Information Technology Capital Investment Program
Project Status Report

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 12/31/2018

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.

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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.

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- Once their is a new contract in place for the CT project there is the risk that time spent developing this application for the legacy environment that this application will not port over to the new CTax system.

Next Steps & Project Milestones:
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The Agency has had numerous delays and obstacles getting this product in place for the field. The field unit has been given other tools to perform the tasks this project would have assisted them with. Once alternatives were given to the field users interest in this project lessoned. The vendor continued to assist the agency on the installation of a critcal pre-requisite product. With a project for a new Tax system the agency no longer wants to pursue moving this forward. A formal close out report will be generated.