

IT INVESTMENT CAPITAL FUND PROJECT CLOSE OUT REPORT

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

FROM: Vance Dean

AGENCY/PROJECT NAME: DSS / ConneCT

PROJECT MANAGER: Vance Dean

Project Start Date: September 2008

Project End Date: April 2016

Total IT Capital Funds Allocated: \$8,550,041 - \$901,188 (transferred to HIX-IE project) = \$7,648,853

Total IT Capital Fund Expenditures: \$7,648,853

Brief Project Description/Summary:

The DSS ConneCT program will modernize the agency's existing infrastructure with the implementation of a Modernization of Client Service Delivery (MCSD) solution utilizing three (3) specific technologies: Internet-based Client Access and Web Services, Document Scanning and Work Flow Management, and Interactive Voice Response (IVR) and Call Center Services. These technologies will be integrated with our existing eligibility legacy system known as EMS. These functionalities will increase the efficiency and effectiveness in how DSS serves its customers.

List Project Goals and Deliverables Completed:

(Please provide a brief summary goals and deliverables of the project that were implemented. Please reference your IT Capital Investment Brief for the initial goals of the project)

The following functionality was implemented as part of the ConneCT project in multiple releases:

- R1) Interactive Voice Response (IVR) – March 2013*
- R2) Clients self-service (MyAccount) – December 2013*
- R3) Pre-Screening – December 2012*
- R4) Virtual Call Center (DSS Benefit Center) - June 2013*
- R5) Document Management – April 2013*
- R6) Online Application – September 2013*
- R7a) Online Change Reporting – January 2014*
- R7b) Online Redeterminations – November 2015*

Project Replication Opportunities:

(Are there opportunities to repeat or leverage the project solution by other state agencies? Please provide a brief explanation)

Many of the technology solutions established for the ConneCT project were migrated into State enterprise solutions and are available for other state agencies to utilize.

Key Lessons Learned:

(Provide any lessons learned experienced during this project that may be helpful to other agencies starting a similar project)

Clear defined scope, expectations, timelines, and boundaries of work need to be communicated and agreed upon between Agencies, BEST, and System Integrators.