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

From: Angela Taetz

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Agency: Department of Administrative Services

Project: Enterprise Licensing Replacement

Project Manager: Dennis Geshel

Reporting Period: Project Inception through 12/31/2018

Total Funds Requested: $2,692,150

Total Funds Allotted to Agency: $2,692,150

Accumulative Total Capital Fund Expenditures to Date: $1,662,087

Brief Project Description/Summary:

The ELMS project is a combination of activities to fully utilize the eLicense product currently being used for licensing management by DCP, DPH, OEC, and DOAG. The project includes: adding new agencies to the system that are currently using antiquated databases without online services; adding mobile inspection capability for agencies that perform manually or with laptops from their vehicle; rolling out new online features and capabilities for the licensing community to replace paper and manual processes; and adding advanced enhancements to the system to provide more efficiencies for agency staff when processing transactions each day.

Licensing, enforcement, and inspections of entities and individuals regulated by the State of CT are critical functions within these agencies. Investments in systems used by multiple agencies provides many benefits including; lower total cost of ownership, more support options through user groups, and administrative knowledge sharing. This project will allow agencies to more fully take advantage of the system to provide efficiencies that will assist with areas of low staffing levels and heavy workloads. The additional online public services enhancements will provide for quicker applicant turn around.

Summary of Progress Achieved to Date:

The ELMS Project is being executed as a Program with a phased approach. The three phases included multiple project efforts based on Benefit priority, resource availability as defined and maintained by the ELMS steering committee. We are transitioning from Phase 1 to Phase 2 and the following progress includes active or completed project efforts broken out into categories of enhancement types:

1. New Online Features (Vendor enhancements)
    - Online Anytime Payment   Completed
    - Online Anytime Document   Completed
    - Online Grids: Class, Service   Completed
    - Online Location address   Completed
    - Online Alternate Logon   Completed
    - Online Reinstatement   Completed
    - Online Data Grids   Completede
    - Online ACH Check Payment Processing   Completed
    - Online Supervision   Completed
    - Online license verification   Completed

2. Mobile Inspection Solution
    - Requirements   Completed
    - Market Assessment   Completed
    - RFP Approved   Completed
    - Contract Negotiation   In progress

3. Enterprise Agency Expansion to ELMS
    - DOB Requirements: Completed
    - CAES   Completed
    - DAS OSFM   Completed
    - DDS   Completed
      DOT RCU Livery/Taxi   In progress
    - DOB Implementation   In progress

4. Agency Configuration Enhancement
    - DCP Charity enhancement   Completed
    - BOA Migration to DCP   Completed
    - Administrator training   Completed
    - DCP-DPH contact merge   Completed
    - DCP Liquor enhancement   Completed
    - DCP-DPH Intern enhancement Completed

    - OEC Online Renewals: Completed
      DPH OEMS   Completed
      DPH Facilities   Completed
      DOAG Enforcement   In progress

Issues and Risks:

- Agency committment to resourcing projects has been challenging at times
- We are still waiting for Mobile contract approval

Next Steps & Project Milestones:

The program approach will continue with a regular reassessment by the ELMS Steering committee on priorities. The active work from phase 1 & 2 will continue to progress and new project will kick off as the resources come available. The following are major milestones for FY2018:

Online Feature

    Online Owners Grid   Completed

    Online Key Mgmt Grid   Completed

    Online Reports   Completed

    Grid Maintenance access   TBD

Mobile

    DCP Pilot   Once contract signed

    OEC Go live   TBD

Expansion

    DDS   In Progress

    DOT RCU Livery/Taxi   In progress

    DOB Implementation   In progress

    DPH Labs   In progress

    DAS Elevators   Start March 2019

Configuration

    DOAG Enforcement   In progress

    DCP Enhancements   In progress

    DOAG Online   Complete

    DPH Drinking Water   Complete - waiting on release 60