Information Technology Capital Investment Program
Project Status Report

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

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Agency: Department of Administrative Services
Project: Talent Management Software Solution (TMSS)

Project Manager: N/A

Reporting Period: Project Inception through 06/30/2018

Total Funds Requested: $5,372,000

Total Funds Allotted to Agency: $4,022,000

Accumulative Total Capital Fund Expenditures to Date: $2,428,645

Brief Project Description/Summary:
DAS Statewide Human Resource Management (SHRM) is implementing a talent management technology solution for the State of Connecticut's Executive Branch ("State") that establishes straight through processing of State positions and employees from development and maintenance of the class specifications through on-boarding and paying of new hires. The system will include separate modules that automate State class specifications and then use that information to populate on-line recruitments. Applicants will have a single, on-line source to explore and pursue State employment in a more efficient, intuitive, mobile, and simplified manner and the State has the automated ability to track the application process. Once this first priority phase is implemented, other software modules will automate and integrate the examination, reporting, re-employment/SEBAC, and on-boarding processes to complete the straight through processing of employees.

Summary of Progress Achieved to Date:
The State has gone through a Lean Process Improvement initiative and has arrived at a significantly streamlined "great state" process. New operational processes and proposed system enhancements were reviewed with the divisions. Working project teams made up of SHRM managers, BEST and agency representatives met weekly to provide project input and oversight. Implementation of Phase 1 was completed and went live on October 30, 2017. We were able to execute the recruitment and hiring processes that have reduced the administrative time for recruitment and exam processing and created a one-step exam and job posting process. Over 2033 job openings have been posted and we have received over 155,312 applications. This project was completed on budget. We are in the process of implementing Phase 2. Phase 2 has multiple facets: Onboarding; Online Unified Examinations for law enforcement, FreeNames (Reemployment/SEBAC) and Reporting. Onboarding: the Business Issues Phase through the Development Phases of the project have been completed for onboarding and are currently in the Testing phase at this time. Online Unified Examinations: the Business Issues Phase and Job Analysis for State Police Sergeant, Master Sergeant and State Police Trooper Trainee have been completed. We are transitioning to the Test Development phase. We anticipate the process to be finalized by October 31, 2018. FreeNames (Reemployment/SEBAC): A three day LEAN event was held in December, 2017, the Business Issues Phase has been completed and we are in the Development Phase. Due to the complexity of the Reemployment/SEBAC rules which vary by each collective bargaining
agreement, development took longer than expected. The rules are being built into the system and we anticipate Testing by September, 2018 and implementation by November 30, 2018. There are currently no issues jeopardizing the timelines or budgets for mentioned above for Phase 2 projects at this time.

Issues and Risks:
Issues: none

Risks:

The project is primarily staffed with SHRM resources with little or no systems/ project experience.

The requirements are largely dependent on the vendors best practices/COTS product. Only a small amount of time has been dedicated to creating unique requirements.

The FreeNames (Reemployment/SEBAC) phase is complicated and in the development phase. Because of the complexity of this project, it will involve a significant amount of testing but this will be completed by SHRM resources.

The budget may not be sufficient to cover unplanned work which may be discovered through the design and development of the system.

There is not an outside Project Manager assigned to Phase 2, Diane Crouse, resigned effective November 3, 2017. SHRM staff are managing each module of Phase 2.

Next Steps & Project Milestones:
Phase 2 teams, managed by SHRM staff, began planning mid December for implementation of onboarding, moving re-employment/SEBAC to JobAps Freenames module, and the integration of examinations for state police, protective services and correctional officers. JobAps provided demos of the three new modules to teams. The Freenames module has been moved into Stage and design has begun. The onboarding module will be added to Stage in mid February and Recruiters are compiling onboarding new hire forms used statewide. We have contracted with a third party to create new online examinations that will be integrated in JobAps for a few identified exams. To date these modules are on target to be completed by the end of 2018.