Information Technology Capital Investment Program

Project Status Report

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

From: Angela Taetz

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Agency: Department of Administrative

Project: Enterprise Licensing Enhanc

Project Manager: Dennis Geshel

Reporting Period: Project Inception through 12/

Total Funds Requested: $2,692,150

Total Funds Allotted to Agency: $2,692,150

Accumulative Total Capital Fund Expenditures to Date: $2,811,714

Brief Project Description/Summary:
The ELMS project is a combination of activities to fully utilize the eLicense product currently being used for licensing management by DCP, DPH, OEC, and DOAG. The project includes: adding new agencies to the system that are currently using antiquated databases without online services; adding mobile inspection capability for agencies that perform manually or with laptops from their vehicle; rolling out new online features and capabilities for the licensing community to replace paper and manual processes; and adding advanced enhancements to the system to provide more efficiencies for agency staff when processing transactions each day.

Licensing, enforcement, and inspections of entities and individuals regulated by the State of CT are critical functions within these agencies. Investments in systems used by multiple agencies provides many benefits including; lower total cost of ownership, more support options through user groups, and administrative knowledge sharing. This project will allow agencies to more fully take advantage of the system to provide efficiencies that will assist with areas of low staffing levels and heavy workloads. The additional online public services enhancements will provide for quicker applicant turn around.

Summary of Progress Achieved to Date:

The ELMS Project is being executed as a Program with a phased approach. The three phases included multiple project efforts based on Benefit priority, resource availability as defined and maintained by the ELMS steering committee. We are transitioning from Phase 1 to Phase 2 and the following progress includes active or completed project efforts broken out into categories of enhancement types:

1. New Online Features (Vendor enhancements)
   o Online Anytime Payment   Completed

   o Online Anytime Document   Completed

   o Online Grids: Class, Service   Completed

- o Online Location address   Completed
- o Online Alternate Logon   Completed
- o Online Reinstatement   Completed
- o Online Data Grids   Completed
- o Online ACH Check Payment Processing   Completed
- o Online Supervision   Completed
- o Online license verification   Completed

2. Mobile Inspection Solution

- o Requirements   Completed
- o Market Assessment   Completed
- o RFP Approved   Completed
- o Contract Negotiation   Completed
- **o Interface to eLicense   Completed**
- **o DCP Pilot   Completed**
- **o Agency form design   Completed**
- **o Mi-Analytics Implementation Completed**

3. Enterprise Agency Expansion to ELMS

- o DOB Requirements: Completed
- o CAES   Completed
- o DAS OSFM   Completed
- o DDS   Completed
-    DOT RCU Livery/Taxi   Completed
- o DOB Implementation   Completed
- o DCP Casino   Completed
- **o SOTS – Notary   Completed**
- **o DAS State Marshal   Completed**

4. Agency Configuration Enhancement

- o DCP Charity enhancement   Completed
- o BOA Migration to DCP   Completed
- o Administrator training   Completed
- o DCP-DPH contact merge   Completed
- o DCP Liquor enhancement   Completed
- o DCP-DPH Intern enhancement   Completed
- o OEC Online Renewals: Completed

- o DPH OEMS   Completed
- o DPH Facilities   Completed
- o **DOAG Enforcement**   **Completed**
- o DCP Enhancements   Completed

- o DOAG Online   Completed

Issues and Risks:

- Agency committment to resourcing projects continues to be challenging
- ELMS program funding has been exhausted with professional services contracts in place until April 15, 2021

Next Steps & Project Milestones:

The program approach will continue with a regular reassessment by the ELMS Steering committee on priorities. The active work from phase 3 and 4 will continue to progress and new project will kick off as the resources come available. The work listed below is the remaining work to close out the project and is expected to be complete by April 2021:

Mobile Inspection		
OEC Pilot	In Progress	3/1/2021
DOAG Animal Control	In Progress	3/1/2021
DDS Facilities	In Progress	3/1/2021
DPH OEMS	In Progress	3/1/2021
DAS Elevators	Planning (Not Funded)	hold
DEEP Pesticides	Planning (DEEP Funded)	5/1/2021
Mi-Analytics custom dashboards	In Progress (Not Funded)	5/1/2021
New Online Features (Vendor enhancements)		
DOB Online delegate access	In Progress (DOB Funded)	8/30/2021
Expansions		
DEEP Pesticide	In Progress (DEEP Funded)	4/30/2021
DPH Labs	Ready (On Hold by Agency)	Hold
DAS Elevators	Ready (On Hold by Agency)	Hold
DOAG Aquaculture	Not Started	TBD
Configuration Enhancements		
DPH Drinking Water	Ready (On Hold by Agency)	Hold
Advanced Enforcement Configurations: DOAG, OEC, DPH, DDS, SOTS, DOB	In Progress	4/30/2021
DCP Liquor Control Enhancements	Hold	TBD
Custom Reports: SOTS, DOAG, DPH, DOB	In Progress	4/30/2021
Online Grid Builds: All agencies	In Progress	4/30/2021