

Information Technology Capital Investment Program
Project Status Report

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

From: Max Gigle, DAS-BITS Digital Services

Email: max.gigle@ct.gov

Agency: Department of Administrative Services

Project: CT Digital Service - One Stop / myCT Phase 2

Project Manager: Cynthia Rubin

Reporting Period: Project Inception through 12/31/2021

Total Funds Requested: \$60,724,451

Total Funds Allotted to Agency: \$42,097,928

Accumulative Total Capital Fund Expenditures to Date: \$1,997,536

Brief Project Description/Summary:

Making the State of Connecticut the first all-digital state will require a significant shift in how government provides services. Today's services are short-term siloed transactions, even though citizens expect a personalized long-term relationship when interacting with government. A new digital platform will move CT away from our traditional ecosystem of portals, content management systems, search/info discovery and analytic tools into a single front-end experience built with standardized, out-of-the-box capabilities. The traditional ecosystem is often duplicated by agencies, making it increasingly difficult and costly to provide a set of holistic services across the enterprise.

The initial service-category project (Business.CT.gov) provides business owners a digital framework with full-service personalized guidance on planning a business in Connecticut. The next iteration of myCT will continue to support expanded opportunities for individuals to register and manage their businesses online. We intend on growing the system's capabilities to include more functionality for business owners, additional service categories, and enterprise usability for agencies. All projects within Phase 2 will improve the user's interaction with government services, increasing the One Stop's value for a wider array of residents interested in digital services and helping agencies efficiently provide valuable omni-channel experiences.

Summary of Progress Achieved to Date:

Our team has progressed each of the specific deliverables noted within the project definition. Please note the progress for each Phase 2 project. The project lifecycle: research, design, develop, iterate / maintain.

myCT Service Dashboard (research, design)
myCT ID Management (research)
Document Management Platform (research)
Payment Processing Platform (research)
Rapid Forms Architecture (research, design)
CT.gov Chatbot (research, design)
CT.gov Service Catalog (research, design)

Expanding Business.CT.gov (iterate)
Developing Health.CT.gov (research)
Expanding Driving.CT.gov (research)
*Developing Jobs.CT.gov (research)
**Developing Education.CT.gov (research)
**Developing Taxes.CT.gov (research)

Issues and Risks:

None

Next Steps & Project Milestones:

We will continue moving through the project lifecycle for each initiative.