

Information Technology Capital Investment Program
Project Status Report

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

From: Jason Rosa

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Agency: Department of Emergency Services and Public Protection

Project: Special Licensing and Firearms Registration System (SLFRS)

Project Manager: Glory Bulkley

Reporting Period: Project Inception through 06/30/2021

Total Funds Requested: \$556,820

Total Funds Allotted to Agency: \$556,820

Accumulative Total Capital Fund Expenditures to Date: \$680,386

Brief Project Description/Summary:

The Special Licensing and Firearms Unit (SLFU) is responsible for the issuance of state pistol permits, oversight and regulation of firearm sale transactions, and issuance of licenses to Professional Bail Bondsman, Private Security Companies, Private Investigators, Bail Enforcement Agents (BEA), and the regulation and licensing of several other non-firearms related but generally hazardous lines of work. The unit is also responsible for investigating violations of state law relating to the purchase, sale and transfer of firearms, and violations of statutes relating to the various professional licenses it issues.

The current Special Licensing and Weapons Registration System (SLWRS) allows SLFU to track permit and license application, renewal, suspension, and revocation. One of the key features of the system is its ability to interface electronically with a number of other state and federal data systems. Collectively, these interfaces provide a criminal record check for any individual applying for or renewing a permit/license. The system also updates federal databases with firearm sales/transactions and individuals who are disqualified from possessing firearms. These data interfaces also allow Law Enforcement, Judicial, and Mental Health Agencies to obtain information on registered firearms and individuals. SLWRS supports the day to day business processes of SLFU and is used for generating basic reports and mailings, envelopes, letters, labels, Certificates, ID Cards, etc.

The current SLWRS system has reached its maximum level of efficiency and automation using the outdated technology it was built on. It is understood that this system has been in service for over 10 years and some of the underlying components are no longer supported by the vendor. This upgrade will bring the system up to current technology and will improve and enhance areas in the process which will benefit the business.

With the move toward e-government and public self-service, a new data system needs to be built that has the capability of making many of the paper, phone, and fax based processes that still exist within SLFU fully electronic (possibly web based or kiosk based).

Summary of Progress Achieved to Date:

- 1.) The contract has been awarded to GLS - Government Licensing Solutions of Bend, Oregon.
- 2.) The GLS Goal and Scope document has been approved by DESPP and the design process is underway.
- 3.) GLS has passed an initial CJIS security review by the DESPP Criminal Justice Business Application Unit (CSO Darryl Hayes).
- 4.) A full CJIS compliance audit will be completed before GLS will gain access to sensitive data and networks
- 5.) Completed process flow documentation
- 6.) Vendor is currently building new system.
- 7.) Design complete and verified by SLFU staff SME's
- 8.) Data conversion has been completed
- 9.) configuration complete
- 10.) MHAR currently being worked by vendor
- 11.) Interface coding complete, testing completed on most all interfaces, UAT testing continues on core system, defects are being addressed
- 12) Phase 1 Implementation of SLFRS is complete and system went live on 7/13/21
- 13) Phase 2 - Dealer Website is in progress
- 14) Day 2 Items in progress

Issues and Risks:

- 1.) The project schedule may be impacted by the availability of SLFU staff to review and approve designs due to the volume of regular department work.
- 2.) The system has communication interfaces with CT Judicial and DMHAS which are developed and maintained by Brian Smith of Deloitte Consulting. We'll need Brian's help with the design and testing, but Judicial can't provide him to us due to budgetary constraints. These interfaces are critically important to the system. It may be necessary for DESPP to contract Brian's time ourselves to ensure the communication interfaces are designed and tested correctly.
- 3.) We may need to inspect the GLS Data Center in Bend, Oregon for CJIS compliance. The inspection must be done by a State Criminal Justice Agency. We are reaching out to Oregon State Police to see if they can help us. If not, one person from DESPP will need to go. SLFU has an alternate funding source that will be used for all cost overruns.
- 4.) Interface with Connecticut Interactive approval necessary to pursue. -canceled
- 5.) MHAR MOU with Judicial/Probate not signed. legal issues between agencies. System can not go live without interface, MHAR critical to background checks. 1/2/2020-Resolution: GLSolutions is subcontracting MHAR vendor to complete work.
- 6.) UAT testing continues, issues are being corrected. Concerned that the defects will not be completed addressed before scheduled go live
- 7.) 1/15/2021 - UAT testing continues. COVID, illness, and user staffing has significantly impeded system from going live. A list of defects has been identified and must be corrected before go live. A list of required changes has also been identified and is currently being reviewed by the sworn to determine if those changes are required before go live. The system needs to be extremely accurate due to the nature of the data being stored.
- 8) SLFRU Phase 1 went live 7/13/21
- 9) Phase 2 Dealer Website and Day 2 items in progress

Next Steps & Project Milestones:

1. 2/23/21 - 7/01/21 - System and UAT Testing
2. 7/09/21 - 7/12/21 - Phase 1 Implementation Go lve - Weapons Systems - SLFU
3. 7/13/21 - Go-Live week
4. 8/01/21 - 10/31/21 - Dealer Website - Phase 2
5. 11/01/21 - 3/31/22 - Day 2 Items - Phase 3
6. 4/01/22 - 10/31/2022 - Kiosk & Credit Card

See below previous updates - 2/2/20

Start	End	Milestone	% of Imp.	Deliverable	Performance (Requirements in pc
12/05/2017	01/11/2018	1	n/a	<ul style="list-style-type: none"> • CJIS initial approval • DAS-BEST external data hosting approval • DESPP Legal Department for external data hosting. 	<ul style="list-style-type: none"> • 32 Perpetual Licen • Dev, Sys, UAT and installation at Contr • Department obtain data hosting from D. • Contractor submit to CJBA and receives addressed prior to fi in Deliverable 8. • Department, DAS-Legal shall evaluate making reasonable, normal business ho evaluation deliverab Contractor. (T1a, T1b)
12/5/2017	1/19/2018	2	5.00%	Business Process Identification	Goals and Scope def
12/12/2017	1/19/2018	3	5.00%	Project Initiation	Project Managemen
1/19/2018	5/2/2018	4	7.50%	Modules Group 1	First group of 12 mo named modules). D Contractor may agre reorder and swap Re Deliverables 4, 5, 6 e (F1, F3a, F3b, F3c, F3d, T5, T6, T11, T13)
2/27/2018	5/16/2018	5	7.50%	Modules Group 2	Second group of 12 named modules) Department and Cor Deliverable 2 to reoi Modules among Del (F1, F3a, F3b, F3c, F3d, T5, T6, T11, T13)
3/13/2018	6/7/2018	6	7.50%	Modules Group 3	Third group of 12 m named modules. Department and Cor Deliverable 2 to reoi Modules among Del (F1, F3a, F3b, F3c, F3d, T5, T6, T11, T13)
4/18/2018	7/6/2018	7	7.50%	Modules Group 4	Fourth group of 12 r 49 named modules. Department and Cor Deliverable 2 to reoi Modules among Del (F1, F3a, F3b, F3c, F3d, T5, T6, T11, T13)
2/27/2018	5/23/2018	8	n/a	CJIS Security Approval	Contractor must add issues related to CJIS Milestone 1. (T1c)
7/6/2018	11/10/2018	9	5.00%	Conversion	Convert and import (T3a, T3c, T3d, S7, S
3/8/2019	03/9/2020	10	15.00%	Interfaces	Program and Comm (T2, T8, T9, T14)
02/09/2021	7/08/2021	11	20.00%	Testing	System Testing User Acceptance Tes initial documentation (F2, F3e, F3f, F5a, F5 T12b, S3a, S4, S10, S

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