

Information Technology Capital Investment Program
Project Status Report

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

From: Susan Shellard

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Agency: Department of Economic and Community Development

Project: Lean-Driven IT Revitalization Project--Plateaus 1 and 2

Project Manager: Susan Shellard/Sidney Yeung/Mohan Daptardar

Reporting Period: Project Inception through 12/31/2021

Total Funds Requested: \$4,841,500

Total Funds Allotted to Agency: \$4,841,500

Accumulative Total Capital Fund Expenditures to Date: \$3,513,844

Brief Project Description/Summary:

Plateau 2 builds on the foundation of Plateau 1 and expands the use of a CRM (Dynamics 365) application; implements CRM functionality at DOH; implements enterprise content management (ECM) using Filenet for both DECD and DOH; initiates online application submission to DECD via a client portal; creates efficiencies in the management of agency user hardware (System Center); and integrates CRM with other applications that are vital to DECD's mission.

Project components are being assessed and adjusted to accommodate changing requirements including the transition to remote work, enterprise technology initiatives, new legislative initiatives and federally-funded programs.

Summary of Progress Achieved to Date:

Customer Portal: Development and implementation for the business processes identified in Plateau I is complete. DECD is working in collaboration with BEST to identify opportunities to transition portal functionality for new programs to align with Business One Stop.

Enterprise Content Management (Filenet): Filenet implementation was completed on time and under budget. Enhancements, user training to support adoption and advanced topic training are ongoing. Migration of agreements from covid-related emergency programming administered by external partner is underway. Indexing and training for new areas (Social Equity Council) assigned to DECD for administrative purposes is in process. Integration of CRM with Filenet was delayed by internal and external obstacles. Please see description under CRM below.

DOH CRM: DOH has initiated independent implementation of a CRM and is working with BITS/DAS to identify project plan and cost estimates. Commissioner Mosquera-Bruno will be contacting OPM to discuss use of remaining funds.

CRM (Dynamics): An assessment of the current CRM configuration was completed along with an upgrade to UCI (required by Microsoft). Per Commissioner Lehman the agency will not proceed with a CRM revision at this time, but the agency will however complete the integration with Filenet, including document migration. We are currently seeking proposals and developing a project plan to have the integration and resolution of remaining technical issues from the last upgrade resolved. It is expected that these items will be available by March 30, 2022 and the integration completed by 7/1/22.

System Center: This application became available as part of the 365 implementation. Complete adoption is pending availability of components with BEST

Issues and Risks:

Response to COVID19 necessitated that a number of initiatives be deferred as agency resources were diverted to implementing emergency programs, supporting the transition to remote/hybrid work schedules and providing support for remote work.

Substantial changes in DECD's organization and programs are necessary due to Governor's initiatives, legislative requirements and new federal funding. Efforts are underway to tailor systems that will allow DECD to respond flexibly to changing condition and accomodates two new departments for administrative purposes. An assessment of the CRM (Dynamics 365) system was completed. Initiatives are being coordinated with BEST to leverage enterprise-wide resources.

As of 4/1/21, 50% of the DECD IT staff retired. One position remains vacant.

The Integration of CRM and Filenet was initiated in 2019. Multiple issues prevented completion including F5/firewall and security certificate issues. Multiple attempts were made to resolve these issues with BEST and issues were escalated only to be delayed further by the COVID19 response. In June 2020 conflicting security issues were resolved. Our partner Spruce informed us that due to the extensive time that elapsed while attempting to resolve these issues any further work will be considered outside the scope of the contract. Due to the delays and pending project, this work will be completed as part of the CRM upgrade. Please see description above.

Next Steps & Project Milestones:

Microsoft System Center: Project plan will be completed per work in cooperation with BEST.

DECD CRM: Will continue activities as described above with costs and project plan complete by 3/30/22 and integration with Filenet complete by 7/1/22. Will continue coordinating with enterprise-wide efforts at BEST.