

Information Technology Capital Investment Program
Project Status Report

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

From: Christy Scott

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Agency: Department of Administrative Services

Project: OCC - Electronic Filing and Case Management System

Project Manager: Christy Scott

Reporting Period: Project Inception through 06/30/2019

Total Funds Requested: \$70,000

Total Funds Allotted to Agency: \$70,000

Accumulative Total Capital Fund Expenditures to Date: \$0

Brief Project Description/Summary:

Implement software for the Office of the Claims Commissioner that allows for electronic filing and tracking of cases.

Summary of Progress Achieved to Date:

Our former consultant worked with the vendor to configure the software for our internal case management needs. After a testing period, we went live with the internal case management functionality on January 24, 2017. Although we no longer have the benefit of our consultant's services, we continue to work with the vendor to fine tune the internal case management component of the software based on our staff's user experiences. The configured software is proving to be an outstanding tool for increasing the efficiency and accuracy of our case management process, especially as we continue to customize it to meet our office's specific needs.

Issues and Risks:

There are currently no identified risks or issues for the project.

Next Steps & Project Milestones:

The project manager and vendor have continued to work to prepare for the configuration of the software for external use, including electronic filing and public case tracking. We have identified state formatting and style requirements, including certain state legal requirements for authentication and to accommodate disabilities. We are also collaborating with state agencies to establish an online payment capacity. Progress has been delayed because of the project manager's health issues.

The current timeline for the project anticipates that remaining issues with configuration of the internal software will be completed by August 12. The configuration of the portal will actively proceed from August 12 to September 30, with user testing and revision to occur during that period. Final user testing and rollout is planned for October 2019.

No capital funds have been expended to date because the vendor prefers payment in full upon completed delivery of the configured software. Our consultant was funded with General Fund monies from the DAS budget. Similarly, annual hosting and software licensing fees are also being paid with General Fund funds.