

Information Technology Capital Investment Program
Project Status Report

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 Enhancements

Project Manager: Dennis Geschel

Reporting Period: Project Inception through 06/30/2019

Total Funds Requested: \$2,692,150

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

Accumulative Total Capital Fund Expenditures to Date: \$1,862,638

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)
 - o Online Anytime Payment Completed
 - o Online Anytime Document Completed
 - o Online Grids: Class, Service Completed
 - o Online Location address Completed
 - o Online Alternate Logon Completed
 - o Online Reinstatement Completed
 - o Online Data Grids Completed
 - o Online ACH Check Payment Processing Completed
 - o Online Supervision Completed
 - o Online license verification Completed

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

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

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

 - o OEC Online Renewals: Completed
 - DPH OEMS Completed
 - DPH Facilities Completed
 - DOAG Enforcement Completed

Issues and Risks:

- Agency commitment 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	Completed

Mobile

DCP Pilot	Once contract signed- still with Procurement for approval
OEC Go live	TBD

Expansion

DDS	Completed
DOT RCU Livery/Taxi	In progress

DOB Implementation	In progress
DPH Labs	Ready for production rollout
DAS Elevators	In progress

Configuration

DOAG Enforcement	Complete
DCP Enhancements	Complete
DOAG Online	Complete
DPH Drinking Water	Complete