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

From: Eric Wehger

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Agency: Department of Revenue Services
Project: Mobile Technology - Mobile Revenue Collection

Project Manager: Eric Wehger

Reporting Period: Project Inception through 06/30/2018

Total Funds Requested: $79,275

Total Funds Allotted to Agency: $79,275

Accumulative Total Capital Fund Expenditures to Date: $65,048

Brief Project Description/Summary:
Modernize how the DRS collects revenue by introducing mobile technology to eliminate insecure manual revenue collection practices. Currently, our field collectors write down payment information of businesses and must return to the DRS before the money can be deposited. Collectors cannot access business account information because they do not have access to our computer tax system. We are looking to establish a medium that supports mobile access for our collection needs.

Summary of Progress Achieved to Date:
We have purchased four (4) Dell Latitude 7275 2-in-1 devices. They are running Windows 10. The last year has been spent getting the DRS Agency applications to work under Windows 10. We had a significant delay with getting our DLP (Data Loss Prevention) software working under Windows 10. The last step in our process for Windows 10 is from a security perspective and to verify that a security scan scores high enough (as many vulnerabilities have been closed as possible). Then we will engage with Aura Player to begin the software install to a Windows Server 2012 and introduce the mobile app to our team after suitable testing has been completed.

Issues and Risks:

- Shorty after this project began several long delays have occured. The vendor was able to demonstrate a working prototype however when them learned we need to upgrade to Weblogic. The weblogic upgrade was then delayed because of the move from 25 Sigourney to 450 Columbus and the Groton datacenter. All technical projects were put on hold to in order to focus on the pending relocation.
- The Front-end application servers for the ITAS application are currently all being replaced by a new ORACLE application (WebLogic). Once WebLogic is in place, the mobility software (Auraplayer) will interface with the new front-end application serves.
- The Auraplayer vendor is currently asssisting DRS with the installation of Weblogic.
- Performance Issues with the Weblogic platform have prevented the agency from moving this to production until the performanance issues have been resolved.
- A new re-architected hardware platform was built in order to address the performance issues. Testing results have been favorable. The build-out of the new architecture for production is in process. Once we deploy the front-end environment to the ITAS user community we can re-focus the Auraplayer vendor back to completing the mobility application for the field.
- Once their is a new contract in place for the CT project there is the risk that time spent developing this application the new CTax vendor is in place with risk is that time spent developing this application will not port over to the new CTaxsystem.

Next Steps & Project Milestones:
Weblogic is a prerequisite for the mobility software.

Finalize the Weblogic installation for the new ITAS front-end servers. Once completed we will begin the rollout of Weblogic to the ITAS user community can revisit the performance issues currently with WebLogic application.

Finalize DRS image for Windows 10

Engage with Aura Player to initiate a software install to a Windows Server 2012 Vitual server.

Deploy the Aura Player app to the 2-in-1 test devices and conduct UAT.