliminating the need to install and manage software on vendor owned machines for access to state systems.
- **AWS Multi-Vendor Environment Build Initiative** - Implemented new segregated application environments (MVE1, MVE2 and MVE3) for ImpaCT, ConneCT, BIP with full ahCT integration for the EOM vendor. These environments allow the EOM vendor to develop, test and deploy maintenance and operational management for ImpaCT, ConneCT and BIP.
- **CT Pathways** - CT Pathways is an online application used to manage training and employment opportunities to participants who are eligible for SNAP benefits. It is used by DSS internal users and external educational facilities to view and update the training components for the participants. It receives demographic and eligibility data for SNAP participants from Impact. It also receives wage and employment data from the Department of Labor (DOL). Added a new capability within the application called Invoice Module. This functionality will enable the program coordinators within Pathways application to create and submit invoices per quarter for participants enrolled in their respective community college. There are multiple enhancements planned for FY2025 like Chatter functionality, Texting, Automation of Annual & Quarterly 583 reports for Federal government.
- **Race, Ethnicity and Language (REL)** - The REL Data Collection project is a strategic initiative mandated by Public Act 21-35, Section 11. The project aims to establish uniform standards for the collection of REL data across relevant entities and health care providers in the state of Connecticut. This is a multiagency initiative involving both the DSS and OHS (Office of Health Strategy).

OHS - Onboarded a business analyst to conduct REL feasibility study on the existing Facilities Data collection application. Post feasibility study contractors have been onboarded to implement the REL changes in FY2025.

DSS - Onboarded a business analyst to conduct a REL feasibility study on ImpaCT and multiple interfaces, exchanges and forms. The feasibility study is expected to be completed by late Sep 2024 and shared with DSS leadership to



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decide on the strategy and path for compliance with PA 21-35 and Federal SPD-15.

- **Digitization of VS56 & VS57 Documents for Child Support Program** - The purpose of this project is to replace the inefficient and labor-intensive paper process of storing and retrieving VS-56 & VS-57 documents with a digitized, streamlined, and easily accessible system. By implementing a document management system, the project aims to save time, reduce costs, and enhance the efficiency of both DPH and DSS. The project aligns with the Governor's Initiatives to improve service delivery and efficiency in providing services to customers. This initiative was completed in May 2024.
- **ReaCT (a CRM solution)** - The project seeks to build a solution to share critical incident data between DSS and DDS per the current MOU by providing a consolidated view of critical incidents. The sharing of such data is limited to critical incidents related to Medicaid Waiver members. This initiative was completed in October 2023.
- **DSS Leadership Dashboard** - Reviewed the existing DSS applications reporting capabilities and created a consolidated dashboard that can show critical applications degradation that may impact DSS' business & resource center operations. This dashboard will help the Department's executive leadership in tracking the types + frequency of degradation and to better understand its potential impact on productivity and service demand. It may also aid with resource planning during application outages. The dashboard has been built using multiple data sources, namely DSS helpdesk tickets and AppHosting triage portal. It has been built keeping in mind minimal human intervention and automation wherever possible.
- **Child Support** - The Office of Child Support Services' (OCSS) project to replace their legacy system is in full swing. Agency leadership in concert with the Project Director and Project Manager have been working closely with stakeholders across the executive and judicial branches of government to design and build a modern, customer centric child support system. During the past year, the project team conducted Joint Application Design (JAD) sessions for both the functional and technical areas and completed the JAD sessions for Ease of Use, Case Initiation,



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Locate, Establishment, Enforcement, and Case Management. In addition, Data Cleansing, Data Conversion and Data Mapping efforts are also occurring.

- **Health Insurance Exchange** – Implemented activities to finalize the Public Health Emergency unwinding and to determine individuals into their accurate medical coverage groups post PHE. Improvements to the process were made by adding CMS approved exparte-processes to more efficiently passively renewal medical coverage, thereby reducing the need for consumers to manually renew. This including changing system logic to renew at the individual level instead of at the household level and implemented a check for active SNAP. For HUSKY program eligibility, resumed requiring verifications when necessary, such as when the information provided contradicts the Federal Services Data Hub matches and resumed closure batches for individuals who failed to provide required verifications. Added National Change of Address (NCOA) checks for HUSKY renewals and used NCOA to update mailing addresses to ensure more recent contact information. Simplified auto enrollment into Covered CT by adding an opt-into or decline Covered CT autoenrollment if they are losing HUSKY coverage (except for losing coverage because they failed to complete the manual Medicaid renewal). Automated integration of demographic data for shared consumers to flow from DSS ImpaCT system to HIX system without a need for worker intervention, and to ensure accurate synced data in both systems.

### Digital Government

List of Online Services Available:

- Pre-Screening Tool
- Benefit Details and Status
- Online Application
- Online Renewal
- Online Changes
- Online Periodic Report Form
- Document Upload
- Document submission status
- Paperless notices
- Request a Fair Hearing
- Client Survey
- Mobile Application submissions
- Mobile Application Renewals
- Mobile Application Change submissions
- Texting platform sending single messages and bulk messages



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- 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

### List of Online Services Planned to be made available:

- Updates to Mobile Optimized Landing Page, home page, and screen flow
- Updates to MyDSS portal for SSA Joint processing
- Enterprise Care and Case Management tool: Community Options

### Planned Applications

- **Child Support** - The Child Support Modernization is a large-scale business process improvement and technology program to improve services to residents served by the Connecticut Child Support Program. The Child Support Program, which is led by the Department of Social Services (DSS) Office of Child Support Services (OCSS), is expected to replace the existing thirty-seven-year-old system with new technologies that will align current information systems and business processes and increase person-centered services. The effort is expected to extend over several years and is currently in the functional and technical design phase stage of the project. The new solution will replace the existing legacy system that tracks, monitors and maintains state-wide child support cases, including the daily collection and distribution of \$1,000,000 in child support payments. Development of the new system will commence in Q1 of SFY 2025.
- **BIP UA Enhancement** - DSS is intending to replace and enhance their current Universal Assessment for Balancing Incentive Program (BIP) through a Salesforce based cloud solution. Vendor is identified for this work and development of the new system will commence in SFY 2025.
- **Website Redesign & Chatbot** - DSS seeks to capitalize on the latest AI driven support capabilities of Chatbot technology to help mitigate the endemic shortage of





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resources needed to address benefits and service center call wait times and task backlogs. By automating routine work such as the answering of routine questions from individuals wishing to interact with DSS through the implementation of an Eligibility Operations Chatbot capability, DSS seeks to reduce call wait times and free up service center agents to focus on more complex issues and client needs. Development of the new system will commence in SFY 2025.

- **Opportunity Center / Appointment Scheduling System** - Phase 2 of pilot phase implementation of the Opportunity Center Governor's initiative will commence in SFY 2025. This phase includes upgrades to existing MyCT portal and customer friendly cloud-based appointment scheduling system.
- **ConneCT Modernization** - Civilla is currently working on recommendations for both ConneCT as well as new applications (W-1E) that will be piloted as paper form during FFY2025 and will need corresponding system changes that will be part of the new client centric APD (mentioned under the ImpaCT initiative as well).
- **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, provide oversight and forecast budgetary needs to the complex portfolio of concurrent, inter-related projects in the agency. The EPMO engages in ongoing efforts to increase the transparency, by using automated tool sets for project activities, business expectations, key performance metrics, and performance through the application of project management best practices, policies, processes, and industry-standard methodologies.
- **Connecticut Medicaid Enterprise Technology System (CT METS)** – 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.

An iterative roadmap has been established for CT METS program and is agile enough to shift in response to programmatic need and leadership prioritization.

### **Data Governance Initiative:**



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This initiative is to develop the Department’s data governance and data quality infrastructure. The focus is on policies, processes, standards, and strategies that improve data management across the DSS enterprise. To improve the data quality and governance services, and development and implementation of structures, processes, and key performance indicators that help advance the integrity, management, protection, and use of data throughout the enterprise. The further development of the Department’s data governance infrastructure is viewed to be integral to the growth and advancement of DSS’ business intelligence and analytics ecosystem.

Below are 3 key modules planned for DDI.

### 1. Enterprise Care and Case Management (ECCM) Iteration 1

Iteration 1 of DSS’ **ECCM** solution is a new build to address an immediate need to replace a legacy system, *My Community Choices* (MCC), utilizing an approach that will form the foundation for a multi-agency ECCM solution.

### 2. System Integration Platform (SIP)

The **SIP** supports a central integration point for all MES solutions and enables and standardizes data sharing with external entities (e.g., state agencies, HIE, vendors, ASOs). The SIP applies industry standard security and privacy controls and ensures data meets MES data governance and quality standards.

### 3. Enterprise Data Warehouse and Analytics (EDW&A)

This will be a scalable EDW&A solution inclusive of trusted and securely accessible data that will enable an equity- and person-centered approach to facilitate transparency, robust reporting and sound decision-making for policy and programs that benefit all stakeholders.

CTMETS will also be performing an assessment of Claims and Financial module upgrade/replacement and a procurement approach.

- **health Information Exchange (HIE)** – The statewide HIE entity, Connie, will be enhancing the Provider Portal and implementing the following in SFY 25:
  - 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),



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- 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,
  - eReferral Service enhancement to capture health related social needs/social determinants of health (HSRN/SDOH) data and allow primary care providers to make referrals to home based organizations.
- **Project Portfolio Management Solution** - DSS is working to acquire Colorado's Project Web App (PWA)/Power BI solution. They have drafted a statement of work which is being reviewed by DSS contracts unit and anticipates finalizing by end of September 2024. Will be discussing with Colorado and planning next steps.
  - **ConneCT/ImpaCT 2025 System Enhancements** – Work with the EOM vendor to address all open system defects that are **not covered under** warranty – Have planned 4 releases for FFY25. In addition utilize the minor modification hours under EOM to make enhancements to support state/federal mandates and Future enhancements for client centric enhancements and Operational efficiency are being gathered and will be included in the new APD that will be submitted for Federal reviews in during early 2025.
  - **CT Pathways** – Enhance Connecticut's SNAP Employment & Training data management system, CT Pathways, hosted on the Salesforce platform to continue to automate manual business processes like automation of annual report, better coordination between agency and community colleges program coordinators by implementing capabilities like Chatter functionality.
  - **REL** – Complete the DSS REL feasibility study and implement the required changes within ImpaCT and its interfaces and interchanges.
  - **Centralized Reporting / Dashboard Solution** – Continue to support perceptive reporting across the various DSS systems and combine them to provide impactful analyses to contribute to positive outcomes for the residents of Connecticut. The 'People Served Dashboards' will be enhanced to add income and household data.



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Build trend analysis of churn (renewal and prfs) for predictive analytics by using prospective data gathered from electronic communications thereby setting an initial stage for future predictive analytics. Continue providing ad-hoc reporting needs for DSS from the integrated eligibility system.

- **Workforce Development** - Cultivate and bolster the technology workforce to utilize modern or latest technology platforms for business operations. This is in line with DSS's strategic objective of empowering and nurturing a proactive, customer-focused, mission-driven workforce.
- **Salesforce Governance and Continued Modernization:** In SFY25, our specific objectives are to enhance the state's technical team to support DSS's Salesforce efforts in line with DSS's goal of a mission-driven workforce. Align the Salesforce governance with other initiatives within DSS, such as data and economic security governance (Enterprise Master Person Index). Establish a technology platform for DSS to gain a more integrated and comprehensive view of clients receiving DSS services and benefits. Enable clients with increased access to their data and build trust.
- **Dashboard and Visualization** - Create dashboards (e.g.) for publishing number of households receiving assistance from DSS in alignment with DSS's strategic objective of creating the most valuable experience for obtaining and maintaining benefits.
- **Reportable Events Across Connecticut (ReaCT) system (Shared Services Portfolio)** – The CRM system was named Reportable Events Across Connecticut (ReaCT) and the MVP was delivered last quarter, 2023. Scope for pilot was to 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 requirement for DDS around sharing critical incidents with the reporting state agency. The pilot was successful and both DSS and DDS are using the system as intended, however, there has been no interest in adding any additional scope or functionality at this time.
- **Shared Services Readiness - Automation (Shared Services Portfolio)** - Increased automation, data integration and interoperability to support business



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process/operations to provide much needed efficiencies, which will allow us to better serve our constituents.

- **Shared Services Readiness – Cloud Migration** - This migration includes moving lower environments from a vendor-hosted data center to AWS that will be state controlled and will set stage for vendor diversification. This work is ongoing to support multi-vendor model, and the state will be looking at potentially moving components of the higher environments into the cloud environment.
- **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 - Training Environment Platform** - Create a training platform that will be used by all HHS agencies - This initiative aligns with the vision of shared services, which extends beyond DSS, 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 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. Enhancements to training environments including a 'Case Cloning' tool from Tennessee.

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.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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 Readiness - 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. 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)** - Work on modifications to comply with CMS' Phase 2 T-MSIS File Layout Changes in order to remain compliant. Research and resolve Data Quality issues related to the T-MSIS data as issues arise. Continue to provide reports and assist staff in writing and running their own queries.
  - **SWS (Social Work Services) Modernization**- Upgraded 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.
    - Minor enhancements will continue through the course of the year.
    - BITS is 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.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- BITS plans on formalizing the support model that will include minor modifications/enhancements to the existing application, and resources to support Maintenance & Operations (M&O) with State and Vendor resources.
- **Low Income Home Energy Assistance Program (LIHEAP/CEAP-LIHEAP) –** Enhancements to allow for more flexibility in access to service and client eligibility and System integrations.
  - Minor modifications/enhancements scheduled for LIHEAP to implement legislated changes
  - General Support of the portal to be provided by BITS
- **Interactive Voice Response (IVR) in the Benefit Call Centers** - This project covers improvement, 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 Replacement (Replace the current IVR system to allow more flexibility for the Business to pivot as the need arise)
  - Include other Social Services divisions such as, CCSES, Social Work Service, Community Option, etc.
  - Also include CRM and Knowledge Management system for EO and other groups that requires such services
  - Create access to more robust data (greater granularity and longer data retention).
- **Avaya IVR Nuance Upgrade (Text to speech):**
  - Upgrade from Release 6 to Release 7
- **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:

- Increase the Bulk Messaging capabilities using Twilio Short Code
- One-off SMS Messaging: Providing messaging capability to more DSS staff to communicate with users about the benefits.
- Mass Campaigns for information to the public



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- **Migration of Enterprise Application to BITS NexGen Platform** - migrate ImpaCT, ConneCT, BIP, EMPI, Tableau, and associated tools to the BITS NextGen Platform.
- **Mainframe Replatform** – migrate EMS, Cyberfusion and remaining file transfer processes off of the mainframe based on recommendations received from Gartner
- **AWS Multi-Vendor Environment Build Initiative** - Automate and build 3-4 more MVE environments for DDI code development. These new environments will replace the existing AWS “main account” that Deloitte built and managed historically. Once the new environments are built, the AWS “main account” will be decommissioned which will be a cost saving. The initial focus of the initiative will be working on automating the building of these environments in a DevOps Infrastructure as Code model.
- **Justice Involved Waiver** - Designing and implementing a HIPPA compliant Electronic Health Record System that can be used by multiple agencies currently supporting Medicaid Programs and seeking funding for those clients.
- **Health Insurance Exchange**- Implement Expansion of State Funded Medical for Children to Increase the Application Age to 15 years old. Implement legislative changes for the HUSKY A Parent Caretaker Income Limit Reduction with rules to ensure transition to Transitional Medical Assistance (Medicaid), or Qualified Health Plan/Silver Plan with Covered CT wrap-around coverage. Implement an increased coverage period for the Covered Connecticut program allowing coverage to start in the first of the same month of loss of MEC/ES. Also, for CCT, adding to both the Consumer and Worker Portal enhanced messaging on the Autoenrollment Preference Screen for clarity for consumer and workers. Automate system processes to provide medical coverage for newborns with utilization of BOT technology resulting in increased efficiency and reduced workloads.

### Planned Artificial Intelligence Use Cases

- The Department does not have any current planned artificial intelligence uses cases. Exploration is being conducted via agency employee attendance at Conferences and Vendor Workshops.

### FY 2025 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware will be procured utilizing State OE General Funds, Federal Revenue Diversion Funds and State IT Bond Funds depending on the project, phase of the project, availability of funds, and prior approval from the Department.





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

Depending on the federal agency and project federal funds re-imbursements are allotted at varying percentages.

- Software will be procured utilizing State OE General Funds, Federal Diversion Funds and State 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 State OE General Funds, Federal Revenue Diversion Funds and State 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 State 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 2025 Technology Major Expenditures Budget

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

- Shared Services – Multiple Projects
  - Mobile Application enhancements
  - Shared Services Readiness - Automation.
  - Shared Services Readiness – Architectural Recommendations.
  - Shared Services Readiness – Training Environment
  - Shared Services Readiness – Consent Management Module
  - Shared Services Readiness – MyDSS Phase 5
  - Shared Services CRM and IVR
- Enhanced Opportunity Centers
- BIP/ UA Enhancements
- Chatbot
- Justice Involved Program implementation
- ImpaCT Enhancements and M&O Releases. New APD centered around client centric enhancements.
- AWS Multi-Vendor Environment Build Initiative
- Universal Assessment System enhancement / modernization
- CT METS (MMIS Replacement)



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Enterprise Care and Case Management: Community Options
- Care and Case Management: DDS
- 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
- Data Governance + Data Management Improvements and Maturation tools
- Salesforce platform licensing and related SDLC tools for ECCM project
- Child Support System Modernization Project
- Salesforce / Power platform modernization of micro applications.
  - PACS & Contract/Community Action Deliverables with spending plan.
  - CFITracking; Incident Tracking; 1099 Integration.
- Health Information Exchange Projects – Multiple Use Cases
  - Enhance Provider Portal to include Connie Encounters Worklist, Problem list Filters, Allergy Lists, BPMH – Pharmacy Data, and CCD Sensitive Data Filters
  - eReferral Enhancement – HRSN/SDOH referrals
  - Patient Portal
- Project Portfolio Management Solution
- CT Pathways
- REL
- SWAN (Social Work Administration Network)
  - Maintenance and Support
  - Enhancement and Upgrades
- LIHEAP (CEAP-LIHEAP) System Enhancement
  - Maintenance and Support
  - Enhancement and Upgrades
- Mobile Application
- DSS Electronic Communication (SNAP and Medicaid)
  - /Automate texting and email capabilities
- Medicaid Data Warehouse
- Mainframe Replatform



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Justice Involved Waiver



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Department of Transportation

#### Mission

- Improving Lives Through Transportation

#### 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/index.html>

#### Technology Achievements

- Employee Lifecycle Application – Business requirement process for phase 2 is complete. 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 development of the application is complete, and the application is in production. 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: Project Generator is complete. 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.
- Computerized Facility Management System (FMS): Development of overall project plan is complete. DOT provided to the stakeholders conceptual training sessions learning the details of the FMS system. Business process analysis started to map out existing business process that the FMS needs to mirror. 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.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Oversight/Overweight – SuperLoad Auto-Routing/Auto-issuance System: The design documents for the system’s build, the validation of the DOT roadway network data and the compatibility with the SuperLoad system are complete. An internal QA environment is under construction with initial access to DOT personnel by the end of 2024. Subsequent work includes expansion of the QA environment capabilities with all roadway network data, QA testing by CTDOT personnel and the delivery of training for Industry and state personnel followed by the deployment of the application to production.
- AASHTO Site Manager environment for active projects: The implementation of the new hosting infrastructure of the client/server construction management application is complete. Application and database were migrated successfully to a new virtual environment to continue supporting the operation of active construction projects across the state.
- Regulatory Compliance Information System (RCIS) – Phase 2. The development of the RCIS system is complete and in production. Licensees will be able to view their data as well as pay for their certificates through the new RCIS system. The new system automatically creates cab card certificates based on payment.
- Power BI – Platform implementation: The design and implementation of the DOT Power BI platform is complete and in production. The platform will provide the ability to connect to authorized data sources and the development of dashboards to visualize data.
- Fiber Optic implementation - Phase 1: The implementation of fiber optic and installation of new network equipment in 32 remote locations are complete. The fiber optic technology improved user experience accessing DOT applications on-prem and in the cloud.
- Solved and closed 10,857 helpdesk tickets related to the support of our production infrastructure and applications.

### Digital Government

#### List of Online Services Available:

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

### Planned Applications



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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.
- COMPASS System - 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: NCAP Data Request, Financial Application, Environmental Permit Tracking, Digital Invoicing.
- Fiber Optic implementation - Phase 2 and Phase 3: The implementation of fiber optic and installation of new network equipment in 37 remote locations are planned for FY25. The fiber optic technology will improve user experience accessing DOT applications on-prem and in the cloud.
- Telematic System – DOT STARS system replacement Pilot - DOT will evaluate a solution that will help with vehicle safety and location tracking, enhance fleet preventive maintenance, and provide dashboarding and analytics to enhance support for financial reporting on fringe benefit taxes and make well informed decisions on vehicle assignments and provide a platform for the replacement of the DOT STARS system.
- Maintenance Management System (MMS) Pilot – DOT will evaluate a solution for the Maintenance Operation division. The pilot will be focus on the Electrical Maintenance unit and will help to review best practices for inspections, preventive maintenance and repair work of all lighting, signal, and other electrical assets within DOT's jurisdiction.
- Interview Selection Report System (ISR) – DOT Office of Equal Opportunity and Diversity (OEOD) has the need for a new electronic data management solution to organize, distribute and track information surrounding the selection process and OEOD assessment. The solution should support OEOD reporting and data dashboard capabilities which are yet to be completely defined. The solution needs the ability to electronically pull together an individual candidate interview package, including interview documents and job posting is a key requirement. Ability to assemble all supporting data and documentation for an open position pool of candidates is required also. E-Signature capabilities are required to obtain approvals on a new hire(s) or a promotion(s).
- Labor Relations System – The DOT Office of Labor Relations has a need for a solution that will help them to track all fact findings and grievances cases. Most but not all grievances are based on fact findings which the DOT Office of Labor Relations oversees. This application will allow for better functionality of the current Grievance application along with much better reporting capability.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Security Investigation System – The DOT Office of Operation and Support, Security unit has the need for a solution that will help to manage all complaints and security issues reported to their staff by Districts and Headquarters personnel. The solution will provide tracking and search capabilities by date, incident case number, incident type and/or location.
- Key management System – The DOT Office of Operation and Support, Property and Facilities Services unit has the need for a solution that will help them to track, and report detailed information on DOT facilities keys, keyholders, door identification, hardware, configuration, and locations.

### FY 2025 Technology Budget

- Estimated DOT IT Operation budget for FY25.

Description	Budget
IT Consultant services	165,000
IT Data Services	143,000
IT Hardware Maint & Support	90,000
IT Software Licenses/Rental	989,571
IT Software Maint & Support	295,000
Cellular Communication Srvcs	105,930
Internet Services	5,000
Telephone Repair & Maintenance and Installation	14,000
Loc/Long Distance Telecomm Srvcs	420,929
Television/Cable Services	54,000
IT Supplies	10,000
General Office Supplies	1,000
Minor Equipment	15,000

### FY 2025 Technology Major Expenditures

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

- Replacement of end-of-life equipment.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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/index.html> .

#### Technology Achievements

- Championed and facilitated broader stakeholder participation and created a comprehensive testing and approval strategy for the electronic Arrest Workflow from the RMS vendor to CISS and CJIS agencies.
- Successfully deployed Juvenile interface with Judicial. This includes the exchange of all pending Juvenile cases.
- Successfully configured and deployed Housing case type in the agency Case Management system, eProsecutor. This allows the electronic tracking of Housing cases in all the courts for the DCJ prosecutors.
- Successfully deployed the Case Discovery Portal in the Azure cloud for public defender's office and defense attorneys statewide.
- Successfully created the electronic Purchase Requisition workflow using Adobe Sign.
- Successfully deployed BMC Trackit.
- Successfully migrated the agency legacy SharePoint site to Office 365 Share Point online completely rebuilding it.





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Successfully implemented the Digital Evidence Management System for a number of DCJ Judicial Districts for better managing the agency digital evidence.
- Successfully replaced/migrated the agency legacy hardware infrastructure from HP 3PAR to Cisco Hyperflex and Pure storage solutions.
- Redesigned agency-wide network shares to allocate individual storage to each state's attorney's office, addressing previous storage allocation issues.
- Successfully upgraded Rocky Hill with new switches, routers, and increased bandwidth, supporting improved connectivity for various DCJ offices.
- Successfully deployed additional Cisco Meraki Wireless Access Points to enhance wireless network capabilities across state's attorney's offices and Rocky Hill.

### 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.
- The Division has implemented a Discovery portal. This portal would provide case discovery to public defenders and defense attorneys statewide.

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:

- None at this time

### Planned Applications



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Additional DCJ districts will be enabled for level 2 arrest workflows following the CJIS CISS and the respective law enforcement department schedules.
- Upcoming Integrations: Work is ongoing to integrate additional case types including Conviction Integrity, Appeals - Appellate, Drug Asset forfeiture, Bond forfeiture, Witness Protection, Medicaid Fraud Control, and enhancing reporting dashboards. Additionally, engaged in a Statewide effort with all Criminal Justice agencies to implement State mandated Clean Slate erasure project.
- Expand the use of Case Discovery Portal.
- Automate additional workflows using Adobe Sign.
- Expand the use of Digital Evidence Management System.
- Plan on replacing all desktops for the agency.
- Plan on revamping the reporting environment.

### Planned Artificial Intelligence Use Cases

None at this time

### FY 2025 Technology Budget

Outline a plan for technology spend from all sources:

Hardware : \$1 Million (approx)

Software

Services (consulting) : \$250 K (approx)

Subscriptions

Telecom and Data

### FY 2025 Technology Major Expenditures

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

- Expenditure 1: \$1 Million (approx) Desktop replacement project to laptops
- Expenditure 2: \$250 K (approx) Consulting services



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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 2025. In order to best serve Connecticut, we will focus our improvement efforts in two areas: 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 <http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>
- The Freedom of Information Commission recognizes the Accounting for State Property and Maintaining the Property Control System Policy that describes the use and disposal of hardware assets found at <https://osc.ct.gov/manuals/PropertyCntl/chapter05.htm>

#### Technology Achievements

- Provide in-office support for technology associated with Commission Meetings and Contested Case Hearings.
- Created Records and Meetings Online complaint Form.
- Provided continuing support to Agency Website.
- Provided continuing support to Staff for Teleworking

#### 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



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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:

- Online trainings on the FOI Act.

### Planned Applications

- None Noted

### FY'2025 Technology Budget

- Hardware - \$15,000.00 Agency General Fund
- Software - \$6,000.00 Agency General Fund
- Services - \$6,000.00 Agency General Fund
- Telecom and Data – none currently

### FY'2025 Technology Major Expenditures

- None Noted



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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 FY24, 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 capacity and develop a strong internal team. IT Operations in partnership with other BITS resources 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 <http://www.osc.ct.gov/manuals/software/contents.htm>.

#### Technology Achievements

The Office of Early Childhood's main technology achievements in FY24:

- **Background Check Information System** - enhancements (ongoing)
- **DSS' ImpaCT - Child Care Eligibility work** - enhancements (ongoing)
- **Mobile licensing** development and rollout (Dec 2024)



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- **Early Childhood Information System – Home Visiting Module** – reporting rollout for program compliance (ongoing)
- **ECE Reporter System** – State Funded Child day care and Preschool Contracts – enhancements and feature buildouts (ongoing). The main buildouts for this data system for FY 25 will include an entire module to track assessment tools used by programs and enable providers to enter assessment records for each child. In addition, OEC is combining different funding sources – Child Day Care Contract, School Readiness, and State Head Start into one funding source – EarlyStart CT. So data system enhancements will be done to support this.
- **Data integration/visualization:** In service of the agency’s mission to aggressively remove barriers for children, agency technology and research staff implemented 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 serves 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.

### 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 (first-time, renewals, and life event changes)
- Background Checks Information System



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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 (launched early 2024)
- 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:

- 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
- Start work on integrating parent and provider portals.

## 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. OEC has had some substantial work in the last year.

SPIDER was originally designed as an Access database and has been upgraded over many years. RAIN represents a modernized and redeveloped product. In FY25, full application development, data migration, application end to end testing, and final implementation is planned.

### Registry System Improvements:

In FY 24, OEC contracted with Third Sector to conduct research and facilitate user engagement to explore and understand the experiences, needs, requirements, and pain points of the Registry data system users. As a result of this process, Third Sector identified



# State of Connecticut IT Strategic Plan for Fiscal Year 2025

several key insights and opportunities for improvement such as increasing the user-friendliness and making the system more intuitive, streamline the support process for child care providers, as well as simplifying navigation. In FY 25, OEC plans to incorporate suggestions from this feedback and make the system better.

**ECE Reporter System** – State Funded Child day care and Preschool Contracts – enhancements and feature buildouts are ongoing. The main buildouts for this data system for FY 25 will include an entire module to track assessment tools used by programs and enable providers to enter assessment records for each child. This will enable OEC to tracking how children are doing.

In addition, as part of the Blue Ribbon Panel implementation, OEC is combining different funding sources – Child Day Care Contract, School Readiness, and State Head Start into one funding source – EarlyStart CT. So data system enhancements will be done to support this.

### Sparkler API:

In FY 2025, 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.

## FY 2024 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	\$71,700.48





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

GoTo-Webinar/Meeting/Training	Virtual meeting/webinar tool	\$5,664.00
Redgate	Software development tool	\$3,450.63
Adobe	Document management tool	\$2,500.00
Nitro	Document management tool	\$11,050.00
Qualtrics	Data analytics tool	\$12,568.50
Surveymonkey	Survey administration	Free
Canvas	Learning Management System	\$13,456.00
Protraxx	Registration system	\$12,290.00
Microsoft Office	General tools	\$19,500.00
Visio	Software development tool	\$50.00
Tableau	Data visualization tool	\$8,575.20
Zoom	Video Communication/Webinar tool	\$12,444.64
Jotform	Online website form submission tool	\$9,223.50
Datagrip	Software development tool	\$1,930.00
F-Secure	Salesforce file scanning tool	\$11,000.00

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

### Services (consulting)

- Development consultants: \$1.5M
- United Way: \$16,832,109. This contract includes technology services and support among other work and operational support provided by the vendor.
- Deloitte (ImpaCT Enhancements): \$2.6M
- InfoSys (ImpaCT operations and maintenance): \$860,405
- 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)



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Cellular Data for 60 OEC staff: \$35,992.8 (60\*49.99\*12)
- Phone system: \$3,500

### FY 2024 Technology Major Expenditures

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

- Impact Enhancements, Care 4 Kids Parent Portal 2.0, Provider 360 Portal (Deloitte)
- Development consultants (Covendis)



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Office of Health Strategy

#### Mission

Office of Health Strategy's mission is to implement comprehensive, data-driven strategies that promote equal access to high-quality health care, control costs, and ensure better health outcomes for all Connecticut residents. Through collaboration with consumers, providers, payers, employers, legislators, state agencies and other stakeholders, the Office of Health Strategy is leading the work to promote high-quality, affordable, and accessible healthcare for all Connecticut residents.

#### Technology Strategy

The Connecticut Office of Health Strategy (OHS) outlines its technology strategy in the Statewide Health Information Technology Plan 2022-2026. This plan, developed by the OHS itself, serves as a roadmap for the state's use of health information technology (IT) for the next five years. Here are some key takeaways from the plan:

- **Focus on Patient Outcomes:** The plan prioritizes leveraging technology to improve patient health outcomes and promote efficiency in healthcare delivery.
- **Data-Driven Approach:** The OHS emphasizes using data to address health disparities and ensure equitable access to high-quality care.
- **Holistic Care:** The plan aims to support the development of patient-centered healthcare systems that consider social factors affecting health.
- **Six Strategic Areas:** The Health IT Plan outlines six key focus areas to achieve these goals. You can find the details of these areas in the official plan <https://portal.ct.gov/OHS/HIT-Work-Groups/Statewide-Health-Information-Technology-Plan>.

Overall, the Connecticut Office of Health Strategy's technology strategy revolves around utilizing health IT to improve patient care, reduce costs, and ensure equitable access to healthcare for all residents of Connecticut.

OHS the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/index.html>.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Technology Achievements

The OHS has made significant progress in advancing healthcare information technology (IT) and data analysis in Connecticut. Here are some key highlights:

- **Health Information Exchange (HIE):** The "Connie" HIE system is expanding rapidly, with over 2900 organizations now fully interoperable and providing patient data. This allows for better care coordination and access to medical records.
- **Healthcare Affordability Index (CHAI):** This web-based tool helps policymakers understand the impact of healthcare costs on household budgets.
- **HealthscoreCT website:** This resource provides consumers with information on healthcare quality, costs, and affordability. It also includes a cost estimator for common procedures.
- **Data Analysis using APCD:** OHS has used the All-Payer Claims Database (APCD) for various analyses, including prescription drug costs, healthcare cost growth benchmarks, and hospital mergers' impact.
- **Data Sharing:** OHS has released APCD data for mandated studies and to support other state agencies' initiatives.
  - OHS released a report "Impacts of Connecticut Hospital and Health Care System Consolidation (2016-2021)". OHS collected and analyzed data from State databases on hospital discharges and medical claims—the CT Hospital Discharge Database (HDD) and All-Payer Claims Database (APCD)—to inform this study.
  - The Office of Health Strategy (OHS) released a series of reports which analyze changes in Connecticut's healthcare spending and quality between 2021 and 2022 based on data gathered. The series includes the second annual Cost Growth Benchmark and The Primary Care Spend Target reports, as well as the first reported results for the 2022 Quality Benchmarks.
- **Data Collection Standards:** OHS has developed standards for collecting race, ethnicity, and language (REL) data, complying with state laws.
- **Data Analytics Upgrade:** OHS is using grant funding to upgrade data analytics capabilities for the APCD and other healthcare databases.

Overall, the OHS is working to improve healthcare data collection, analysis, and use to benefit policymakers, consumers, and healthcare providers in Connecticut.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Digital Government

The Connecticut Office of Health Strategy (OHS) offers extensive online resources, including information and tools, to residents, healthcare providers, policymakers, and the public.

#### List of Online Services:

##### Public Information and Engagement:

- **Website:** OHS offers a website with information on various topics including healthcare innovation, consumer engagement, health systems planning, and data reports.
- **Social media:** OHS actively connects with the public through platforms like Twitter, Instagram, LinkedIn, and YouTube.

##### Healthcare Data and Reporting Systems:

- **Hospital Reporting System (HRS):** This web portal simplifies the annual financial reporting process for hospitals.
- **Certificate of Need (CON) Portal:** This online system streamlines the application and tracking procedures for CON applications.
- **Notification and Filings Portal:** Healthcare facilities can submit monthly and annual data through this web-based platform.
- **Facility and Equipment Inventory Portal:** This portal collects information on healthcare facilities, services, and imaging equipment in Connecticut.
- **Freedom of Information Portal:** This system allows the public to submit information requests to OHS and track their responses.
- **Secure File Transfer:** Acute care hospitals and outpatient surgery providers can securely submit patient data to OHS through this portal.
- **Prescription Drug Reporting Portal:** This user-friendly online system allows sponsors and manufacturers to report drug information for improved pricing transparency.

##### Policy Tools and Resources:



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- **Self-Sufficiency Standard and Healthcare Affordability Index:** These tools help policymakers analyze the financial impact of healthcare proposals on Connecticut households.
- **Community Health Worker Training Portal:** This system facilitates online applications for training vendors in the Community Health Worker program.

### Healthcare Data Exchange:

- **Connie - The Statewide Health Information Exchange (HIE):** This system enables secure electronic exchange of healthcare data between healthcare organizations and state agencies.

### List of Online Services Requested by Constituents:

- **Online Fee Payment System:** Constituents have requested the implementation of an online system for submitting application fees associated with programs like CON, APCD, and patient data extracts.

### List of Online Services Planned to be made available:

- Online Data Submission Portal
- CON Workflow Portal
- Health Equity Dashboard
- Website Modernization- Thorough website redevelopment focused on user-centric design and accessibility standards

### Planned Applications

- Development of a single, secure, and publicly accessible portal where healthcare facilities can seamlessly submit REL-compliant data across three key areas: outpatient surgeries, inpatient discharges, and emergency department encounters. This streamlined approach will not only ensure compliance but also empower comprehensive data analysis. This system prioritizes user-friendliness with clear navigation and automated checks to minimize errors. Public transparency is ensured through accessible user guides and data quality standards. Extensive reporting capabilities provide insights on progress and compliance, with



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

dashboards for deeper analysis. Security is a top concern, featuring strong authentication, role-based access controls, and data encryption to protect sensitive information.

- The Office of Health Services (OHS) is committed to streamlining the Certificate of Need (CON) Program, mandated by statute (19a-630), through the implementation of a secure, online workflow portal will enhance efficiency, transparency, and collaboration for all stakeholders.
- Develop interactive health equity dashboards for use by health providers in the communities. The dashboard will serve as a tool to support community-based healthcare providers and organizations to identify and meet unmet healthcare needs in those communities. Also, the dashboard is intended to support activities that lead to achieving the goals established in Public Act 21-35 which includes eliminating health disparities and inequities by at least seventy percent across all sectors in CT.

### Planned Artificial Intelligence Use Cases

We recognize the potential of AI to enhance operations, and are exploring responsible ways to incorporate it into our strategies

### FY 2025 Technology Budget

- Hardware - \$25,000
- Software - \$3,500
- Services (consulting) - \$2,757,367
- Subscriptions - \$17,000
- Telecom and Data - \$1,350

### FY 2025 Technology Major Expenditures

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

- Health equity dashboard
- New OHS Data Collection Portal
- Certificate of Need (CON) Online Portal



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Onpoint Health Data – Contractual Services
- Mathematica – Azure Cloud enhanced analytics and visualization capabilities
- Covendis – IT application developer





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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

- The Financial Aid Processing Application implemented for the HR and Financial Division, called CT Scholars, has had the following additional programmatic areas included:
  - Minority Teacher Incentive Program
  - Health Care Adjunct Grant Program
- Upgraded the File Transfer method to a more secure FTP environment for Roberta Willis Scholarship Program



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Refreshed agency user technology replacing desktop PCs with new laptops and Macbooks enabling more security while working remote and a more mobile workforce
- Upgraded user licenses to Adobe Pro to take advantage of additional functionality
- Adopted the GovQA government solution to fulfill FOI requests electronically

### Digital Government

Presently, the list of Online Services Available includes:

- 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 Financial Aid Processing Application implemented for the HR and Financial Division, called CT Scholars, will have the following additional programmatic areas included:
  - John R. Justice Prosecutors and Defenders Incentive Act
  - Student Loan Reimbursement Program
- 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.
- Adopt the state's travel authorization application



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Migrate agency file servers to a BITS-hosted virtual server environment
- Rewrite Alternate Route to Certification (ARC) Payroll application to a newer development platform

### Planned Artificial Intelligence Use Cases

- Enable Microsoft Copilot for agency staff with a goal of alleviating repetitive tasks, and allowing staff to focus on value-added work.

### FY 2025 Technology Budget

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

Hardware	\$35,000
Software	\$400,000
Services (consulting)	\$10,000
Subscriptions	\$5,000
Telecom and Data	\$20,000

### FY 2025 Technology Major Expenditures

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

- Financial Aid Processing Application Software:
  - Cost Estimate: \$400,000 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.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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 including requirements around the collection of data
- Continue to support process improvement initiatives that have an IT component that is integral to the mission of the agency
- Utilize 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
- Develop biennial State Data Plan, in alignment with IT Strategic Plan

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

- Replacement of laptops and monitors due to end-of-life
- Automated forms for Human Resources and Affirmative Action
- Upgraded staff to Windows 11 (ongoing)
- Improved accessibility to forms, policies and procedures on OPM-At-Home SharePoint site
- Continue development and implementation of the Fiscal Health Monitoring System (FHMS)
- Developed and implemented a new Local Capital Improvement Program grant system (LoCIP)
- Developed and implemented a new Revaluation system
- Completed a server environment upgrade



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Completion of a statement of work with ePlus for network infrastructure replacement
- Sent reminder notifications to staff to complete DAS/BITS Phishing web-based trainings
- Consulted with the Commission of Human Rights and Opportunities (CHRO) and Department of Administrative Services (DAS) to release [recommendations to Streamline Affirmative Action Plans](#)
- Launched a new [high-value data inventory process](#) to catalog agency data usage
- Integrated the [CT Geodata Portal](#) with the [Open Data Portal](#), so spatial data can be accessed from the Open Data Portal and worked with Bureau of Information Technology Solutions for a technical review of open data portal

### 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 government and geospatial 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



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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
- Local Capital Improvement Program (LoCIP) Grant System – a web-based application to be used for municipalities to request their LoCIP grant
- Revaluation – a web-based application for reporting a municipalities revaluation information
- Distressed Municipality – a web-based application for reporting a municipalities distressed information
- Convened agency data users and developed a new set of [open data screencasts](#) to encourage data use, developed new [accessibility training and guidance](#) and a [new data request form](#) for open data
- Launched Open Data resources including [Juvenile Justice Policy Oversight Council Equity Dashboard](#), [supplier diversity data](#), [HVAC indoor air quality grants for public schools](#), [sales and use tax data](#), [personal income tax data](#), [highway use fees](#), [cannabis prices](#), and [amusement park rides registered](#), [CT Prescription Drug Monitoring Program](#), [CT Business Registrations](#), [State of CT Executive Branch Workforce](#), [Municipal Fiscal Indicators](#), [Census Tracts Identified for PA 23-205](#), [Disproportionately-Impact Areas for Cannabis Legalization](#), and [ARPA Funding and Project Inventory](#)
- Collaborated with Department of Housing on [Connecticut Housing Data Hub](#), DEEP Bureau of Energy and Technology Policy on the [Broadband Equity, Access, and Deployment \(BEAD\) Program](#), Department of Public Health on a [web mapping application](#) to visualize local health department locations across the state; Department of Transportation on updated [municipality](#),



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

[county](#), [Council of Governments](#), and [planning region boundaries](#); and published parcel and property data to the new [Parcels Landing Page | CT Geodata Portal](#)

### 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)
- Conducted a user survey for open data to understand how people interact with data on the Portal and the challenges they experience and worked with agencies to audit and update the metadata on the Portal, which reduced the number of datasets missing metadata from 94% in August to under 20% today
- Developed content on data literacy, evaluation and data analysis and conducted several workshops, including , with [workshop content and recordings found here](#)

### List of Online Services Planned to be made available:

See list provided below under *Planned Applications*

### Planned Applications

- Develop an application for OPM Business Office to track Purchase Requests and Travel Authorizations
- Develop an application for tracking attendance for emergencies
- Develop an application for tracking OPM's cell phones and assignments
- Develop new Statutory Requirements application for tracking agency reporting needs
- 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
- 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
- Rollout new network systems to improve stability and redundancy
- Developing secure data enclave, with BITS and DOL, to manage access to data for P20 WIN, state longitudinal data system



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Planned Artificial Intelligence Use Cases

- Developed Responsible AI framework with DAS and convened agency staff and developed governance process for use of AI in state government
- Reviewing pilots to use AI on open data and geodata portals, to enhance user search and ability to find and analyze public data
- Reviewing use of large language models to summarize policy documents, create meeting minutes and notes and to provide support on code review

### FY 2025 Technology Budget

Outline a plan for technology spend from all sources:

#### Hardware

- Laptops for new hires - \$ 85,000

#### Software

- Adobe - \$ 16,000
- Tableau – \$2,497
- ESRI ArcGIS - \$ 40,492
- Contingency - \$ 15,000
- Zoom - \$3,000

#### Services (consulting)

- Azure Hosting – approximately \$ 30,000

#### Subscriptions

- Constant Contact - \$ 2000
- GovInvest - \$ 28,644
- West Law - \$ 4,200
- EverLaw - \$ 8,000
- IHS Economic Forecasting - \$ 39,750
- Tyler Technologies - \$ 280,715
- Federal Funds Info for States - \$ 8,375
- Ookla Speedtest - \$49,000

#### Telecom and Data

- Cell phones - \$ 43,500

### FY 2025 Technology Major Expenditures

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





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Implementation of new Cisco hardware system and replacement of network infrastructure equipment (Switches, Routers, etc.) to improve performance and reliability



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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 2025. 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 <http://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>
- The Office of State Ethics recognizes the Accounting for State Property and Maintaining the Property Control System Policy that describes the use and disposal of hardware assets found at <https://osc.ct.gov/manuals/PropertyCntl/chapter05.htm>

#### Technology Achievements

- Upgraded all PC/Laptops to Windows 11
- Providing ongoing support to Staff for Teleworking
- 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



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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

### 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 currently

### Planned Applications

- Create SFI, lobbyist and CMS Releases due to changes in application/data.
- Design and produce online educational materials for the regulated community and public.
- Design a more efficient and useful Web Site.

### FY'2025 Technology Budget

- Hardware - \$15,000.00 Agency General Fund
- Software - \$7,500.00 Agency General Fund
- Telecom and Data – 2,500.00 Agency General Fund

### FY'2025 Technology Major Expenditures

- None currently



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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

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

#### Technology Achievements FY24

- Improve the online system for Data Breach reporting submission and integrate 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, and setup a new Development environment.
- Improve the end-user experience in all conference rooms. Add 360 OWL cameras to two conference rooms.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Continue to enhance the OAG firewall security.
- Completed upgrading the agency's document management system iManage from FileSite to Work 10.
- Completed upgrading the agency's case management Lawbase system and integration with iManage.
- Train new and existing employees on the agency's case and document management systems: Lawbase and iManage.
- Office consolidation. 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. Add additional workstations at 165 Capitol, 1<sup>st</sup> floor.
- Disable network access and surplus equipment at OAG, 110 Sherman Street location.
- Improve the end-user experience in conference rooms. Add 360 OWL cameras to more rooms.
- Upgrade from windows 10 to windows 11 on all client machines.
- Migrate the employee telephone directory SQL server and .Net web application and integrate with Lawbase and Active directory.
- Modified Agency's main templates for internal and external use.
- Updated the litigation hold templates in the Lawbase system.
- Create administration and business reports in Lawbase to help agency's sections in reviewing the annual statistical and financial reports.
- Update the technology inventory in the Lawbase system.
- IT new responsibility to handle and process Litigation requests through Everlaw.
- Installed CrowdStrike, real time threat detection and notifications on all windows endpoints.

### 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 and Request for Proposals.
- Links to social media on the AG home page to 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



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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 Projects/Applications FY25

- New laptops for all employees – end of support is 2024.
- Prepare and install new image on all new laptops. Possible upgrade from windows 10 to windows 11.
- Install new monitors for all employees.
- Install new servers at the Groton and Springfield datacenters – end of extended support is 2025.
- Apply software updates to LawBase (Case Management System)
- Apply software updates to iManage – (Document Management system)
- 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.
- Explore options for migrating OAG intranet from Word Press to SharePoint.
- Install new multifunction copiers at OAG Judicial offices throughout the state.
- Continue to update and refine IT Policies/Guidelines

### FY 2025 Technology Budget

Outline a plan for technology spend from all sources:

• Software support and maintenance	\$130,000
• Subscriptions	\$2,500
• Telecom and Data	\$10,000
• New laptops	\$312,720
• New Servers	\$325,000
• New monitors	\$64,000



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### FY 2025 Technology Major Expenditures

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

- New laptops for all employees \$312,720
- New servers \$325,000



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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 approximately 15 personal computers that are off 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 (CMfw) 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.





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Digital Government

List of Online Services Available:

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

List of Online Services Requested by Constituents:

- None.

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. The agency is now part of the OPM strategy to include this agency in the future for customer e-payments.

### Planned Applications

None.

### Planned Artificial Intelligence Use Cases

None.

### FY 2025 Technology Budget

Outline a plan for technology spend from all sources:

- 53760 IT Software Maint & Support \$59,656.
- 53820 Cellular Communication Srv \$23,802
- 53830 Internet Services \$7,542.
- 53850 Telephone Repair & Maintenance \$240.
- 53860 Telephone Installation \$552
- 53870 Loc/Long Distance Telecomm Sv \$25,000.

### FY 2025 Technology Major Expenditures

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

- None.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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

- Configured and implemented SharePoint for OHA, including a Wiki tool to be used as a knowledge base and training resource for OHA staff
- Implemented a modernized agency website for OHA with the anticipated benefits of a more current web experience, reducing call volume by answering common questions and providing instant information to constituents
- Went live with BMC Helix Service Portal enabling agency staff to submit technology requests
- Migrated agency staff to Microsoft OneDrive for personal file backups and sharing to replace personal network folders
- Upgraded the agency's Legal Files database backend to the latest version of SQL Server

#### Digital Government

List of Online Services Available:

- Online Complaint Filing
- Release of Information Form (fillable PDF)



# State of Connecticut IT Strategic Plan for Fiscal Year 2025

- 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
- Online Client Survey

## Planned Applications

- 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.
- Legal Files, 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.
- Legal Files client intake workflow/automation

## Planned Artificial Intelligence Use Cases

None planned at this time

## FY 2025 Technology Budget

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

Hardware	\$
Software	\$ 7,542
Services (consulting)	\$
Maintenance	\$
Telecom and Data	\$ 1,636



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### FY 2025 Technology Major Expenditures

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

- None planned



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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 four areas: 1) providing our constituencies 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 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 enhanced to support Early Voting. These enhancements allow town election officials to issue, receive, track, and



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

provide reporting on early vote ballots. These systems were successfully used during the 2024 Presidential Preference Primary.

We have continued to upgrade the network connections to the towns for access to the CVRS system. The new connections are more reliable, more secure, and faster. Working with DAS-BITS we have upgraded 135 of the 169 towns. We will continue to monitor the town connections and upgrade them as necessary.

An RFP for the state-wide replacement of the Vote Tabulator Systems was issued. A selection committee was formed that consisted of both state and local representatives. Proposals were received from four vendors and each vendor presented their proposal and demonstrated their systems. A public demonstration of the four proposed systems was held at the State Capitol. Extensive testing of two of the proposed systems was performed. A replacement system has been selected and a contract is in the process of being completed and signed. A pilot implementation of the new tabulators in ten municipalities is being planned for the November General Election.

The implementation project for the new Voter Registration System, Election Management, and Election Night Reporting System is almost complete with a target implementation in the first quarter of 2025.

Voting Rights Act analytics system project – This system will provide tools to the LEAD division and to the public to ensure voter rights are protected as required by the Voting Rights Act passed in 2023. Working with the Voter Center at UConn this system is being designed and developed.

### 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
- Online voter registration
- Online voter and polling location lookup tool
- Centralized Voter Registration System
- Online filing of annual reports for business entities



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Online request for certificate of good standing
- Amending information for 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:

- Registrar-only portal of historical information, special announcements, etc.
- ADA accessible sample ballots
- Statewide, searchable list of justices of the peace

### List of Online Services Planned to be made available:

- Statewide online trade name registrations

### Planned Applications

- Complete the Voter Registration, Election Management and Election Night Reporting System replacement project – first quarter of 2025 implementation.
- Complete Vote Tabulator Systems replacement project -
  - Complete pilot tabulator implementations for ten towns in November.
  - Complete full tabulator deployment and training in 2<sup>nd</sup> quarter of 2025.
- Complete Voting Rights Act analytics system project.
- 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. After reviewing the voter registration agencies, the Office identified DSS, ConneCT, UConn, the CSUs, DoL, and DESPP as agencies where this is possible. Also, as the new Centralized Voter Registration comes online, there will





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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.

Although 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 twenty years old. Finsys is used to track filing fee payments received for the various transactions processed by the Office’s Business Services Division. 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	\$20,839,328.00*



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

Software	\$12,192,983.00*
Services (Consulting)	\$ 841,000.00
Subscriptions	\$ 6,546.00
Telecom and Data	\$ 531,000.00

\* includes maintenance

### FY 2025 Technology Major Expenditures

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

- Maintenance of BRS System (business registration application)
- Maintenance of CVRS and EMS/ENR Systems (centralized voter registration system)
- Maintenance of IVS System (Ballot marking system for disabled voters)
- Maintenance of E-Regs 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)
- Voting Rights Act analytics system project



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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 an Oracle Cloud Infrastructure
- Deprovision on-prem Core-CT server and Exadata architecture
- 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 (Personally Identifiable Information) Redaction
  - Federal Social Security Data Exchange
  - Data masking



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Secure 2.0 Act – governing controls of defined contribution plans

The first phase of the project, the move to the Oracle cloud, was completed in November 2023. Work continues on the second phase of the project which is focused on the PeopleSoft application upgrades and feature enhancements (PUM). This phase of the project is targeted for completion in November 2024.

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 to move the Teachers Retirement Services (TRS) into the Core-CT system was signed June 29, 2023.

Phase one of the Teachers Retirement Services project was completed in June of 2024. This phase transitioned the CRM (Customer Relationship Management) and case management functionality into Core-CT. Included with this phase was Integration with the Avaya call center, IBM FileNet & Datacap services and Sendgrid email delivery and metrics.

Work on Phase 2 of the TRS project continues. Included in this phase are Payroll, Benefits Administration, Pension Administration and Self-service Portal. Phase 2 services will be implemented in stages in 2025.

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

<https://www.osc.ct.gov/manuals/PropertyCntl0921/index.htm> “

### Technology Achievements



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Core-CT

The Office of the State Comptroller selected Oracle Cloud Infrastructure (OCI) for its next generation IaaS platform. OSC partnered with Accenture to assist with this project. The project goals were to upgrade Core-CT to the latest PeopleTools version and to transition all on-premises Core-CT infrastructure to OCI. This project was completed November 13, 2023. The cloud infrastructure was deployed in two geographic regions. Ashburn VA was selected for the main production location and the development, test, and disaster recovery infrastructure was deployed in the Phoenix AZ region.

All Core-CT application modules and Oracle databases were migrated to OCI. Private network connections (FastConnect) to Ashburn and Phoenix were implemented through Connecticut Education Network (CEN). The DAS/BITS CheckPoint enterprise firewall solution was implemented for traffic management and security. Core-CT Integrations to FileNet and the BITS scheduling (ESP) services were configured to support the OCI infrastructure.

The STARS application was also transitioned to Oracle cloud.

The Core-CT software version control platform was transitioned from STAT to Phire.

NACHA protection for bank account numbers was implemented for the PeopleSoft Human Resources module, Finance compliance will be implemented with the PUM project. Oracle database redaction for SSN and Passport information was completed.

The Oracle cloud deployment has provided a scalable architecture allowing OSC to continue the next phase of the modernization project which is focused on the application upgrades. This OCI infrastructure is optimized for Oracle application and database workloads and has allowed us to deploy the numerous development and test environments required for the project. The cloud transition also allowed us to deploy



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

security features including centralized logging and log analytics, Oracle Cloud Guard resource monitoring and threat detection tools.

The scalability of the cloud has allowed us to add server, storage or database resources as project needs grow and will allow us scale down these resources at the completion of the project or as business requirements change. The OCI infrastructure is successfully supporting the application upgrade environments associated with Phase 2 of the modernization project.

### 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.
- **CT Defined Contributions Plans (ctdcp.com):** Portal where participating employees may enroll and manage their defined contribution plans.
- **MyCTSavings** - helps employers offer a great new benefit and provides a seamless way for employees to save and plan for retirement
- **Hartford Flood Relief & Compensation Programs**
- **ArrayRx – Medication and Prescription Drug Savings Program**
- **Comptroller Web site osc.ct.gov** was transitioned to AWS and deployed on WordPress.

List of Online Services Requested by Constituents:



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- None

List of Online Services Planned to be made available:

- Enhanced Retiree Portal
- New Teachers Retirement Portal

### Planned Applications

- None

### Planned Artificial Intelligence Use Cases

- None

### FY 2025 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.

Outline a plan for technology spend from all sources:

Hardware- Continue to address new hardware requirements with IaaS deployments in Oracle Cloud Infrastructure (OCI) and AWS.

Software – Continue existing PeopleSoft licensing; Implement additional forms capability.

Services (consulting) – Continue to contract technical talent via Covendis; Continue to utilize Accenture implementation services and supplemental support services

Subscriptions

Telecom and Data – Continue to utilize Connecticut Education Network (CEN) for private connections to Oracle Cloud



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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 2025 Technology Major Expenditures

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

- Oracle Cloud Infrastructure Services
- Core-CT Modernization Project PeopleSoft PUM Upgrade
- Teachers Retirement System Conversion to Core-CT
- Multifactor Authentication Role-out for Core-CT
- Secure 2.0 Act Compliance Project
- E-Benefits and health plan audit integration to FileNet





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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 using up-to-date technology.
- 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.
- Plan for business continuity in the event of outages or unplanned disruptions.

#### 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 Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/index.html> .

#### Technology Achievements

##### Agency Cloud Migration



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Second Injury Fund system was migrated to a new vendor and hosting platform.
  - Development of new features and usability improvements.
- Fileserver data migration to SharePoint
  - Resilient access from anywhere
  - Collaboration tools improve productivity in a hybrid environment.
  - Eliminate onsite hardware
- On-premises file migration to DAS/BITS infrastructure. Files that cannot be hosted in SharePoint have been moved to BITS file systems.
- Legacy printing infrastructure migrated to BITS-hosted infrastructure.
- Mobile Device Management implementation
  - Application and security management of mobile phones
  - Automated patching, reporting, and management of PCs
  - Rapid deployment of business applications to remote users
- Project Management:
  - 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.
- 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.
- Human Resources and Payroll document management system deployed. All current employee files digitized. New files are digital only.
- Developed a Tracking and Reporting SharePoint application for recruitments, salary adjustments, and reclassifications to allow management self-service access to status updates.
- Maintain and create pages for [Treasurer Erick Russell's website](#).
- Continue to provide desktop and user support and support the technology needs of teleworking.
- Purchased, imaged, installed, and configured 25% of staff with new desktop or laptop computers.
- Resolution of audit findings including systems documentation and physical data security requirements.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Digital Government

- [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 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 Reporting for Potential Vendors](#) - Vendors and prospective vendors of the Office of the Treasurer are required to complete the Employer Information Report via an online platform.
- [Treasury Employee Portal](#) – intranet site providing a single location for day-to-day employee information needs.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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.

### List of Online Services Planned to be made available:

- Self-service lookup for CT Baby Bonds enrollees to confirm participation in the program.

### Planned Applications

- Municipal Trust account management system
  - The MuniTrust program operating in the Short Term Investment Fund unit requires an application to store account, contact, and banking information. This system will also be the framework for future applications.
- Debt Management System update
  - The Debt Management System (DMS) application which relies upon legacy technology is being upgraded to new COTS software hosted in the cloud.
- Automated workflows for digitizing and importing new employee onboarding documentation.
- Short Term Investment Fund system update.
- Continue to update legacy programs.
- 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 and re-evaluate disaster recovery plans, as needed.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Continue to roll out and improve digital government services.

### FY 2025 Technology Budget

#### Hardware

- IT Equipment updates and replacements - \$50,000
- Conference Room Technology Upgrades - \$70,000

#### Software

- Software Licenses - \$30,000
- Subscriptions - \$30,000

#### Subscriptions

- HR & Payroll system - \$9,130

### FY 2025 Technology Major Expenditures

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

- Second Injury Fund application upgrades - \$230,000



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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>.

OWS is also fully supported by a Customer Success Manager, Jim Mindek.

#### Technology Achievements in Prior Year

- Employee Onboarding: Onboarded several new durational and permanent employees while working with DECD IT's support 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; RightFax installed, 7 cell phones administered to OWS Leadership

#### Digital Government

List of Online Services Available:

- CareerConneCT Portal: [https://portal.ct.gov/careerconnect/?language=en\\_US](https://portal.ct.gov/careerconnect/?language=en_US)



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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:

- None



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Planned Activities for FY25

- Agency-focused Sitecore website (portal.ct.gov/ows) that connects the Governor’s Workforce Council to our central office
- Upgrades to Jobs.CT.gov as necessary
- Procure video equipment needed for hybrid meetings
- CoreView Tenant for OWS address book listings
- OWS plans to work collaboratively with DECD IT and CSM to develop an RFP (if necessary) to procure a Workforce Data Ecosystem consultant to assist the State in identifying integrated data solutions for workforce data collection and distribution

### FY 2025 Technology Budget

Outline a plan for technology spend from all sources:

*All costs outlined below are under OWS General Fund or WIOA annual allocations*

Hardware	<ul style="list-style-type: none"> <li>• Additional Laptops, Monitors, Keyboard/Mouse Combination, OWL (or similar video-conferencing hardware)</li> </ul>	\$20,000
Software & Subscriptions	<ul style="list-style-type: none"> <li>• Adobe Pro Licenses</li> </ul>	\$2,000
	<ul style="list-style-type: none"> <li>• WestLaw Licenses</li> </ul>	\$5,000
	<ul style="list-style-type: none"> <li>• Zoom licenses with large meeting tack on</li> </ul>	\$800
	<ul style="list-style-type: none"> <li>• ARC-GIS (no current licenses)</li> </ul>	\$5,000
	<ul style="list-style-type: none"> <li>• Campaign Monitor</li> </ul>	\$0
Telecom and Data	<ul style="list-style-type: none"> <li>• Cell phones x7</li> </ul>	\$6,000
	<ul style="list-style-type: none"> <li>• RightFax</li> </ul>	\$240

### FY 2025 Technology Major Expenditures

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

- None in FY25





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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

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



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Digitized and automated the Commissioner’s approval paper forms workflow using MS Power Platform solution that integrates with SDE agency SharePoint
- Continued to use the PSIS system to support collecting address and monthly attendance from school districts, separately for remote and in-person days. These data support the provision of Pandemic-EBT benefits in partnership with the Department of Social Services. Attendance data also supports the agency and districts to monitor and support greater student engagement, including to combat chronic absenteeism.
- 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
- Implemented enhancements and provided production support to a newer application that collects physical fitness assessment data at the student level (CPFA application)
- Continued implementation of cloud-hosted SaaS adult education system, electronic grants management system (eGMS), Regional School Choice Office (RSCO) school choice lottery system, and special education IEP system (CT-SEDS)
- Started procurement of a new cloud-hosted replacement to the CECS teacher certification in-house application
- Transitioned partnership from Quisitive to Microsoft for the cloud migration (Azure) of the entire data collection environment; proof-of-concept in progress with Microsoft
- Completing transitions of special education legacy data collections to 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
- Completed print server upgrades
- Beginning migration of CSDE servers from CSDE-managed to BITS-managed environments including transition from Hyper-V to VMWare
- Continued upgrading and monitoring off-site disaster recovery storage systems
- Completed implementation of a NAS node upgrade
- Completed implementation of agency-wide use of Avaya softphone



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Continued planning for replacement of agency Footprints ticketing system with BMC Helix
- Began upgrading all Windows devices to Windows 11
- Upgraded all cell phones to iPhone 11-13

### 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
- Colyar-school meals claims application
- LACES-Adult Education (LACES/LitPro)
- Updated CSDE Web Portal for Teacher Certification, CCERC, Dual Credit
- Special Education Jobs Portal
- Summer enrichment camp information

#### List of Online Services Requested by Constituents:

- All of the above.

#### List of Online Services Planned to be made available:

- Agency public website (<https://portal.ct.gov>) modernization per BITS schedule

### Planned Applications

- Transition from using Novell e-directory to Azure Active Directory and migrate all data collection from on-premises to Azure



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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.
- K-3 Universal Screening Reading Assessment data collection
- 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 2025 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

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 2025 Technology Major Expenditures

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

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



# State of Connecticut IT Strategic Plan for Fiscal Year 2025

## STATE ELECTIONS ENFORCEMENT COMMISSION



State Elections Enforcement Commission

## Information Technology Plan

Fiscal Year 2025

Prepared by the Information Technology Unit

August 2024



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### Agency 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:



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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
- 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
- Further elimination of paper filings by mandating the use of eCRIS
- Further elimination or reduction of Agency over dependence on paper.

In 2024 - 2025, 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.

### Technology Achievements

- Modernized our public web portal, making it more compatible with newer browsers and easier to navigate
- Created new framework database views to facilitate rapid report development in support of our internal business customers.
- 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.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Created many new reports for business to utilize data in Committee Tracking System.
- Rearchitected report stored procedures into views and stored procedures for better reuse.
- Maintained all our in-house applications, monitoring for performance and errors and implemented code modifications as requested by customers.
- Upgraded all inhouse applications to utilize the latest .Net framework.
- Supported customers and SEEC staff via the eCRIS helpdesk, SEEC Support and direct contact.
- Upgraded all our printer/scanners to new, more reliable high-efficiency printers.
- Upgraded our scanning infrastructure from a hardware-based solution to a service-based solution.
- Completed comprehensive maintenance across all critical servers, ensuring improved reliability and minimized downtime.
- Deployed new PCs and laptops to employees, replacing outdated equipment.

### 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 and monitoring of CrowdStrike on all Compute devices
- Continue to update 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.





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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.

### ***On line Service***

- 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

### ***On line 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.

### ***On line 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 3<sup>rd</sup> party vendors

### **Planned Applications**

- Partner with BITS to transition out of GDC and update virtual machine platform



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- 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.
- Perform SEEC Support 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 future election cycles.

### Planned Artificial Intelligence Use Cases

- Research how we could leverage GitHub COPILOT to assist with application development.
- Research how we could leverage AI based ad hoc report generators to assist with business functions and to satisfy FOI requests.
- Continue to update and refine IT Policies/Guidelines to incorporate responsible use of AI.

### FY 2025 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



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### FY 2025 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.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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).
- Transition to CORE-CT to provide members with a self-service experience in which they can manage their own accounts.
- "The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://osc.ct.gov/manual/property-control-manual/>."

#### Technology Achievements

- Implemented 1099R Statement Center for retired members to request copies of any of their most recent 1099R tax forms (going back to 2020) to be emailed to them.
- Created digital process to update Key Contacts from school districts. Schools can securely report staff changes and receive access to TRB systems instead of submitting a paper form.
- Expanded the use of SendGrid's email services to CORE-CT thus providing the ability to track and generate reports on email metrics more accurately. This service also overcomes the restriction on the number of emails that can be sent out daily. As result, bulk mailings can now be sent out in less than one hour instead of multiple days
- Went Live with phase one of the CORE-CT migration project.
  - Staff have access to the CRM module which allows them to have all cases and files associated with a member in one place.
  - Staff receives a screen pop now when a member calls in and enters their SSN into our call center.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- The screen pop saves time by automatically opening the 360-view page of the member who called in CORE in a new tab.
- Automatic emails are now being generated through the use of templates integrated in CORE-CT and relayed via SendGrid to enhance metrics and to keep language and design consistent.
- Expanded use of web app dashboard for TRB staff to have a centralized location of all the different web apps they use. Now has its own [URL](#).
- Automated a workflow process that sends out customized mailings to members for any name or address changes reported by our Healthcare vendor or Social Security Administration.

### 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.
- [1099R Statement Center](#) for retired members to request copies of their yearly tax statements.
- [Annual Statement Center](#) for active and inactive 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 manage 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.



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Self-service capabilities for school districts and members of the Pension System.
- Implement Chat Bot to virtually assist members with FAQs.

### Planned Applications

- Migrate to CORE-CT for Pension Administration.

### Planned Artificial Intelligence Use Cases

- Zoom Webinar AI Transcriptions

### FY 2025 Technology Budget

Outline a plan for technology spend from all sources:

#### Hardware

- Minicomputers \$17,800

#### Software

- M365 \$7,072
- Oracle \$10,600
- Backup Software \$1,040

#### Services (consulting)

- Server warranty renewal \$1,800

#### Subscriptions

- Webinar Services \$2,200
- People finder Service \$2,000
- Death Reporting \$5,000

Telecom and Data \$30,000



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

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 2025 Technology Major Expenditures

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

- N/A



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### 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

- Continued effort to migrate First Report of Injury (FRI) system from an unsupported server operating system version to a current supported version
- Deployment of Adobe Acrobat DC Pro installations using the current subscription-based model
- Deployed technology to several agency offices to facilitate sharing/viewing documents and media during hearings
- Completed deployment of new network switches at each agency location to improve reliability and responsiveness of network
- Started replacement of all Wide Area Network (WAN) Edge routers in coordination with BITS network team to ensure these are current and supported
- Began an agency-wide technology refresh to provide updated laptops, monitors and peripherals to all staff at all office locations
- Deployed modern document scanners to district offices throughout the agency to facilitate current and future digitization
- Continued digitization of archive and operational documents





# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Completed GovQA Freedom of Information Act system implementation
- Migrated the Safety and Health application from a Sybase database backend to SQL for improved supportability and to leverage more mainstream technologies
- Incorporated requested improvements into the WCS application including:
  - Enhanced 'Returned Mail' indicator on hearing notices
  - Modified Miscellaneous Government Office in CRB to appropriate interested party
  - New FRI information report for administrators
  - Added notification to reconcile printed notices when scheduling hearings
  - Incorporated additional transfer form validation rules
  - Modification to Judges Notes to increase the length/character count of this field
  - Change to Voluntary Agreements and 36 letter notifications
  - Update to Self Insurance for third-party administrators to correct update process
  - Upgraded software development platform to Powerbuilder version 2022 to remain current
  - Updated the Post Judgement Motion auto-reject process to adjust the timeframe to 60 day
  - Added capability to email hearing notices to claimants
  - Modified Admin reports to add FRI number, injury nature, injury cause and 30C/30D description
  - Added new rejection reasons to form 44
  - Update "Chairman" to "Chairperson" throughout system
  - Created new CRB status of 'Linked PFR' to indicate Linked Petition For Review
  - Identify inactive Judges in hearing dropdown lists to prevent them being selected
  - Added file extract capability to Proof of Coverage search/report
  - Modified process of how claims envelope utility is handled in WCS
  - Reorganized internal WCS files to meet Windows 11 requirements
  - Converted indirect claim links into new ClaimGroup table
  - Created new process for linking claims/eliminated indirect links
  - Modified the process for linking hearings to accommodate new table
  - Enhanced claim combine, transfer, delete, archive, CRB and Rehab for new link process
  - Exclude inactive Interested Party for Judge Notes report



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Enhancement to Claims Loss Report for administrators

### 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:

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

### Planned Applications

- Implement an internal agency Intranet site built on SharePoint to provide quick and easy access to agency resources for all staff
- Finish replacement of all Wide Area Network (WAN) Edge routers in coordination with BITS network team to ensure these are current and supported
- Complete the agency-wide technology refresh to provide updated laptops, monitors and peripherals to all staff at all office locations



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

- Continue digitization of archive and operational documents
- Implement a means to receive electronic submission of certain agency forms from the public
- Complete migration of FRI from an unsupported server operating system version to a current supported version
- Begin project to replace FRI system to modernize functionality and include additional features useful to industry users and agency users
- Rewrite WCC Web Reports tool on a modern development platform
- Make various documents for public consumption available electronically on the agency website
- Make some components of the agency's main system, WCS, web-accessible and more easily deployed by leveraging a new capability of the PowerBuilder application development platform called PowerServer
- Migrate several agency systems from a Sybase database backend to a SQL database to reduce expenses and adopt a more mainstream technology with better supportability
- Undergo agency website modernization implementation. This would be a benefit in reducing call volume by answering common questions and providing instant information to constituents.

### Planned Artificial Intelligence Use Cases

None planned at this time

### FY 2025 Technology Budget

Hardware	\$20,000
Software	\$65,400
Maintenance	\$10,000
Services (consulting)	\$0
Subscriptions	\$0
Telecom and Data	\$100,000



# State of Connecticut

## IT Strategic Plan for Fiscal Year 2025

### FY 2025 Technology Major Expenditures

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

- None at this time