

IT INVESTMENT CAPITAL FUND PROJECT CLOSE OUT REPORT

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

FROM: Peter Hughes, Protection and Advocacy

AGENCY/PROJECT NAME: OPA / Central Registry Abuse Investigation Database - Requirements

PROJECT MANAGER: Peter Hughes

Project Start Date: 02/17/16 Project Kickoff Presentation at OPA. **Project End Date:** 07/08/16 last follow-up meeting was held at OPA

Total IT Capital Funds Allocated: \$90,000

Total IT Capital Fund Expenditures: \$90,000

Brief Project Description/Summary: The Protection and Advocacy Central Registry Abuse Investigation Database (PACRAID) is a web based investigative information and case management system which dramatically increases the state's ability to identify, respond to and ultimately reduce incidents and patterns of abuse and neglect by caregivers and furthers Connecticut's commitment to leading the nation in protecting our most vulnerable citizens. Project PACRAID will overhaul and replace several limited outmoded databases with one programmatic/forensic investigative case management information system overseen by The Office of Protection and Advocacy.

List Project Goals and Deliverables Completed:

Accenture LLP submitted an Arrangement letter confirming service in connection with Protection and Advocacy's (OPA) Investigation Case Management modernization project. The Arrangement letter highlighted that Accenture would explore possibilities for: web based intake and referral and intake, secure remote access, statewide investigative case assignment and management, statewide protective service tracking, statewide evidentiary databank, uniform investigation reports, interagency investigation participation, automated email notifications, statewide death report tracking capabilities, automated sanctions for delayed or incomplete investigations, tools to accommodate visual impairment.

In February, Accenture and OPA participated in a four week process which was outlined as follows in Accenture's statement of work letter:

Week 1 – Confirm project schedule, stakeholders, scope of project and deliverables.

Week 2 – Conduct tours/interviews with key stakeholders and conduct workshops.

Week 3 – Analyze up to three case management scenarios and do cost benefit for each.

Week 4 – Complete analysis and submit draft and then finalize deliverable.

On 01/14/16, OPA representatives met with the DDS Commissioner, DDS Deputy Commissioner and senior DDS staff, during the meeting this project was discussed. The Commissioner indicated that DDS would make senior staff available to be interviewed as part of the OPA database project, but cautioned that DDS is currently undertaking to develop its own data system upgrade and is not at this time prepared to commit to partnering with OPA.

On 1/25/16, OPA Project Manager met with DDS Director of Investigations to further familiarize that agency with the upcoming Accenture process. DDS participation was discussed and resources from DDS were identified for interviewing as part of the process. DDS did caution that the agency is not able at this time to commit to a full partnership approach in upgrading Connecticut's abuse/neglect investigative case management system, but that they are interested in participating in the process and learning more.

Although OPA has received the Accenture Arrangement letter, we are still awaiting a formal Statement of Work document which we can sign off on and forward to OPM.

Update (07-28-16) OPA did receive the completed Statement of Work document. Payments in full were rendered to Accenture. (Invoice signed by OPA Project Manager on 04/12/16, Email received from Accenture confirming payment on 04/25/16)

On 02/16/16, Accenture Manager met with OPA staff in preparation for Kickoff presentation.

On 02/17/16, Accenture held Kickoff Presentation at OPA. Representatives from DDS and private provider attended as stakeholder representatives who might also benefit from an upgraded Investigative Case management System. Accenture explained the four week process as outlined above. Participants appeared enthusiastic regarding potential upside associated with modernized information system.

02/18/16 – 03/13/16 Accenture implemented four week process including tours, workshops, work flow charts from both OPA and DDS. Accenture developed four alternative case management scenarios from this process.

On 03/14/16, Accenture held the final Product Presentation at OPA, which presentation substantially conformed with provisions outlined in the Statement of Work. Attendees included stakeholders from the Kickoff presentation held on 02/17/16.

On 03/24/16, Accenture discussed with OPA the potential case management scenarios and strategies associated with legislative/executive deliverable presentation. Accenture agreed to compile a brief summary for conveying the business case advantages for upgrading OPA's investigative case management system and the advantages that outside agencies also would realize in association with such modernization.

On 04/26/16, a DDS/OPA Quarterly Meeting was held. In attendance was the DDS Deputy Commissioner and the DDS Director of Investigations. Part of this meeting was dedicated to the subject of the OPA database upgrade project and DDS was urged by OPA to consider becoming even more involved with the process.

On 06/03/16 Accenture presented the business case for modernization on behalf of OPA to OPM and BEST representatives. Some modifications were discussed.

On 07/08/16 a follow-up meeting was held at OPA with representatives from OPM and BEST. Discussions regarding firming up stakeholders and pricing for cloud based Salesforce product. OPM indicated the proposal needs to circle back to the Investment Committee.

Project Replication Opportunities:

N/A. Final project never implemented.

Key Lessons Learned:

As stated in the last update of 7/8/16 under Issues and Risks section:

1. The final deliverable is slated to be a business case development and there is some concern that while the scenario reviews should help to identify what features are required for the database upgrade, details for actually developing such a system may require further review and additional costs.
2. The full participation of outside agencies in developing this database upgrade is not guaranteed at this time, although DDS has agreed to allow senior staff to be interviewed as part of the Accenture Business Development Plan.
3. DDS timeline for upgrading their own database systems was represented by that Department as being a project slated to occur later this year, possibly in late spring.
4. OPA database remains obsolete and in need of upgrade. However, it is maintaining its standard rate of efficiency at this time.

Update (07-28-16)

5. Ability to use capital funds for a cloud based system may be challenging.
6. Additional Stakeholders and programs that might benefit from system need to be identified.