Information Technology Capital Investment Program

Project Status Report

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

From: Irene Garcia

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Agency: Department of Energy and E
Project: ezFile Electronic Permitting -

Project Manager: Michael Trahiotis

Reporting Period: Project Inception through 12/

Total Funds Requested: $9,250,000

Total Funds Allotted to Agency: $1,250,000

Accumulative Total Capital Fund Expenditures to Date: $1,053,595

Brief Project Description/Summary:
 The ezFile Electronic Permitting project will extend the DEEP ezFile platform to incorporate the remainder of DEEP's application, licensing, permitting, and registration processes. ezFile currently includes less than a dozen e-permitting processes. However, DEEP has over 120 application, licensing, permitting, and registration processes which currently rely on paper-based application submittals, old legacy technologies, and manual review processes. This project will provide a more streamlined, efficient approach to both the external public interface and internal workflows based on lessons learned from previous projects. The focus of the project will be on the intake process to increase our services and online presence to the public by offering expanded electronic filing options. The project will leverage existing SIMS workflow functionality for use by internal DEEP staff. Additional functionality will be introduced to SIMS in order to provide staff with the tools to review electronic submittals and communicate with applicants throughout the various workflow steps.

The project will occur in multiple phases with the first being a proof of concept (POC) phase consisting of around ten filing types selected to represent a cross-section of the various DEEP business areas. An Agile project management approach comprised of multiple phases/sprints and incremental deliverables will be leveraged. After completion of the POC, DEEP will proceed forward with a second grouping of filing types leveraging similar development and incorporating additional lessons learned from the POC. After completion of each grouping, DEEP will proceed to the next grouping where the number of concurrent work threads will be increased in order to meet a more compact timeline. We will continue with these sprints until as many as possible or all filings can be completed.

Summary of Progress Achieved to Date:
DEEP kicked of the pilot phase of the ezFile Phase 2 project with our selected partner. DEEP IT and business resources have been working with our vendor on identifiying business requirements and building out a minimal viable product (MVP). Initial demos of the MVP for the 5 initial pilot permit process were provided to business stakeholders and sponsors. The ezFile Phase 2 project is leveraging an Agile approach which will allow us to release an MVP in early 2021 as we continue to work on sprints to implement additional functionality. DEEP worked with the BEST Technical Review Board to gain approval of the proposed architecture. BEST is currently working on efforts to build-out the approved infrastructure needed to support this project.

DEEP selected a vendor to partner with on our Agile assessment. We are currently working on the procurement process as we begin planning for our Agile transformation.

Previously completed activities include:

-DEEP finalized the initial 5 permit processes to be included in the initial project pilot. We are currently reviewing a vendor proposal internally and have also consulted with BEST to ensure it is in line with the Business One Stop platform and will be able to integrate and provide the expected citizen/business experience. The intent would be to kickoff the initial pilot by fall 2020.

-DEEP continues to meet with DAS BEST regarding the Business One Stop initiative and how this project will integrate and leverage various componenet currently in development. DEEP plans to stay in close coordination with BEST to leverage the BOS platform and services wherever possible. ezFile Phase 2 will move foward in parallel with BOS but will stay in step with BOS to leverage some of the features being built to improve the citizen experience.

-DEEP finalized and is working to post an RFP to provide an Agile assessment in order to identify DEEP readiness and resulting in an Agile transformation plan including training options for management, business, and IT and coaching options as part of this project.

-DEEP also invested in Jira, an Agile project management tool which is currently being utilized for other projects already in progress.

Issues and Risks:
• Dependency on completion of other DEEP priority projects for availability of IT resources.
• Dependency on successful go live of DEEP common modules project which will be leveraged within ezFile Phase 2.
• Availability and commitment of business resources.
• Timely build-out of infrastructure at BEST
• Timelines have been further impacted by current COVID-19 circumstances which is has impacted staff availability and priorities.

Next Steps & Project Milestones:
DAS BEST is working to compled the required infrastructure build-out to support this project. Once completed, we expect our vendor to be able to complete the final components in the development environment to support completion of a minimal viable product (MVP). DEEP is also working with our vendor to complete all necessary web services to support integration with our existing enterprise systems. The MVP will then be moved to the staging environment for our business users to begin testing efforts.

DEEP will be kicking off efforts with our selected vendor for our Agile assessment, transformation, and training plan. This will help to align and commit business resources throughout the course of the project. An Agile approach will also allow DEEP to bring a minimal viable product to market quicker while continuing to execute additional project requirements.

DEEP IT staff are planning for database upgrades needed to stabilitze and optimize our enterprise SIMS database. The existing ezFile platform and ezFile phase 2 utilize SIMS as the database of record and it's stability is critical to support this initiative