

IT INVESTMENT CAPITAL FUND PROJECT STATUS REPORT

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

FROM: Stephen Hunt, Financial Director

AGENCY/PROJECT NAME: DPDS / Capabilities Improvement Program

PROJECT MANAGER: Frank DiMatteo

REPORTING PERIOD: Project Inception through 12/31/2019

Total Funds Requested \$ 3,834,250

Bond Commission Approval(s):	Date: Apr. 2013	Amount: \$ 750,250
	Date: July 2014	Amount: \$ 460,000
	Date: Jan. 2015	Amount: \$ 360,000
	Date: Sept. 2015	Amount: \$1,280,000
	Date: July 2018	Amount: \$984,000

Accumulative Total Capital Fund Expenditures to Date: \$2,453,259

Estimated Project Close Out Date: 6/30/20

Brief Project Description/Summary:

The Division's Strategic IT Plan is a five year program that strives to create a “best in class”, client centered work environment that will increase the overall capabilities of the Division and give employees around the clock access to the information they need to do their jobs. Major accomplishments will include: (1) integrated access to CISS; (2) mobile and office technology that will provide access to a wide array of information; (3) a comprehensive Case Management System; (4) An updated technology infrastructure; and (5) a Brief and Motion Library. Business Benefits to this plan include: 1) Creation of a dedicated Case Management System that meets the needs of adult and juvenile clients; 2) Creation of standardized attorney and staff processes; 3) Wireless connectivity to the enhanced DPDS technology tools; 4) Creation of integrated information architecture; 5) Reduction in the use of paper files; 6) Human resource efficiencies that would allow for staff reductions, principally through attrition.

Summary of Progress Achieved to Date:

As of July 2019, progress continues with the program. Accomplishments have been made in the following areas:

Case Management System: DPDS has released its latest RFP in order to procure a vendor for moving the system on premise. Last quarter the Division procured the software and hardware necessary for the move. Currently, it is hosted in the cloud. The most important factor in making this decision is that DPDS plans to go paperless in the future, which would require a significantly greater amount of storage. The vendor's cost for this amount of space is much higher than hosting the system internally. Therefore, we've vetted the plan to move the system on premise, researched equipment options, and purchased the equipment. The two employees responsible for implementing the new technology for hosting the system on premise are currently doing training to learn the basics for managing the new hardware and software. Any advanced management of the technology will be accomplished using consultant services.

We are continuing discussions with the CISS team to receive all case related documents electronically within our case management system. Currently, all documents are received as hard copies. This requires

our staff to manually copy and scan them into our case management system. Once CISS is fully functional, it will provide a mechanism to directly disseminate the documents to our system electronically. This will drastically improve efficiency in our offices. The new case management solution has been the most important project in our IT program as it affects all critical business needs of the Division. Making more of our files electronic will give employees better access to the information they need to represent clients.

Issues and Risks:

Key Issues and risks to the Plan include the following:

Expertise needed to move the system on premise

Funding and budget constraints.

Timing with the CISS document management release phase.

Cooperation and availability of other State Agencies that DPDS depends on for network connectivity and information access.

Next Steps & Project Milestones:

- Moving the case management system on premise – **Anticipated Complete Date:** June, 2020.
- Convert the Division's file access and storage to a paperless system by integrating with CISS's document management system – **Anticipated Complete Date:** Currently Unknown as it is completely dependent on CISS providing digital discovery of case data.
- **Project Completion Date:** Currently Unknown as it is completely dependent on CISS providing digital discovery of case data.