

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 Economic and Community Development

Project: Lean-Driven IT Revitalization Project--Plateaus 1 and 2

Project Manager: Susan Shellard/Bart Kollen

Reporting Period: Project Inception through 12/31/2018

Total Funds Requested: \$4,841,500

Total Funds Allotted to Agency: \$4,841,500

Accumulative Total Capital Fund Expenditures to Date: \$3,505,879

Brief Project Description/Summary:

Plateau 2 builds on the foundation established in Plateau 1. Plateau 2 will expand the use of a CRM (Dynamics) system and implement use at DOH; implement enterprise content management (ECM) using FileNet for both DECD and DOH; implement online application submission to DECD via a client portal; create efficiencies in the management of agency desktop units (System Center); and integrate CRM with applications such as CORE and the Nortridge loan management system.

Summary of Progress Achieved to Date:

Microsoft Dynamics (CRM): Three releases have been completed and the final planned release will occur in Feb. 2019.

Online Portal: Design work is underway and implementation will occur in March 2019.

DOH CRM: A draft statement of work for DOH CRM is pending agency response.

Enterprise Content Management (ECM): FileNet became live for DECD in Dec. 2018 and will be fully implemented at DOH in Feb. 2019. All data has been migrated from Alchemy, the legacy document storage application, which will be retired in March 2019. Development to integrate Dynamics with FileNet is underway with a projected completion date of March 2019.

Microsoft System Center: With the input of BEST a potential implementation partner has been identified and the process of assessment and planning is underway.

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Issues and Risks:

Final planning for CRM implementation at DOH is impacted by the transition in administration.

Continuation of the next components of Plateau 2 (System Center, integrations and enhancements) are impacted by the transition in administration.

Next Steps & Project Milestones:

Dynamics (CRM): The final planned release will occur in Feb. 2019.

DOH CRM: Finalization of a statement of work is pending agency response after the transition in administration.

Online Portal: Implementation will occur in March 2019.

Electronic Content Management (ECM): Will be implemented at DOH in Feb. 2019. Alchemy, the legacy document storage application will be retired in March 2019.

Integration of Dynamics with FileNet: Projected completion date in first quarter 2019.

Microsoft System Center: Assessment and planning is projected for completion in April-May 2019.