STATE OF CONNECTICUT INFORMATION AND TELECOMMUNICATIONS STRATEGIC PLAN FOR FISCAL YEAR 2018

September 15, 2018

Pursuant to C.G.S. § 4d-7 as amended by P.A. 14-202, this plan provides an overview of State agency efforts to improve government efficiency through the use of technology. This plan reflects enterprise and agency efforts and includes special attention to eGovernment initiatives to put more government services online.

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State of Connecticut
IT Strategic Plan for Fiscal Year 2018

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FY 2018 Information Technology Strategy
Statement of Vision for Technology

To improve the efficiency and effectiveness of state agencies through the application of modern and cost effective technology solutions and make government services more available to citizens and businesses at the time and the place that they are needed.

Background
Connecticut Organizational Structure of Technology

The technology resources in the State of Connecticut are primarily organized by agency. This mimics the organizational structure of state agencies. Technology is aligned to support the business of the agencies.

The State of Connecticut does have some central delivery of IT services (e.g. E-Mail, wide-area networking, and datacenter services) to support multiple agency or statewide needs; however, the bulk of the resources are attributed to agency specific missions. As of July 1, 2017, there were 711 Information Technology (IT) employees in the Executive Branch of which only 148 (21%) are located centrally. Since 2011, there has been a series of efforts to consolidate small numbers of technology resources when it makes sense for all parties.

Connecticut remains one of the few states in the country that funds its IT operation through direct appropriations. The majority of states utilize chargeback services so that line agencies have direct visibility into full cost of agency operations.

In Fiscal Year 2016, the State introduced a new five-year technology strategy that outlined the critical technology activities to guide state actions. This plan provides the second annual update to the five-year strategy.

Capabilities

The current agency technology capabilities are largely focused on legacy application and infrastructure maintenance and end-user support. There are very little identifiable skills in architecture, business process improvement, project management, pattern development or multi-agency solutions. These missing skills are required to apply technology more efficiently at a larger scale.

The State continues to make steady progress in sharing technology as evidenced shares solutions for human resources, fiscal and procurement, electronic licensing, document management, citizen portal, fleet management, criminal justice case management and more; however, a significant percentage (47.4%) of the overall application portfolio are single-agency systems.

External Perspectives

The Center for Digital Government issued their biennial ranking of state technology efforts in 2016. The 2016 Digital State's Survey1 identified Connecticut with a grade of "B+". This follows a Digital State Survey 2014 grade of "A-". This recognition reinforces our belief that recent investments and action over the last five years have had a positive impact; however, much work remains to be done to continue to drive value from technology.

The 2017 US News rankings of the states rated Connecticut #11 overall in Digital Government, outranking all New England States.[2] This ranking reflects the state's ongoing commitment to utilization of technology and improvements in cybersecurity.

Current Technology Assessment

Incremental improvements continue to be made in many areas and we are now beginning to see how technology at scale can provide critical benefits. While progress is being made, challenges to greater efficiencies still exist.

Strengths

The State completed its next-generation data center project in 2015. This project established two data centers, one in Groton, CT and a partnership with the Commonwealth of Massachusetts to share a backup data center in Springfield, MA. Since that project completed, the State has been incrementally moving agency computing from older, location based technology to a modern, shared, private cloud infrastructure.

The State continues to roll out the enterprise Voice over IP telephone system to state agencies. This shared system greatly improves agency communication capabilities and reduces operational and maintenance costs.

Connecticut is a leader in open government and open data, providing a massive amount of information directly to the research community and to the general public. The Open Data Portal at Data.CT.Gov provides access to over 430 data sets and visualization capabilities to engage citizens in their government.

The State's dedication to networking has driven large improvement and cost reductions as well. High-speed networks are the highways of the future. They enable commerce and provide access to citizens, businesses and state agencies. The centrally managed Connecticut Education Network and Public Safety Data Network jointly comprise the Nutmeg Network. This unique capability blankets the state with fiber-optic networking. Additional connections are added to the network on a regular basis to bring low cost, high bandwidth access to schools, towns, libraries, state agencies, first responders and more.

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[1] http://www.govtech.com/cdg/digital-states/Digital-States-Survey-2016-Results.html
[2] https://www.usnews.com/news/best-states/connecticut

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In July 2017, the State announced its first cybersecurity strategy. This nation leading documents outlines the critical importance of protecting all the digital assets in the state and prescribes seven key elements that all residents and businesses need to address to be safer in our digital economy.

Challenges

Agencies have faced personnel and other budget reductions in information technology over the last several years. As a result, the IT skills in place at agencies are primarily focused on maintenance of existing systems and not on the transformation required by agencies.   These reductions are expected to continue at least through the 2019 fiscal year.

Agencies demonstrate a reliance on outside consulting assistance for any type of improvement opportunities and some agencies also augment existing staff in some areas just to maintain applications when larger than normal maintenance demands occur.

One substantial result of the continued program and agency-specific focus is the 742 applications in the state's portfolio.   The large majority of these application have been in place for several years (average age 10.6 year old) and now represent a major drain on resources for support.

Unfortunately, many of these applications have no connections to other systems. They capture information for specific programs, but share very little of that information with related programs. This lack of integration is a substantial impediment that prevents agencies from seeing greater efficiency and from using more of our rich data for analysis of trends and correlation of data across programs.

The agency-centric focus on technology has allowed for local control of IT and a close alignment between agency business need and IT priorities. However, this agency autonomy translates to the limited sharing of technology solutions when a large overlap of business needs is evident. Additionally, there is limited citizen-centric view of "whole of person" and "whole of business" needs.

Shared Services

Targeted investment in shared solutions has started to show benefits across the state, both in bringing new capabilities online and in reducing the overall size of the technology portfolio. Relevant examples include the continued maturation of the Enterprise Voice Over IP System that has been rolled out to 24 agencies in 38 locations encompassing over 11,000 phones. This year also saw completion of a Department of Social Services application (ImpaCT) rollout to all locations as the continuation of the multi-agency, integrated eligibility system.

Developing shared solutions that meet the needs of many different agencies will take time. Our strategy embraces continued efficiency through shared solutions.

Workforce Transformation

The technology workforce in the state is primarily filled with strictly technical skills. Gaining value from technology requires a broader skillset. Business process improvement, Data Analysis, Data Integration,

Enterprise Architecture skills all drive technology towards greater impact, yet are all primarily missing from the State of Connecticut workforce.

5 Year Goals

Two years ago, the State announced a 5-year technology strategic plan because a 12-month horizon cannot adequately address the enterprise needs of the State of Connecticut. During FY 2017, the state continued to execute on the strategy and to more fully discuss the implications with state agency business and technology leadership teams. This report offers an update to the five-year plan that reflects progress to date and minor adjustments to the strategy.

Desired Outcomes

The primary goals of the 5-year plan are:

- A 24x7 government that is more available to our citizens
- A more flexible responsive and transparent set of business processes
- Improved efficiency of agency business processes and information technology resources
- Reduced costs to provide needed technology services

Goal 1 - Implement and mature two IT Centers of Excellence (CoE)

Create Centers of Excellence to focus on technology benefits in key areas. Support these Centers through Service Level Agreements with agencies and enterprise training and support.

Locate these Centers within current state agencies to enforce ownership and functional alignment of mission. Grow Centers from 2 client agencies over the duration of the plan.

Harvest best practices from CoE and apply to other agencies and assess for progress against outcome goals (minimum yearly surveys).

Initial CoEs will be for:

- Health and Human Services within DSS
- Criminal Justice within DESPP

Future groupings could include: Business and Economy, Transit and Transport, Education, General Government Administration.

Progress on Strategic Goal 1:

- The Criminal Justice CoE has continues to evolve with the completion of personnel transfers for CJIS team members from DAS/BEST to DESPP. While still governed by the CJIS Governing Board, the CoE is now able to share critical skills and planning across the criminal justice domain. The first three production releases of the CISS application are live with the additional 7 releases to be completed by the midyear 2018.   In the past year, the CJ CoE also facilitated the sharing of a multi-town Records Management System called CT-Chief. This sharing effort reduced the costs

for individual police departments to utilize technology. The sharing also simplifies the integration efforts with CISS. Finally, the CJ CoE began discussions on how to best meet the growing needs for body camera and electronic evidence processing across the various stakeholders who process this digital information.

- The Health and Human Services CoE has been operationalized through agreements between AccessHealthCT and the Department of Social Services. An executive steering committee has been formed consisting of members from DAS, OPM, DSS, AHCT, DCF, DDS, and DoRS. This Steering committee meets monthly to cover joint planning and cross agency issue resolution.

Goal 2 - In concert with OPM, establish a Data Sharing and Analysis CoE

CGS 15-142 establishes OPM at the center of multi-agency data sharing. This statute recognizes the need to leverage the data we collect into higher impact. However, only the agencies that administer today's programs really understand their data. These agencies must be engaged in the creation of the Data Sharing and Analysis CoE.

Skills in data collection, security, privacy and analysis need to be developed and shared across agencies.

Progress on Strategic Goal 2:

- The state continued to invest and expand the value in the Open Data Portal (data.ct.gov). This powerful capability puts critical data about the operation of government into the hands of researchers and citizens.
- There have also been several incremental successes in leveraging data for action including:
  - o The P20 WIN educational warehouse has been expanded and is delivering insight into our education and workforce system,
  - o OEC in collaboration with OPM & DSS has just been awarded a grant from UPenn to develop some enhanced data integration capabilities.
  - o Establishing 2 data integration teams for child welfare and emergency management.
  - o Establishing partnerships with the UCONN Business School data analytics program, the Yale Policy Lab, and the Rhode Island Innovative Policy lab
  - o Establishing the CT Data Academy to provide data literacy training, which is being expanded after an initial training cohort of 10 state employees
- OPM and DAS/BEST will work together over the next year to finalize next steps for this CoE

Goal 3 - Transition Technology Workforce Skills

Over the next five years, we must transition the technology workforce from one that is primarily technician-based to one that focuses on creating value through technology. We will rewrite technology specifications to focus on creation of business value.

In addition, we will invest in skills for:

- Commercial Off the Shelf Software configuration and usage

- Data and Process Integration
- Security
- Rapid Project Delivery for Incremental Value

We will also create efficient mechanisms to share these resources across agencies where needed.

Progress on Strategic Goal 3:

- Two statewide IT job classifications have been updated to allow for the hiring of solution architect and project manager positions within either DAS/BEST or a CoE.
- DCF has embarked on a large scale transformation to change the way they will deliver their new system. They have trained large portions of their project team, as well as procurement and DAS/BEST participants on Agile based project management and delivery.
- No substantial progress has been made in hiring newly skilled resources given the short term moratorium on hiring.

Goal 4 - Grow use of Common Applications

The State will increase the use of multi-agency applications that provide defined value and put technology online. We will reduce the total number of overall applications in use.

By reducing the number of applications and using applications across agencies, the state will consolidate skills to better use a common set of tools.

Refrain from significant investment in "one-off" solutions.

In specific, we will exploit efforts in:

- eLicensing for businesses and professional licensing
- Mobile application platform
- Enterprise Identity Management
- Data Sharing
- Cross agency request management

Progress on Strategic Goal 4:

- 133 applications have been retired within the last three years.

Goal 5 - Gain consumer technology advantages

Consumer technology provides ease of use and familiarity to a new generation of citizens. Every year we see growth in the number of our citizens that demand real-time access to government services. To leverage this growth, we will define exactly where our businesses are Public / Private / Confidential and push Public business to public cloud sources to reduce costs and improve availability and openness.

The State will also look to leverage Mobile and Social technologies to increase engagement with our citizens.

We will secure Private and Confidential information in a way to protect citizens and businesses before considering how to most effectively source solutions.

Progress on Strategic Goal 5:

- The "CT Prepares" mobile app that both provides citizens with information on emergency situations has been downloaded over 10,300 times.
- A substantial emphasis this past year has been the conversion of agency websites to a mobile-friendly platform. DSS and DAS have both implemented the new technology with several additional agencies in process.
- Finally, The Department of Motor Vehicles continues to be the most downloaded mobile application with over 274,000 downloads since inception.

Goal 6 - Secure the Enterprise

The State will only be able to experience large improvements in technology if we create a trusted and secure technology capability. We must tie multi-factor authentication to Identity Management to ensure we know who is transacting with our systems. During this 5-year plan, we will eliminate single forms of authentication (aka "the password").

The State will improve our ability to monitor and correlate events from all major systems to identify and reduce risks of breach and data loss.

Progress on Strategic Goal 6:

- In the last year, the State drafted and published its first statewide cybersecurity strategy. This multi-disciplinary document describes the cyber threat and the approach that Connecticut will take to address this important concern. The State also published its first results from the Utility sector cyber action plan.
- The next steps for this important effort is the submission of an action plan that takes the elements of the strategy and breaks them into achievable actions.

Goal 7 - Track Satisfaction

If the State were to accomplish most of what is outlined above, we would make a very large impact. To create sustainable change, we must build a measurable baseline of agency and citizen views of government services. We will utilize technology to collect satisfaction for both online and in-line services and report these results both internally and externally.

Progress on Strategic Goal 7:

- As a first step towards this goal, the state implemented a new feedback collection process on the CT.Gov portal. This feature asks a percent of visitors about their time on the portal, including feedback on the site and if they were successful in their visit.
- Broad adoption of this strategic item has been difficult to achieve.

Statutory Basis

Connecticut General Statutes (CGS § 4d-7, as amended by P.A. 14-202) instructs the Commissioner of the Department of Administrative Services to develop, maintain and publish annually an "Information and Telecommunications Systems Strategic Plan." The Commissioner of the Department of Administrative Services has delegated this responsibility to the State's Chief Information Officer (CIO).

The goal of this strategic plan is to articulate the activities and resources needed by the State to provide, maintain or enhance:

- A level of voice and data communications service among all State agencies that will ensure the effective and efficient completion of their respective functions;

- All necessary telecommunication services between State agencies and the public;

- In the event of an emergency, immediate voice and data communications and critical application recovery capabilities which are necessary to support State agency functions; and

- [The] necessary access to higher technology for State agencies.

Moreover, the statute requires that the strategic plan include:

- Guidelines and standards for the architecture for information and telecommunication systems that support State agencies;

- Plans for a cost-effective State-wide telecommunication network to support State agencies;

- Identification of annual expenditures and major capital commitments for information and telecommunication systems;

- Identification of all State agency technology projects;

- A description of the efforts of executive branch State agencies to use e-government solutions to deliver State services and conduct State programs, including the feedback of agencies' clients and agencies' plans to address those concerns using online solutions if feasible; and

- Potential opportunities for increasing the efficiency or reducing the costs of the State's information and telecommunications systems.

Effective July 1, 2011, new statutory language (CGS § 4d-8a) transferred the responsibility for information and telecommunications systems policymaking from the CIO to the Secretary of the Office of Policy and Management (OPM). New language was also added (CGS § 4d-7(a)) that directs the strategic plan be developed "in accordance with the policies established by the Office of Policy and Management."

Accordingly, this strategic plan was developed using input from the Office of Policy and Management.

Standards and Guidelines

Information Technology Standards and Guidelines can be located in the following locations. (Note that some of these locations reference links that are only accessible from within the State network.)

Information Technology Procedures – Available on Intranet

Technology Services (DAS/BEST) - http://portal.ct.gov/DAS/Services/For-Agencies-and-Municipalities/IT-Services

Technology Policies (OPM) - http://www.ct.gov/opm/cwp/view.asp?a=3006&q=383274

Enterprise Initiatives
E-Government

The State continued to build on the new, mobile-friendly state portal that was launched in 2016. Two pilot agencies are live on the new platform (Social Services, Administrative Services) with several more in the planning process. Additional online services are planned across many agencies for which information can be found in the Agency Reports section of this document.

Enterprise Investment
A strategic investment fund was enacted in the 2012 mid-biennium legislative session that changed the way investments are made in technology. Funding from this effort has been provided for 64 projects to date with 9 additional projects in some form of consideration. Many of the successes that follow in this report were enabled by this strategic vehicle. Oversight of the fund is coordinated through an Information Technology Strategy and Investment Committee comprised of eight agency heads and the CIO and managed within the Office of Policy and Management.

Agency Reports

The following are reports submitted by Executive Branch agencies and offices outlining the Information Technology strategies, recent initiatives, future plans, and budgets of each.

CONNECTICUT AGRICULTURAL EXPERIMENT STATION

Mission

The mission of The Connecticut Agricultural Experiment Station is to develop, advance, and disseminate scientific knowledge, improve agricultural productivity and environmental quality, protect plants, and enhance human health and well-being through research for the benefit of Connecticut residents and the nation. Seeking solutions across a variety of disciplines for the benefit of urban, suburban, and rural communities, Station scientists remain committed to "Putting Science to Work for Society", a motto as relevant today as it was at our founding in 1875.

Technology Strategy

- Update desktop computers on a 5-year replacement plan.
- Keep software programs current including antivirus software.
- Keep hardware up-to-date and running.
- Keep backup software and hardware operational and current.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

We have replaced desktop and laptop units as necessary. Currently, our equipment is up-to-date and running properly, including switches, servers, and back-up drives. We were able to put our Bee Keeper, Nursery, and Nursery Dealers registration process online.

EGovernment

List of Online Services Available:

- Beekeeper registrations online for our constituents and real-time updates to the database for our inspectors.
- Complete Nursery and Nursery dealer registrations for our constituents and real-time updates to the database for our inspectors.
- Soil testing screen fillable forms and then mail.
- Insect and Plant Disease screen fillable forms and then mail.

List of Online Services Requested by Constituents:

- None currently.

List of Online Services Planned to be made available:

- None currently.

Planned Applications

- We are currently moving forward to provide Wi-Fi for our entire New Haven location.
- Soon to be moving forward to go to 10.10 framework for our IP addresses
- We are in need of off-site backup and would like to house our virtual servers in Groton for backup and usage at all locations
- Would like to have all our locations connect to these virtual servers, therefore no longer having a need for physical servers and provide a backup service for all staff members
    - New Haven
    - Hamden
    - Windsor
    - Griswold
- Looking into VPN access for some inspection staff members, if necessary
- Would eventually like to have all staff able to access files at all times in any location in real time for back up purposes and file retrieval

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $30,000.00
- Software $5,000.00
- Services (consulting) $5,000.00
- Subscriptions $2,500.00
- Telecom and Data $12,000.00

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- None for FY 2018

CONNECTICUT MILITARY DEPARTMENT

Mission

The Connecticut Military Department is a unique dual-status agency, having both federal and state missions. The federal mission is to maintain properly trained and equipped National Guard units for prompt federalization in the event of war, domestic emergencies or other emergencies. The state mission is to coordinate, support and augment federal, state and local authorities in emergency response, to provide emergency response planning and to conduct community service programs.

Technology Strategy

The agency continues to see adaptive measures, utilizing technology to streamline and simplify processes that reduce costs and improve proficiency. At the core of the agency's strategy is the necessity to connect all of the agency's 22 locations to the Nutmeg Network in order to improve security, provide faster access and a more reliable connectivity. The agency continues to improve its online presence in order to provide faster and effective services to the public. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

Due to funding limitations, the goal of the CTMD during FY17 was to maintain the status quo at the high standard we have become accustomed. Employee's experienced minimal disruptions to service throughout the year as individual IT needs were met expeditiously.

EGovernment

List of Online Services Available:

- Military Relief Fund – Downloadable application form
- Wartime Service Bonus – Downloadable application form
- Service Member record requests – Downloadable request form
- Employment Opportunities – List of state jobs available in the agency
- Agency Contracts – Link to contracts available with the agency
- Connecticut Military History
- State Militia Units
    - First Company Governor's Foot Guard
    - Second Company Governor's Foot Guard
    - First Company Governor's Horse Guard

  - o   Second Company Governor's Horse GuarD

  - • Links to partner resources
    - o   Connecticut National Guard
    - o   Connecticut Purple Pages
    - o   STARBASE
    - o   Connecticut National Guard Foundation
    - o   Military Support Program

List of Online Services Requested by Constituents:

  - • Ability to complete applications online:

List of Online Services Planned to be made available:

  - • Funding constraints will limit our ability to make any significant improvements requiring outside vendors

Planned Applications

  - • No applications planned at this time

FY 2018 Technology Budget

Outline a plan for technology spend from all sources: *Pending state budget approval*

  - • Hardware
  - • Software
  - • Services (consulting)
  - • Subscriptions
  - • Telecom and Data

FY 2018 Technology Major Expenditures

  - • None

CONNECTICUT STATE LIBRARY

Mission

The mission of the Connecticut State Library is to preserve and make accessible Connecticut's history and heritage and to advance the development of library services statewide.

Technology Strategy

To provide a stable IT infrastructure and a secure environment while supporting public/patron Internet access and the digitization of the State Library's collection. To implement IT standards that follow best practice policies, procedures and processes for protected systems while supporting the business needs of the Agency. To fully take advantage of e-rate funding to reduce telecommunication costs.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Implemented the cloud based Ex Libris Alma and Primo integrated library system in collaboration with the Connecticut State College and University system libraries. The Library for the Blind and Physically Handicapped instituted an annual patron survey using online response collection methods (Survey Monkey). 3 to 5 times more patron responses than with previous mail and telephone surveys. Awarded grants totaling $1,043,845 to 45 libraries to install fiber connections to the CT Education Network. As part of the National Digital Newspaper project, the State Library has digitized nearly 2 million pages.
- Upgraded patron PC's to Comprise Sam 10 and implemented new SAM print managers using Jamex and Savin MFD's for printing and copying. Replaced main and remote sites to new Extreme switches.
- Implemented new Extreme wireless solution for library. New in-house databases created published on the website: Hartford, Connecticut Courant Index 1764-99; Connecticut State Board of Education & State Department of Education – Index to School Documents 1884 – 1972; Connecticut Department of Public Health – Finding Aid to Circular Letters 1941 – 1984; Health Articles, and CHI Archive Index.
- E-Commerce made available for public giving on our website.   Have made progress with our digital collection in uploading to CTDA.

EGovernment

List of Online Services Available:

- The State Library uses a variety of social media platforms to connect with the public - Constant Contact, Twitter; Flickr, Facebook, HistoryPin, and Pinterest. The Agency uses LibGuides to present research guides to the public and uses Encoded Archival Description (EAD) to create web accessible finding aides for the State archives' collection. It uses DropBox to deliver high resolution scans and copies of materials to patrons. The Agency operates researchIT CT (formerly iCONN) a statewide suite of databases available to all schools, libraries, academic libraries and the general public. It also operates findIT CT a searchable statewide listing of titles held by libraries statewide. The Agency shares an integrated library system (ILS) with the Connecticut State College and University libraries to provide online access to its catalog of holdings. It uses EZProxy to authenticate remote users to a wide range of licensed legal and historical databases. The Agency also provides onsite access to additional databases that can't be licensed for remote use. The Agency provides access to much of its digital collection through ContentDM. It uses the Connecticut Digital Archive to archive its digitized resources. The Library for the Blind and Physically Handicapped provides an Online Public Access Catalog (OPAC) for patrons to search the talking book collection and request books; downloading of talking books from centralized servers to a patron's PC/mobile device, then patron has to transfer the file to the digital book player; service applications can be sent by email with hardcopy follow-up; ability to create digital cartridges with up to ten talking books on them.

List of Online Services Planned to be made available:

- eCommerce & Digital Access Library Collections; Statewide eBooks (eGO); State & Local Record Retention schedules; continued Statewide library training webinars; Records Management training for town clerks and state agencies.

Planned Applications

- Applications - Applications - MS Office upgrade
- Projects - Library for the Blind and Physically Handicapped migration to a new web-based library operations software package which will enable the LBPH to offer library services via the internet.   Window 10 rollout. Replace 2 domain controllers for patron network. Digitizing historical newspapers project, but I wasn't sure where to list that. The total project over 2 years would be $428,000.

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $200,000 (servers for ICONN, Scanners for Library, etc.)
- Software $70,000 (Library appl, MS licensing and CONSULS replacement)
- IT Supplies $35,000
- Services (consulting)$23,500 (CUL migration)
- Subscriptions $2.5 Mill (eBooks and library db's)
- Telecom and Data $50,000 (ContentDM)

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Statewide Union Catalog and Interlibrary Loan System HW, SW & Service - $200,000
- Subscription to online data bases & Library Materials - $2.5 million
- Statewide eBook Platform - $1.5 million
- ECM Project (Public Records in collaboration with BEST Phase 1 - $1,014,983 & Phase 2 - $ 1.5 million
- CEN build out to public libraries - $2.556 million
- Newspapers digitization project - $428,000

CONNECTICUT STATE COLLEGES AND UNIVERSITIES

Mission

The Connecticut State Colleges & Universities (CSCU) contribute to the creation of knowledge and the economic growth of the state of Connecticut by providing affordable, innovative, and rigorous programs. Our learning environments transform students and facilitate an ever-increasing number of individuals to achieve their personal and career goals.

Technology Strategy

The State College and University System's technology strategy will require collaboration and standardization of systems to support the five overarching goals outlined by the Board of Regents. Standardizing systems across the 17 institutions, leveraging cloud services where available and cost effective will ensure 24-hour service to our regional, residential Universities and local Community Colleges. Modernizing, standardizing and securing these critical application services is the key to meeting the Board's long term strategic goals of greater student retention and graduation rates. From a control perspective, the agency recognizes the need to ensure the state and students' investment in the system is secured and accountable, to that effect, the CSCU recognizes the need for a strong capital asset program, to include compliance with the state's software management policy.

Technology Achievements

The system completed the infrastructure upgrades of the 17 campuses, for network and voice technology, standardizing on a Cisco platform. From an ERP perspective, the CSCU entered into a comprehensive contract to migrate strategic software applications, which run the 17 institutions to the cloud. This four-year contract will ensure the systems are secured, modernized and standardized to provide mobile, student centric services on a 24-hour basis. A major component of this consolidation is the standardization of all strategic applications, eliminating customizations, which are costly to maintain. At the conclusion of this project, the applications are poised to operate more efficiently, eliminate manual process and will require less functional support to maintain. Standardizing applications provides the CSCU with tremendous advantage in the market place, and enhances our purchasing power. Finally, the system is in the initial planning stages for the technological consolidation of the community college system.

EGovernment

List of Online Services Available:

- Online Registration
- Online Admissions
- Online Bill Payment
- Online Courses

- Emergency Notification
- Password Reset
- Library Systems

List of Online Services Requested by Constituents:

- Mobile Applications (Registration, Bill Payment, Advising)
- Messaging (CRM) for Reminders/Advising/Admissions

List of Online Services Planned to be made available:

- Student Mobile
- Student Advising (CRM)
- Student Recruiting (CRM)
- Mobile Applications

Planned Applications

- ERP Modernization
- Consolidated Purchasing Interface with ERP
- Digital Imaging Interface with ERP

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware Support: $445,800.00
- Software/Maintenance: $3,152,960.00
- Services (consulting): $533,550.00
- Subscriptions: $22,600.00
- Telecom and Data: $712,050.00

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- ERP Modernization Project $15M
- Capital Hardware Upgrades: $2M
- Software Upgrades: $4.6M
- Security Hardware Maintenance: $2.2M

CONNECTICUT TEACHERS' RETIREMENT BOARD

Mission

The Mission of the CT Teachers' Retirement Board is to administer the CT Teachers' Retirement System.

Technology Strategy

- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.
- Secure funds to upgrade to a web based Pension Administration Software that allows members access to view and update their accounts.
- Implement additional interfaces with Local Boards of Education to collect sensitive information using the State's Secure File Transfer.
- Implement Mac Locking on network switches.

Technology Achievements

- Implemented interfaces with Local Boards of Education to collect sensitive information using the State's updated Secure FTP Server.
- Had essential employees to test VPN connection and other essential applications
- Implemented internal applications to reduce manual data entry, verify claim payments against enrollments, verify accuracy of ACH debits.

EGovernment

List of Online Services Available:

- Website with latest news, policies, procedures and fillable forms.
- Benefit Estimator, Service Credit Cost Estimator, Retirement Overview.
- Procedure manuals for use of Local Board of Educations.

List of Online Services Requested by Constituents:

- Online access for teachers to view and update their accounts.

List of Online Services Planned to be made available:

- None

Planned Applications

- Implement interfaces with Local Board of Education to collect sensitive information using State's Secure File Transfer.

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware: $3,131
- Software $10,000 including renewals
- Services (consulting) $4,000(Offsite data storage and switch support)
- Subscriptions
- Telecom and Data

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Upgrade to a web based Pension Administration Software that allows members access to view and update their accounts.

DEPARTMENT OF ADMINISTRATIVE SERVICES

Mission

The mission of the Department of Administrative Services is to provide administrative services to other state agencies. DAS's services enable the state to save money by taking advantage of economies of scale and streamlining services and processes. DAS has statutory authority in the areas of personnel recruitment, workforce planning; fleet operations; state workers' compensation administration; procurement of goods and services; collection of monies due the state; surplus property distribution; contractor prequalification and supplier diversity; federal food distribution; consolidated human resources, payroll, fiscal and equal employment opportunity services for several smaller state agencies; printing, mail and courier services for state government; information technology services; the state building and fire codes; school construction financing; design and construction of state facilities; and state facilities leasing and management.

Technology Strategy

DAS will leverage technology for itself and the agencies it serves through the Bureau of Enterprise System and Technology (DAS/BEST). DAS/BEST provides quality information technology (IT) services and solutions to state agency customers, effectively aligning business and technology objectives through collaboration, in order to provide cost-effective solutions that improve the conduct of business for our state residents, businesses, visitors and government entities.

The multiple lines of business work alongside DAS/BEST to utilize enterprise systems where appropriate. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Successfully installed a new Web Content Management platform. Phase 1 of content migration included a new layout for the CT.gov home page and re-designs for the Governor's Office and Lieutenant Governor. The remaining migration of agency content is planned for iterative phases continuing into 2018.
- Successfully transitioned and migrated the Fleet Management business processing to a new online system. The new system will streamline agency fleet vehicle requests with improved self-service features as well as improve business processing and data integration.
- Successfully migrated several agencies Disaster Recovery environments into our Groton & Springfield Data Centers such as the University of Connecticut, Connecticut State Colleges and Universities, Department of Rehabilitation Services, Office of the Treasurer, DMV Licensing and DRS Tax Service Center.

- Infrastructure Continuity Program (ICP) was implemented in order to ensure the continuity readiness of the Groton Data Center's infrastructure through disaster recovery planning, preparedness, management and mitigation.
- Implemented a new Electronic Mail Security Gateway, that scans an estimated 330 million annual emails coming into the state to help minimize spam and to help block emails coming into the state from bad actors that may contain malicious content. On an annual basis, this Gateway will block an estimated 2.1 million email that contains content that is considered a threat to the security of our state's computer networks. It will also block an estimated 250 million email messages that is considered spam.
- Implemented a new End User Spam Quarantine that diverts suspicious but non-threatening email to special environment that allows the user to screen any quarantined email and, as needed, release any email to their inbox. Users receive a weekly email notification that reports on any quarantined email.
- Planned and implemented the information technology infrastructure in support of the reconstruction of the State Office Building at 450 Columbus Boulevard in coordination with project managers and architects. Deployed state-of-the-art connected workplace platforms including VoIP, advanced audio and video conferencing, wireless presentation, multi-location conference room scheduling and consolidated local area network management.
- Continued deployment of the statewide Unified Communications (UC)/VoIP platform that includes new features such as Call Center, Softphone and consolidated Mobile VoIP Communications. The system currently maintains communications for 11,000 users in 23 agencies including DAS, DMV, DSS, DEEP, DOT, SoTS, DMHAS, OSC and DDS.
- Implemented a new cybersecurity awareness program available for all Executive branch agencies. This program provides periodic training designed to maintain awareness throughout the year, using shorter, focused training sessions.
- The Help Desk serviced a total of 55,711 tickets submitted by State of Connecticut agencies, municipalities, K-12 Schools, Higher Education, hospitals and private organizations.

EGovernment

List of Online Services Available:

- State Phone Directory
- Online State Surplus Auctions
- Online training for State Employment Process
- Online Contracting Portal to register businesses and respond to bids and RFPs
- Report a technology outage
- Apply for access to the Nutmeg Network
- Apply online for certification as a Small or Minority Business Enterprise
- Apply online for prequalification to bid on state funded construction contracts

- Report or comment online about State Fleet vehicles
- Show personalized status on CT State Exam Lists
- Apply online for CT Law Exam
- Review Open Data Portal
- Provide feedback regarding new state portal
- Apply online for a uniform license for community based entities
- Apply online for a new license, permit or certification
- Sign up for e-alerts for new notices for jobs, examinations, bid/RFP
- Register online to become a public surplus buyer
- Online Customer Assistance requests for the Department of Banking
- Online Customer Complaint filing for the Office of the Victim Advocate

List of Online Services Requested by Constituents:

- None noted

List of Online Services Planned to be made available:

- Suspicious Activity Reporting mobile application
- Online filing for Encroachment Permits
- Online Crane and Demolition Licensing
- Online Job Search and Recruitment

Planned Applications

- E-License Enhancements: New features to improve online payments, document submission and Mobile Inspection
- Electronic Content Management: New Records Management Capabilities
- Statewide Time and Labor Attendance Management Solution
- Statewide Talent Management System: Phase 1 – Online Job Search and Recruitment
- Technology assessments to identify new capabilities for online statewide contracting and debt recovery/collections (non-tax)

FY 2018 Technology Budget

Hardware	$5,776,817
Services (Consulting)	$4,599,053
Software	$13,585,874
Subscriptions	$144,301
Telecom	$5,352,703
Grand Total	**$29,458,748**

Note: FY18 spend is substantially lower due to completion of data center and 450 Columbus Avenue projects.

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Continued Unified Communications Expansion
- Claims Commissioner Legal tracking system
- Statewide Talent Management System
- State Time and Leave Scheduling System

DEPARTMENT ON AGING

Mission

The mission of the State Department on Aging is to empower older adults to live full independent lives, and to provide leadership on aging issues on behalf of older adults, families, caregivers, and advocates.

Technology Strategy

- SDA is fully supported by DORS IT.
- SDA facilitates DORS IT in every way possible to ensure that existing technology is utilized to allow the agency to be more transparent and user-friendly.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm

Technology Achievements

- SDA added remote conference capability via the SCOPIA system.
- SDA continues active use of its department twitter account: www.twitter.com/CTSDA
- SDA is currently maintaining a page on Facebook

EGovernment

List of Online Services Available:

- Agency contracts are now available for public view via the website: www.ct.gov/aging

List of Online Services Requested by Constituents:

- None

List of Online Services Planned to be made available:

- None

Planned Applications

- No planned applications

FY 2018 Technology Budget

Outline a plan for technology spent from all sources:

- Hardware - No new hardware anticipated (see below)

- Software – Annual Renewal of software licensing is ongoing. This software is necessary in order for the SDA to submit its mandatory Annual State Program Report to the Administration for Community Living for continued federal funding.
- Services (consulting) - No new services anticipated
- Subscriptions - No new subscriptions anticipated
- Telecom and Data - No new telecom/data anticipated

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- No technology expenditures in excess of $100k anticipated
- Agency-wide desktops are aging and in need of a replacement strategy. Total expense is below $100K. The agency does not have an equipment line item and seeks advice on the best way to proceed.

DEPARTMENT OF AGRICULTURE

Mission

The mission of the Department of Agriculture is to foster a healthy economic, environmental and social climate for agriculture by developing, promoting and regulating agricultural businesses; protecting agricultural and aquacultural resources; enforcing laws pertaining to domestic animals; and promoting an understanding among the state's citizens of the diversity of Connecticut agriculture, its cultural heritage and its contribution to the state's economy.

Technology Strategy

The Connecticut Department of Agriculture is committed to utilizing technology in ways that make our agency more transparent and more user-friendly, and to improve the efficiency and effectiveness of the services that are offered by the department to the public. The agency continues to examine new means of enhancing productivity at a staff level, and increasing the quality of deliverable services to our constituency. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- In the last 12 months, the agency successfully completed a rollout of laptops for approximately half of the agency's staff.
- The agency also reviewed its cellphone plan through Verizon, realizing savings to the general fund by better assigning individual plans to agency staff according to usage.
- Agency field staff have all been assigned VPN access for ease of reporting in the field, and they have all been assigned air cards to improve access;
- Agency staff throughout the department have been issued Right Fax numbers

EGovernment

List of Online Services Available:
- Constituents can review license status online.
- Constituents are able to request that the commissioner speak at various events around the state through our website.
- Information is also available on the agency website.

List of Online Services Requested by Constituents:

- Constituents have requested the implementation of technology to allow for more aspects of DoAg's licensing process to be available online. For limited purposes, this is available, but the agency has significant staff and resource constraints that prevent expanding those limited options at this time.

List of Online Services Planned to be made available:

- Better utilize features of existing software programs to provide additional online information and constituent-friendly service options.

Planned Applications

- Replacement of the current Iron Data software is anticipated to help the agency expand online services offered to constituents, as well as to implement certain aspects of the Food Safety Modernization Act Produce Safety Rule. This will be contingent upon the new software meeting the needs of the Department of Agriculture, and not a part of a 'one size fits all' approach that has failed to consider individual agency needs in the past.

FY 2018 Technology Budget

- Hardware
- The Department of Agriculture, in development of a standard replacement schedule for agency-issued laptops, requests funding to replace at least one-third of all agency laptop and desktop computers in FY18, another one-third in FY19, and another one-third per year thereafter.
    - The agency has 64 staff people
    - At last purchase, a laptop with the relevant software package cost approximately $1,500/unit
    - The agency anticipates needing to replace twenty-one units per year, at a total cost of approximately $32,000 per year.

- The Department of Agriculture continues to need IT upgrades at the Hartford Regional Market. The Hartford Regional Market is the largest fresh produce distribution center between New York City and Boston.
    - Constructed in the 1940's and 1950's, it was not built with 21st century technology in mind.
    - The Department of Agriculture has worked to upgrade data cabling at the Hartford Regional Market, which will allow for department staff working at the market to have access to the agency network, as well as allow for modern security upgrades such as electronic door locks with key card access.
- The Department of Agriculture Bureaus of Aquaculture and Agricultural Development and Resource Preservation have a considerable need for updated GIS mapping equipment to best complete aspects of their core functions.
    - Each bureau, located in two different regions of the state, will need to replace mapping plotters within the next 12 months.
    - Each plotter costs approximately $3,500 including the cost of the plotter, ink, and installation.
    - The total cost to the agency will be approximately $7,000.

- Software
- The agency continues to work with DAS/BEST, the Department of Consumer Protection and others to develop more user-friendly software that would be available to multi-agency staff as well as the public to streamline permitting.
- The Department of Agriculture is charged with monitoring animal disease traceability. With very communicable diseases such as High Pathogen Avian Influenza presenting a clear and present danger to animal health, the department needs to have the tools necessary to meet its responsibility.
    - The department would like to request funding to purchase USAHERD software, which would enhance and ensure the ability of the department to meet its goals. The anticipate cost for this software purchase and installation would be approximately $60,000.
- Subscriptions – The department anticipates no substantial changes to telecom or data services or expenses in FY18.
  Telecom and Data – The department anticipates no substantial changes to telecom or data services or expenses in FY18

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- The Connecticut Department of Agriculture does not anticipate any technology expenditures in excess of $100,000 in FY18. The Department does have a need to develop a 3-4 year technology equipment schedule and would be eager to work with DAS/BEST to develop such a plan as well as funding opportunities.

DEPARTMENT OF BANKING

Mission

The mission of the Department of Banking is to protect users of financial services from unlawful or improper practices by requiring that regulated entities and individuals adhere to the law, assuring the safety and soundness of state chartered banks and credit unions, educating and communicating with the public and other stakeholders, and promoting cost-efficient and effective regulation.

Technology Strategy

The role of MIS is to assist the Department of Banking in reaching its business objectives by:

- Improving the efficiency and effectiveness of processes through automation;
- Providing the support services necessary to maintain accreditation.

DOB recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm

Technology Achievements

- Completed a preliminary business requirements gathering process in preparation for the start of the project to implement the eLicense system.
- Implemented an online complaint submission system, which was developed by CT Interactive.
- Procured and installed the latest versions of the LexisNexis LAW eDiscovery and Concordance Desktop software applications. In addition, staff from multiple divisions were trained to use the products, which are utilized by DOB to assist in investigations.
- Upgraded the agency from Office 2007 to Office 2016.
- Trained several examiners in the use of the recently acquired BankScan application, which facilitates the capture and analysis of information from financial statements. This product is also used by DOB examiners involved in investigations.

EGovernment

List of Online Services Available:
- Online submission of complaints
- Online license application and renewal for mortgage licenses through NMLS[1]
- Online license application and renewal for Investment Advisors through IARD[2]
- Online license application and renewal for Broker/Dealers through CRD[2]
- Online license application and renewal for non-mortgage license types through NMLS[1]

[1] mandated nationwide system owned by CSBS

[2] operated by FINRA

List of Online Services Requested by Constituents:

- Various filing and registration services through the Securities Division

List of Online Services Planned to be made available:

- None at this time

Planned Applications

- Implementation of the state's ELMS application

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:
- Hardware $48,200
- Software $15,000
- Services (consulting) $52,000
- Subscriptions (online) $25,200
- Telecom and Data $72,200

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:
- Migration to the state ELMS. Cost anticipated to be approximately $1,500,000.

DEPARTMENT OF CHILDREN AND FAMILIES

Mission

Working together with families and communities for children who are healthy, safe, smart and strong. In order to align with DCF's seven cross-cutting themes and overall mission and strategy the following technology strategy goals have been put into place.

Technology Strategy

- Improve Customer Satisfaction
- Optimize Internal Process Efficiency and Effectiveness
- Improve Asset Management
- Increase Security
- Develop and Enhance Skills Sets of Staff
- Improve Delivery of Services and Reduce Costs
- Implement Disaster Recovery
- Increase Data Quality
- Consolidate and Standardize Technologies
- Facilitate Exchange of Data with State and Federal Partners
- Improve Worker Mobility
- Enhance Collaboration and Accessibility

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- **603 Notification to LEA of a Department Placement** - This project looks to create a documentation path so that LEAs and CSDE can no longer claim to have never received the documentation. The issue with failure to receive the documentation is that it can delay, or prevent, registration for the youth. It has also has impact on school record transfer, nexus status, school transportation, school meals, and special education records (inclusive of transition or intake Planning and Placement Team (PPT) meetings). This project is intended to improve the 603-delivery process. The system would need to provide receipt and log of notification as well as documentation for the LEA / CSDE responding to the notification and downloading the 603 document.
- **Case Review System (CRS) Phase I Enhancements** - DCF currently conducts Federal Child and Family Service Reviews (CFSR), Administrative Case Reviews (ACR) and Exit Plan Outcome 3 and 15 Reviews utilizing four separate data collection and reporting workflows and applications (Federal Online Monitoring System (OMS), ACRI, LINK/ACR Scheduling Database, SPSS Database) some of which interface with LINK/SACWIS.

The implementation of the new Case Review System (CRS) for DCF will allow the agency to consolidate and expand upon these existing business workflows utilizing a single base review Instrument and data collection application. Upon complete implementation of this project, DCF will have the enabling technology to streamline data collection and enhance the DCF Continuing Quality Improvement system.

- **Runaways / AWOL / Abductions & NCMEC Phase II** - Recent legislation requires the state to report runaway data to the National Center for Missing and Exploited Children (NCMEC), as well as to local law enforcement authorities. The system will track information on AWOL, Runaway and Abductions.

- **Mindshare High-Risk Cases Analytics** - In partnership with Eckerd's and Mindshare CT DCF will implement the Rapid Safety Feedback system in order to provide predictive analytics on high risk cases and child fatalities. DCF will provide de-identifiable data by utilizing the safeHarbor method and create an interface for the analytics engine to run predictive models against DCF data and for Eckerd's to provide high risk cases for DCF to re-identify and apply strategies to improve sharing of critical information, improve the effectiveness of supervisory reviews, improve the effectiveness of safety plans, improve the quality of contacts that case managers with families and children.

- **NYTD Survey Enhancements Phase I** - DCF must participate in the federal Children's Bureau's National Youth in Transition Database program (NYTD) by providing a data extract file two times per year as a function of the DCF I.S. Federal Reporting Unit, much like AFCARS and NCANDS. The NYTD data extract files contain two primary reporting populations - Served and Surveyed.

- **Reporting and Data Sharing Enhancements** - DCF continues to expand its analytics and operational management capabilities and maturity with the creation of reports for the following domains.
    - Therapeutic Foster Care Financial Report
    - CRFTM (considered removal team meeting)- Outcome Measures Report Update
    - Automated Fatality Report
    - L.I.S.T Reports (Learning Inventory of Skills Training) Phase II
    - Reports for the Children Rights
    - Performance Expectation Dashboard
    - Foster Home Survey Follow-Up Data
    - Crossover Practice Model Data Sharing (George Town)
    - Adoption, Subsidized Adoption and Subsidized Guardianship Youths Ages 16-21
    - Affirmative Action Report for Youths Being Served by DCF
    - Case Flow Dashboard Phase I
    - CT Open Data Portal
    - DCF and Private Provider Licensure Transfers

- o Federal ACF Visitation Report – All AFCARS Eligible Youths and DCF Visitation Efforts with those Youths
- o Planning Communities Data by Town – for the CT Kids Report Card
- o Sibling Placements Report to prepare for Sibling Connection Camp
- o Therapeutic Foster Care Youths in Core DCF Homes
- o Substance Abuse Services Study Data Request

The CT Legislative Program Review and Investigations Committee has requested data to inform an active study on parental/child Substance Use services provided by DCF. This project will be limited to the provision of several datasets related to substance use/abuse documented across many pieces of casework contained in LINK.

- Additional Initiatives
  - o CCWIS – Comprehensive Child Welfare Information System
  - o AFCARS (Adoption and Foster Care Reporting System)
  - o Case Review System (CRS) – Enhancements
  - o BizTalk / Data Exchanges
  - o VDI – Phase II of VDI rollout
  - o Disaster Recovery / Business Continuity Implementation
  - o Mobile Device Management Implementation
  - o Mindshare – Predictive Analytics for High Risk Cases
  - o Intranet Sites – Security upgrades including hosting platform, database access, hosting, F5 configuration for all intranet web based applications.
  - o Open Data Portal Expansion to include 8 new reports
  - o E-Learning via proprofs, Docebo and Saba
  - o Fleet Scheduler – 600+ vehicle fleet tracking and scheduling
  - o PIE – Hosting provider information exchange
  - o Networking - Switch upgrades
  - o Telecom- upgrades to voip and initial conversion to enterprise.

E-Government

List of Online Services Available:

- PIE – Provider Information Exchange
- Provider Gateway – One on One Mentoring
- Emergency Safety Intervention and Average Daily Census
- Mandated Reporter Training
- Nurse Medication Administration Training
- Foster Care Provider Training
- Fostering Health for Children in Foster Care Training
- LIST – Application to track Youth Skills

- Electronic 603 and Delivery Tracking
- Runaway Database Consolidation and NCMEC Interfaces

List of Online Services Requested by Constituents:

- Online Referrals and Child Protective Service Reports
- Contracted providers ability to view contracts, invoice, View Services provided and Requested, View Capacity and Vacancies, Improvements to Critical and Significant events, e-Delivery of Permanency planning packets
- Credentialed Providers – Online Referrals, Service Authorizations, Invoicing
- Youth 18+ - Online completion of NYTD Surveys
- Foster Parents – Real-time communication including after hours, ability to review Medical profile, Ability to request services, Ability to submit and review Critical and Significant Events
- Private Licensed Providers – online licensing and inquiries.
- Other Providers – Invoicing, Service information and Service Updates, Referrals and Service Authorizations.
- CT Association of Foster and Adoptive Parents – Consolidated inquiry process
- CPA (Therapeutic Foster Care) Providers – Licensing Information, Home Approvals
- Education Districts – Provide information on Grades, Standardized Testing, Attendance, Discipline and Suspensions
- Medical / Dental and Behavioral Health Providers – MDE form submissions, Document Management and E-signatures.
- Employers / Background Checks – Submitting and Receiving CPS background checks
- Ombudsman – Online submission of feedback, inquires, complaints
- Caregivers and Children 13+ - Information on Case Plans, family feedback
- AAG – Court Memos
- Office of the Health Care Advocate – Release and Request for assistance with assessing insurance
- Online CAPTA referals

List of Online Services Planned to be made available:

- All - depends on CCWIS timeline rollout of modules.

Planned Applications for Fiscal 2018

- CCWIS – Comprehensive Child Welfare Information System
- EHR – Electronic Health Record System
- CRS – Phase II
- Juvenile Justice – Replacement for CONDOIT

- Sharepoint 2016
- Airwatch Mobile Device Management
- Enterprise phone system Avaya, Virtual Hold, Transcription and Analytics.
- Cisco / Maraki Wireless Device Management and Infrastructure
- NIECE – Interstate Compact
- SDM – Structured Decision Making
- Improvements to existing SACWIS system LINK and Federal Reporting programs (AFCARS, NYTD, NCANDS,1099)

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

Direct Personnel	$9,000,000
Consulting Services	$9,360,000
Hardware	$3,900,000
Software	$5,625,000
Development Services	$9,500,000
Maintenance Services	$8,000,000
Data Services	$1,904,477
Training	$370,000
Overhead	$325,000
Equipment / Rental Lease	$100,000
Travel	$100,000

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- CCWIS
- SACWIS
- Virtual Desktop Infrastructure
- Microsoft EA Update
- Wireless Network Improvements
- Mobile Devices for Investigators
- Mobile Data Management

DEPARTMENT OF CONSUMER PROTECTION

Mission

The mission of the Department of Consumer Protection (DCP) is to ensure a fair and safe marketplace for consumers and businesses. In support of the mission, DCP's Technical Systems Division (TSD) crafts state system-compliant technology solutions as the backbone for the agency's operations. TSD seeks to create innovative and cost-effective solutions that enable users to maximize their performance.

Technology Strategy

TSD recommends hardware and software acquisition that optimizes DCP user productivity in support of the Agency mission. TSD listens to users and seeks ways to increase productivity and efficiency while maintaining or reducing cost. Key for TSD is ensuring network integrity and function, particularly as they safeguard against network and equipment downtime and minimize it when it occurs. The strategy for the coming year includes increasing capacity of agency staff with respect to the eLicense software through ongoing training. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Implemented the WinWam mobile inspection software for our Foods & Standards Division
- Upgraded laptops for nearly half of agency staff
- Cross-trained IT staff in a variety of functions and skills (SQL, desktop support, eLicense support, phone system support)
- Clean up security access in eLicense

EGovernment

List of Online Services Available:

- License look-up
- License application and renewal
- Licensing roster generation
- Anytime Payment and Document Upload

List of Online Services Planned to be made available:

- File complaints online
- Credential Review Status
- Print a Certificate

Planned Applications

- Expand integrated use of the CT Open Data Portal

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $ 24,867
- Software $186,317
- Services (consulting) $101,170
- Subscriptions $ 13,286
- Telecom and Data $148,914

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- We do not expect to have a technology expenditure over $100,000 other than potentially the aforementioned mobile inspection software for Food and Standards field staff, which is through a federal grant.

DEPARTMENT OF CORRECTION

Mission

The Department of Correction shall strive to be a global leader in progressive correctional practices and partnered re-entry initiatives to support responsive evidence-based practices aligned to law-abiding and accountable behaviors. Safety and security shall be a priority component of this responsibility as it pertains to staff, victims, citizens and offenders.

Technology Strategy

The technical strategy within the Department of Correction is to support the strategic issues, goals, objectives and strategies within the Department's Strategic Plan. We will accomplish this by providing technological systems to assist staff in achieving the Department's ultimate goals of improving public safety, efficiency and staff wellness. By assisting the department in reaching these goals we hope to improve the management, facility services, and security and to provide timely, consistent and accurate information to those requiring information from the department. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- A new subnet was built in July 2016 in the Wethersfield Data Center to support data services for inmates. This includes Job Center file storage access, GED testing access, etc. The new inmate access complies with both HIPAA, FBI and other regulations.
- DOC completed the 10.80 conversion project and the DHCP upgrade during August 2016 in anticipation of the server/data migration as well as the printer migration.
- Completed deploying IE11 to all facilities in October 2016. This included about 2,500 PC's. This also enabled us to connect active users to the new COLLECT V2 system, which requires IE11 access.
- In November 2016 we completely overhauled our current intranet site DOCWEB with a new modern version.
- The Enfield Campus Upgrade was completed in December 2016. Numerous switches and UPS devices were upgraded during the process. The upgrade now connects Enfield CI, CRCI, Willard-Cybulski Ci and the surrounding buildings and grounds to a uniformed network. Network converted to high-speed fiber optic network that is 600 times faster than old circuit.
- Completed the design/ configuration of the 18-25 Year Old Unit (TRUE) at Cheshire CI. This included replacing the existing switch with a new 48-port switch, upgrading PCs and phones. Major piece of Commissioner Semple's strategy. This went into effect at the end of January 2017.

- The new CMMS system went live in February, 2017. CMMS is the work order management system.
- During the third quarter of FY17 DOC completed a server/data migration project. This process migrated all of the individual servers that had been in the field/facilities back to the data center in Wethersfield. Over 2900 users were migrated. Over 1.6 TB of data was migrated (519,014 directories, 4,135,474 million files). Backups were reduced from 2 full days to 4 hours in the data center.
- During the third quarter of FY17 DOC completed a migration of all printers to the new print manager located in the Wethersfield data center assigned new drivers to each printer. A total of 639 printers are now managed from the data center.
- The new Uniform Warehouse system went into production in April, 2017.
- The Oracle 12 database upgrade was completed in April, 2017.
- The kiosk bond out system for jails was completed in April, 2017.
- In May 2017 we completed the ZEN upgrade project. 2,572 PCs were migrated into the new ZEN system to get to the current version and to be ready for WIN 10 deployment and management. The upgrade was from version 11.1 to 11.4.

EGovernment

List of Online Services Available:

- Electronic Inmate Deposits - Process allows people to go to one of three vendors, Western Union, JPay or Touchpay, and make a deposit into an inmate's commissary account
- CTSAVIN – allows a victim or any member of the general public to register for notifications on the movement/release of any offender they might have interest in
- CT Open Data – CTDOC provides uploads of its data to the shared data portal that can then be extracted by the general public for their consumption
- Municipal Access to Case Notes for Law Enforcement Agencies as well as DOC partners
- Uniform Warehouse – Online System that allows staff to directly order their uniforms.

List of Online Services Requested by Constituents:

- On-Line Visiting Application Process

List of Online Services Planned to be made available:

- Municipal Access to Case Notes for Halfway House Partners – During FY18 we will open the link to allow direct access by Halfway House Providers to offender's information in their care. This will replace the current process of faxing information.
- Offender Management Information System (OMIS) – Comprehensive Offender Management application (MOTS solution)

- CTDOC Health Portal – Comprehensive Correctional Health Management/Health Portal System (MOTS solution)

Planned Applications

- Offender Management Information System (OMIS) – Comprehensive Offender Management application (MOTS solution)
- CTDOC Health Portal – Comprehensive Correctional Health Management/Health Portal System (MOTS solution)
- SCORES/WRNA – Comprehensive Offender Assessment System, part of the Case Notes system.
- Windows 7 to Windows 10 upgrade.
- Wireless Technology Implementation.

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware - $1,600,000 (includes costs for EHR and OMIS as well as DR site, Capital Costs and hardware maintenance)
- Software - $1,750,000 (includes software to support EHR and OMIS projects, new software purchases as well as general software maintenance)
- Services (consulting) Consulting Costs of $850,000 (OMIS project Manager), (DOC Health Portal Project Manager), (Software Engineer 2 – Case Notes), HIPAA, HIPAA Security Policy Analyst, HIPAA Security Program Architect/Policy Analyst, and HIPAA Security Program Architect (network evaluation)
- Subscriptions - $1,656
- Telecom and Data - $420,000

DEPARTMENT OF DEVELOPMENTAL SERVICES

Mission

The mission of the Department of Developmental Services is to partner with the individuals we support and their families, to support lifelong planning and to join with others to create and promote meaningful opportunities for individuals to fully participate as valued members of their communities.

Technology Strategy

The mission of DDS IT is to provide customer-centric IT solutions that drive productivity and support business transformation while keeping critical data and IT assets safe, secure, and reliable.   The vision of DDS IT is to deliver incremental value continuously and efficiently to DDS business units through unbreakable solutions that ensure seamless data integration across functional areas, promote streamlined workflow and approval processes, adapt quickly and responsibly to changes in the business, and encourage continuing innovation among our business partners. To achieve the mission and realize the vision, DDS IT will adopt the following strategies:

- Invest significantly in the ongoing development of state employee IT personnel to ensure that they perform their work effectively and efficiently and with the highest level of job satisfaction. More specifically,
    - Initiate a significant, perpetual, internal training program, focused on mastery of enterprise technical skills and basic project management skills.
    - Achieve a 40-hour work week for staff to minimize the likelihood that training investments are lost to 40-hour agencies.
- Leverage enterprise systems and shared, existing infrastructure for IT solutions whenever possible.
- Collaborate with other agencies to share technology solutions, procurement vehicles, and planning and implementation strategies.
- Adopt core principles of DevOps, including:
    - Ensuring the streamlined flow of work from Development to Operations
    - Reducing the amount of work in process such that the turnaround time for features is minimized
    - "Building quality in" by ensuring comprehensive, automated unit tests and integration tests
- Lay the foundation for transitioning from monolithic applications to microservices, in which functional components structured around business capabilities are independently developed, tested, deployed, and maintained.
- Work with business stakeholders and process improvement teams to identify minimum viable processes (ultra-streamlined, standard work) and minimum viable solutions (bare-minimum solutions) as the pivot points for all migrations away from legacy systems.

- Explore low-code/high productivity platforms as alternatives to traditional enterprise development.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm

Technology Achievements

- Completed migration of 13 Microsoft Access databases to one of three new solution architectures:
    - ASP.NET/SQL Server Application (1 application)
    - Access Front-End/SQL Server Backend (9 applications)
    - SQL Server Reporting Services Solution (3 applications)
- Migrated development and QA servers from physical servers at Newington to virtual servers at the Groton Data Center.
- Implemented business analytics solution (including dashboards and visualizations) to support several business units within DDS.
- Worked with DAS/BEST to begin transition to their E-Licensing platform.
- Performed numerous upgrades and expansions to operations technologies, including SCCM, switches at several locations, wireless access points, ASE circuit upgrades, VOIP, and Nessus Security Server.
- Transitioned several facilities from desktop printers to multifunction devices.
- Handled 10,771 helpdesk tickets (FY17 Fiscal Year).
- Implemented FileBound Document Management system, which provides DDS' Eligibility Unit with a mechanism for electronically storing and organizing documents as well as workflow process automation for eligibility determination.

EGovernment

List of Online Services Available:

- Qualified Provider Application Process (QPAP), which allows providers to submit applications to provide services for persons with intellectual disabilities.
    - Agency Application
    - Agency Certification
    - Individual Practitioner Application
    - Individual Practitioner Certification
- WebResDay Attendance System, which allows providers to make entries into the DDS internal attendance application.
- QSR System, which allows DDS staff to record results from quality reviews, and allows providers to view results and enter plans of correction online.

- BizNET Contract System, which allows providers to review, sign, and submit contract documents.

List of Online Services Requested by Constituents:

- Individual Portal, which provides access to current information and data related to plans for the individuals we serve.
- WebResDay Data Upload, which would allow providers to upload attendance data to the WebResDay Attendance System.

List of Online Services Planned to be made available:

- E-Licensing (DAS/BEST Enterprise Platform) for the following credentials:
    - Community Companion Home (CCH) Licensee
    - Community Living Arrangement (CLA) Licensee
    - Medical Administration Certification
    - Evacuation Scores (fire safety for a facility)
- Incident Report Submissions (see Incident Management Solution below)

Planned Applications

- Incident Management Solution. This solution would provide a number of business capabilities, including:
    - Allow public and provide providers to submit incident report data through an online interface, instead of through manual forms (Forms 255 and 255M)
    - Generate electronic notifications to various stakeholders (e.g., responsible providers, case manager, family/guardian, regional administration)
    - Provide basic case management functions, such as tracking follow-up activities and closing a case
    - Compare submitted incidents against MMIS claims data in order to identify possibly missing reports
    - Provide search and analytic tools for investigators and quality management personnel
- Planning Resource and Allocation Team (PRAT) Application. This solution would replace an existing VB6 application that is currently on Citrix. The current PRAT application helps PRAT managers make resource allocation decisions and otherwise manage the wait list for services. The new PRAT application would provide all of the existing functionality, and in addition:
    - Automate approvals and other business process flows
    - Replace paper forms with electronic forms
    - Provide seamless integration with existing systems

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $900,000
- Software $1,660,000
- Services (consulting) $1,375,000
- Subscriptions $15,000
- Telecom and Data $588,000

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Microsoft Windows 10
- Microsoft Office 2016
- Incident Management Solution
- HIPPA Risk Assessment

DEPARTMENT OF ECONOMIC AND COMMUNITY DEVELOPMENT

Mission

The Department of Economic and Community Development's (DECD) mission is to develop and implement strategies to increase the state's economic competitiveness. DECD focuses on growing CT's economy by helping businesses grow and succeed, preserving historic assets, revitalizing communities, promoting tourism and making artistic and cultural experiences widely available to residents and visitors. DECD also provides information technology services to the Department of Housing and the CT Port Authority.

Technology Strategy

- DECD continues to build on the foundation established in a LEAN-driven IT Revitalization plan. This plan laid out opportunities to build an effective technology platform and systems environment which will enable DECD to efficiently service its diverse client base within budget constraints.
- Central to the agency's strategy is the implementation of a client relationship management (CRM) system which will give DECD essential capabilities to increase efficiency by automating work processes, enhancing customer service, facilitating outreach and performing analyses. Plateau 1 also includes several other improvements to the agency's hardware and software which are described below.
- Plateau 2 of the project will expand and extend the use of the CRM system, implement electronic content management (ECM), initiate online applications, create efficiencies in the management of agency desktop units, add mobile capacity and extend the benefits of the CRM system to the Department of Housing.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at: http://www.osc.ct.gov/manuals/software/contents.htm

Technology Achievements

- DECD has worked closely with BEST to migrate data hosting to the BEST Data Center where DECD will benefit from the center's advanced technology and disaster recovery protocols. Older applications, such as Lotus Notes, are being retired by moving their functions to other applications such as CORE and CRM.
- Procurement of Microsoft Dynamics CRM and an implementation partner, Spruce Technology was completed. Implementation is underway with full CRM implementation planned during 2017.
- Following a comprehensive records retention review, a vendor, Fairfax Data Systems, was selected and initiated development of an indexing strategy and specifications for the transition to electronic content management.

- Planning was completed for Plateau 2 of the IT Revitalization Plan. Approval and funding was obtained from the Information Technology Strategy Committee and Bond Commission.
- An online marketing generator, developed in collaboration with DECD's advertising agency, makes it more efficient for staff to assemble, customize and share high impact, professionally designed economic development marketing packages with businesses.

E-Government

List of Online Services Available:

- www.CTvisit.com makes it easier for visitors and residents to learn about the state's attractions and plan their next getaway using the latest interactive and mobile technology.
  - A Business portal (portal.ct.gov/business) gives business owners information needed to start or grow a business in CT. DECD is working with DAS-BEST and Connecticut Interactive to enhance the portal.
- Reports about all of DECD's loan and grant activities are available to the public on the open data portal.
- Arts Catalyze online e-granting portal (https://coa.myreviewroom.com)
- State Historic Preservation office online e-granting portal (https//shpo.myreviewroom.com)

List of Online Services Requested by Constituents:

- Online submission and processing of financial assistance programs

List of Online Services Planned to be made available:

- Online applications for business grants, loans and tax credits
- Continued upgrades and enhancements to the business e-portal.

Planned Applications

- Full implementation of CRM (DECD) is planned during 2017 and implementation for DOH is planned for third quarter FY2018.
- Electronic content management using FileNet
- Microsoft System Center
- Expansion of CRM utilization in areas such as FOI management and mobile applications

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware: $ 131,622
- Software: $ 337,313
- Services (consulting) $2,442,000

- Subscriptions $ 13,614
- Telecom and Data unknown

> Based on fiscal plan effective 7/1/17. Telecom expenses are unknown due to planning for move to 450 Capital Avenue.

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Desktop hardware replacement: $ 131,622
- Software: costs associated with current applications plus costs associated with IT revitalization (FileNet, System Center, Microsoft Dynamics) $ 337,313
- Services: Implementation of IT Revitalization plan Plateau 2 $2,442,000

*Hardware replacement will be done on an ongoing rotational basis, beginning with the older units.

DEPARTMENT OF EMERGENCY SERVICES AND PUBLIC PROTECTION
Mission

The Connecticut Department of Emergency Services and Public Protection (DESPP, the agency) is committed to protecting and improving the quality of life for all by providing enforcement, regulatory and scientific services through prevention, education, criminal justice information sharing and the innovative use of technology.

In striving to accomplish our mission, we embody the agency's core values with great **PRIDE**:

- **PROFESSIONALISM** through an elite and diverse team of highly trained men and women
- **RESPECT** for ourselves and all others through our words and actions
- **INTEGRITY** through adherence to standards and values that foster public trust
- **DEDICATION** to service
- **EQUALITY** through fair and impartial application of the law

Technology Strategy

DESPP continues to strive to make Connecticut the safest state in the nation. Our focus on information systems and technologies has led to measurable improvements in emergency services, public protection, first responder safety, agency staff productivity as well as that of our criminal justice partners, and highly efficient and expanded electronic services to the public and agencies throughout Connecticut.

As resources grow scarce and the demand for excellence in governance remains high, the agency continues to strive to provide cost effective low maintenance tools and technologies in support of first responders' efforts to maximize their time in the field and minimize administrative paperwork. To this end, DESPP also continues to pursue LEAN initiatives, particularly those that drive business process re-engineering and systems automation by eliminating more low and no value activities sooner thereby, reducing costs and resolving backlogs.

DESPP operates a number of systems and maintains a number of databases for both state and local law enforcement agencies. Notably, these include the Connecticut On-line Law Enforcement Communications Teleprocessing (COLLECT) FBI/NCIC system, Automated Fingerprint Identification System (AFIS), Master Name Index Computerized Criminal History (MNI/CCH), Computer-Aided Dispatch/Record Management System (CAD/RMS), Special Licensing and Firearms system, Deadly Weapons Offender Registry (DWOR), Sex Offender Registry (SOR) and IT systems supporting the State Emergency Operations Center.

The Criminal Justice Center of Excellence (CJ CoE) was established in 2015 to facilitate the design and development of IT services for the state's justice system with the participation and input of all of

Connecticut's criminal justice stakeholders at the table. Today, the CJ CoE is widely recognized for collaboration, an environment that lends itself to the co-generation of ideas that lower duplication of effort, increase cost savings, and strengthen participating agencies' ability to plan and execute data integration efforts throughout the state's criminal justice system.

The Connecticut Criminal Justice Information System (CJIS) Governing Board, established in 1999 by Public Act 99-14, was charged primarily to create the means and methods by which information upon which criminal justice agencies rely could be shared in a secure environment and consistent with each agency's security requirements and those of the FBI. In August 2015, OPM transferred CJIS' administration functions to DESPP. As a result, DESPP and CJIS collaborate together on the operation of the Connecticut Information Sharing System (CISS), Connecticut Impaired Driver Records Information System (CIDRIS) and the Offender Based Tracking System (OBTS).

DESPP's Technology Strategy includes:

- Modernization of mission-critical legacy systems and interfaces;
- Inter/Intra-agency collaboration and electronic information interoperability;
- E-government services that minimize back-office data entry and payment processing;
- Paper elimination with use of web-based applications, electronic forms and workflows;
- Virtualization of environments to lower ongoing costs and reduce administration resources;
- Mobile computing for real-time information in the field;
- Complete IT infrastructure and cybersecurity monitoring along with in-depth forensic analysis; and
- Enhanced wireless communications capabilities and device interoperability for all CT-based first responders.

The agency recognizes the Software Management Policy, which describes the use and disposal of software assets; see http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

DESPP Headquarters and Executive Offices

- Completed phase 1 (early adopters) of DESPP's executive mobility program (i.e., tablets) to further reduce the number of assigned devices thereby, enhance accessibility and remote work capabilities of agency leadership, effective May 2017.
- Acquired 75 personal computers and requisite software to modernize all workstations at the State Emergency Operations Center (SEOC) thereby improve both device performance, reliability and staff productivity during exercises, drills, and activations, effective May 2017.
- The Legal Files Electronic Case Management System, implemented in the agency's Legal Affairs unit, enables the activation of a paperless system for all legal case activities effective May 2017.

- Completed two-thirds of the core network upgrade at DESPP HQ, enhancing the performance of the agency's equipment and the reliability of all of its critical systems, effective November 2016.

Connecticut State Police (CSP)

- Acquired new Mobile Data Terminals (MDTs), dash cameras (dash cams), modems and e-citation printers to equip 100 new cruisers, affording more troopers access to technology increasing their productivity, improving evidence quality, and strengthening equipment reliability, effective June 2017.
- Upgraded 100 CT State Police cruiser cellular modems from 3G to 4G/LTE, yielding cost savings and enhancing wireless performance, effective June 2017.
- All of CSP's 11 Troops were upgraded to new Photo SmartShot System, the FBI standard for mugshot lineups and facial recognition, effective June 2017.
- The Accident Press Release Information System, activated and made available on ct.gov, affords the public on-line access to CSP accident information for insurance purposes within 24 hours of its occurrence, eliminating the need to go to the troop or the Reports and Records Unit at DESPP HQ for a paper copy effective April 2017.
- Submitted an application and was awarded a $1M federal grant for an additional 20 License Plate Reader (LPR) camera systems, raising CSP's total number of LPRs to 42 to deploy across the state, enhancing CSP's efforts to detect and deter unauthorized and stolen vehicles on CT highways, effective October 2016.
- Body Worn Cameras field test and pilot was completed and a plan to implement statewide was developed, pursuant to Public Act 15-4, August 2016.

Division of Emergency Services and Homeland Security (DEMHS)

- Web Emergency Operations Center (WebEOC) System was upgraded at the State Armory and deployed state-wide to stakeholders, adding new features and increasing reliability to the central emergency management infrastructure. Completed September 2016.

Division of Scientific Services (DSS)

- Draeger, municipal breath analysis systems in process of being converted to PSDN network transport (70% done), anticipated completion October 2017.
- Wireless WIFI was added to the facility enabling the administration use of tablet-type personal computers, effective, June 2017.
- The Laboratory Information Management System (LIMS) was upgraded to a newer version for enhanced logging and tracking of evidence, effective May 2017.
- The STRmix Server and application was configured for the DNA section of the lab to enable the testing and running of samples. A Remote Desktop Server (RDS) server was also configured for access to the application, completed March 2017.

- Storage Area Network (SAN) Migration, LIMS data was transferred to the SAN during the LIMS system upgrade for better performance and reliability, completed February 2017.
- Surveillance cameras were added throughout the facility to achieve enhanced monitoring and security, completed January 2017.
- The Lab's Key Security Card System was expanded from 100 (50%) to 200 (100%) of users and enhanced with the installation of card readers on every lab door in the facility, enhancing security and accountability, effective January 2017.

Division of Statewide Emergency Telecommunications (DSET)

- Next Generation 9-1-1 (NG 9-1-1) System Upgrade, NG 9-1-1 is an Internet Protocol based system currently providing system-wide monitoring and recording capabilities and will be capable of receiving and displaying text, video and photos at the completion of the upgrade. As of July 2017, 70 of 110 PSAPs had been converted to NG 9-1-1. The remaining 40 PSAPs are expected to be completed by the end of 2017.
- Land Mobile Radio System Upgrade, DSET is in the process of upgrading Connecticut's land mobile radio system. The $64.5M, three-year project replaces end-of-life equipment at radio sites throughout the state and migrates the system to the latest Project 25 Internet Protocol Time Division Multiple Access Technology standards. The new system will increase network capacity appreciably as well as provide new and enhanced features affording system administrators, dispatchers and responders a more effective response to public safety events.

Criminal Justice Information System (CJIS)

- Release 1 consists of two Search Sources, (a) the Paperless Arrest Warrant Network (PRAWN), a central computer system of warrants for criminal defendants who fail to appear for court, and (b) the Offender Based Information System (OBIS) consisting of historical offender information, in place effective February 2016.
- Release 2 affords the Judicial Branch, Department of Correction, Department of Motor Vehicles and Division of Criminal Justice early arrest notifications from Law Enforcement as soon as the arrest information is entered into the Record Management System (RMS). Currently, seven Police Departments are contributing data. The remaining Police Departments and the State Police are scheduled to come on-line over the next 12 months. The Release went live in August 2016.
- Release 3 includes (a) Judicial Branch Search Sources, (b) Criminal Motor Vehicle System (CRMVS) consisting of criminal arrest, continuance and disposition data, (c) Protection Order Registry (POR), an integrated database and notification system for orders of individual protection issued or registered with state authorities, and (d) Saved Searches for CISS Users, a CISS feature. Release 3 will go live late in August 2017.
- Release 5 features four Search Sources. They are (a) Police Departments' RMS, (b) National Crime Information Center (NCIC)/COLLECT Wanted Persons File, the seminal storehouse of

all documents, (c) Electronic Content Management (ECM) system, and (d) Analytics Reporting and Events.   Release 5 is expected to go-live in March 2018, subject to timely completion of Release 11.

- Release 6 consists of three Search Sources. They are (a) Centralized Infraction Bureau (CIB), (b) Department of Corrections Case Management information system, (c) Board of Pardons and Parole Case Management Information system. The release is scheduled to go-live early in September 2017.
- Release 9 consists of two Search Sources. They are (a) Sex Offender Registry (SOR), and (b) Case Management Information System (CMIS) containing criminal case and reporting information. The release is scheduled to go-live in December 2017.
- Release 10 consists of x Search Releases. They are (a) Department of Motor Vehicles information about motor vehicle drivers notably, driver registration information and photos, (b) Master Name Index (MNI); and (c) Computerized Criminal History (CCH MNI/CCH) containing criminal history and firearms registration information. The release is scheduled to occur in October 2017.
- Release 11 consists of four Search Sources. They are (a) Post-Arrest data, (b) Post-Arraignment data, (c) Post-Judgement data, (d) Arrest Case Setup, (e) Records Management System (RMS), (f) Uniform Arrest Reports (UAR), and (g) Misdemeanor Summons Information Exchange. The release is expected to go-live in February 2018.

E-Government

ONLINE CRIMINAL JUSTICE SERVICES CURRENTLY AVAILABLE:
- Online Accident Reports at https://accidents.despp.ct.gov/
- Online Sex Offender Registry at http://sheriffalerts.com/cap_main.php?office=54567
- Online Forms for Pistol Permit Renewals and Temporary Permits at http://www.ct.gov/despp/cwp/view.asp?a=4213&Q=494632&desppNav_GID=2080
- Online Suspicious Activity Reporting at http://www.ct.gov/demhs/cwp/view.asp?a=1939&q=400082
- Electronic Submission of Crime Analysis Data, Municipal Police to State Police (Internal)

ADDITIONAL ONLINE CRIMINAL JUSTICE SERVICES REQUESTED BY CONSTITUENTS (Contingent upon funds and FTE)
- Suspicious Activity Reporting Mobile Application
- Online Requests for Case Reports

PLANNED ONLINE CRIMINAL JUSTICE SERVICES (Contingent upon funds and FTE)
- Online Services for Trooper Overtime System (Kronos)
- Online School Security Consultants Database
- Online Deadly Weapon Offender Registry Form Library

- Online Gun Dealer Permit Lookup/Validation
- Online Name/DOB Criminal History Check (Request Only, No Immediate Results)
- Qualtrax Electronic Document
- Update DSS Website to include real-time operating procedures, certain casework requests (e.g., ethanol serum conversions, Freedom of Information Act (FOIA) requests, audits), and statistical data (e.g., charts/figures of DNA Hits)
- Upgrade to JusticeTrax LIMS-plus
- Acquire electronic tablets to replace paper worksheets for all DSS lab personnel
- Upgrade DSS' Latent Print units to Next Generation Identification (NGI), to interface with the Lab's federal partners.
- Install LabNet system throughout DSS' labs so that instrumental data can be accessed and integrated within the JusticeTrax LIMS-plus database by any authorized computer terminal remotely.

FY2018 Technology Budget (Represents current annual spending)

DESPP

- IT Data Service $16,500
- IT Hardware Lease/Rental $15,500
- IT Hardware Maintenance and Support $1,904,459
- IT Software Licenses/Rental $960,245
- IT Software Maintenance and Support $870,000

CJIS

- CJIS/CISS Operating Expenses $2,420,441

FY2018 Technology Major Expenditures

- New Automated Fingerprint Information System, $10M (funded)
- CT State Police Body Worn Cameras and Backend System Deployments, $6M (partially funded
- DESPP PC Refresh, $600K (pending)
- Phase 3 of Agency (POE) Switch Upgrades, $800K (pending)
- Technology for New CT State Police Cruisers:
  - Mobile Video Recorders (MVRs), $350K (pending)
  - Mobile Data Terminals (MDTs) and Docking Stations, $275K (pending)
  - E-Citation Printers, $78K (pending)

CJIS (Request to Bond Commission for a draw of $10M at August 2017 meeting)
- Consultant Funds - $3.84M (Other Funds, funded)
- Equipment Funds - $13.16M (Other funds, funded)

State of Connecticut
IT Strategic Plan for Fiscal Year 2018

DEPARTMENT OF ENERGY AND ENVIRONMENTAL PROTECTION
Providing Technical Support for:
Connecticut Siting Council and Office of Consumer Counsel

Mission

The Connecticut Department of Energy and Environment Protection (DEEP) is charged with conserving, improving and protecting the natural resources and the environment of the state of Connecticut as well as making cheaper, cleaner and more reliable energy available for the people and businesses of the state. The agency is also committed to playing a positive role in rebuilding Connecticut's economy and creating jobs – and to fostering a sustainable and prosperous economic future for the state

Technology Strategy

Provide quick and easy access to timely, accurate and integrated environmental information to Department staff, partners, and constituents. Provide a comprehensive view of environmental activities, conditions and Department actions. Provide capabilities to use the information to better protect and manage the environment.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

The Department of Energy and Environmental Protection (DEEP) has made significant advances in the implementation of technology over the past year. DEEP has a modern network that reaches our field sites in state park and forests. This network carries data traffic as well as voice (VoIP) for our larger facilities. We continue to upgrade our VMware virtual desktop infrastructure (VDI) technology supporting over 1000 staff members, this is a transition away from physical desktops. Implementation of this VDI technology, during challenging budget cycles, can have a significant impact to overall costs of each desktop both for capital and operational expenses. DEEP continues to be a state leader in use of Geographic Information Systems (GIS) we have established a publicly-accessible mapping system that contains information for three State Parks owned by the agency. This is a pilot project with more information to be added on other Department parcels, and in the future on open space lands held by other state agencies, municipalities, and land conservation organizations. At the Public Utilities Regulatory Authority (PURA), in New Britain, DEEP has implemented state-of-the-art audio/visual technology for public hearings held by the agency. This technology includes an advanced sound system, wireless presentation capabilities, audio broadcast capabilities to the PURA website and hosting connectivity for Connecticut Network (CTN). Recently released through our agency website is a new informational application for the public. This application, identified as Sewage Right-to-Know, provides notice of unanticipated sewage spills and releases to waters of the state that represents a threat to

public health. Municipalities will report their Combined Sewer Overflows (CSO's) through an online webpage. This information would update the required public presentation layer automatically showing the required information based on the information provided by the municipality.

EGovernment

List of Online Services Available:

- Underground Storage Tank Registration - The Underground Storage Tank (UST) Program of the DEEP regulates certain UST systems. The primary purpose of this notification program is to prevent releases into the environment by providing the department with current up to date information regarding system owner/operator data as well as system design and location of underground storage tank systems that store or have stored petroleum or hazardous substances. Approximately 3000 Underground Storage Tank Owners/Operators are now required annually to both register their tanks and pay a per tank fee.
- Connecticut's Online Sportsmen Licensing System - From this site, you can purchase Connecticut fishing, hunting, and trapping licenses, as well as all required deer, turkey, pheasant and migratory bird permits, stamps and tags.

List of Online Services Requested by Constituents:

- Online Document Repository – this will allow individuals to conduct required document reviews online, eliminating the need for time-consuming and costly trips to Hartford. It will also allow DEEP to manage its documents in a much more efficient and secure manner, and will reduce costs associated with having to maintain and expand its paper-based repository. DEEP staff will be able to shift from management of paper to managing environmental information.
- Air Quality Monitoring - Browse monitoring data from around CT. This application will create a public online portal to display real-time air quality data.

List of Online Services Planned to be made available:

- The Remediation Division oversees the environmental cleanup of hazardous substances and oil at over 7,000 properties across the state, brownfield cleanup and reuse, and the provision of drinking water to hundreds of residential properties on contaminated wells. The Division's information management project will migrate a complex database for thousands of polluted properties to a secure platform; provide instant intuitive access (for the public, business, and local and state government) to essential site documents, data and status updates; and provide a nimble and efficient business flow for applicants and agency staff saving time and money. Providing the public up-to-date interactive information will allow for quicker business transactions and an increase public awareness of environmental issues.

- Another goal is to make both the process of applying for permits and approvals, and the process of the agency's review and approval, lean, fast and efficient thus lowering the cost to citizens, business and government. Speed the feedback of results, trends and environmental impacts, to promote transparency, program efficiency and strategic program development within DEEP, and across state government.

Planned Applications

- Document Management - In this project, DEEP will contract to scan and index all relevant paper documents currently held by the agency. We will make digital copies of those documents available online, in a self-service document repository that will be directly accessible by the public as well as by DEEP staff, and supported with appropriate document search and retrieval tools.
- PURA e-Filing Case Management – Serve customers (Utility companies, citizens, law firms, other businesses) through a Web-based system allowing the submission / tracking of all electronic requests/complaints/dockets (documents) providing customers with ease of access to information. All submissions will be electronically routed, tracked and processed within PURA/BETP through a more efficient and leaner process.

FY 2018 Technology Budget
Hardware – $500K
- Software – $1.0M
- Services - $1.0M
- Subscriptions $8K
- Telecom and Data $600K

FY 2018 Technology Major Expenditures
List all planned agency technology expenditures in excess of $100K:
- Records Management: $200K
- Data Management: $300K
- Case Management: $1.5M

DEPARTMENT OF HOUSING

Mission

To ensure that affordable housing in strong, vibrant, and inclusive communities is accessible to individuals and families across the state and homelessness is a thing of the past, and Connecticut continues to be a great place to live and work, the Department of Housing (DOH) develops and implements strategies to catalyze the creation and preservation of quality, affordable housing and provides centralized leadership for comprehensive and coordinated policies and programs to develop, redevelop, preserve, maintain and improve housing serving very low, low, and moderate income individuals and families.

Technology Strategy

DOH became fully operational upon the commencement of fiscal year 2014. By consolidating the State's many housing programs into a single agency, the State has been able to undertake a more comprehensive and coordinated approach to the expansion of affordable housing opportunities and integrate these efforts with its efforts to reduce and end homelessness. As envisioned in the statute that established DOH, DOH uses the network hardware, software and systems of the Department of Economic and Community Development (DECD) and currently relies on DECD's IT staff for the implementation of its technology strategy, except with respect to its website, which is also maintained by DOH staff, and the CDBG-DR Superstorm Sandy Disaster Relief Program (the Sandy Program), which has its own dedicated IT staff. In FY 16 DECD hired KPMG to conduct an assessment of its technology and systems environment. As part of the assessment, KPMG made recommendations regarding infrastructure, application lifecycle, client relationship management system feasibility and use of CORE. In addition, KPMG provided an assessment of the impact of the decisions the DECD is making on DOH operations. DOH will assess the potential for use of a CRM system based on DECD's experience. DOH envisions a strategy that (i) makes full use of and enhances existing IT resources to efficiently serve those who rely on DOH's programs, (ii) enables DOH to streamline its processes, (iii) facilitates direct engagement with funding applicants and awardees, (iv) provides more extensive information regarding affordable housing needs and resources, and (v) comprehensively tracks the performance of DOH's programmatic investments to guide policy and to ensure the complex reporting and compliance requirements of DOH's federally funded programs are satisfied. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at "http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

DOH administers a wide variety of state and federally funded programs to create and preserve affordable housing, foster community development, and provide housing and support for vulnerable

individuals and families who are homeless or at risk of homelessness. Several technology achievements were critical to DOH's mission in FY 16.

- As DOH expanded its staff to fill vacancies and staff the Sandy Team, new staff members and their hardware were integrated within DOH's existing network.
- The Sandy Program continues to develop and enhance the Sandy website offering easy access to vital information to our contractors and the public.
- DOH increased the depth and functionality of its website.
- The Sandy Program team established a robust system for for administering financial assistance in full compliance with the applicable federal and state requirements.
- DOH and the Connecticut Housing Finance Authority (CHFA), with which DOH works closely to coordinate financial assistance to affordable housing projects, have continued to improve the functionality and user experience of the consolidated online funding application for most DOH and CHFA competitive multifamily housing funding programs. The newly developed online application portal using Sharepoint to improve the application experience for funding applicants and transition to an integrated application and back office database system is operational. All housing development applications are now submitted electronically through the SharePoint portal.
- With the help of DECD and DAS BEST staff, DOH has transferred the management of the Housing Development Software (HDS) to a cloud based system.
- DOH has transferred time and labor management from Lotus Notes to CT CORE.
- DOH is working with DECD in developing an indexing strategy for electronically stored documents.
- DOH worked closely with DECD in migrating data hosting to the DAS/BEST Data Center where the agencies will benefit from the center's advanced technology and disaster recovery protocols.

EGovernment

Online services available:

- DOH and CHFA continue to improve a web based SharePoint application portal where applications are submitted for most of its funding rounds.
- The DOH website at www.ct.gov/doh has been expanded and is now the primary tool for communicating announcements, funding opportunities, and other critical news and guidance, and for soliciting inquiries and posting responses.
- DOH's twitter handle (@CTDeptHousing) delivers our message to a broader audience.
- The DOH Predevelopment Program Loan Program webpage on the DOH site includes an instructional webinar that outlines the electronic application submission requirements.
- The DOH Opportunity Mapping tool is now available on the DOH website. The map includes information about neighborhood indicators (such as educational attainment levels,

homeownership percentages and employment rates) that affect the lives of residents. The purpose of mapping neighborhoods is to assist with identifying areas with high opportunity for residents and evaluating who has access to these areas. Conversely, this mapping can help to better understand where and how to invest resources in our communities to help provide residents a foundation for success.

- CT Housing Search, which provides a searchable database of available affordable housing opportunities in Connecticut, and which all developers that receive funding from DOH must use to list their available housing units, is accessible through the DOH website.
- DOH has integrated the resources administered by the Sandy Program team and other DOH disaster relief and recovery news and guidance with CTRecovers, the state's main portal for disaster relief and recovery: http://www.ct.gov/ctrecovers/site/default.asp

Online services requested by constituents:

- More open data regarding DOH affordable housing production, which will require a database integrated with the DOH/CHFA electronic consolidation application and the reporting systems required by HUD.

Online services planned:

- Continue working with CHFA on enhancing the web based SharePoint application portal and integrate it with underwriting, asset management, and CRM functions.
- Transition to an electronic based application and web based application portal for the CDBG Small Cities program.

Planned Applications

- As DOH continues to bolster the capacity of its IT resources and the functionality of its website, DOH will continue to explore opportunities to improve the efficiency of its programs through information technology enhancements and collaborative efforts that leverage the resources of other state agencies and state organizations. DOH is working with DECD on assessment of the CRM application and electronic content management using Filenet.

FY 2018 Technology Budget

Below is DOH's preliminary plan for technology spending for expected expenditures prior to the implementation of appropriate recommendations from the DECD-led strategic planning process (all sources are included except federal funding exclusively available for the Sandy Program):

Estimated GF Expenditures for FY 16 as of 8/13/2016
IT Software Maintenance & Support $ 4,456

IT Software Licenses/Purchases/Rentals	$ 5,771
IT Hardware Maintenance & Support	$ 0
IT Consulting Services or Data Services	$ 500
IT Supplies	$ 5,801
TOTAL GF Expenditures	**$16,528**
Anticipated FY 17 Capital Equipment Fund Expenditure	**$ 50,000**

FY 2018 Technology Major Expenditures

List of planned agency technology expenditures in excess of $100k

During FY 18 DOH will continue to plan for major multi-year IT investments necessary to its mission in a manner consistent with LEAN. Throughout this effort, DOH expects to coordinate with DECD. In addition, DOH will continue to coordinate closely with CHFA on a web-based application with the potential to interface with various back-office databases for reporting and asset management purposes. Based on the needs that DOH has identified to date, the following investments are expected to require initial investment during FY 18 and are likely, ultimately, to exceed $100,000:

- Development of a database or other IT solution that is seamlessly compatible with the web-based application portal to be developed during FY 18 and enables DOH to review proposed projects and programs in depth, facilitate required reporting and manage long-term compliance since this will be undertaken in close coordination with CHFA, substantial savings to DOH is expected;
- Development of a new database necessary for the administration of the SDG Program to replace HUT, the database originally programmed by DSS staff approximately 20 years ago that is not expected to be supported by DSS IT staff for the long term; and
- Expansion and upgrading of HMIS to ensure its full usage throughout the coordinated access networks and individual homeless services providers through the state.

DEPARTMENT OF INSURANCE

Mission

The mission of the Connecticut Insurance Department is to serve consumers in a professional and timely manner by providing assistance and information to the public and to policy makers, by regulating the insurance industry in a fair and efficient manner which promotes a competitive and financially sound insurance market for consumers, and by enforcing the insurance laws to ensure that consumers are treated fairly and are protected from unfair practices.

Technology Strategy

The role of the Computer Systems Support (CSS) unit is to assist the Insurance Department in fulfilling its mission by:

- Improving the efficiency and effectiveness of processes through automation;
- Enhancing service delivery to customers through e-Government initiatives;
- Providing the support services necessary to maintain NAIC accreditation.

The Insurance Department recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Implemented an Online Payment Portal system, which gives external parties the ability to pay selected Insurance Department invoices online with a credit card

EGovernment

List of Online Services Available:

- Medical Malpractice Closed Claim Reporting: A system developed in response to a statute passed in 2006.
- Online license information update: This allows licensees to change selected information on their license record
- Online License and appointment query: This allows the general public to create and download lists of licensees.
- Online license verification: This allows verification of the status of a license.
- Online license print: Licensees may print their license online. The Department no longer prints and mails licenses.
- Online license application: Up to 16 different license types may be applied for online.
- Online complaint submission
- Online license renewal (via the NAIC's NIPR application).

- Online Payment Portal

List of Online Services Requested by Constituents:

- Online Complaint Inquiry
- Company History Lookup

List of Online Services Planned to be made available:

- Online External Review
- Online Complaint Inquiry
- Online Company Address Update

Planned Applications

- None

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $52,500
- Software
- Services (consulting)
- Subscriptions
- Telecom and Data
    - MAN $7,500
    - CEN $5,500
    - Telecomm $36,000

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- None

State of Connecticut
IT Strategic Plan for Fiscal Year 2018

DEPARTMENT OF LABOR

Mission

The Department is committed to protecting and promoting the interest of Connecticut workers and employers. In order to accomplish this in an every-changing environment, we assist workers and employers to become competitive in the global economy. We take a comprehensive approach to meeting the needs of workers and employers, and the other agencies that serve them. We ensure the supply of high-quality integrated services that serve the needs of our customers.

Technology Strategy

Information Technology's game plan is to align our technology-based services with CTDOL's strategic priorities to eliminate waste, reduce overhead, and transfer services, as appropriate. Additionally, the agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm. To support this technology strategy, our efforts are focused in the following areas:

Organizational Responsiveness

- Massaging/cultivating a service-oriented culture
- Emphasizing project management and customer service
- Bridging the communication gap between users and the IT Division

Promoting Integrated Solutions

- Employing cross-functional team approaches to problem solving
- Expanding skill sets from a specialist to a generalist model
- Implementing cross-functioning processes in targeted areas

Building a Learning Organization

- Creating clear incentives and opportunities for learning
- Fostering a culture of change
- Cross training, functional area education and staff realignments to reduce single points of failure
- Document, refine and centrally organize IT Policies and Procedures (e.g., SOPs, Workflows, HW/SW standards, Baseline Configurations, etc.) that are designed to ensure consistency in technology methods and operations.

Technology Achievements

- **Secure Transport –** In collaboration with DAS/BEST and an Implementation Partner, completed Phase 1 of a priority infrastructure initiative to enhance the security and

confidentiality of file and data transmissions. The centralization of DOL's data movement processes through the State's Enterprise Secure Transport Environment provides a cost effective and modern data transportation platform that can be easily maintained with adherence to ongoing security and regulatory requirements. Phase 2 of the project, will include the establishment and expansion of policies for encrypting and decrypting files transmitted and received by DOL through a variety of sources. Estimated annual savings projected at $150K.

- **Key Bank Debit Card** – The Connecticut Department of Labor changed its debit card program from Chase Bank Visa Card to KeyBank MasterCard in June 2017. New debit cards were produced and marketing materials were developed for UI recipients. Also, transitioning to KeyBank proved to be an additional benefit to customers because they received a more favorable Fee Schedule when making transactions. **IIC Phases 2A and 2B:** CTDOL launched a new web-based Internet Initial Claims (IIC) System in June 2016. In an effort to expand capabilities, two enhancements phases were completed in December 2016 and May 2017. The December release allowed data to be captured for temporary shutdown claims and transferred to CTDOL's mainframe in a format ready for processing by the system's current shutdown programming. The May release involved a defined set of data for all other claims, referred to as *"standard claims,"* which is transferred to the CTDOL Telephone Initial Claims System (TICS) in a format ready for processing by the system's current claims programming logic.

- **CT SIDES** – The State Information Data Exchange System (SIDES) is an on line system developed through a strategic partnership between the US Department of Labor and state UI agencies. SIDES is a web-based system that allows electronic transmission of UI information requests from state workforce agencies to employers and/or Third Party Administrators (TPAs), as well as transmission of responses containing the requested information back to the agencies. For employers with a limited number of UI claims throughout the year, the SIDES E-Response Web site provides an easy and efficient portal for electronically posting responses to information requests from state agencies. SIDES E-Response is available in participating states to any employer or TPA with Internet access. Project was successfully implemented in September 2016.

- **Reemployment Services & Eligibility Assessment** – The transition from Reemployment & Eligibility Assessment (REA) to Reemployment Services & Eligibility Assessment (RESEA), as mandated in UIPL 13-15, will be accomplished by adopting a new statistical model to identify claimants most likely to exhaust their benefits as well as claimants who are filing UCX (military) claims. Federal reporting programs will also be modified to accommodate RESEA guidelines. RESEA was successfully implemented on September 2016.

EGovernment

List of Online Services Available (Notated new with *):

- *Launched a new online Web Intake System promoting customer self service capabilities to unemployed individuals allowing them to submit initial claimant data real-time 24 hours a day, 7 days a week, from any location with Internet access. This service model manages the business application on a secure Government Cloud Platform while eliminating significant costs associated with building out technology infrastructure and maintenance peripherals.
- Implementation of a Virtual OneStop through the CTHires Application will deliver workforce development services to individuals 24X7. Customers can access employment and training assistance at home in their pajamas. No more waiting in line. Virtual OneStop will also include interfaces for Spanish-speaking customers, as well as those that are visually-impaired, and Virtual OneStop will track all activities.
- System enhancements to redesign the 1099G Forms were completed. The online retrieval of the 1099G Forms are now a self-service component of the UI Web Site allowing claimants electronic access to these forms for reporting unemployment compensation, as well as, any state or local income tax refunds received.
- Launched a new Online Assistance Center Web Site that not only allows clients to file for unemployment online, but also educates them on the services provided by CTDOL and makes the information (e.g., forms, FAQs, filing instructions, resource links, etc.) readily available for use.
- CTDOL's Office for Veterans Workforce Development received national recognition for offering a service to Vets that allow them to request appointments via the web. CT is the only state that currently offers this service.

List of Online Services Requested by Constituents:

- None to report for this Fiscal Year.

List of Online Services Planned to be made available:

- eWage System – This system is a planned application development project (outlined below) scheduled for implementation in June 2018. A feature included in the Commercial Off-the-Shelf (COTS) Case and Document Management System will be a publicly accessible web portal that contains case, personnel and calendar information for Client access. Additionally, an ePayment capability will be available to allow partner agencies and/or the general public to pay penalties or wages online.
- In support of the Governor's initiative (Public Act No. 15-142 – Improve Data Security and Agency Effectiveness), CTDOL will cooperate with the Office of Policy and Management to enter into a data sharing agreement that authorizes OPM to act on behalf of the Agency for purposes of data access, matching and sharing. OPM's desire to develop a centralized data access repository not only encourages

accountability and transparency but will afford them the opportunity to analyze, translate and respond to data inquiries, upon request.

Planned Applications

- **Unemployment Insurance Revitalization (formerly known as UI Modernization)** – This is the most critical initiative for the Agency to transform the delivery of UI Program services across Operations; providing more responsive, real time communications and extensive self-service capabilities to the public. Through effective reengineering of business processes, with an objective to off load applications and data from a Legacy Mainframe Platform to a Cloud Based Services Architecture, we will drastically improve our ability to adapt to changing business demands and improve UI program performance overall. This effort has been defined as a four phase project. Phase 1 was completed March 31, 2015. In Phase 2, CTDOL will prepare to join the Mississippi-Rhode Island-Maine (MRM) Consortium. The MRM Consortium was created to take the Mississippi UI Tax and Benefits system implemented in 2009 and turn it into a multi-tenant common system that can be leveraged by multiple states. This phase is scheduled to continue through December 2017 and includes the identification of functional gaps between CTDOL requirements and the MRM system, definition of internal/external interfaces and data migration preparatory activities.
- In Phase 3, CT will become a member of the MRM Consortium and implement the new UI Tax and Benefits system. System design and development activities will occur for Benefits/Appeals throughout 2018/2019. Tax will run in parallel and is scheduled to continue its functional gap analysis in 2018 followed by system design and development in 2019/2020.The implementation will occur in two rollouts with Benefits/Appeals going live first followed by Tax. Both implementations will include all modifications necessary to comply with Connecticut unemployment insurance statutes, requisite data interfaces and conversion of CTDOL legacy data.
- In Phase 4, CTDOL will perform legacy system retirement and develop data retention solutions for data which is not converted to the new system.

- **DB2 Upgrade** – A complex refresh of the IBM Mainframe Customer Information Control System (CICS) product environment is currently in progress. This system manages online transaction flows and connectivity to the Agency's mission critical applications. Strategy includes determining impacts, the process details, prerequisites, and tasks. Upgrade scheduled for completion in September 2017.

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware — $313K (2017-2018)
- Software – $785K (2017-2018)
- Telecom and Data - $70K
- Staff Training - $25K
- IT Consultant/Vendor Services - $2.3M
- HW/SW Maintenance - $1.6M

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Internet Initial Claims Enhancements - $212K
- e-Wage Case Management - $330K
- CTHIRES Subscription Support - $975K
- UI Modernization- $1.655M

DEPARTMENT OF MENTAL HEALTH & ADDICTION SERVICES

Mission

The Connecticut Department of Mental Health and Addiction Services is a health care agency whose mission is to promote the overall health and wellness of persons with behavioral health needs through an integrated network of holistic, comprehensive, effective, and efficient services and supports that foster dignity, respect, and self-sufficiency in those we serve.

Technology Strategy

The mission of the Information Systems Division is to provide quality IT services and solutions, effectively aligning business and technology objectives through collaboration, in order to provide the most cost-effective solutions that facilitate and improve the conduct of business for our state residents, businesses, visitors and government entities.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- **Worker's Compensation System** – DMHAS developed and implemented a system to maintain and track DMHAS Workers Compensation claims. The new system streamlines the process and creates efficiencies, replacing the current manual process with a web-based application. The Worker's Compensation System was implemented in April, 2017.
- **Video Monitoring Upgrade (Connecticut Valley Hospital) –** The video cameras and monitoring equipment are being upgraded at the Connecticut Valley Hospital. The locations being upgraded are Whiting, Woodward, Dutcher, Battel, and Merritt Halls. The current status is:
    - Whiting: 90% Complete
    - Woodward: 50% Complete
    - Dutcher, Battel, Merritt: Planning & Evaluation Stage
- **Health Information Technology** – In FY17, DMHAS completed the analysis to determine if Epic would be a good fit for DMHAS and if it is feasible to pursue installing Epic as the enterprise clinical and administrative platform across the agency. The resulting recommendation is that DMHAS should continue due diligence with the goal of securing a community connect arrangement with UConn Health and adopting the Epic system. The next steps include various technology, security, staffing and financial analyses.
- **Virtual Server Infrastructure** – DMHAS moved 75% of its physical servers to a virtual platform, resulting in decreased hardware costs and improved efficiencies.

EGovernment

List of Online Services Available:

- **DMHAS State Bed Vacancy List** – DMHAS is posting a listing of available inpatient beds on the ct.gov website weekly to help facilitate timely and efficient treatment of clients in need.
- **Connecticut's Network of Care** - Connecticut's Network of Care is a vendor supported website that provides mental health and addiction recovery information and resources to the citizens of Connecticut.
- **Provider Quality Reports** – The Provider Quality Report is available on-line at ct.gov to allow consumers, family members and other interested parties to make informed decisions regarding treatment options.
- **Psychiatric Security Review Board** – The Psychiatric Security Review Board maintains a website detailing the history and mission of the Board; statistics; Board hearing dates and agenda; links to additional resources and documents for community providers available for downloading.

Planned Applications

- **Health Information Technology –** DMHAS is in the process of planning and implementing an electronic medical record.
- **Scheduling System (Connecticut Valley Hospital)** – DMHAS seeks to modernize the current scheduling and timekeeping process beginning with the procurement of a new system at the Connecticut Valley Hospital. They process will then be expanded to DMHAS's other facilities.
- **Subsidized Housing Application –** The DMHAS Housing Unit intends to acquire a software package to streamline the application, approval and payment processing of federal Department of Housing and Urban Development funds that subsidize rent for eligible clients.

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware - $700K
- Software - $1.1M
- Services (consulting) - $800K
- Subscriptions - $0
- Telecom and Data - $150K

DEPARTMENT OF MOTOR VEHICLES

Mission

The mission of the Connecticut Department of Motor Vehicles (DMV) is to promote public safety and regulate drivers, their motor vehicles and certain vehicle-related businesses, through the delivery of exceptional customer service to internal and external customers.

Technology Strategy

The technology strategy of the Connecticut Department of Motor Vehicles (DMV) is to apply innovative, cost effective technology solutions that enable DMV to deliver on key business initiatives in support of the agency mission while building a highly skilled and motivated workforce capable of supporting modern technology platforms.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- **Central Issuance of Driver License and ID Credentials (MTUSA vendor) -** Conform to RealID photo upfront and implement Central Issuance using the MTUSA factory process. This implementation completes fulfilling the Federal Requirements of Real ID and positions the state to move to "skip a trip" in the near future which will increase self-service options for customers.
- **CIVLS R2 Transition from vendor 3M to DMV -** Title and Registration Modernization. Transition full operational management, development and support responsibilities of the CIVLS application suite to DMV IT without service interruption.
- **Commercial Driver License (CDL) Downgrade –** Commercial Learner Permit (CLP) Status placeholder included with Non-Domiciled deployment. This implementation fulfills the Federal requirements from Federal Motor Carrier Safety Administration (FMCSA).
- **Connecticut Interactive (CI vendor)) Lienholders Service –** Provide an interactive portal service to lienholders so they are able to see if there is a lien listed against a vehicle title. This service was previously provided by phone inquiry to DMV. The implementation of this service has reduced the number of time-consuming calls to the DMV Phone Center.
- **64 bit OS Branch workstation implementation – 238** Branch workstations replaced or upgraded to 64 bit operating system to be able to accommodate additional physical memory requirements brought on by the co-resident implementation of CIVLS and the Central Issuance applications.
- **64 bit OS Back-Office workstation implementation –** complete refresh of PC's and monitors for 300 users and monitor replacements for ~100 user workstations.

- **CT Information Sharing System (CISS) Judicial Repository -** Integrate with CISS to electronically provide information to criminal justice information hub to share DMV data with CISS community.
- **Motor Voter Project –** Implemented a new electronic Motor Voter system in conjunction with the Secretary of State (SOTS). This implementation enables all CT citizens to electronically apply for new Voter Registration or to change their existing Voter Registration. See below for improved AVR system under "Planned Applications."
- **QSC – Translation of Driver License Tests to Arabic and Russian -** thereby increasing number of languages available to 9.
- **VoIP for new Customer Contact Center -** Preliminary work to stage for the Phone Center upgrade.
- **Public Endorsement Review Unit (PERU) Application Database –** Convert legacy application to strategically aligned architecture, which reduced the risk of potential data loss and creates future opportunities for DMV to provide customers with online self-services.
- **Emissions Late Fees – Organization's Vehicles –** Provide a mechanism to mail emissions late fee letters to organizations rather than per vehicle, reducing mailing costs and making it easier for fleet organizations.
- **Process Improvement (Lean/Six Sigma) -** This is an umbrella program that supports several unique deliverables, most of which automated processes to reduce process time and increase accuracy.

EGovernment

List of Online Services Available:
- DMV branch wait times[1]
- Registration renewal[1]
- Registration Cancellation[1]
- Dealer and Leasing registration Renewal
- Registration Status Check[1]
- Replacement Plate Requests[1]
- Vanity Plate Requests[1]
- Reprint Registrations[1]
- Check Registration Compliance Issues[1]
- Emissions Late Fee Payment
- IRP Payments
- Learner Permit Appointment system[1]
- License Status Check[1]
- License Restoration Fee Payment[1]
- Commercial Driver Self Certification

- DMV Mobile App for iPhone/iPad and Android Service to allow online dealer license renewal.
- Access to DMV Forms[1]

[1] INCLUDED ON "LIST OF ONLINE SERVICES REQUESTED BY CONSTITUENTS" LAST YEAR

List of Online Services Requested by Constituents:

- Ability to schedule service with DMV online in a convenient location.
- Ability for customers to notify the DMV of a change in customer characteristics ex: address change and organ donor status.
- Ability for Veteran's affairs to notify DMV of customer eligibility for special veteran's license.
- Ability to renew license online.
- Ability to conduct an 'Out of State' (NCIC) Driver History checks for Law Enforcement Agencies.
- Ability to pay Insurance Compliance fee online.
- Ability to register a new or used car online.
- Ability to check the status of DMV regulated businesses online.

List of Online Services Planned to be made available:

- Provide interactive portal to support NCIC requests for driving history and vehicle registration data.
- Provide interactive portal for Connecticut towing firms.
- Provide more types of online appointments through QSC.
- Ability to purchase Driving History.

Planned Applications

- **Connecticut Interactive Appointment Scheduling System -** The DMV online branch appointment scheduling application will allow citizens to schedule an appointment at DMV branch for a specific service via a responsive design web application.
- **Verification of Legal Status (VLS) 3.1 upgrade –** Department of Homeland Security system upgrade. This is a Federal requirement from Department of Homeland Security (DHS).
- **Fiscal Reconciliation -** Fiscal project to balance and reconcile all CIVLS revenue sources to Bank, CoreCT (e.g. reconciling Branch cash drawers, Web, CARA, Lockbox)
- **Customer Contact Center Strategy -** Centralize and enhance the capabilities of the Phone Centers at DMV to better service the customer, reduce phone wait times, and improve the productivity of the back office teams.
- **QSC - Hardening - Load balancing (F5) -** Implement High Availability load balancing using the F5 technology.
- **Towing firms - Connecticut Interactive -** Portal for towers

- **NCIC - Connecticut Interactive NCIC and Registration Data -** Connecticut Interactive and DMV are collaborating on a project to provide NCIC requestors with their requested driving history/registration information.
- **QSC Road Test Appointment Scheduling -** Program to address Branch's needs for automating the scheduling for road/skills testing and also offering electronic tests. The benefit to customers is ability to schedule appointments 7x24 and it reduced calls to the DMV Contact Center
- **Automatic Voter Registration (AVR) -** This project expands on the current Motor Voter process to create "a simultaneous, electronic application for a credential and for voter registration or a change in a person's voter registration status or record."
- **Cross Jurisdictional CDL Screening - Build (Pilot) -** Share FR data with other participating states for CDL.
- **Cross-Jurisdictional CDL Screening – Phase II -** Share FR data with other participating states for CDL.
- **CDL/Offsite Skills Testing –** Driver Education Unit (DEU) project to upgrade Morpho Trust's CDL/Offsite Skills testing system.
- **Upgrade of AAA network Infrastructure –** Increasing network bandwidth to accommodate the introduction of CIVLS to AAA.
- **PSDN Network Upgrade –** Network upgrade for all branch locations to increase performance bandwidth while reducing annual costs.
- **PCI Network Segmentation –** Network segmentation to facilitate PCI compliance for credit card transactions.
- **MS Enterprise Agreement –** rollout of MS Office 365 – License per user model – standardization of office applications streamlines user support .
- **Process Improvement (LEAN, Six Sigma) –** Ongoing support to process improvement efforts where small system enhancements will enhance results. Specific focus will also be to deliver manager Control Reports that will aid in the sustainability of the improvements.

FY 2018 Technology Budget

Type	FY 18 STF Budget NOT ENACTED	Federal Grants	CVISN Bonding	Customer Contact Center	CIVLS Funding	Total
Hardware Maintenance					-	
Software License & Rental	$ 866,000				-	
Consultants					-	

Subscriptions Software Maint & Support	$ 450,000				-	
Telecom & Data	$ 1,619,144				-	
Total Funding	$ 2,935,144	$ 2,973,540	$ 2,681,760	$ 1,220,488	$ 12,518,008	$ 22,328,940

FY 2018 Technology Major Expenditures

DMV expects to process the following purchase orders and expenditures in fiscal year 2018. Where funding allows expenditures will extend beyond fiscal year 2018.

- DMV expects to process the following purchase orders and expenditures in FY 18. Where funding allows expenditures will extend past FY 18.
- $866,000 STF (not enacted) for software and license rental
- $450,000 STF (not enacted) for subscription of software and maintenance support
- $1,619,144 STF (not enacted) for DAS/BEST telecommunications services
- $2,973,540 for FMCSA - CDL Improvements
- $2,681,760 for CVISN - Commercial Vehicle System Upgrade
- $1,220,488 for VOIP Call Center - Unified Communications Project
- $12,518,008 for CVILS & Central Issuance - Modernization Programs

Note: Amounts are unencumbered balances as of 8/22/17

DEPARTMENT OF PUBLIC HEALTH

Mission

The mission of the Department of Public health is to protect and improve the health and safety of the people of Connecticut by:

- Assuring the conditions in which people can be healthy;
- Preventing disease, injury, and disability, and
- Promoting the equal enjoyment of the highest attainable standard of health, which is a human right and a priority of the state.

Technology Strategy

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm

- Virtual Desktop Initiative – Continue to deploy VDI environment by building additional pools to meet users' requirements and to simplify application management.
- Continue to implement a secure network environment by introducing 802.1x authentication.
- Upgrade desktops platform to Windows 10 and Microsoft Office 2016.
- On-board pilot sites for electronic health records (EHR) in provider offices using 4 major EHR vendors in state for unsolicited vaccination records.
- Wherever possible deploy electronic data capture technology and allow remote connections so that information can be captured directly and eliminate the need to print paper copies and data enter later.
- Currently surveying the possibility of using Comcast at WIC remote locations for faster connectivity for local agencies with secure VPN to increase productivity by cutting down on latency.
- Implement Disaster Recovery, increase security.
- Improve Asset Inventory Management.
- Trauma/EMS applications were hosted at BEST on outdated and unsupported application servers and older version of Oracle database. Migration had to occur to move the current product from the vendor.
- Continue the conversion and consolidation of local applications to a 2 tier DPH hosted environment based on MS-SQL databases and .NET applicators, Promote Increasing the use of Teleric development tools to allow rapid deployment into this environment.
- For interactive internet applications that are publicly accessible; continue to standardize the support and methods of shared access for applications requiring the BEST public internet portal.
- Focus on the development and deployment of user data query tools, including SSRS and Business intelligence tools. This will change the role of IT from one of providing data on

demand, to one of developing the appropriate reporting tools that users can perform timelier and meaningful data for analysis as they need it.

Technology Achievements:

- CIRTS 3.3 (Immunization registry) went into production in February 23, 2017. This release corrected forecasting issues with several routine vaccinations due to changes in the ACIP recommendations from CDC, as well as including missing fields in the application to store the information coming in the electronic records from provider offices.

- The implementation of CDC Route-Not-Read (RNR) hub for connecting with 2 major external partners for transport of the unsolicited vaccination records from provider's office was completed in June 2017. These connections are an end-to-end connection to BEST staging platform. EHR vendors using their PHIN MS to CDC RNR hub and one connection from CDC RNR hub to BEST PHIN MS using LDAP lookup for encrypting the data over the internet. CDC PHIN MS support team is working with Yale, Greenway Health, Allscripts, e-Clinical and CHS/NextGen in CT on connectivity test.

- Electronic Laboratory Reporting Pilotfish Interface to accept HL7 v 2.5.1 messages from Quest Diagnostic Laboratory has been codes and is in staging release where the Disease Surveillance group is validating live production data looking at the structure and content. The HL7 validation process is 1) assessing message structure, terminology (LOINC and SOMED codes) and any specialized logic and 2) actual content form the laboratory testing and results of actual specimens. The next phase that is expected is parallel testing in staging to perform the user acceptance in DPH applications with comparison to production feed. Quest Laboratory generates the largest volume of laboratory test results for DPH that the majority are still manually entered into DPH applications.

- Trauma/EMS applications and Oracle databases hosted at BEST have been successfully migrated to current standards and the latest application has been installed, tested and implemented into production as of January 1 2017 on schedule.

- HARMS-Web (HIV/AIDS Report Management System) is case management application for all Surveillance activities and has been expanded to support Data-to-Care model from Center for Disease Control (CDC). All newly received HIV-related laboratory reports are entered or imported into HARMS-Web. Newly diagnosed HIV are not entered into eHARS until the Case Report Form is complete as a confirmed case and a state number is assigned. As a browser-based system, HIV-DIS field staff are able to access HARMS-Web from the field to search, initiate, and execute and monitor Data-to-Care activities. VPN access and phone/hot spot and tablet technology has been implemented provide access HARMS-Web from the field.

- The integrated background Check Management system (ABCMS) for long therm care facilities hiring process' has been operational for 12 months and during the period resulted in $2 Million in revenue collections for fees (returned to the State General fund)

- The Office of Health Care Access (OHCA) completed an Interactive electronic method of submitting and paying fro Certificate of Need applications from hospitals

https://dphconwebportal.ct.gov/Report.   This replaces a paper filing system and heavily manual web posting process.

- The Women Infant and Children (WIC) Nutrition supplement program implemented a new Client management system. This system is fully browser based in .NET and linked to MS-SQL databases) and replaced the paper food vouchers with a standardized EBT card reading terminals installed for food redemptions at all CT retailers.
- Mobile Computing project has converted a paper document based inspection process of Long Term Care Facilities (FLIS) to an infrastructure that utilized real time connectivity for inspectors. This allows them to upload and process results and documentation directly to the CMS Aspen system from the inspections sites across the state.
- The DPH agency wide disease web portal system (MAVEN) was upgraded to the supported standards (upgrades from 4.0 to 5.4). This used in all of the hospitals as a reporting interface to the State Laboratory and all of the public health agencies in the state. It supports reporting for 185+ diseases and is critical for the state epidemic monitoring.
- The rollout of the ConnVRS (statewide Vital Record) Births system was completed. All hospitals and local jurisdictions now have access to births occurring statewide.
- EpiCenter is a SaaS (software-as-a-service) application and all IT/Technical work and data/database management services are handled by Health Monitoring Systems. This has reduced the overall program effort in managing files into a legacy application utilizing secure file transport. To date, five (5) facilities have been moved to production.
- Upgraded over one hundred of the DPH users' desktops in our PC refresh initiative.
- Upgraded over one hundred computers from MSOffice 2010 to MSOffice 2013.
- Replaced thirteen document centers throughout the agency.
- Implemented and upgraded Storage Area Network with a Pure Storage Flash Array to support VDI for users working at field locations.
- Upgraded cellphones for appropriate agency staff from iPhone 5 to iPhone 6 models.
- Upgraded and deployed to agency laptops McAfee Drive Encryption agent software revision from 7.1.3 to 7.2.1.16.
- Increased wide area network bandwidth at the Rocky Hill lab and WIC remote offices through the use of ASE service.
- Implemented Virtual Desktop pilot deployment to several users throughout the agency, including the training room.

EGovernment:

List of Online Services Available:
- The CT Environmental Public Health Tracking Portal (EPHT) was put into production. The system contains nationally consistent data and measures using health and environmental data. This is a Centers for Disease Control and Prevention funded initiative that supports 26

grantee sites including Connecticut. The CT EPHT Portal has over 60 measures in 11 content areas. There are additional measures and content areas being added as needed.

- The CT DPH provides data to support the Open Data Portal. This includes information commonly requested through Freedom of Information Requests and other popular data sets. Additional data is added and existing data is updated as it becomes available.
- Freedom of information requests and some data sets are now available.

List of Online Services Planned to be made available:

- The State of CT Public Health LAB is in the planning effort to develop a secure portal for posting lab test results to Health Providers. This will make Lab results available directly to the requesting physician through a secure internet connection, rather than requiring a printed and mailed paper lab report.

Planned Applications:

- The Vital Records Death registry is in the planning stages of being converted to a Web based stateside portal. This is currently an internal, MS Access Based database. This upgrade will allow external submission and centralized control of death reports to the DPH. Anticipated implementation date will be 1/1/2019.
- CIRTS Release 3.4 is expected in November 2017 and will address the recommended forecast for vaccines for high risk children and improvements for electronic reporting for HL7 Version 2.5.1 release 1.4.   This release will be the final planned release of CIRTS pending the immunization registry replacement.
- CT immunization program with IT has requested to become a pilot for a local implementation of Data Quality Assurance tool that has been developed for evaluation of data quality of immunization data to provide feedback to practices using the CIRTS registry.
- The completion of the remaining facilities into production EpiCenter is December 2017. Currently there are 8 facilities in testing phases; 2 are ready as soon as resources are available to test, 1 facility is waiting on HER upgrade in October 2017 and must wait until the conversion work is completed.   Once all facilities are in production, all SFTP folders and accounts will be disabled and purged.
- The Hospital Reporting System (HRS) is planned to be rewritten utilizing common browser based input and reporting tools. This will be rolled out for hospital data submission in the first quarter of 2018 and reporting available in supper of 2018.
- We plan to Begin the Death Registry module implementation into the ConnVRS system.
- Plans to continue the automation spurred in FLIS by the Mobile Computing streamlining initiative include:
- Implementing Virtual Desktops (VDI) on the Mobile Computers to Increase speed and functionality from the field.
- Develop a public facing website to accept and log complaints related to monitored facilities

- Convert the current FAX "Reportable Events" process to an on line web submission. This process currently results in 11,000 annual (2-40 pages each) of fax submissions. It will reduce the manual processing and improve tracking capabilities
- Initiate the Electronic Plan of Corrections (ePOC) process for inspected facilities. This will eliminate certified mail correspondence and significant time and effort currently required, related to tracking paperwork.
- DPH is planning on consolidating and linking access to multiple HIV data sources currently in disparate data sets across the state. Maintaining common location and access to secure HIV data will all ow for better treatment and predictive abilities for the state at risk populations. This will involve changing administrative controls on several standalone instances.

FY 2018 Technology Budget:

Outline a plan for technology spend from all sources: Outline plan for technology spend from all sources.

- Hardware
  - CISCO CORE switches $250,000
  - Desktops (replacement) $100,000
  - Annual maintenance and support $100,000
  - Intrusion Detection Appliance $64,000
  - Additional storage for VDI environment $60,000
  - Laptops (replacement) $30,000
  - Thin Clients (new purchase) $10,000

  Software
  - Enterprise Office PRO 2016 Plus
  - License/Software Assurance $450,000
  - Annual maintenance, support and new purchases $100,000

- Services (Consulting)
  - WIC Technician $80,000
  - Engagement of a vendor to perform risk and
  - Vulnerability assessments for Tumor Registry
  - Program, a federal requirement of NCI. $50,000
  - EPlus Engineering services for VDI, VMWare and
  - CISCO switches $20,000

- Subscriptions
- Telecom and Data

FY 2018 Technology Major Expenditures:

- List all planned agency technology expenditures in excess of $100K:
- Virtual Desktop implementation for Tumor Registry program $100,000
- Refresh of Agency Core Switches $250,000
- Upgrade to the latest version of MSOffice Professional $450,000
- Vital Records Death Registry $1,685,715
- Sexually Transmitted Disease Portal $874,400

DEPARTMENT OF REHABILITATION SERVICES

Mission

The Department of Rehabilitation Services (DORS) mission is "*Maximizing opportunities for people in Connecticut with disabilities to live, learn and work independently*". We provide a wide range of services to our clients to assist them in maintaining or achieving their full potential for self-direction, self-reliance and independent living. DORS administers legislatively authorized programs, as well as a number of federal programs and grants, each with a common thread of serving individuals with disabilities.

The mission of the State Department on Aging (SDA) is to empower older adults to live full independent lives, and to provide leadership on aging issues on behalf of older adults, families, caregivers, and advocates.

Technology Strategy

DORS and SDA IT infrastructures are reasonably intact to the level that strategies to respond to future programmatic and business needs are being developed. Strategies to merge functions and systems are being employed wherever possible. Emphasis is being placed upon redesigning newly built active directory structures, applications and databases, building network infrastructure to support field offices and to enrich data security. DORS IT also provides information technology and telecommunications support to the Department on Aging (SDA). SDA technology strategies and achievements are included in this summary.   The agency recognizes the Software Management Policy provided by DAS/BEST at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- DORS IT provided complete support, from design to implementation, related to the reconfiguration and relocation of our Torrington field office.
- DORS IT worked with DAS-BEST to migrate the agency's backup server to the DAS-BEST Groton Data Center. The agency will benefit from the center's advanced technology and disaster recovery measures.
- DORS IT upgraded the BESB Volunteer Program application's SQL database in back end. The application was converted/rebuilt in house from a VB6 application to function in a .net environment.
- DORS IT upgraded the PC recruiter application and the hosting environment.
- DORS IT successfully upgraded multiple adaptive software applications for employees and customers with disabilities.
- DORS IT upgraded the agency's Braille printers to the latest model.
- DORS IT provided complete support related to the expansion of the Bureau of Rehabilitation Services reimbursements tracker software system, to allow for the Bureau Education and Services for Blind reimbursements. This system reduces the time it takes for our Vocational

Rehabilitation Program to process and track traditional reimbursements and Ticket-to-Work payments.

- DDS-IT migrated legacy vendor letter printing applications to new Windows Server 2012. Improved cost savings and efficiencies of outgoing mail solution by batching and verifying addresses of outgoing mail allowing for postal discounts and reducing returned mail.
- DDS-IT successfully tested and implemented an upgrade to the State of Connecticut Disability Determination Case Processing system to version 31.0.
- DDS IT upgraded communications ports in the DDS data center for all servers and upgraded and replaced out of warranty UPS hardware for the DDS legacy system and consolidated systems servers.
- DORS contracted with selected vendor to begin the development of an agency wide Case Management System.

EGovernment

Online Services Available:

- State websites: www.ct.gov/dors, www.ct.gov/brs, and www.ct.gov/connect-ability
- Client information websites: www.cttechact.com, www.elearning.connect-ability.com
- Intranet for DORS employees to access employment related information.
- Social media websites: www.facebook.com/BRSJobsCT, www.twitter.com/brsjobsct, and www.linkedin.com/pub/brs-ct/85/a23/1b7

Online Services Requested by Constituents:

- Ability to apply online for Vocational Rehabilitation Program services.

Planned Applications

While working on several major projects related to building the Information Technology infrastructure for both agencies, DORS IT is also planning on:

- Developing an agency wide integrated Case Management System.
- Researching and continuing to improve disaster recovery plan through DAS-BEST, including the possibility of applying Cloud infrastructure and technology.
- Developing a plan for creating new images, implementing deployment strategies to reduce downtime and refreshing all DORS desktops and laptops with Windows 10 OS and latest version of Microsoft Office.
- Expanding the use of capturing customer signatures electronically and importing signature to forms in new Case Management System.

- Assess the utility and accessibility of our Distance Learning Tool, and develop additional training modules as appropriate.

FY2018 Technology Budget

- Software - $50,000
- HW/SW Maintenance and Support - $800,000
- Telecommunications - $100,000
- Case Management System - $5,564,600

FY2018 Technology Major Expenditures

- Updating software as needed.
- Monthly vendor costs for existing hardware and software maintenance and support for all programs.
- Improvements to technology infrastructure, including new desktops, laptops and associated operating systems and software, servers and switches.
- Upgrading Bridgeport Regional Office telecommunications system to statewide enterprise voice over IP system.
- Implementation of an integrated department-wide Case Management System.

DEPARTMENT OF REVENUE SERVICES

Mission

The mission of the Department of Revenue Services (DRS) is to instill public confidence in the integrity and fairness of tax collection; achieve the highest level of voluntary taxpayer compliance; continuously improve agency performance; contribute to the fiscal and economic well-being of the state; and provide a positive and professional workplace.

Technology Strategy

DRS pursues a dynamic information management and communication strategy. Our strategy:

- Supports effective research, planning and resource allocation.
- Accessibly, securely and timely informs and assists taxpayers.
- Prioritizes automation that cuts manual processing.
- Reduces fraud.
- Targets smart collections.
- Enhances communication, training and teamwork for our employees.
- Routinely provides core management analytics, key performance indicators and periodic benchmarking.

At DRS, IT strategy is integral to an overall agency strategic plan that links our resources and activities in terms of people, processes and technologies.

Given high maintenance, extensive end-of-life status, inflexibility without costly reprograming and lack of efficient integration, our technology strategy necessarily anticipates state capitalization of *near-term transition to a replacement comprehensive tax information management platform.*

Other technology future state expectations include:

- Continuous transition to paperless, automated processing and reporting that also frees up personnel resources for more effective taxpayer services and collections.
- Comprehensive, real-time information sharing, data mining and outcome tracking that is secure, accurate and accessible in the office, in the field and at home.
- Robust whole taxpayer account management driven by an outside-in perspective focused taxpayers rather than taxes.
- A wide variety of user-friendly and real time on-line and on-phone taxpayer information and taxpayer services   that maximize voluntary compliance and combat fraud.
- Work-flow improvements that reduce processing, hand-offs while improving teamwork and timeliness.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

Updated agency technology achievements include:

- Additional built-in, routine fraud screening and detection.
- Taxpayer Service Center (TSC), our primary taxpayer service automation, upgraded with improved hardware and software.
- Software upgrade from Windows Server 2003 to 2012 and from physical Servers to virtual Servers
- Automated Earned Income Tax (EITC) denial process, including notification and appeals.
- Modification of suspense processing criteria, removal of logic for unused review items and reduced backlogs.
- Application upgrades from version 2003 to 2012: Desktop Authority Trackit and BMC.
- Outlook 2013 s upgraded as part of continuing Microsoft Office suite upgrade.
- Active directory upgrade to 2013 from 2003 as part of server operating systems upgrade.
- Data Center Relocation from 25 Sigourney Street to the state's enterprise data center in Groton.
    - Building the virtual host server farm. 9 Virtual Hosts, 133 Virtual Servers.
    - Installing new SAN and migration of all virtual servers
    - Building high availability switching network.
- Upgraded Lexis/Nexis automated identity validation.
- Updated ITAS notices in preparation of major electronic content management scanning initiative.
- Developed infrastructure for implementation of a new enterprise content management (ECM) environment (3 virtual hosts, 21 virtual servers and 7 physical servers).
- Participation in new IRS "Security Summit" processor standards, identity protection and anti-fraud initiatives.
- Created interface for new payment lockbox vendor.
- Supported total rebuild of agency intranet site.
- Technical and content support for initial roll out state website and business portal.
- Planning and implementing whole agency relocation.

EGovernment

List of Online Services Available:

- Agency internet website
- Taxpayer Service Center (TSC)
- Self-service payment plan application and approval

- Refund Validation Quiz
- Language translator
- Tax Calculators
- Downloadable Forms
- Publications

List of Online Services Requested by Constituents:

- Electronic filing for real estate conveyance tax
- Improved large data transfer capabilities
- More taxpayer tutorials
- Taxpayer service chat system
- Improved searchability

List of Online Services Planned to be made available:

- Secure email built into Taxpayer Service Center (TSC).
- Additional tax types to be added to electronic filing.
- Mobile registration and payment capability.
- Self-Service payment plan application and approval for business taxpayers
- Re-design and roll-out of DRS website as part of ct.gov.

Planned Applications

- Development of a business case for the replacement of existing Integrated Tax Application System (ITAS).
- Continue phased implementation of enterprise content management (ECM)
- Launch a collaborative software application tools pilot to facilitate sharing employee knowledge and improved process workflows.
- Pilot new business research tool using K1 data and Lexis/Nexis data.
- Upgrade ITAS and Data Warehouse to latest versions of Oracle software as well as upgrade servers to Oracle Exadata platform.
- Expand use of Revenue Premier's audit selection tools and other compliance features
- Build fail-over platforms for critical processing systems at state's Springfield Data Center.
- Build an MEF archive and purge process.
- Tax clearance self- service application.

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

Hardware

- Additional Storage (for ITAS / Revenue Premier)   324,000
- Desktops (replacements Thin Client)   170,000
- Laptops - normal replacement cycle   28,000
- Tablets   30,000
- Firewall - Sonic - mobility project & beyond   60,000
- Intrusion Detection appliance   24,000
- Additional storage for the backup appliance   45,500

- Software

Services (consulting)
- Telephony (Dialer agency standards compatibility)   75,000
- Telephony (Transition remotes to LSPs)   75,000
- IT Modernization   2,750,000
- Revenue Solution Inc.   250,000

Subscriptions
- Gartner   34,500

Telecom and Data
- VeraSMART servers   15,000
- UPS Batteries, Norwich Office   5,000
- UPS Batteries, Predictive Dialer   5,000
- Wallboard displays   69,000

Total $3,960,000

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- See prior section.
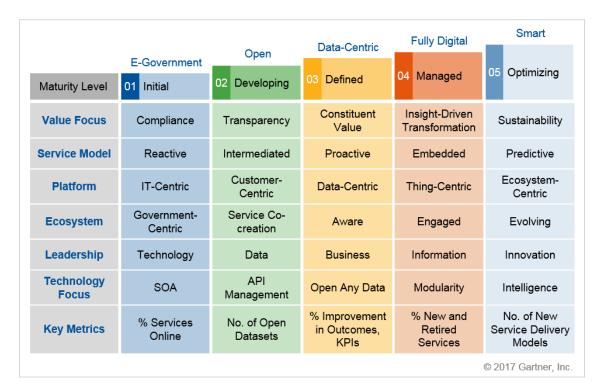
DEPARTMENT OF SOCIAL SERVICES

Mission

Guided by shared belief in human potential, we aim to increase the security and well-being of Connecticut individuals, families, and communities.

Technology Strategy

The strategy for DSS is built in 4 hierarchical layers Vision, Goals, Objectives and Plans

- **Our vision**. DSS seeks to maximize the volume and efficacy of permitted benefits for its stakeholders. We recognize this is an ongoing process that requires continually improving the capabilities. Our vision is to move up (to the right) in this maturity model to maximize the volume and efficacy of permitted benefits for its stakeholders. We recognize that all capabilities may not be at the same level at the same time but we will continuously adjust plans and strategies to improve services and service delivery.

Maturity Level	E-Government 01 Initial	Open 02 Developing	Data-Centric 03 Defined	Fully Digital 04 Managed	Smart 05 Optimizing
Value Focus	Compliance	Transparency	Constituent Value	Insight-Driven Transformation	Sustainability
Service Model	Reactive	Intermediated	Proactive	Embedded	Predictive
Platform	IT-Centric	Customer-Centric	Data-Centric	Thing-Centric	Ecosystem-Centric
Ecosystem	Government-Centric	Service Co-creation	Aware	Engaged	Evolving
Leadership	Technology	Data	Business	Information	Innovation
Technology Focus	SOA	API Management	Open Any Data	Modularity	Intelligence
Key Metrics	% Services Online	No. of Open Datasets	% Improvement in Outcomes, KPIs	% New and Retired Services	No. of New Service Delivery Models

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- **Our Goals**. DSS has some aspirational goals. We seek to:

1. Improve access to health and human services to enable our customers to gain independence, enhance health and achieve well-being.
2. Drive decision-making, collaboration and service-coordination through enhanced use of data to improve services.
3. Instill public trust by continuously improving the way we administer programs, manage our resources and operate our infrastructure.
4. Improve the citizen experience. People should find working with DSS as completive as a commercial interaction with an integrated, reliable, no hand-off, and no duplication interactive experience.
5. Frictionless digital processes. All citizen interactions should work seamlessly end to end and interact with common consumer technology. Rekeying of data and misalignment or duplication of systems and processes should be eliminated.
6. Multi-jurisdictional eco-systems. The agency recognizes the complex web of other parties that make up the authorization and flow of benefits and needs to interoperate with these partners electronically and easily.
7. Employee growth. The employees of the agency should have a rich future of training to match the increasing level of services we provide.
8. Cyber security. Virtually all of the DSS citizen data and transactions are private and deserve reliable cyber protection and assurances.

Our Objectives: In support of DSS agency goals, DSS ITS has established some initial objectives

- Build a Shared Services organization to improve efficiencies, unit cost, increase integration and common platforms.
- Provide information technology architecture, environments, and solutions which support the complex, dynamic program and service delivery requirements.
- Utilize partnerships and strategic alliances with DAS/BEST and other CT Executive Agencies to pursue and implement enterprise solutions and achieve economies of scale.

DSS recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Our plans. Our plans are designed to arrange projects to instantiate and bring to life our IT objectives.

- Please see the Planned Applications section of this document

Technology Achievements

- ImpaCT – Advanced Eligibility System - ImpaCT is the latest step in DSS's modernization process. A state-of-the-art eligibility system to improve the service we provide our clients, to help DSS be even more efficient and timely, and to make sure that Connecticut families are

getting the vital human services benefits for which they are eligible. The final wave of a deliberate, phased approach is scheduled for August 14, 2017.

- Medicaid Information Technology Architecture 3.0 State Self-Assessment (MITA SS-A)- MITA SS-A was completed for Division of Health Services, which manages the State's Medicaid program. MITA is a requirement by the Center for Medicaid & Medicare Services (CMS) for states to secure funding for the business and IT transformation across the Medicaid enterprise to improve the administration of the Medicaid program.
- **Enterprise Program Management Office (EPMO)** DSS created the Enterprise Project Management Office (EPMO) to manage the complex portfolio of concurrent, inter-related projects in the agency. The EPMO Build Out will increase the transparency of project activities and performance through the application of project management best practices, policies, processes, and industry-standard methodologies.
- **Balancing Incentive Program (BIP)** Balancing Incentive Program (BIP) supports individuals seeking community-based long term services and supports (LTSS), allowing them to avoid unnecessary institution-based care. Connecticut is implementing a No Wrong Door/Single Entry Point combined with and core standardized assessment to connect individuals to the services they need.

BIP UA 2.0 Interim Solution is targeted to Go-Live on August 7, 2017

- **Child Support – System Transition Feasibility** Study- The Office of Child Support Services (OCSS) has been using a nearly 30-year-old green-screen, character-based legacy system for administering the Child Support Program. The Office is conducting a feasibility study to understand the various options available and a cost-benefit analysis of those options. The feasibility study, a federally mandated initiative, will guide the future system implementation anticipated in 2017 – 2019.

EGovernment

List of Online Services Available:

- Pre-Screening Tool
- Benefit Details and Status
- Online Application
- Online Renewal
- Online Changes
- Document Upload
- Document submission status
- Paperless notices
- Request a Fair Hearing
- Client Survey

- Community Partner Functionality
  - ability to submit multiple applications on clients' behalf
  - document upload
  - online submission status

List of Online Services Requested by Constituents:

- Community Partner Functionality to include a Community Partner Portal
  - Client Look up, revealing benefit details and status
  - Online Renewals
  - Online Changes
- Online Periodic Review Form for SNAP
- Mobile Optimized Landing page, home page, and screen flow
- Mobile Application

List of Online Services Planned to be made available:

- Online Periodic Review Form for SNAP
- Integrated Mobile Platform
- Integrated Client Portal

Planned Applications

- Provider Registry- DSS intends to establish and develop an Enterprise Provider Registry (EPR) that aims to provide a consolidated view of provider information across and within subscribing systems.

Shared Services

- Consolidated Rules engine, Medicaid MAGI and non-MAGI rules
- Integrated Anonymous Pre-screener
- Complaint Management Solution
- Customer Relationship Management
- Post-screening after completing application
- Child Care System

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware will be procured utilizing OE General Funds and IT Bond Funds depending on the project and phase of the project
- Software will be procured utilizing OE General Funds and IT Bond Funds depending on the project and phase of the project

- Services (consulting) will be procured utilizing OE General Funds and IT Bond Funds depending on the project and phase of the project
- Telecom and Data will be procured utilizing OE General Funds.
- Technology resources supporting the BEST Center of Excellence are currently supported using IT bond funds during the DDI phase of ImpaCT. Once ImpaCT transitions into the M&O phase of the project funding will transition to OE. Some of these resources may be paid for using IT Bond funds as part of the Shared Services Project

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Shared Services -Multiple Projects
- ImpaCT
- MITA / MMIS
- Child Support System
- SSN Removal Initiative
- HIE / HIT projects

DEPARTMENT OF TRANSPORTATION

Mission

- Provide Safe and Secure Travel
- Reduce Congestion and Maximize Throughput
- Preserve and Maintain our Transportation Infrastructure
- Provide Mobility Choice, Connectivity and Accessibility
- Improve Efficiency and Reliability
- Preserve and Protect the Environment
- Support Economic Growth
- Strive for Organizational Excellence

Technology Strategy

- Provide Technological Solutions to support the Agency's Mission whenever and wherever applicable.
- Promote Technology and Business Partnerships within the agency.
- Manage Day to Day Technology Operational Excellence.
- Increase business efficiencies and reduce costs through innovative Technology.
- Enhance the Agency's Public/Contractor Outreach through Technology
- Maintain Technology Governance established by the DAS Bureau of Enterprise Systems and Technology.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm

Technology Achievements

- Successfully implemented the customized GIS ESRI collector application. The application was developed to assist field inspectors with the collection of data used to determine the status of corrugated metal pipes within our state.
- Successfully completed the proof of concept of the Automatic Vehicle Location (AVL) solution. AVL device (modem, GPS) and camera have been installed in 16 trucks assigned to the East Hartford garage. The solution using ESRI base map provided to Maintenance management the location of the trucks during a winter storm. Also, Maintenance management was able to see, remotely, the condition of the routes using the cameras installed in the trucks. These features helped management to make decisions related to the operation of the fleet during the storm.
- E-Construction is a federal initiative to eliminate the use of paper by construction field personnel via the use of mobile devices such as tablets. DOT IT staff has deployed more than

200 Windows tablets to Construction staff with connectivity to DOT applications for increased efficiency and productivity with more deployments planned for FY18.

- Successfully implemented the IT infrastructure for the new Component Change out (CCO) Shop. IT installed data communication switches, phone system, servers and storage and oversee the move of DOT users to the facility. This major (300,000 Sq Ft) facility consists of a maintenance shop with 13 car spots on 3 tracks with overhead cranes and floor lifts to allow easy removal of major car components (trucks, HVAC units, pantographs), support shops to repair and maintain the major car components, parts storage facilities, offices and welfare facilities for employees, a training facility, a security suite with command center and MTA police offices, MTA/Metro North Railroad offices, CTDOT offices, and a communications hub.

EGovernment

List of Online Services Available:

- CVISN Oversize/Overweight Online Permitting System

List of Online Services Planned to be made available:

- Online permitting for Encroachment Permits
- Online permitting for Livery Permits

Planned Applications

- Grant Application for Highway Safety division: The Department of Technology Services, as part of the LEAN initiative, and with the objective to streamline the Highway Safety Office (HSO) enforcement grant approval and reimbursement process will develop a system that will mitigate time rectifying human error in reporting and will allow timely submissions of grant applications and reimbursement. The goal is to create a user-friendly system that meets reporting needs of the National Highway Traffic Safety Administration (NHTSA), HSO, DOT Fiscal Administration Office, and sub-grantees.
- Inventory Counting System: The Department of Technology Services initiated a Proof of Concept (POC) with Microsoft to outline the development of a barcode inventory application that would use scanner technology to count and record inventory levels. The proposed barcode inventory scanning application would allow the Agency to streamline the current Physical Inventory Process, reducing the time and staff required to complete a Physical Inventory. The application will also enable material Stockroom Managers to perform their weekly Inventory Cycle Counts in a more efficient manner. Projected uses for the barcode inventory scanning program include; receiving inventory, assigning locations, recording and issuing manual stock requests.

FY 2018 Technology Budget

Description	Budget
IT Consultant Services	25,000
IT Data Services	35,000
IT Hardware Maint & Support	280,000
IT Software Licenses/Rental	1,422,393
IT Software Maint & Support	300,000
Cellular Communication Services	70,000
Internet Services	25,000
Telephone Repair & Maintenance	13,000
Telephone Installation	1,000
Loc/Long Distance Telecomm Sv	630,929
Television/Cable Services	41,000
IT Supplies	45,000
General Office Supplies	3,000
Minor Equipment	16,000

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Replacement of end of life network and server hardware.
- Maintenance of software licenses.
- Mobile devices to support E-Construction initiative.

DEPARTMENT OF VETERANS AFFAIRS

Mission

The mission of the Department of Veterans Affairs (DVA) is "Serving Those Who Served." DVA serves Connecticut's Veterans by advocating for Veterans' interests and assisting them in obtaining entitlements and benefits through the Office of Advocacy and Assistance (OAA) around the State. In addition, DVA provides health, social and rehabilitative services through the Levitow Healthcare Center (HCC) and the Residential and Rehabilitative Program at the Connecticut Veterans Center in Rocky Hill. Finally, DVA honors Connecticut Veterans and eligible dependents through its Cemeteries and Memorial Services.

Technology Strategy

DVA's technology strategy is to partner with the DAS/Bureau of Enterprise Systems and Technology in order to support DVA's mission effectively and efficiently, including:

- Modernizing DVA's prescription drug order and delivery to patients by deploying an automated compounding, packaging and dispensing system.
- Finalizing DVA's Electronic Medical Records system deployment.
- Modernizing DVA digital information platforms.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Deployed the long-term care pharmacy management system.
- Upgraded the internal switching network in the HCC.
- Upgraded the Blood Glucose Monitoring System.
- Streamlined the IT request for service process.
- Completed a campus-wide wireless service assessment to determine future needs of connectivity for DVA staff and Resident Veterans.
- Kicked off the second annual cyber security awareness training program.
- Opened the Veterans Entertainment and Technology ("VET") Connection on Campus providing 24/7 internet access and other technology support for Veterans.
- Installed the Dragon dictate software in the HCC.
- Deployed the EMR Patient Billing and Clinical updates.
- Deployed 3 kiosks in each unit of the HCC for a total of 18.
- Ongoing updates to the structure and substance of the DVA website.
- Upgraded the Fulemaster device on campus in conjunction with Department of Labor.

- Opened a new training room for campus-wide eTraining needs.

EGovernment

List of Online Services Available:

- Electronic donations.

List of Online Services Requested by Constituents:

- Application for CT Wartime Service Medals.
- Application for Drivers Licenses Flags Approval.
- Application for Veteran-owned Micro-Businesses Certification.

List of Online Services Planned to be made available:

- DVA mobile application.
- Early migration of the DVA website to the new CT.Gov portal.
- Application for CT Wartime Service Medals.
- Application for Drivers Licenses Flags Approval.
- Application for Veteran-owned Micro-Businesses Certification.
- Healthcare Center and Residential Facility applications.

Planned Applications

- Full deployment of the Electronic Medical Records system and the automated prescription drug order and delivery system will be finalized during this fiscal year.
- Electronic Personnel Leave Approval Process.

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware – Upgrade of critical switches and campus wide wireless.
- Software – Ongoing maintenance and support of current software.
- Services (consulting) – The project manager will finalize the EMR project by the end of Q2 of fiscal year 2018.
- Subscriptions – Renewal of current subscription based services. There is nothing additional planned as of this writing.
- Telecom and Data – Determine storage needs of legacy data and assess the growth of data and the storage requirements for the EMR and pharmacy systems.

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Campus wide wireless initiative.
- Campus wide fiber upgrade.
- Climate and access control in all data closets.

DIVISION OF CRIMINAL JUSTICE

Mission

To investigate and prosecute all criminal matters fairly, consistently, and with the highest regard for public safety and the rights of all persons.

Technology Strategy

Technology - Support the integrity of criminal investigation and prosecution through enhanced, state-of-the-art technology to store, retrieve, share, and display (e.g. for trial purposes) information.

Communication - Enhance communication between the Division and other state and local law enforcement agencies relative to criminal investigations and prosecutions. State Systems - Maintain the agency's ability to use, and grow with, state systems, which support its administrative and financial operations.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Digitization and deployment of internal and external SharePoint sites for Capitol Murder investigations and appeals.
- Upgrade and migration of all agency servers on Microsoft Windows Server 2008 R2 to Microsoft Windows Server 2012 R2 or above.
- Signed a contract for the Case Management System with Journal Technologies.
- Kickoff of the Design Phase of the Case Management System. Formed the Governance Steering Committee and Working Committee.
- Began the installation and configuration of Active Directory Federated Services.
- Continued roll out of flash drive images using Windows 8 To Go software to meet DCJ audio and video business requirements.
- Creation and deployment of new device images utilizing the Microsoft Deployment Toolkit
- Upgraded the Voice Mail System

EGovernment

List of Online Services Available:

- The Division of Criminal Justice does not currently provide any online services and there are no services planned for the near future.

- We do have a traffic stop complaint form that we make available on our web page. However, that form must be submitted with the police department that made the initial traffic stop.

Planned Applications

- The agency needs to implement the new Case Management System. This system is required to support the statewide Criminal Case Management needs of the Division of Criminal Justice (DCJ). The project includes a central repository of criminal case data to be shared statewide by all DCJ Districts and Bureaus and integrate with the statewide Criminal Information Sharing System (CISS) that is being developed by CJIS.
- Implementation of Active Directory Federated Services so that we can efficiently communicate with Judicial and the CJIS systems.

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $1,015,775
- Software $1,436,156
- Services (consulting) $ 898,960
- Subscriptions $ 75,953
- Telecom and Data $ 51,623

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Commvault Enterprise Backup $131,050
- Microsoft Enterprise Agreement $173,544
- JTI EProsecutor Licenses $990,000
- JTI Case Management System
    Services $739,000
- HP Storage Solution for CMS $845,481
- HP Servers for CMS $110,830

OFFICE OF THE ATTORNEY GENERAL

Mission

The Attorney General is the chief civil legal officer of the state. The Attorney General's Office serves as legal counsel to all state agencies. The Connecticut Constitution, statutes and common law authorize the Attorney General to represent the people of the State of Connecticut to protect the public interest. Among the critical missions of this office are to represent and vigorously advocate for the interests of the state and its citizens, to ensure that state government acts within the letter and spirit of the law, to protect public resources for present and future generations, to preserve and enhance the quality of life of all our citizens, and to ensure that the rights of our most vulnerable citizens are safeguarded.

Technology Strategy

The Information Technology (IT**)** Unit, as part of the Administration Department, is responsible for providing information technology support services to all departments of the Office of Attorney General. The needs of the Office are handled in a responsive, innovative and cost-effective manner by proactive support of all hardware, software and network infrastructure. The unit is responsible for finding better and more efficient ways to use technology within the legal industry. The goal is to make the office more efficient and productive in serving our clients.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Created an online Public Inquiry intake form and process. This allows our constituents to enter a complaint or request electronically from any computer. This includes uploading relevant documents. This data is then automatically pushed out to our in-house MMS, LawBase.
- Daily support of Agency Systems with 100% up time during business hours.
- Continually updates to our intranet for employees, called AGNET. This provides a central location for forms, blogs, training and notices.

EGovernment

List of Online Services Available:

- Access to the Attorney General's Formal Opinions.
- Helpful Quick Tips for consumer issues in 6 languages
- Links and information helpful to seniors, children, charities and consumers
- On-Line Complaint form

List of Online Services Requested by Constituents:

- On-line complaint form – Completed 1st Quarter 2017.

Planned Applications

- Upgrades to LawBase, Case Management System
- Upgrades to iManage, Document Management System

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware – $400,000
- Software - $50,000
- Services (consulting) - $25,000
- Subscriptions - $140,000
- Telecom and Data - $0

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- In preparation of our Agencies move to 165 Capital Avenue, we will be doing a server infrastructure refresh. This will be in the Groton data center with a fail over to Springfield. We expect to start the discussions with BEST in the 1st Quarter 2018. The estimated cost is very broad at this time but it is expected to be in the $400,000 range.

OFFICE OF THE CHIEF MEDICAL EXAMINER

Mission

To provide accurate certification of the cause of death and to identify, document and interpret relevant forensic scientific information for use in criminal and civil legal proceedings necessary in the investigation of violent, suspicious and sudden unexpected deaths, by properly trained physicians. Providing such information may prevent unnecessary litigation, protect those who may have been falsely accused, and lead to proper adjudication in criminal matters. Medicolegal investigations also protect the public health: by diagnosing previously unsuspected contagious disease; by identifying hazardous environmental conditions in the workplace, in the home, and elsewhere; by identifying trends such as changes in numbers of homicides, traffic fatalities, and drug and alcohol related deaths; and by identifying new types and forms of drugs appearing in the state, or existing drugs/substances becoming new subjects of abuse.

Technology Strategy

The role of the Information Technology Unit is to assist the Office of the Chief Medical Examiner (OCME) in reaching its mission critical objectives by ongoing improvement of the efficiency and effectiveness of processes through automation; enhance service delivery to customers through e-Government initiatives where possible; and providing the support services necessary to maintain our accreditation with the National Association of Medical Examiners (NAME). OCME recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Implemented the OPM technology grant to add four display screens to integrate real time viewing of the current status of agency case management throughout the operation areas.
- Refresh one agency server at the end of useful life and no longer supported by the manufacturer.
- Refresh personal computers that were off of manufacturer support.
- Ongoing modifications to the Quincy Technology case manager database system.

EGovernment

List of Online Services Available:
- None

List of Online Services Requested by Constituents:
- On-line payment for fees (including medical reports and autopsy fees) and   services.

List of Online Services Planned to be made available:

- Will work with Core-CT to pursue on-line payment for fees and services

Planned Applications

- Adding WIFI access points in the agency building to increase data access in a hardened cement building to add another 1st floor and 3rd floor access points for the new Core-CT wireless asset scanner.

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware desktop refresh estimated $11,000.
- Software Quincy Case Manager contract license rental and maintenance support estimated at $40,000 [Master agreement supplement not issued to date].
- Services (consulting) None planned to date.
- Subscriptions None planned to date.
- Telecom and Data Estimated at Telephone $20,000, Cell $18,000, IT Data Domain/Net $10,056

FY 2018 Technology Major Expenditures

All planned agency technology expenditures in excess of $100K:

- Depending on the CT Lean Medical Records grant resubmission for consideration, the agency may expend funds close to $100, 000. The specific plan will depend on how the agency request proceeds through the process and if/when the funds were to be made available.

OFFICE OF EARLY CHILDHOOD

Mission

To support all young children in their development by ensuring that early childhood policy, funding and services strengthen the critical role families, providers, educators and communities play in a child's life.

Technology Strategy

The OEC's technology strategy consists of two primary initiatives.

1) To build an Early Childhood Information System (ECIS) to house our own data and strengthen existing OEC data systems to enable the agency to manage programs with child and program level data that is unduplicated. Specifically, ECIS is being built to develop several transactional data modules into a holistic system which includes a Data Warehouse and Business Intelligence System among others. The goal is to be able to link data across children, settings, and personnel participating in publicly funded early childhood programs. The ECIS will enable easier data linkages with fellow human services, education and health agencies to advance better outcomes and efficiencies, assess performance, and more.

2) Beyond the ECIS data system, OEC will increase capacity to share data between agencies in order to work with sister state agencies to achieve better outcomes for families with young children. Specifically, the OEC intends to build on participation in P20WIN and relationships with DSS, DCF, and DOL to build integrated data system capacity for data sharing.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Phase 1 of the Early Care and Education and Home Visiting modules were put into production for ECIS.
- Completed the planning of the software upgrade for the Care 4 Kids Child Care Management Information System (CCMIS). Submitted a request for funding for this initiative through the Information Technology Capitol Investment Program.
- Continuing the migration of the Birth to Three Software System from a BEST managed environment for DDS to a BEST managed environment for OEC/SDE.
- Secured multiple grants for technical assistance for integrated data system development in partnership with other agencies, including support from the Actionable Intelligence for Social Policy group at University of Pennsylvania.

EGovernment

List of Online Services Available:

Early Care and Education

Care for Kids (managed by United Way of CT)

- On-line forms
- On-line applications
- On-line redeterminations
- On-line electronic payment registration
- Electronic invoices for providers

State Pre-K and Child Development Centers

- Enrollment through ECIS

211 Child Care (managed by United Way of CT)

- Child Care Provider look-up

Quality Improvement Division

Workforce Registry

- Account application
- Role access requests
- Submission of documents
- Search for consultants, trainers
- Request ECTC, Head Teacher certificate
- Request scholarship assistance
- Produce program-level reports, including NAEYC proxy report

Quality Improvement Training and TA System (managed by United Way of CT)

- On-line training registration

Family Support Division

- On-line forms for Birth to Three
- On-line applications for Birth to Three
- Reporting of service plans and monthly services for Birth to Three
- Service provider reporting for registered providers (Home Visiting Programs)
- Training registration (Home Visiting Programs)

Licensing Division

- On-line licensing status look-up of Child Care and Youth Camp providers through eLicense

List of Online Services Requested by Constituents:

Early Care and Education Division

Care for Kids

- Union Dues Deductions

Licensing Division

Child Care and Youth Camp License renewal

List of Online Services Planned to be made available:

Early Care and Education Division

Care for Kids

- Union Dues Deductions

State Pre-K and Child Development Centers

- Monthly Attendance
- Parent Fee calculator

Planned Applications

- The design and implementation of a statewide Early Childhood Information System
- Software upgrade of the Care 4 Kids Child Care Management Information System (CCMIS) into DSS IMPACT.
- Migration of the Birth to Three Transactional Data System software from a BEST managed environment for DDS to a BEST managed environment for OEC/SDE.
- New Workforce Registry managed by OEC/SDE
- Home Visiting transactional data system module of ECIS

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware - $60,000 (For central and remote program and office staff)
- Software - $200,000 (For software licenses & maintenance and support)
- Services (consulting) - $1,832,660 (For ECIS, data innovation, Bto3)
- Subscriptions - $15,000 (For program staff)
- Telecom and Data- $800,000 (OEC portion if federal SNAP data grant)

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- The design and implementation of a statewide Early Childhood Information System in partnership with the State Department of Education.
- Software upgrade of the Care 4 Kids Child Care Management Information System (CCMIS).
- SNAP-Childcare data integration project and other cross agency data integration projects.
- Childcare provider background check management system to comply with federal law.

OFFICE OF POLICY AND MANAGEMENT
Mission

OPM functions as the Governor's staff agency and plays a central role in state government, providing the information and analysis used to formulate public policy for the State and assisting State agencies and municipalities in implementing policy decisions on the Governor's behalf. OPM prepares the Governor's budget proposal and implements and monitors the execution of the budget as adopted by the General Assembly. Through intra-agency and inter-agency efforts, OPM strengthens and improves the delivery of services to the citizens of Connecticut, and increases the efficiency and effectiveness of state government through integrated process and system improvements.

Technology Strategy

- Focus on partnering with divisions to help them do their jobs more efficiently through the use of technology.
- Continue to support Lean initiatives that have an IT component that is integral to the success of the project and the mission of the agency.
- Give staff the tools they need to do their job effectively and make the experience as seamless as possible.
- Provide a hardware infrastructure to facilitate the execution of our business continuity plan.
- OPM recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm

Technology Achievements

- Deployed a Storage Area Network (SAN) to meet agency business continuity goals. The SAN is a high speed network of storage devices that connects those storage devices to servers providing redundant storage for network files. The SAN also allows for users' desktop computers to be backed up to the network for an added layer of protection from data loss.
- Upgraded the Renters Rebate program to interface directly with the new Department of Social Services (DSS) Impact system. This provides a more accurate grant amount for the applicant during the application process while providing added security of the DSS client data.
- In conjunction with the Data Collection and Grants Management Unit, developed a fully automated system for the submission of applications and determination of exemptions and reimbursements under the Veteran's Additional Exemption tax relief program. Towns will electronically file claims which will provide real-time reimbursement information and streamline the data collection process. This system is being launched in July of 2017. The automation of this process will reduce the staff time currently needed for data entry and result in the availability of data for analysis in a much timelier manner.

EGovernment

List of Online Services Available:

- Renters Rebate – Provides a partial rebate of rent and utility expenses to lower income elderly and totally disabled renters
- Sales Ratio – Used to collect annual real estate sales data, by town, in order to calculate the Equalized Net Grand List.
- M13 (Grand List of Taxable Property) – Used by municipalities to collect Grand List assessment data in order to calculate the Equalized Net Grand List.
- Veteran's Additional Exemption Tax Relief Program – Used by municipalities to collect property tax exemptions for eligible veterans and apply for a reimbursement of lost property tax revenue based on program guidelines.
- The Criminal Justice Policy and Planning Division now has 186 sub-recipient grant awards across 19 separate Federal Programs and 2 State Programs under active management in the Grantium Grants Management System. The total value of the grant projects under active management is approximately $18.3 million dollars.
- Notice of Intent (NOI) – A web based application State agencies use to gain permission from OPM to allow the agency to apply for a federal grant. Once approved, the agency can then submit the grant application to the issuing federal agency.
- Open Data Portal – Participate in the State's effort to make raw government data open to the public to increase transparency and provide useful information.
- Universal Chart of Accounts (UCOA) - The State of CT made available to the public in April of 2016 the Municipal Benchmarking Website. The information provided on the website resulted from the collection of municipal financial data and cross-walking that data through use of a mapping tool, to the State developed UCOA for municipalities. Municipalities are now able to compare their benchmarks against other municipalities, understanding that the benchmarked data would provide a level of consistency from one municipality to another.
- Business Intelligence - State Analytical Reporting System (BI-STARS) - The system provides the State with advanced analytical and reporting capabilities for human resources/financial management and will enhance decision making. The goal is for STARS to become the statewide data repository for human resources and financial data.

Planned Applications

- OPM will be piloting the centralization of certain grants management functions due to reductions in OPM's operating budget and the inability to refill positions. Some level of automation will be implemented until such time as we can assess the Core-CT product offering.

- We will continue to upgrade aging legacy applications and use Lean methodologies where possible to make our business processes more efficient. For example, in conjunction with the Data Collection and Grants Management Unit will automate system for the electronic submission of municipal assessment information for the State-Owned and College and Hospital Payment in-Lieu-of Tax programs. The assessment data will provide the information needed to formulate public policy for the State and assist in preparing the Governor's budget proposals. It is expected that this system will be rolled out for the submission of grand list year 2017 data, due to OPM April 1, 2018. The automation of this process will reduce the staff time currently needed for data entry and result in the availability of data for analysis in a more timely manner.

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware (CEPF) –
    - Network switch for fail-over redundancy (approximately $10,000)
- Software –GoToMyPC and GoToMeeting renewals (approximately $9,000)
- Services (consulting) –
    - Possibly insource web hosting to the Groton Data Center (GDC), while keeping one hosted application at The Computer Company. Other Expenses (OE) budgeted amount approximately $28,000.
- Subscriptions - not applicable

FY2018 Technology Major Expenditures

n/a

State of Connecticut
IT Strategic Plan for Fiscal Year 2018

OFFICE OF THE SECRETARY OF THE STATE
Mission

Through the commitment of a knowledgeable staff and advanced technology, the Office of the Secretary of the State works as a team to provide a wide range of services for the people of Connecticut.

We are a repository of records for the State, and provide important information and resources regarding business and commercial filings, elections and authentication as prescribed by the constitution, federal and state laws.

We seek to support business development opportunities, and foster a more inclusive political process by educating, informing and engaging communities and youth in civic participation.

Technology Strategy

In support of our mission, the Office of the Secretary of the State has focused its technology strategy in 3 areas: 1) providing our constituency with useful, reliable and user friendly online services; 2) enhancing transparency by providing easy and timely access to agency information and services; 3) improving the efficiency and accuracy of internal processes.

The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- In November, 2016, the agency used its new Election Management System (EMS) during the General Election. The system provides comprehensive back office functions for elections officials, but its most notable feature is real time electronic reporting of results, including a public facing results web site. All 169 towns utilized the system during the General Election. The system received praise from multiple constituents. In early 2017 the system was enhanced and tested to support its utilization for the 2017 municipal elections.
- The office awarded a contract for a turnkey ballot marking system for the disabled. During the months of September and October, 1102 systems were delivered to the towns and approximately 500 elections officials were trained. The system was successfully utilized during the 2016 General Election.
- The Audit Station Project (high-speed scanners) was successfully piloted for post-election polling location audits for the 2016 General Election. The Agency selected 9 polling locations to participate. The automated audits averaged approximately 2.5 hours for around 3000 ballots and were performed by the 2 registrars of the respective town. The manual process typically would take 6 to 8 hours and the town would hire 4 workers in addition to the 2 registrars to manually count the ballots.

- Motor Voter Phase 1 – This project automated the voter registrations and change of addresses processed through the DMV. Each night DMV passes new registration and change of address records to the Centralized Voter Registration System (CVRS) for processing using batch files. Once the records are process by CVRS, they are presented to the registrars the next day in their dashboard for review.
- A contingency Voter Lookup System was developed and hosted in the AWS govCloud. The voter data is uploaded to this system on a regular basis 2 months prior to an election. This system can be used in the event that there is an issue with CVRS or the state network.
- Enhanced the CONCORD system to support the requirements of LLC act PA 16-97
- Additional online functions were added to the CONCORD business registration system during 2017. Customers may now file business formation documents online for most entity types. This new service is more convenient for the customer, as well as reducing the turnaround time for formations.

EGovernment

List of Online Services Available:

- Election Management System System / Election Night Reporting
- Online Public Meeting Notice Calendar System
- Online Business Formations for Domestic (LLCs, LLPs, Corps) and Foreign (LLCs, LLPs, Corps)
- Partnership with CT Data Collaborative to use web-based data visualization tools to interpret raw data about Connecticut businesses
- Online voter registration and mobile app
- Online voter and polling location lookup tool
- Centralized Voter Registration System
- Online filing of annual reports for business entities
- Online certificate of good standing
- Amending existing business entities
- Submission of UCC filings
- E-Regs: centralized state regulations creation and publication
- Online State Register & Manual ("Blue Book")
- Business start-up tool for LLCs
- Improved Business Search Function – Connecticut Business Portal (Connecticut Data Collaborative)
- Online training services for local election officials and poll workers

List of Online Services Requested by Constituents:

- Online access to original filing documents of businesses

List of Online Services Planned to be made available:

- Online registration and renewals for notary.

Planned Applications

- Upgrade the eRegulations System
- Electronic storage and retrieval of online business filings (eliminate printing and paper storage)
- Sole Proprietor Registration System (trade names)
- Replacement evaluation for the CONCORD system
- Evaluation of Electronic poll books
- Migration of the SOTS web site to Sitecore WCMS

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $327,400   includes maintenance
- Software $1,117,044   includes maintenance
- Services (consulting) $ 704,092
- Subscriptions $ 22,300
- Telecom and Data $ 316,900

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Upgrade the eRegulations System
- Electronic storage and retrieval of online business filings (eliminate printing and paper storage)
- Sole Proprietor Registration System (trade names)
- Maintenance of CONCORD System (business registration application)
- Maintenance of CVRS System (centralized voter registration system)
- Maintenance of IVS System (Ballot marking system for disabled voters)
- Maintenance of E-Regs system
- Electronic Poll Books (bonding project)

OFFICE OF THE STATE COMPTROLLER

Mission

To provide accounting and financial services, to administer employee benefits, to develop accounting policy and exercise accounting oversight, and to prepare financial reports for state, federal and municipal governments and the public.

The State Comptroller adjusts and prepares all accounting statements relating to the financial condition of the state and/or settles all demands against the state not first adjusted and settled by the General Assembly. OSC utilizes the Core-CT computerized system to provide for the budgetary and financial reporting needs of the executive branch; to pay all wages and salaries of state employees; and to administer miscellaneous appropriations including the procurement of medical, dental and pharmacy benefits.

Technology Strategy

OSC has standardized its enterprise systems on Oracle's PeopleSoft ERP applications. This approach consists of two primary infrastructure components. At the database tier OSC utilizes Oracle Exadata Database machines to create highly available multi-node clusters. The application and presentation tiers are virtualized and hosted with VMware VSphere technologies running Linux virtual machines. This strategy allows OSC to build and deploy reliable and cost effective solutions, based on industry standards, to meet the office's evolving technology needs. The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Upgraded Core-CT Financial system from PeopleSoft version 9.1 to version 9.2
- Completed the implementation of the PeopleSoft Pension Administration system including MERS and SERS members. Applied new pension system technology to drastically reduce the retiree finalization backlog.
- Completed the UCONN HRMS implementation and integration into the Core-CT system.
- Continued to expand the scope and features provided by the PeopleSoft Customer Relationship Management (CRM) system.

EGovernment

List of Online Services Available:

- OpenConnecticut, a central hub for all of the state's financial data and reports that had historically been scattered across agencies and websites. Since launching the site, Connecticut has improved its grade in financial transparency from a B- to an A+ this year in U.S. PIRG's annual "Follow the Money" financial transparency survey. This year's report declared Connecticut one of the top five leading states with the most comprehensive transparency websites.

List of Online Services Requested by Constituents:

- N/A

List of Online Services Planned to be made available:

- Enhancements to OpenConnecticut
- State Retiree Portal

Planned Applications

- A retiree self-service Portal providing access to pay advices, 1099-R forms and retiree self-service documents and features.
- PeopleSoft Finance 9.2 Release 2 - Implement new modules in Core-CT to support the end to end supplier contracting process
    - Supplier Contract Management
    - eSupplier
    - eSettlements
    - Grants Management

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Software and Hardware Maintenance $4.5M
- Services (consulting) $4M

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Software and Hardware Maintenance
- Finance Release 2 Consulting Services
- Two Factor Authentication

State of Connecticut
IT Strategic Plan for Fiscal Year 2018

OFFICE OF THE STATE TREASURER

Mission

To serve as the premier Treasurer's Office in the nation through effective management of public resources, high standards of professionalism and integrity, and expansion of opportunity for the citizens and businesses of Connecticut.

- Provide a reliable cost effective combination of staff, vendors, systems, equipment and software to support the Treasury responsibilities.
- Provide adequate training for the Treasury staff on all systems.

Technology Strategy

Strive to support the Treasury divisions with systems and tools that deliver services and information to support the Treasury, the state and constituents through professional IT staff using cost-effective reliable, innovative technologies. This is done by:

- Improving IT efficiencies,
- Reducing infrastructure complexity,
- Increasing the use of enterprise and shared applications.
- Leverage shared services across government agencies, offices and divisions to increase value-added benefits while eliminating unnecessary duplication and reducing costs.
- Updating or replace old hardware and legacy programs as needed,
- Working with BEST on innovative solutions.
- Working with third party sources that can provide efficient, cost-effective services.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Treasury and Comptroller teams have finished the initial phase on how to integrate of accounting modules for legacy Treasury financial programs and a turn-key accounting programs into the enterprise CORE CT systems. Additional funding and implementation is required to complete the integration into CoreCT.
- To Increase the Treasury's disaster recovery capabilities, the Treasury has installed a HP server VM host in the Groton Data Center (GDC) to house virtual servers. This allows the Treasury to backup virtual servers from the Treasury in Hartford down to GDC using VEEAM backup software.
- A new Avaya Treasury phone system was installed and the IT staff received training to manage it.

- The Cash Management division completed improvements to banking services for the Treasury, Office of the Comptroller and other state agencies:
  - Remote check deposit technology at individual agencies to speed deposits and reduce banking fees,
  - Payee positive pay services to protect against check fraud.
  - The daily Cash Management operational system tools were rewritten in .Net/SQL from Visual FoxPro and are now operational.
- Completed the implementation of a new debt investor services website.

EGovernment

- *Office of the State Treasurer's Web Site* – The Treasurer's website has a wealth of information posted for citizens, businesses, Connecticut government, and towns.
- *The Big List* - In Connecticut, the Treasury collects and safeguards money and other valuables which have been unclaimed for specific periods of time, generally three to five years. Unclaimed assets include, but are not limited to: savings or checking accounts, un-cashed checks, deposits, stocks, bonds or mutual fund shares, travelers' checks or money orders and life insurance policies. The Big List is a website that provides the interface where people can retrieve the lost property. It is managed by a third-party vendor.
- *STIF Express* - The Treasurer's Short-Term Investment Fund (STIF) is a Standard & Poor's AAAm rated investment pool of high-quality, short term money market instruments managed by the Cash Management Division. Created in 1972, STIF serves as an investment vehicle for the operating cash of the Treasury, state agencies and authorities, municipalities, and other political subdivisions of the State. STIF Express gives on line access to customer accounts.
- *Connecticut Higher Education Trust* - CHET is a tax-advantaged, low cost savings program specifically designed to help families save for future college costs. The funds can be used at accredited colleges and universities across the country, including vocational and technical schools, and some colleges abroad. The program manager is TIAA Tuition Financing Inc., which maintains a website, www.aboutchet.com. CHET also includes CHET Baby Scholars and CHET *Advance* Scholarship, each with unique web pages managed by TIAA Tuition Financing Inc.
- *BuyCTBonds* is a Treasury website that provides interested investors with information on State of Connecticut bonds when they are offered for sale to the public. This website is used in advertising (print, digital and radio) when bonds are offered for sale. Included in this site: Information on the State (economic, geographic, credit, etc.) and information on the bonds being offered for sale (terms, maturity dates, security, and broker phone numbers).
- *Information Report for Potential Vendors* - Vendors and prospective vendors of the Office of the Treasurer are required to download and complete the Employer Information Report which provides demographic information regarding the workforce of such firms as well as

other legal and compliance documents, available in the Doing Business section of the Treasury website.

- *Financial Education:* Treasurer Denise L. Nappier has served as a catalyst and an effective advocate for financial literacy across the state. She has developed initiatives that provide economic opportunities for Connecticut citizens through asset- building programs and financial education. A major goal of the effort is to ensure the accessibility of these programs to youth, adults across the generations and underserved populations in the state. The Treasury offers a wide range of financial education information on its website.
- *The Second Injury Fund* – The Second Injury Fund has two websites that provide various documents and collects data to manage funds collected from all Connecticut businesses which then cover the worker compensation costs for services detailed in Public Act 95-277.

Planned Applications

- Continue to update legacy programs.
- Continue to improve disaster recovery services with BEST
- Improve the new Second Injury Fund Client Processing and Reporting system linkages to CORE-CT.
- BEST SharePoint services
- BEST FileNet services
- Implement Content Management System for the website
- Cash Management PeopleSoft module for CORE-CT.
- Complete the update from legacy software to AccountMate Software.

FY 2018 Technology Budget

- Hardware – 20% of the total IT equipment will be replaced. - $50,000 (desktops, portables, printers, a new NAS purchased)
- Software – Upgrading Microsoft and additional required software. - $25,000
- Services for consulting - Hardware replacement contract with System Maintenance Services, and software consulting for new applications. - $65,000
- Subscriptions - $40,000
- Telecom and Data - $110,000
- Network switch equipment upgrade - $5,000
- Equipment for BEST to improve Treasury disaster recovery - $20,000
- AccountMate Software $47,000

FY 2018 Technology Major Expenditures

The major projects that are planned to start in Fiscal Year 2018.
- Debt Management System Legacy Conversion - $1,200,000

STATE DEPARTMENT OF EDUCATION

Mission

To utilize technology to support the department's efforts to achieve the goals outlined in the State Board of Education's Five-Year Comprehensive Plan. To ensure data systems and technology infrastructure support the State Department of Education's (SDE) operations in meeting all state and federal requirements for the collection and reporting of student, teacher, financial and district data.

Technology Strategy

- Support the Connecticut Technical High School System's (CTHSS) 18 schools and two satellite sites by providing a broad suite of technology support services.
- Provide robust and streamlined application services to the department, local and regional school districts, charter schools and Regional Educational Service Centers (RESCs). These applications will provide for accurate, timely and secure data collection, processing and reporting.
- Provide secure, timely and accurate data stewardship of SDE's data – from data collection, certification and processing to importing into the State Longitudinal Data System (SLDS).
- Continue to mentor and build staff skills in all areas of technology including, but not limited to, application development, server installation and virtualization, networking and security.
- Implement best business practices around help desk services, project management, hardware/software life cycle management, and SDLC for application development.
- Implement best practices regarding risk mitigation plans, disaster recovery and business continuity planning, and providing high availability systems and services.
- The agency recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Major Enhancements to the Regional School Choice Office (RSCO) Application.
  - RSCOSD – RSCO seat declaration system for RSCO partners and Open Choice school districts; and the Hartford Resident Open Choice All District Option.
  - Suburban Resident Open Choice Registration – Hartford School District can use the Open Choice Enrollment application to verify enrollment and registration information.
- Development of the Education Financial System (EFS).
  - Completed the overall requirements and design of the new Education Financial System, which consolidates data collection requirements for the ED001 End-of-Year School Reports, federal expenditure reporting, and the Uniform Chart of Accounts (UCOA) reporting into one data collection for school districts.
  - Completed design and prototype of the Standard District/School Level General Ledger Financial Data Collection process.

- Developed application for the School Nutrition Office and participated in a U.S. Department of Agriculture (USDA) Pilot Program to include Husky A/Medicaid as determining benefit sources for students receiving Direct Certification benefits of Free and Reduced lunches in participating National School Lunch Program Districts. This is the first time that reduced price lunches have been included as a Direct Certification benefit. Application is being rolled out this summer.
- Implemented Educator Preparation and Reading Survey for all school districts.
- Enhancements to Teacher Certification systems, including new storage of e-Transcripts; e-mailing of certification alerts; removal of Praxis Core Tests in reading, writing, mathematics and the Praxis Core waiver. Implementation of a new electronic alert for certifications that have been flagged for investigation.
- Implemented major enhancements to Special Education applications, including enhancements to the Restraint and Seclusion application, the Early Childhood Outcomes (ECO) application, and the implementation of a new Special Education Excess Cost Grant (SEECG) application.
- Continued buildout of server and network infrastructure to the State Data Center in Springfield. This is a major accomplishment that mitigates major application availability risks and allows for an entirely new, higher level of availability, disaster recovery and business continuity.
- Successfully moved and deployed the SDE and the Office of Early Childhood's technology to the new building at 450 Columbus Boulevard in January. The move involved over 500 people and over 1,000 peripheral devices.
- Completed major projects and move of CTHSS staff to 39 Woodland Street.
  - Moved and deployed technology for all CTHSS Central Office staff from 25 Industrial Park Road, Middletown, to 39 Woodland Street, Hartford.
  - Installed a new VOIP system for 39 Woodland Street location.
  - Completed 5,418 CTHSS schools help desk tickets during the 2016-17 school year.
  - Completed technology projects that were part of school renovation projects at Eli Whitney CTHS and Emmett O'Brien CTHS.

EGovernment

List of Online Services Available:

- Common Core State Standard
- State Longitudinal Data System (SLDS)
- District Grant Processing
- Educator Certification
- Education Data Portal
- Data Collections
- Teacher Professional Development

- Health and Nutrition
- Regional School Choice
- Special Education
- Adult Education
- Accountability and Improvement
- Teacher Evaluation
- Direct Certification
- Online Assessment Testing

List of Online Services Requested by Constituents

- All of the above.

List of Online Services Planned to be made available:

- Grant applications
- New teacher certification process
- Educator Preparedness
- Education Financial System (EFS)

Planned Applications

- Complete development through User Acceptance Testing of the EFS that includes all functionality to replace the current ED001/R/C, UCOA reporting, and to support the new Every Student Succeeds Act (ESSA) and school-level financial reporting requirements. Deploy the EFS to local and regional boards of education, including charter schools and RESCs for use in reporting 2017-18 school year expenditures.
- Production implementation and support for the expansion of Direct Certification to include Medicaid data for eligibility for the free and reduced price lunch program and as a socio-economic measure for the calculation of the state's main education funding mechanism, the Education Cost Sharing grant.
- Development and implementation of the automation of the ED614 – Annual Magnet School Funding Application. Create an on-line Web portal for data entry for the magnet schools.
- Create a Web-based application for the filing of the ED301. Connecticut statute requires Superintendents of Schools and/or their Designated Agent for Working Papers to issue Certificate of Age/Working Papers (Form ED301) to minors who have received a promise of employment from a prospective employer.
- Redesign the on-line application for teacher certification to make it more intuitive and user friendly for different digital platforms.
- Collaborate with SAS, Pinnacle Systems, DAS/BEST and Bureau of Research to get SAS Visual Analytics (VA) operational and securely facing the Public.

FY 2018 Technology Budget

CSDE – Central Office

- Data Processing Equipment - $53,000
- IT Consultant Services - $1,700,000
- IT Hardware Maintenance & Support - $78,000
- IT Software Licenses/Rental - $140,000
- IT Software Maintenance & Support - $820,000
- IT Supplies/Telephone Repair/Cable Services - $35,000

CTHSS

- Capital – IT Hardware Purchase - $1,250,000
- Capital – Telecomm Equip/Systems - $600,000
- Data Processing Equipment – $1,235,000
- Internet Services - $220,000
- IT Hardware Maintenance & Support - $70,000
- IT Software Licenses/Rental - $255,000
- IT Software Maintenance & Support - $163,000
- IT Supplies/Telephone Repair/Cable Services - $210,000

FY 2018 Technology Major Expenditures

- The continued development and expansion of the State Longitudinal Data System, including implementation of SAS Visual Analytics.
- Implementation and rollout of the Education Financial System.
- Begin redesign and rewrite of SDE's Directory Manager.
- Continued IT infrastructure upgrades associated with the Connecticut Technical High School System which include:
  - Server upgrades
  - Switch replacements
  - Ongoing rollout of a 1/1 chrome book initiative
  - Continued upgrades to wireless network (additional WAPs)
  - Purchase of Mobile Device Management (MDM) software

WORKERS' COMPENSATION COMMISSION

Mission

The Workers' Compensation Commission (WCC) administers the workers' compensation laws of the State of Connecticut with the ultimate goal of ensuring that workers injured on the job receive prompt payment of lost work time benefits and attendant medical expenses. To this end, the Commission facilitates voluntary agreements, adjudicates disputes, makes findings and awards, hears and rules on appeals, and closes out cases through full and final stipulated settlements.

Technology Strategy

The role of MIS is to assist the Workers' Compensation Commission in administering the workers' compensation laws of the State by improving the efficiency and effectiveness of processes through automation. WCC recognizes the Software Management Policy that describes the use and disposal of software assets found at http://www.osc.ct.gov/manuals/software/contents.htm.

Technology Achievements

- Completed migration of agency to the state enterprise VoIP phone system

EGovernment

List of Online Services Available:

- Submission of First Reports of Injury. FRIs may be entered through a web interface, or in bulk via an EDI interface.

List of Online Services Requested by Constituents:

- Ability to query claims status and dockets online

List of Online Services Planned to be made available:

- None planned for this FY

Planned Applications

- eCourt case management system

FY 2018 Technology Budget

Outline a plan for technology spend from all sources:

- Hardware $0
- Software $47,000
- Services (consulting) $125,000
- Subscriptions $132,430
- Telecom and Data $110,000

FY 2018 Technology Major Expenditures

List all planned agency technology expenditures in excess of $100K:

- Migration to the eCourt case management system. Expected cost: $475,000.
- Migration of half of agency to the state enterprise VoIP phone system.