

Information Technology Capital Investment Program  
Project Status Report

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

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**Agency:** Department of Energy and Environmental Protection

**Project:** IT Capital Investment Program - Online Case Management Program

**Project Manager:** Irene Garcia

**Reporting Period:** Project Inception through 06/30/2018

**Total Funds Requested:** \$7,950,000

**Total Funds Allotted to Agency:** \$7,950,000

**Accumulative Total Capital Fund Expenditures to Date:** \$9,055,403

**Brief Project Description/Summary:**

DEEP's enterprise-wide online case management system will create a public online, paperless interface to conduct the business of licensing, permitting and registration of activities that are under DEEP jurisdiction. This system will expand the Department's existing e-government platform to include all Environmental Quality, Environmental Conservation, Energy branch permitting, licensing, registrations and docket activities to leverage common functions and interfaces while allowing for the submittal, review and internal routing of electronic data. The system must be adaptable enough to allow for additional program specific case management, licensing, registration, and permit forms in the future, to be built in-house. The agency's information management program will provide instant, intuitive, online, 24/7 access for citizens, business, and local and state government to essential site documents, data and status updates; and provide a nimble and efficient business flow for applicants and agency staff saving both the agency and its constituents time and money.

**Summary of Progress Achieved to Date:**

DEEP is in the final stages with the last application project of this IT Investment. The PURA eFiling project is at a critical milestone in training the staff who are responsible to deliver the operational understanding to the Energy Bureau's staff. The next step, within the next six months, will be to complete User Acceptance Training followed by System Implementation. It is anticipated that UAT will be completed by the end of 2018. Simultaneously the same phases are in process for the Common Modules. The Common Modules are a foundational component and critical part of DEEP's on-line presence. Concurrently the data migration from the Lotus Notes legacy system to the modern eFiling system is in process. Information from the current PURA system is being cleansed, converted and reconciled to DEEP's Enterprise System - SIMS.

The Case Management IT Investment started with the initial build of a hardware and software environment at BEST. The build consisted of the implementation of the IBM FileNet and ICM software in three environments to support the development, testing and production hosting of these applications. BEST completed this effort in support of the DEEP investment, but equally important to the State of Connecticut is that this software is available to the state enterprise. Completed projects under this IT Investment include Underground Storage Tank Registration, Stormwater Construction General Permits, Stormwater Industrial General Permit, Stormwater Non-Exposure, Environmental Conservation Permits, Radiation DTX and Radiation RMI. Another completed IT Investment Project in the Post-Implementation Phase include Sewage-Right-to Know reporting and review. Public Act 12-11 "An act concerning the Public" the first phase required DEEP to post a map of the state indicating combined sewer overflows anticipated to occur during certain storm events. The second phase of the act requires that the Agency shall post on its website notice of unanticipated sewage spills and waters of the state that have chronic and persistent sewage contamination. This was completed with the implementation of the Sewage-Right-to -Know project. IT Investment Projects in the Construction Phase include Natural Diversity Database (NDDb) this project requires Common Module integration for implementation. Additionally, BEST has completed the upgrade of FileNet P8 environment to version 5.2

**Issues and Risks:**

Risks include a complex and large project portfolio compounded by the loss of a senior project manager and supervisor. The communication and coordination of multiple large projects in different stages of development is also a concern. DEEP's goal is to maximize object/component reusability, with several projects in various stages this has become an objective and a priority. Challenges with implementing business process change within the agency and the need to develop agency wide business standards. Both business and technical staff are working with new technology which delays decision making and impacts project schedule. Developing an ongoing support and maintenance plan for these applications with limited staff requires review. The hosting environment, at BEST, for these applications is a shared environment. Increases in other agencies work volume can and has had a negative impact on DEEP's ability to process permits and the public's ability uses these online functions. A strategy is required to migrate software at the hosting site to current revisions levels, both at the application and system software level.

**Next Steps & Project Milestones:**

Continue to move projects forward through the SDM process as identified in IT Investment update. Focus on definition and construction of common modules that follow standard business processes. System Testing and User Acceptance Testing (UAT) are the next major steps in the implementation of the PURA e-Filing System and the Common Module project. Continue efforts to migrate information from the current PURA system. Cleanse, convert and reconcile this data to DEEP's Enterprise System SIMS. Common Module will be the agency standard in developing consistent interaction with the public and the regulated community. PURA e-Filing will be a major advancement in eliminating a legacy Lotus Notes system. Providing for search and retrieval of documents and online submittal of filings by the regulated community and general public.