

IT INVESTMENT CAPITAL FUND PROJECT CLOSE OUT REPORT

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy & Management

FROM:

AGENCY/PROJECT NAME: DAS / E-License

PROJECT MANAGER: Dennis Geshel

Project Start Date: 7/01/2014

Project End Date: Two PO's outstanding (\$15,750)

Total IT Capital Funds Allocated: \$ 270,000

Total IT Capital Fund Expenditures: \$ 270,000 allocated and \$254,250 spent. Two remaining PO's are not closed because vendor has not completed work.

Brief Project Description/Summary:

The Connecticut (CT) eLicense Steering Committee embarked on a project to review and document the current state of the enterprise credential management environment. The current eLicense product is owned and supported by Iron Data Solutions. This project is focused on evaluating whether the eLicense credential management solution is sufficient to meet our long-term enterprise objectives. The project included the following objectives: (1) Implement online applications; (2) review evolving state and business needs ; (3) Expand document storage capabilities; (4) Review other government licensing products; (5) Provide recommendations and a Gap Analysis report; (6) Identify additional State agencies that may benefit from participating in an enterprise credential management system.

List Project Goals and Deliverables Completed:

The Enterprise Licensing Analysis project is closed with all objectives being met. The following progress updates are summarized by each associated objective: (1) Online Applications - The online application feature has been introduced and continues to be implemented; (2) Business Needs - A complete review and analysis of the current state of all agency credential management needs is completed; (3) Document Storage - The current document storage servers have been upgraded to accommodate the short term needs. A long term document storage solution will still be necessary within the next 3 years; (4) Other Products - A review of four industry leading enterprise credential management products was completed and documented in the analysis report; (5) Reports - This project produced three detailed documents; Agency current state analysis report, gap analysis business case report, and an executive summary with recommendations. (6) Other Agencies - A list of potential agencies for expansion of the enterprise solution have been identified and is included in the business case report. Other achievements have been accomplished within each agency as part of this project. Each group has had an opportunity to look into their current process and configuration, resulting in a renewed understanding of the value of continuous improvements.

Since the last update the balance of the remaining funds had been used for consulting services to continue to assist the Enterprise agencies with enhanced processes standardization and system configuration stabilization activities in preparation for the anticipated replacement project.

Project Replication Opportunities:

(Are there opportunities to repeat or leverage the project solution by other state agencies? Please provide a brief explanation)

Process and report could be shared if another enterprise application needed to be reviewed.

Key Lessons Learned:

This type of analysis project required detailed reviews of internal Agency processes. One lesson learned was to make sure the stakeholder groups take the time to get to right people in the conversation. In several instances the end users were able to describe process and relate to regulatory requirements more accurately than supervisors or managers. Traditional processes were revised when possible to leverage technology tools or application features not yet realized. Subject matter experts were subsequently identified within each division making the next project more efficient when assembling a team. This also assists the Agencies in preparing for LEAN activities in the future.