

Information Technology Capital Investment Program
Project Status Report

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

From: Christy Scott

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Agency: Department of Administrative Services

Project: OCC - Electronic Filing and Case Management System

Project Manager: Christy Scott

Reporting Period: Project Inception through 12/31/2021

Total Funds Requested: \$70,000

Total Funds Allotted to Agency: \$70,000

Accumulative Total Capital Fund Expenditures to Date: \$0

Brief Project Description/Summary:

Implement software for the Office of the Claims Commissioner that allows for electronic filing and tracking of cases.

Summary of Progress Achieved to Date:

We make good progress on developing the public portal, with detailed decisions having been made about what information from the internal database will be available to parties and the public and how the parties and the public will be able to access and use it.

The vendor is currently working to configure the portal to implement those decisions. We are also consulting with the DAS Digital Experience and Content team to ensure that our content and formatting is compatible with state requirements and guidelines.

We continue to work with the vendor to fine tune the internal case management component of the software based on our staff's user experiences, as issues arise.

Issues and Risks:

There are currently no identified risks or issues for the project.

Next Steps & Project Milestones:

The vendor's project manager, OCC staff and the Claims Commissioner meet weekly to discuss our progress, review changes implemented by the vendor, and plan our next steps.

Primary among our next steps will be to edit existing website content and draft additional content necessary to support the parties' and public's access to the portal and use of database content.

In addition, we are developing a system of online payment for the filing of new claims with the vendor as the host.

After the process of configuring the portal is complete, OCC staff and volunteer outside users will beta test the public portal and provide feedback. After completion of testing, the vendor expects to conclude production within four weeks.

No capital funds have been expended to date because the vendor prefers payment in full upon completed delivery of the configured software. Annual hosting and software licensing fees are being paid with General Fund funds.