

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/Irene Matulis

Reporting Period: Project Inception through 06/30/2019

Total Funds Requested: \$4,841,500

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

Accumulative Total Capital Fund Expenditures to Date: \$3,473,719

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): All releases have been completed and system is in use.

Online Portal: Implementation is complete.

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

Enterprise Content Management (ECM): FileNet is fully implemented for DOH and DECD. Alchemy was retired. Development to integrate Dynamics with FileNet is underway and has been delayed due to communications and IP address issues.

Microsoft System Center: A potential implementation partner has been identified and the process of assessment and planning is underway. The implementation of MS 365 will now require that this plan be re-visited.

Issues and Risks:

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

Implementation of CRM integrations and additional processes are impacted by plans to reorganize DECD..

See progress summary above.

Next Steps & Project Milestones:

DOH CRM: Finalization of a statement of work is pending agency response.

Integration of Dynamics with FileNet: Pending resolution of communications issues with DAS/BEST

Microsoft System Center: Implementation plan being reassessed per MS 365 contract

DECD CRM: Based on plans for department re-organization, assessment for priorities for system integration (CORE, Nortridge loan system) and business processes will be completed.