

Information Technology Capital Investment Program  
Project Status Report

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

**From:** Chuck Calvert

**Email:** chuck.calvert@ct.gov

**Agency:** Department of Administrative Services

**Project:** Enterprise Licensing Enhancements

**Project Manager:** Dennis Geshel

**Reporting Period:** Project Inception through 06/30/2021

**Total Funds Requested:** \$2,692,150

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

**Accumulative Total Capital Fund Expenditures to Date:** \$2,953,500

**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
  - o **Online Maintenance Completed**
  - o **Online Reporting Completed**

2. Mobile Inspection Solution
  - o Requirements Completed
  - o Market Assessment Completed
  - o RFP Approved Completed
  - o Contract Negotiation Completed
  - o Interface to eLicense Completed
  - o DCP Pilot Completed
  - o **Form Design Standard Completed**
  - o MI-Analytics Implementation Completed
  - o **AES Nursery Completed**
  - o **DOAG Animal Control Completed**

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 Completed
  - o DOB Implementation Completed
  - o DCP Casino Completed
  - o SOTS – Notary Completed
  - o DAS State Marshal Completed
  - o DEEP Pesticides Completed
  - o DOAG Aquaculture Completed

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
  - o DPH OEMS Completed
  - o DPH Facilities Completed
  - o DOAG Enforcement Completed
  - o DCP Enhancements Completed
  - o DOAG Online Completed

**Issues and Risks:**

None at this time

**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 3 and 4 will continue to progress and new project will kick off as the resources come available. The work listed below is the remaining work to close out the project and is expected to be complete by April 2021:

<b>Mobile Inspection</b>		
OEC Pilot	In Progress	3/1/2021
<b>DOAG Produce Safety</b>	<b>In Progress</b>	<b>7/30/2021</b>
DDS Facilities	In Progress	8/1/2021
DPH OEMS	In Progress	8/1/2021
DAS Elevators	Planning (Not Funded)	hold
DEEP Pesticides	Planning (DEEP Funded)	11/1/2021
Mi-Analytics custom dashboards	In Progress (Not Funded)	TBD
	<b>Planning (Not Funded)</b>	<b>TBD</b>
<b>DPH PLIS/FLIS</b>	<b>Planning</b>	<b>TBD</b>
<b>DMHAS Tobacco</b>		
<b>New Online Features (Vendor enhancements)</b>		
DOB Online delegate access	In Progress (DOB Funded)	TBD
<b>ACH Platform Change (Bank of Amer)</b>	<b>Planning</b>	<b>TBD</b>
<b>Exam Import Export Interface</b>	<b>Planning (DEEP)</b>	<b>TBD</b>
<b>Expansions</b>		
DPH Labs	Ready (On Hold by Agency)	Hold
DAS Elevators	Ready (On Hold by Agency)	Hold
DOAG Aquaculture	In Progress by Agency	6/30/21
<b>DMHAS Underage tobacco sales</b>	<b>Planning</b>	<b>TBD</b>
<b>DDS Qualified Provider</b>	<b>In progress</b>	<b>11/1/21</b>
<b>Configuration Enhancements</b>		
<b>DAS State Marshal Online Application</b>	<b>Planning</b>	<b>TBD</b>
DPH Drinking Water	Ready (On Hold by Agency)	Hold
Advanced Enforcement Configurations: DOAG, OEC, DPH, DDS, SOTS, DOB	In Progress	<b>9/30/2021</b>
DCP Liquor Control Enhancements	Hold	TBD
Custom Reports: SOTS, DOAG, DPH, DOB	In Progress	9/30/21
Online Grid Builds: All agencies	In Progress	9/30/21